

2024

Annual and Sustainability Report





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Welcome

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Jéssica Francinete Soares (Lawyer – Legal Department)

Leonardo Sena (Pharmacy Clerk)



Welcome to **RD Saúde's 2024 Annual and Sustainability Report**, where we present the key impacts of our actions across the ESG agenda (Environmental, Social and Governance) for the period from January 1 to December 31, 2024, and demonstrate how the connection among the people who make up RD Saúde drives sustainable growth.

We believe that RD Saúde's evolution is the result of continuous efforts to deliver a customer-centered experience, focused on promoting health and well-being through an integrated and connected approach.

We celebrate the goals we have achieved and reaffirm our commitment to responsible growth, innovation, and care for people. At every step, we place human connection at the heart of our journey—our guiding compass into the future—advancing RD Saúde toward new standards of care and connection, and toward our ambition of becoming the group that contributes the most to **a healthier society in Brazil by 2030**.

Enjoy your reading!



Vivian Pereira Santos (Clerk 1), **Daiane Rodrigues Blasques** (Supervisor), **Bruno Nascimento** (Pharmacist), **Jean dos Santos Nascimento** (Supervisor), **Emilly Eduarda Santos Assunção** (Clerk 2), professionals from Drogasil SP Cidade Jardim 1

Laíza Monteiro (Pharmacist), **Tainara Santos** (Clerk 2) e **Camila Vieira** (Clerk 2), professionals from Raia SP Campo Belo C





About this Report

GRI 2-1 | 2-2 | 2-3 | 2-5 | 2-14

This Annual and Sustainability Report was prepared in alignment with leading transparency and sustainability practices to present information about RD Saúde—the corporate brand launched in 2024 that brings together the Raia and Drogasil pharmacy chains as well as their controlled entities.

To ensure comprehensive and accurate disclosure, we adopted the GRI Standards (2021), the principles of the International Integrated Reporting Framework (IIRC), the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and the Sustainability Accounting Standards Board (SASB) indicators for the drug retail sector. We also highlight how our practices align with the United Nations (UN) Sustainable Development Goals (SDGs).

Our financial data complies with accounting practices adopted in Brazil, in accordance with the regulations of the Brazilian Securities and Exchange Commission (CVM), the Brazilian Generally Accepted Accounting Principles (NBCTG), and the statements issued by the Brazilian Accounting Pronouncements Committee (CPC). It also adheres to the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB).

The Double Materiality Matrix, updated in 2024 with input from multiple departments and stakeholders, guided the selection of indicators and content presented in this report.

All information was gathered through interviews with board members, officers, and executives responsible for planning, strategy, and operations. The content was approved by Senior Management and independently verified by DNV.

How to read this report

You may choose to read this report sequentially or thematically, based on the following guiding frameworks:

- Through the Capital Map, which shows how each chapter's content relates to the different forms of capital used by the business;
- Through the SDG Map, which identifies the priority Sustainable Development Goals (SDGs) addressed in each chapter;
- Through the GRI, SASB, and TCFD indexes, which reference the specific pages where each indicator is discussed.



For questions or suggestions, feel free to contact us at:

sustentabilidade@rdsaude.com.br



Message from the Board of Directors

GRI 2-22

We live in a world shaped by economic uncertainty, climate change, growing social tensions, and rapid shifts in behavior and technology. In this dynamic and unpredictable environment, thriving requires resilience, adaptability, and a constant drive for innovation. We believe one of the greatest challenges for companies today is to find development paths that balance present-day stability with future-building, even in the face of so many factors beyond our control. More than ever, companies must take an intentional role in contributing to the creation of a more just, healthy, and economically resilient society.

As a healthcare retailer with over 100 years of presence in Brazil, people have always been at the center of everything we do. We believe in the power of this sector as a catalyst for partner growth, a driver of productive inclusion and youth development, and a force that supports and mobilizes customers on their healthcare journeys.

It was within this context that, in 2024, we launched our new corporate brand: RD Saúde. This brand clearly expresses our commitment to promoting a healthier society. More than a change in identity, it reflects the expansion of our strategic direction—uniting our retail DNA with our mission to foster health and well-being for all.

We continued to expand our portfolio of products and services, always elevating the role of the pharmacist as a healthcare agent and leveraging new technologies to enhance the customer experience. We are creating hybrid, physical and digital solutions, always delivered in a humanized way—with what we call “human warmth.”

With 3,230 pharmacies located across 619 municipalities in every Brazilian state, we are increasingly present in people’s lives. This territorial reach, rooted in a strong organizational culture centered on care, remains the foundation of RD Saúde’s sustainable growth.



We have integrated sustainability into our business strategy, with clear targets, active governance, and leadership engagement—elements we consider essential to the long-term success of our organization. The Board of Directors closely monitors this agenda, providing both technical and strategic support, while our Sustainability Committee ensures alignment between ambition and action.

In 2024, we reached our 2030 goal ahead of schedule by supplying 100% of our sites with renewable energy. We began to deliver reductions in Scope 1 and 2 emissions, achieving a 39.2% decrease compared to 2021. We allocated over BRL 41.1 million to integrative health initiatives in communities, through a combination of our own resources, customer donations, tax incentive programs, and product donations.

Through RD University, we expanded our training efforts—especially with health learning tracks—important steps toward a healthier, more inclusive, and compassionate society.

We remain committed to this journey, driven by the trust of our customers, professionals, and partners, and by the responsibility to help build a future where healthcare becomes more accessible every day.

Enjoy your reading!

Antonio Carlos Pipponzi
Chairman of the Board of Directors





Message from CEO

GRI 2-22

In 2024, we deepened the connection between our people and our purpose of building a healthier society. The new corporate identity, which brings together the RD Saúde brands, was enthusiastically received and reinforces the strength of our company. With a clear purpose structured around four pillars—greatness that drives impact, building the future of healthcare, a calling to care up close, and sustainability at the core—we continue to move forward on our journey.

This year, we expanded our presence across Brazil, with over 3,000 pharmacies, including new units in several states, and grew our digital reach through the New Pharmacy and the Healthcare Platform. With more than 621.4 million digital accesses and 49.1 million active customers, we were recognized with a Net Promoter Score (NPS) of 91 points for in-store pharmacies and 76 points for digital service—demonstrating the positive impact of our actions and the strong connection with our customers.

We also expanded our presence in the healthcare sector, reinforcing the essential role of pharmacies and pharmacists within the healthcare ecosystem. We offered more integrative health services to the population, focusing on primary care, promotion, prevention, and protection.

With the goal of becoming the company that contributes the most to a healthier society in Brazil, we continue to put people at the center of everything we do. This ambition reinforces our long-term commitment to building an accessible, human-centered, and effective healthcare ecosystem.

We entered into a partnership with Hospital Oswaldo Cruz, bringing its expertise into our care protocols. This partnership allows us to provide an environment that combines empathy and technical knowledge, ensuring our professionals offer guidance that is both accessible and practical.

In caring for our team, we maintained open dialogue and engaged leaders and teams to raise awareness about mental health. Our goal is to foster a stigma-free corporate culture, where people recognize RD Saúde as an advocate for mental well-being and feel safe expressing their needs.

We achieved meaningful results that reflect our strong customer connection and commitment to excellence. With BRL 41.8 billion in gross revenue and annual growth of 15.1%, we were recognized among the 20 most valuable brands in Brazil, according to Interbrand's Best Brazilian Brands 23/24. Drogasil ranked 14th and Raia, 18th—placing RD Saúde

among the most valuable brands in the country. A milestone that fills us with pride.

Sustainability has become a fundamental pillar of our journey, integrated into every area of RD Saúde and strengthening our path to growth. This is reflected in the progress of our Commitments for 2030, aimed at building a healthier society for people, business, and the planet.

In logistics, several initiatives—including the use of electric trucks for some deliveries, more efficient routes, driver training, and increased load capacity—have delivered positive results and reduced distribution-related emissions.

To meet the expectations of increasingly conscious consumers, we launched the LOVS seal—Local, Organic, Vegan, and Sustainable—to identify products developed under sustainable practices and criteria. We also introduced Needs Natos, a line that combines high performance with care for people and the environment. It uses carefully selected ingredients and packaging made from recycled medication packaging collected at our disposal points.



Our social impact and community health efforts were guided by our Theory of Change, structured around three pillars: promoting healthy habits and access to healthcare, environmental health, and strengthening public policies and the broader healthcare ecosystem.

Now, at a defining moment in our history, we are taking an important step in the governance and succession of the company. With deep emotion and appreciation for everything we have built together, I announce a new chapter for RD Saúde. Starting in 2025, I will take on the role of Chairman of the Board of Directors, and the position of CEO will be assumed by Renato Raduan. Renato has been part of our company since 2013 and has played a key role in our growth, leading strategic areas such as Pharmacy Operations, Omnichannel, Expansion, Logistics, and M&A.

Marcello De Zagottis, our Vice President of Commercial and Marketing, will take on the role of Chief Operating Officer (COO). This newly created position reinforces our commitment to operational efficiency and customer satisfaction.

As I reflect on my journey at RD Saúde, I feel deep gratitude and pride. From the merger of Droga Raia and Drogasil in 2011 to becoming the largest pharmacy chain in the country, our path has been built on dedication, resilience, and many achievements. Every step along the way has been made possible by the commitment of each person who is part of our Company.

I sincerely thank everyone who has been by my side—for the learning, for helping build such a remarkable Company, and for the shared commitment to our purpose of promoting a healthier society.

I must express my deepest gratitude to Antonio Carlos Pipponzi for his legacy and for the trust he placed in me to carry forward the outstanding work he led as Chairman of the Board.

As we begin this new chapter, we remain confident in our ability to continue making a positive impact on people's lives. Inspired by a legacy of care and innovation, we are ready to build an even brighter future for RD Saúde.

With great enthusiasm, enjoy your reading!



Marcilio D'Amico Pousada
CEO



The RD Saúde

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Graziely Biasseti (Analyst – RD Saúde University)

Gilberto Ribeiro (Pharmacist)



Our Brand

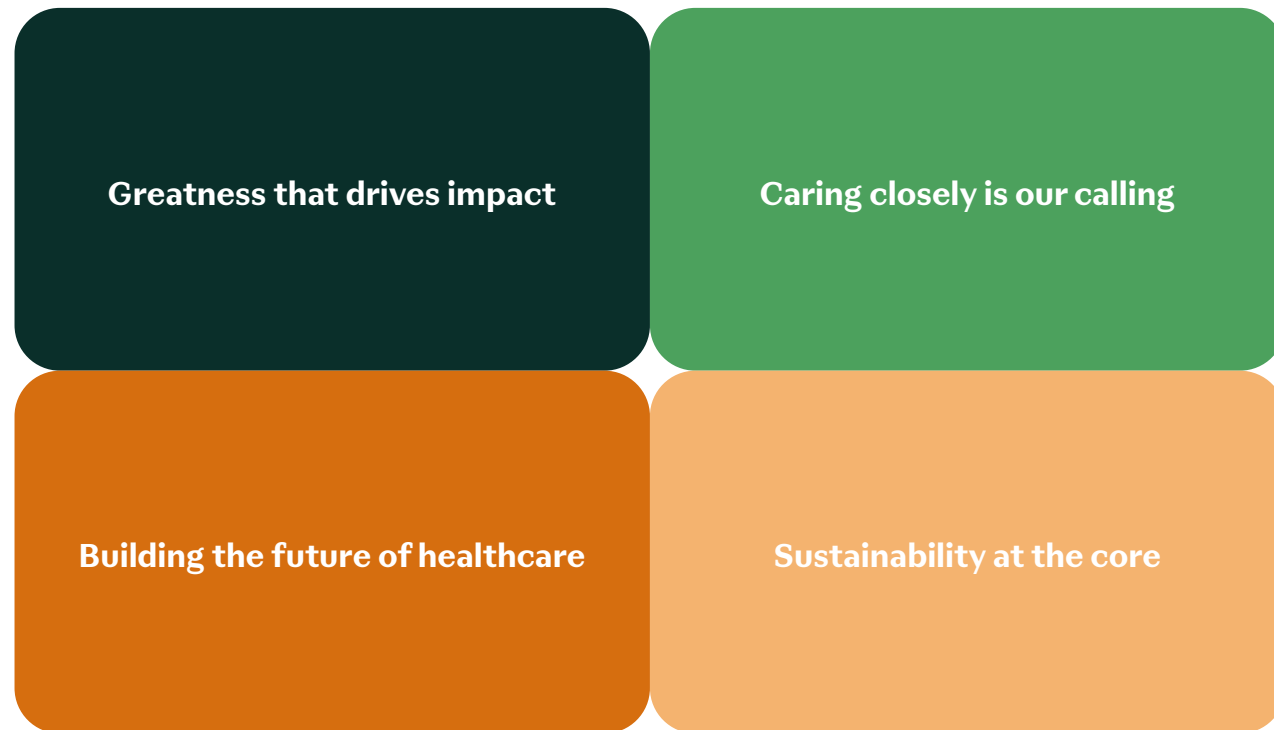
GRI 2-1 | 3-3 HEALTHY CUSTOMERS | SASB HC-DR-000.A | HC-DR-000.B | HC-DR-000.D

We are RD Saúde, a comprehensive healthcare ecosystem with 3,230 pharmacies across Brazil and businesses focused on promoting a healthier society. Our journey began in 2011 with the merger of the Droga Raia and Drogasil brands, and we have grown consistently ever since, becoming **the largest pharmacy chain in the country**. We have expanded beyond pharmaceutical retail, integrating B2B solutions and digital platforms into our business (learn more on page 22).

We are committed to building the future of healthcare with both technology and human warmth, through an ecosystem of health solutions focused on promotion, protection, prevention, and primary care (see page 18). We deliver over one million services every day, creating lasting bonds of care with our customers — both in person and through our digital platforms.

- Be more
- Be multiple
- Be visionary
- Be innovative
- Be digital

RD Saúde's purpose is brought to life through four brand pillars, which express our business vision to the market and to consumers:





The RD Saúde way of being and doing

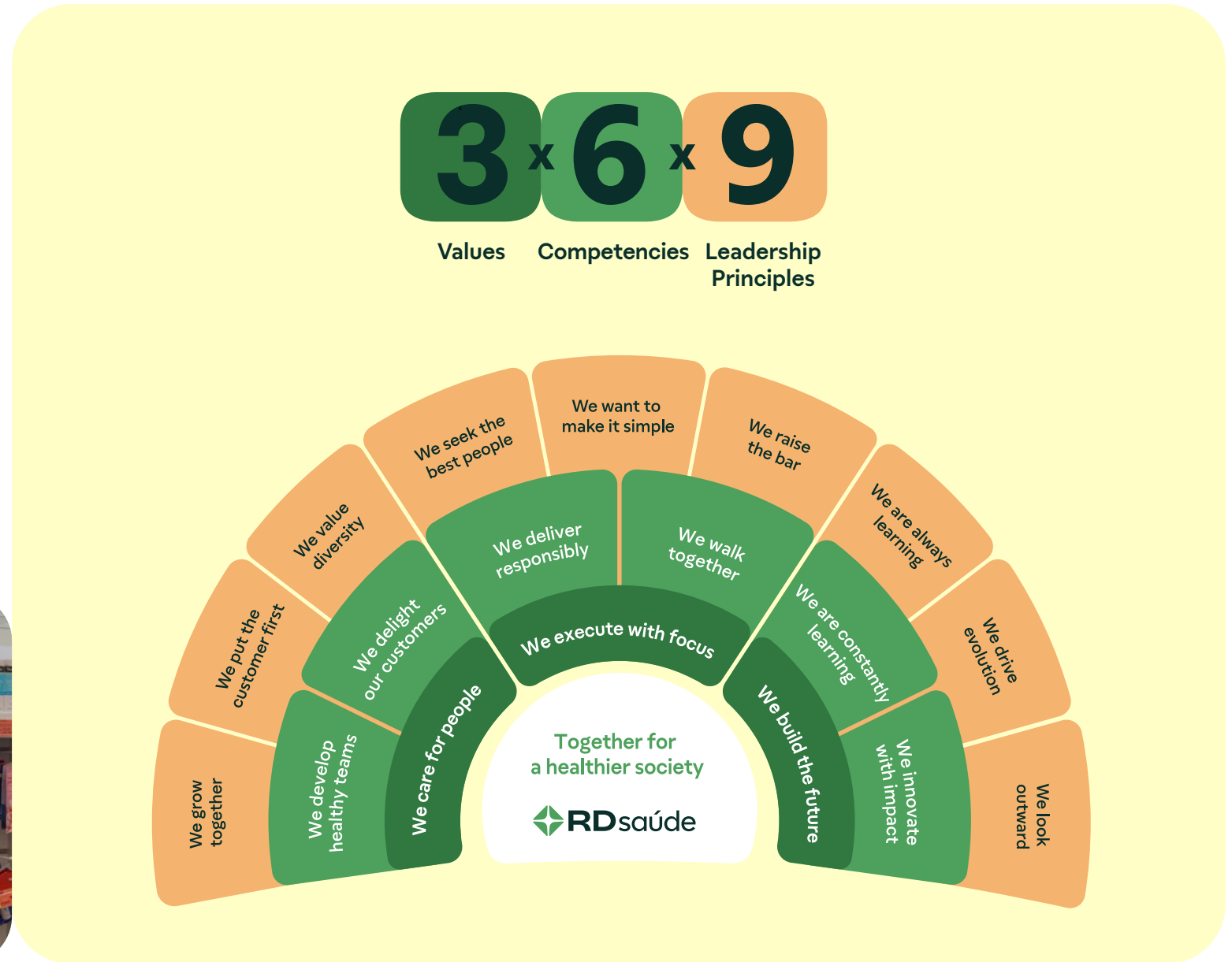
To become the group that contributes the most to a healthier society in Brazil by 2030, we are guided by RD Saúde's core values: **we care for people, we execute with focus, and we build the future.**

These three core values are put into practice through six key competencies that are embedded in RD Saúde's culture.

Day by day, we work to develop our teams and strengthen this culture by promoting the expected behaviors of our professionals. We believe this is how we can broaden our perspective across every dimension of integrative health: **physical, mental, spiritual, social, and environmental.**



Danila Silva (Clerk) and client at Raia SP Campo Belo C





Greatness that drives impact

We combine the scale and strength of a market leader with a commitment to doing what is right for all our partners, always guided by respect and responsibility. Our vision is that being large is not enough — it takes greatness to transform society and build a healthier future for all.

49.1 million
active customers

621.4 million
accesses across digital channels

249K + active items on the marketplace

1.2K + registered sellers

1.19 million m²
of total pharmaceutical retail space

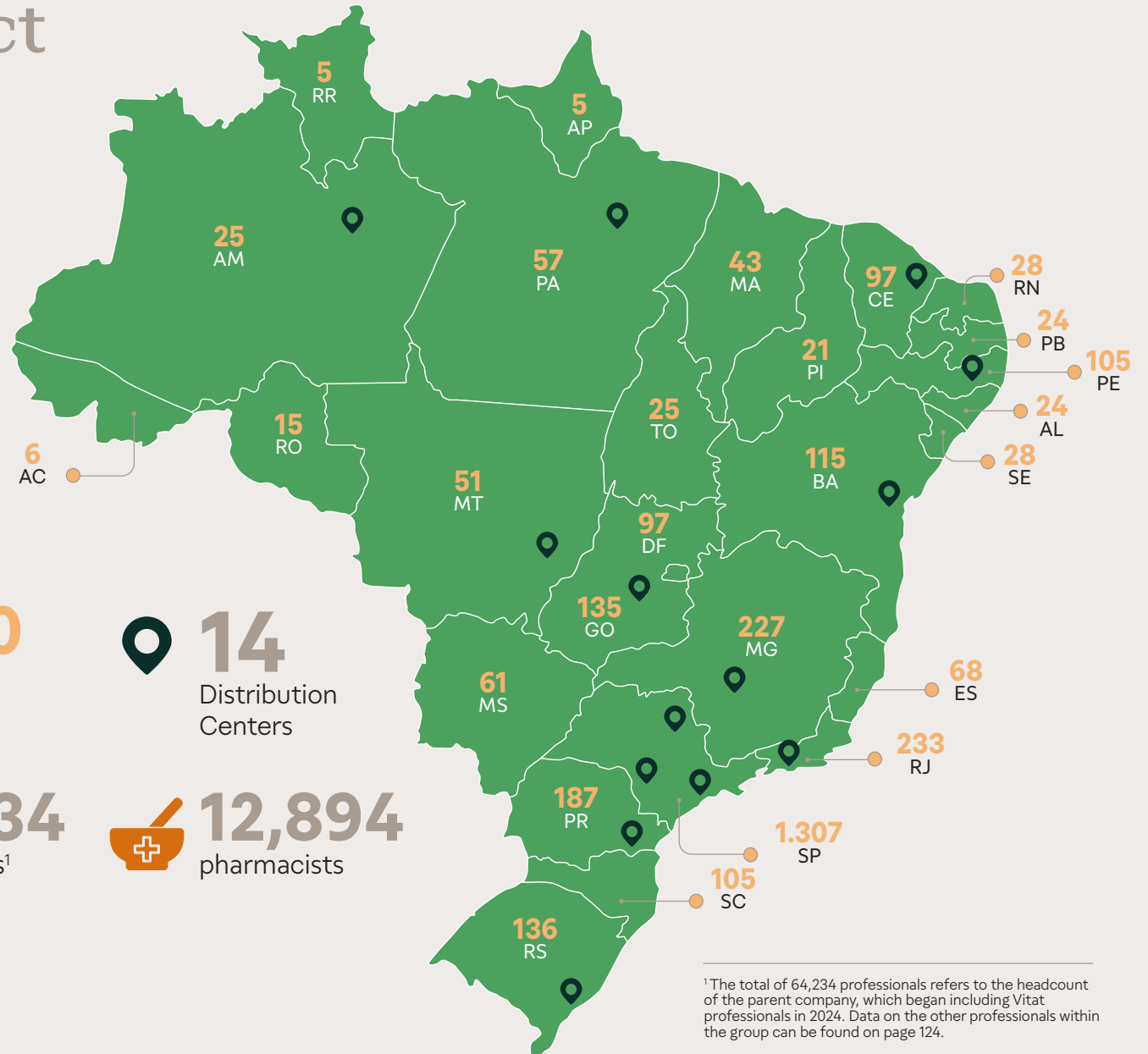
Presence in
619 municipalities

 **3,230**
pharmacies
across Brazil

 **14**
Distribution
Centers

 **64,234**
professionals¹

 **12,894**
pharmacists



¹The total of 64,234 professionals refers to the headcount of the parent company, which began including Vitat professionals in 2024. Data on the other professionals within the group can be found on page 124.



Transformative connections

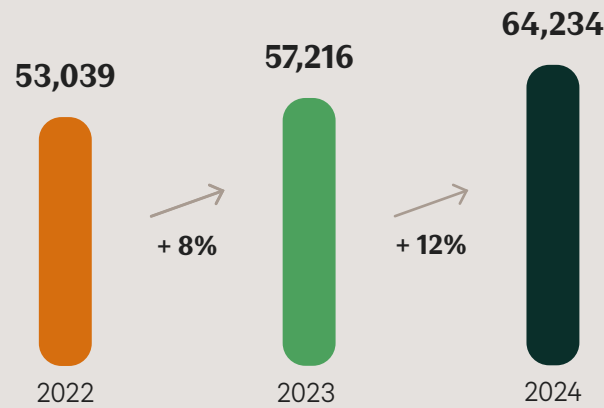
GRI 2-7 | 2-8 | 2-30

3-3 COMPREHENSIVE HEALTH AND SAFETY OF PROFESSIONALS

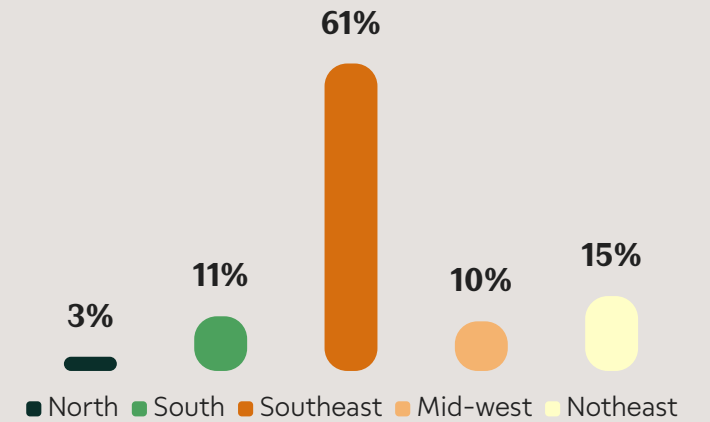
We are expanding our presence in Brazil, and in 2024, we opened 300 pharmacies across 45 municipalities, reinforcing our commitment to bringing healthcare to communities throughout the country.

At RD Saúde, our professionals build trusted relationships with customers, fostering respect and professional growth. We value diversity and inclusion, ensuring a safe environment where everyone feels welcomed and supported in their individual needs.

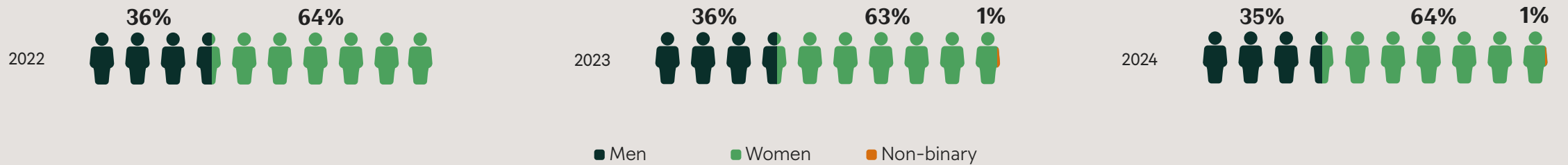
Team growth over the years



Regional distribution of the team



Team distribution by gender¹



¹ Since 2023, we have reported data based on self-identification, quantified by the ratio between the gender option selected and the total number of respondents, excluding individuals who did not answer the questionnaire (9,294 people) and those who selected "prefer not to answer" (851).



Good labor practices

Since the establishment of RD Saúde, we have not recorded any strikes or lockouts — a reflection of our strong relationship with both our professionals and representative unions. The distribution of our team across 3,230 pharmacies and 14 distribution centers also helps minimize the risk of work stoppages.

The collective bargaining agreements signed with the unions cover 100% of our professionals, who are represented by the Retail Union of Pharmaceutical Products in each state and municipality, totaling 306 unions.

¹ In regions where the Retail Union of Pharmaceutical Products is not present, directly employed professionals are represented by the local Commercial Employees' Union.



Maisa Ricardo and **Sara Mirely Queiroz**, (Shelf Replenishment Assistants) from the Guarulhos (SP) Distribution Center

Certified Distribution Centers

The RD Saúde Campus and 11 Distribution Centers are certified under ISO 14001 (Environmental Management), representing 75% of our significant² units, and also hold ISO 45001 certification (Occupational Health and Safety), ensuring excellence in international standards for environmental, health, and safety management.

We continuously engage our teams in complying with these standards and conduct annual recertification audits.

² Pharmacies are not included in this percentage due to their size and type of activity.

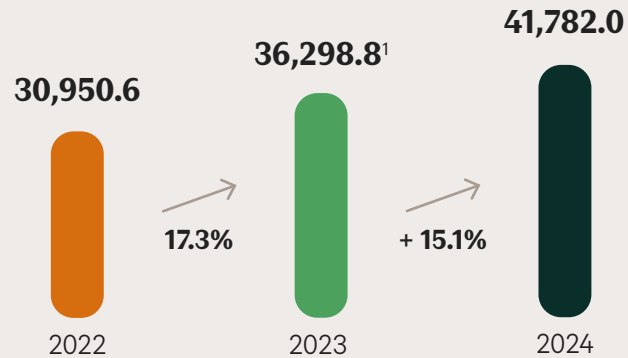


Financial performance

GRI 201-1

Gross revenue

(in BRL million)



Adjusted net profit

(in BRL million)



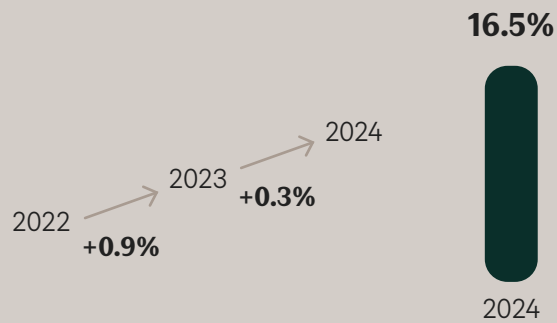
Added value²

(in BRL billion)



Market share

(Brazil consolidated, in %)

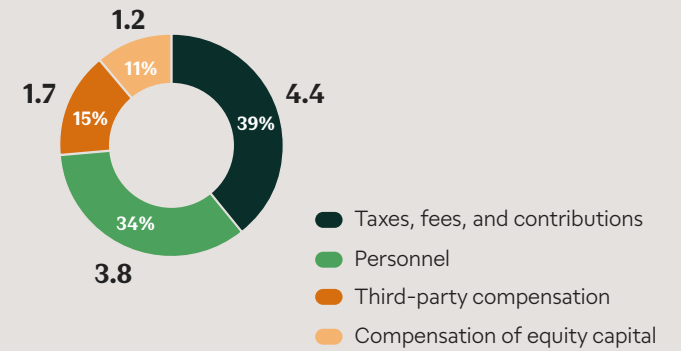


See the detailed 2024 results in RD Saúde's **Financial Statements**.

¹ Includes the reclassification of revenue into the selling expenses category. For more details, see the 1Q24 earnings release.
² Adjusted for actual rental expenses and excludes the effects of Present Value Adjustment (AVP).

Value added by stakeholder

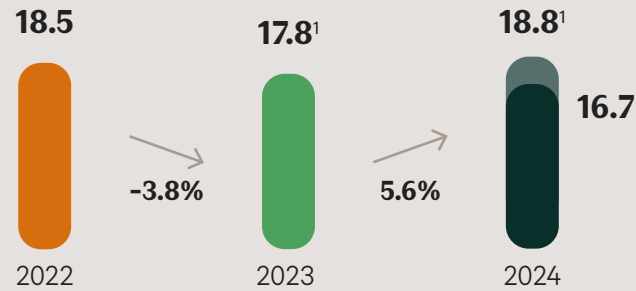
(BRL billion | % yearly total)





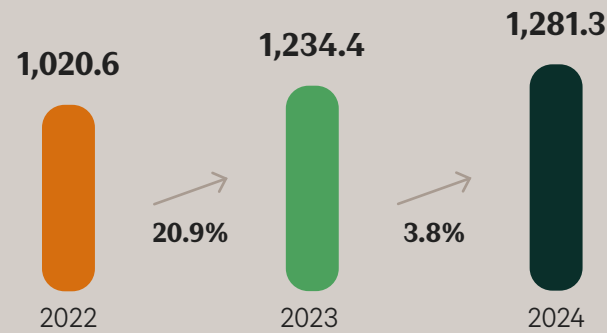
Roic

(Return on invested capital, in %)



Capex

(in BRL million)



Market value

BRL 32.5 billion

Total shares

1,718,007,200

Leverage

(net debt/EBITDA)



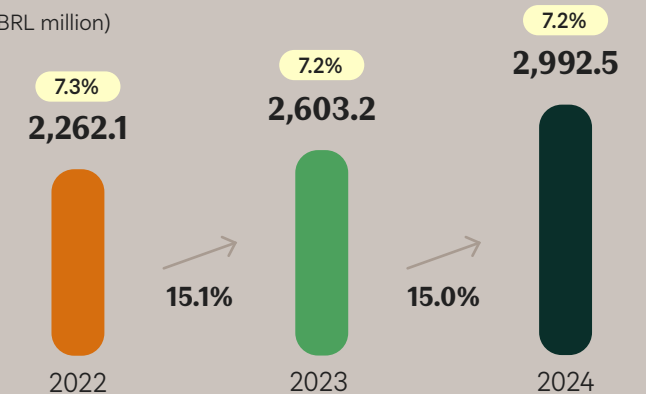
Free cash flow

(in BRL million)



Adjusted EBITDA and EBITDA margin (%)

(in BRL million)



¹ Excludes additional taxation resulting from Law No. 14,789/2023

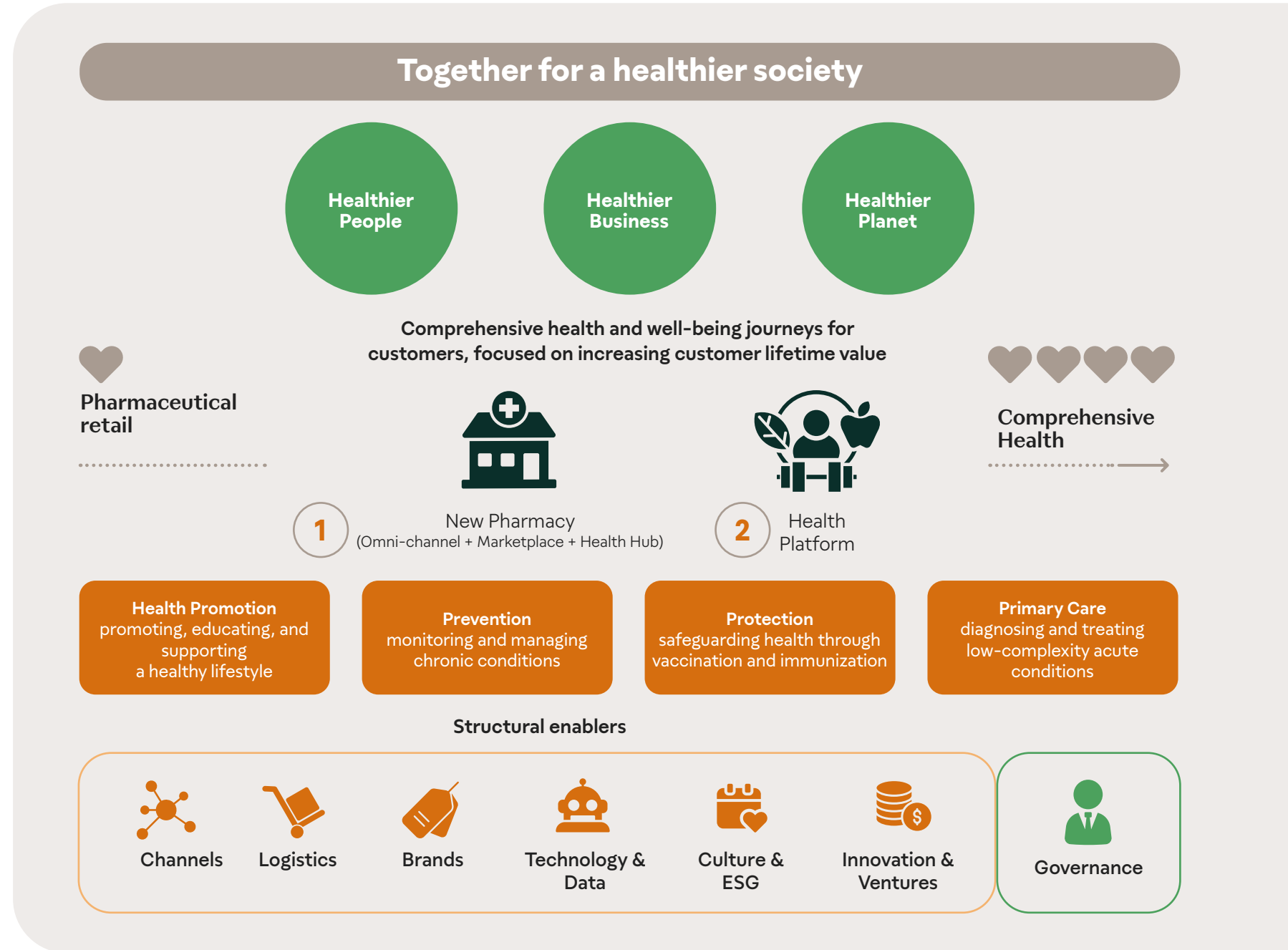


Caring closely is our calling

GRI 2-6 | 3-3 HEALTHY CUSTOMER | CUSTOMER EXPERIENCE

With a spirit of care present in every area, RD Saúde is committed to being part of Brazilians' healthcare journey with genuine attention. From well-being programs for our professionals to the warm, personalized service provided to customers at each 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.





New Pharmacy

With the New Pharmacy, our locations are becoming spaces for comprehensive health, combining convenience, technology, and humanized service through the qualified care of pharmacists and an omnichannel experience. We bring our customers the best of both worlds: the tradition of close, personal service and the benefits of technological innovation — whether in physical pharmacies or digital channels.

In 2024, we reached BRL 7.1 billion in gross revenue from digital channels — a 41.7% increase over the previous year — representing 17% of total revenue and 18.6% retail penetration. Our app and website recorded a combined 621.4 million visits during the year, reinforcing our connection with customers and the relevance of the marketplace in the comprehensive health journey.

By connecting health, hygiene, well-being, and beauty, RD Saúde's marketplace expands our product offering with thousands of options available through partner sellers. In 2024, we offered over 249K active items from 1.2K registered sellers.

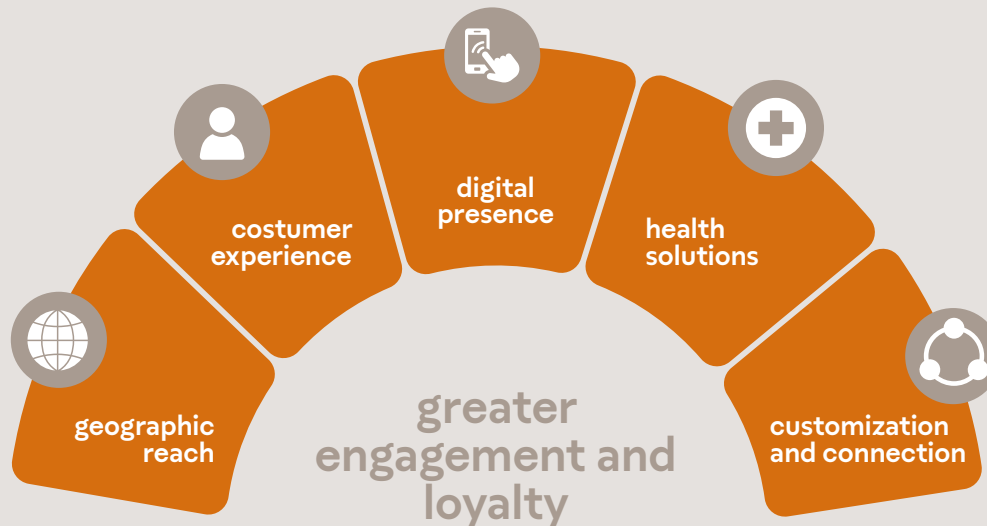
Our progress in digitalization also reinforces our environmental commitment by enabling efficient logistics, with record delivery times and reduced greenhouse gas (GHG) emissions.

The subscription model has stood out by fostering customer loyalty and deeper engagement with their treatments. By ensuring convenience and regular delivery of products and medications, subscriptions strengthen the customer relationship, promote health, build brand trust, and enhance the overall customer journey value.

Customer journey value proposition

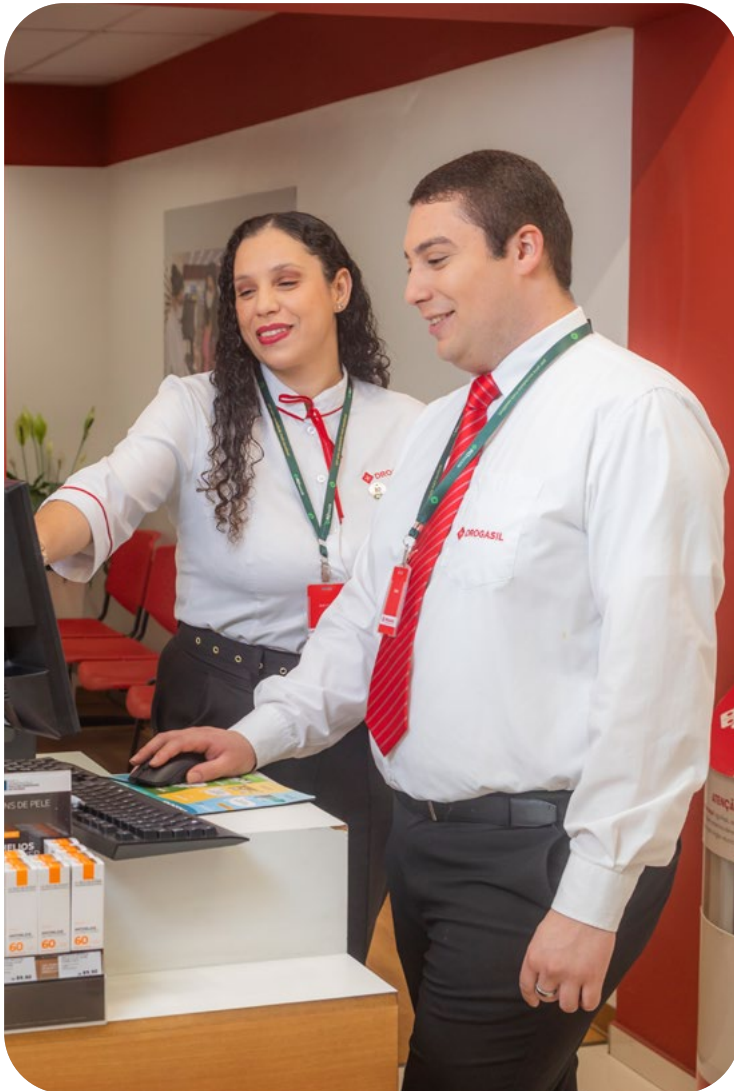
Customer at the center

The customer is at the center of our entire strategy, which is focused on increasing loyalty and engagement through experience, operational excellence, and meaningful connection.





Daiane Rodrigues Blasques and Jean dos Santos Nascimento (Supervisors), at Drogasil SP Cidade Jardim 1



Espaço Mais Saúde

Espaço Mais Saúde, integrated into Raia and Drogasil pharmacies, offers convenience and trust through pharmacists trained in a comprehensive health approach, socio-emotional skills, and active listening — ensuring humanized and efficient care in every service delivered.

Quality training

The innovative partnership with the Oswaldo Cruz Foundation, launched in 2024, brings expertise in areas such as pharmacist technical training, health protocol development, and certification of Espaço Mais Saúde for primary care services, including medication administration, vaccinations, blood glucose and blood pressure monitoring, and bio-impedance measurement.

The initiative includes a training program for the Company's 12,000 pharmacists, enhancing their specialization in healthcare and pharmaceutical services for our customers.

- **Pharmaceutical services:** wound care, injectable administration, blood pressure measurement, among others;
- **Rapid tests and screenings:** including pregnancy tests, diagnostic tests (such as for dengue, yellow fever, COVID-19, and influenza), as well as hormonal and hemoglobin level testing;
- **Vaccinations:** covering diseases such as meningitis, HPV, herpes zoster, yellow fever, pneumonia, influenza, and dengue.

We have reached 2,442 pharmacies offering a full portfolio of services through Espaço Mais Saúde.

In addition, 379 pharmacies are equipped with vaccination rooms (+24% vs. 2023), expanding the Company's reach within our Protection pillar.

Espaço Mais Saúde also plays a key role in increasing customer engagement and loyalty, as those who use its services tend to visit pharmacies more frequently, purchase a higher volume of products, and make higher-value purchases.



The essential role of pharmacists

Pharmacists play a vital role in connecting customers to RD Saúde. Our strategy positions them as primary healthcare agents — trusted, accessible, and present in our pharmacies throughout Brazil — promoting health, prevention, protection, and primary care.

Understanding this path as a strategic shift for the future of healthcare in Brazil, RD Saúde has been investing in the Pharmacist Journey, aiming to train and develop our team of over 12,000 professionals while also reviewing and strengthening key aspects that

support and value their careers within the company. These efforts are already reflected in both numbers and positive experiences, such as the expansion of services like vaccinations and testing, which achieved a high satisfaction score (NPS) of 90.8%.

By building a comprehensive healthcare ecosystem and repositioning pharmacists as central figures in patient care, we are strengthening our business and paving the way for a healthier and more accessible future for all.

Tainara Santos (Clerk) and customer at Raia SP Campo Belo C



I see that our customers are aware of our sustainable practices and feel part of them. Our daily work contributes to raising awareness and generates positive outcomes.

Daiane Blasques, Supervisor at Drogasil SP Cidade Jardim 1



Building the future of healthcare

RD Saúde stands out as a group actively building an ecosystem focused on comprehensive health, powered by technology and digitalization. Through a range of innovative initiatives, RD Saúde is distinguished by its forward-looking vision — put into practice today — investing in healthcare advancements without losing sight of the human aspect.

We continuously enhance the customer experience across our comprehensive health and retail ecosystem through

partnerships and investments in businesses that expand RD Saúde's impact. RD Ventures, the innovation and retail hub of RD Saúde, leads the strategy and management of these investments.

In 2024, RD Ventures focused on integrating its portfolio companies to expand the offering of health solutions, including medications, wellness support, and habit change initiatives. Notable examples include Dose Certa, Raia Manipulação, and Drogasil Manipulação.

Innovation for care



Retail solutions

Healthcare solutions



Customer



soluções de mídia RDsaúde



a vida em primeiro lugar





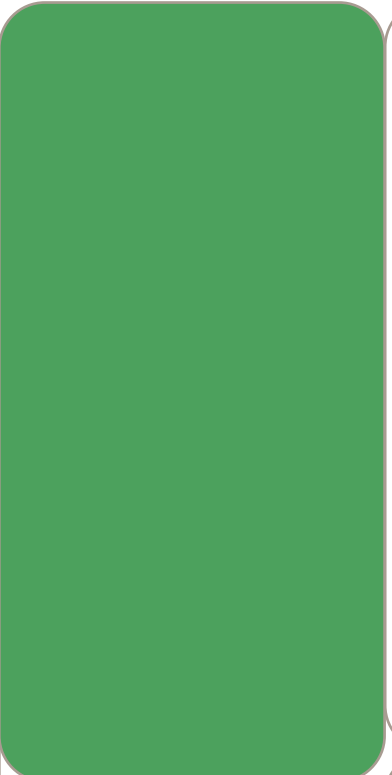
Over the past few years, our pharmacies have evolved into comprehensive health and well-being hubs, offering solutions that support an integrated approach to health (learn more on page 19).



Development of digital solutions focused on the journey of access and adherence to medication treatments.



A personalized packaging solution — individual and grouped by dose and time — designed to promote safer and more convenient treatment for patients using multiple continuous-use medications.



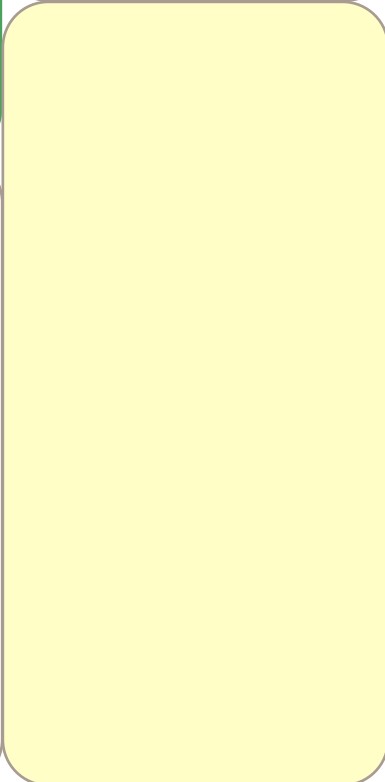
Specialty medications focused on areas such as oncology, rheumatology, orthopedics, dermatology, reproductive medicine, and infectious diseases.

This area includes a dedicated department to support patients with chronic conditions and those undergoing continuous-use treatments.



With comprehensive health hubs, we offer a variety of services and administer vaccines in certified immunization rooms, promoting health and prevention.

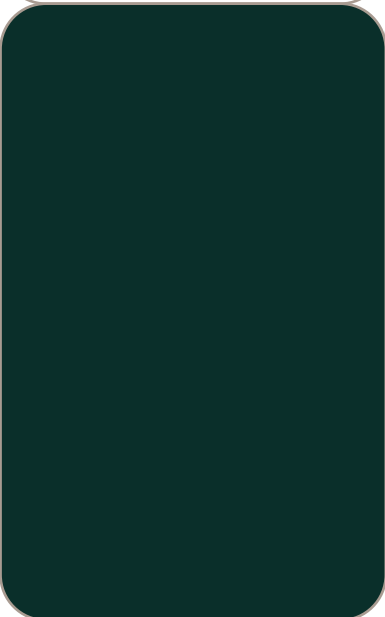
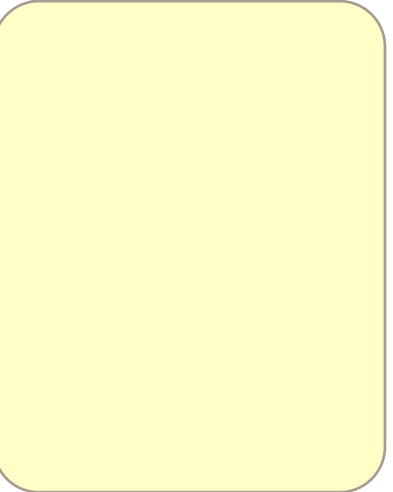
Learn more about our services on page 20.



Patients receive their treatment organized each month, which helps reduce treatment discontinuity, dosing errors, and adverse drug interactions.



A complete solution for customers who use compounded medications, offering an omni-channel experience.





A medication benefits platform offered to companies, healthcare providers, and business partners, contributing to users' quality of life while providing savings and convenience in the corporate environment.



A corporate health management platform that leverages intelligence and technology to optimize processes and reduce claims ratios for client companies.



A retail media solution designed to positively and meaningfully support people's health by connecting major brands in the health, beauty, and wellness segments with their real customers.

Impulso delivers creative and relevant communications, driving greater effectiveness for product and brand campaigns.



Medical and pharmaceutical software that provides a complete solution for managing clinics and practices, including electronic medical records and prescriptions, appointment scheduling, telehealth, and financial management.



The leading loyalty coalition in Brazilian retail, formed in partnership with GPA, allows customers to redeem points with partner brands — strengthening Stix's power of recurrence and coalition.



Exclusive Brands

GRI 3-3 | HEALTHY CUSTOMERS | PRODUCT AND SERVICE INNOVATION

RD Saúde's Exclusive Brands reaffirm our commitment to promoting health, well-being, and accessibility through a proprietary product portfolio carefully developed to meet customer needs at every stage of the care journey. These brands are built on responsible and sustainable practices, strengthening customer relationships through **Needs, Natz, Nutrigood, and Caretech.**

The results achieved in 2024 demonstrate the positive impact of our Exclusive Brands on our sustainability journey. By offering high-quality, affordable products, revenue grew by 14.8% compared to 2023, closing the year with over BRL 1.5 billion in sales and a greater share of Exclusive Brands in total revenue.

Protecting biodiversity

With the launch of the Needs Natos line, we are allocating 1% of all sales to Ipê Institute (Institute for Ecological Research), which has been working since 1992 on biodiversity conservation projects in Brazil — promoting socioeconomic benefits grounded in science, education, and sustainable business. The partnership aims to support initiatives across the Atlantic Forest, Pantanal, Amazon, and Cerrado biomes, connecting Needs Natos consumers to the movement of expanding Ipê Institute's impact even further.





By integrating health, innovation, and sustainability, the Exclusive Brands portfolio completes the individual health journey and translates our business purpose into concrete actions — amplifying the Company’s positive impact.

The Natz line, launched in 2022, was created to offer natural products grounded in sustainability principles. It prioritizes the use of natural ingredients, avoids controversial components, and uses packaging made from recycled materials. Through this approach, we have explored new possibilities for responsible care for people and the planet. Natz was also a key partner in our Farol Social Business initiative (see details on page 77). Meanwhile, the Needs product line, in partnership with UNICEF, continued to support menstrual dignity by distributing over 30,000 packs of sanitary pads to girls and adolescents in Brazil’s North and Northeast regions.

In 2024, we launched the Needs Natos line — a range of products designed for customers seeking self-care with environmental responsibility. The packaging for liquid soaps and moisturizers is made from 100% recycled PET plastic. The paper packaging is also made from 100% recycled material and is part of our circularity program, which includes the Conscious Disposal initiative for expired medications, boxes, and leaflets. These materials are collected at designated pharmacy drop-off points and reused to produce new packaging for the line.

Integrative care that connects and transforms

In 2024, Natz — the main partner of Farol — invested 2% of its product sales in the social business, promoting access to comprehensive health and well-being in underserved communities.



RD Saúde and Papirus representatives receiving the award

2024 Embanews Brazilian Packaging Award

The Natz packaging, made from 100% recycled VitaCarta® paperboard by Papirus, was recognized in the Use of Recycled Raw Materials category. This circular economy project, carried out in partnership with two other organizations, collects used boxes and leaflets through the Conscious Disposal Program for medications and recycles them into raw material for new packaging.



Health platform

The Healthcare Platform offers complete solutions for every stage of the customer care journey, including content, specialized services, and personalized guidance. The goal is to strengthen the connection with customers by supporting behavior change and care across different phases of their health journey.

RD Saúde’s strategy focuses on delivering an integrated experience, connecting solutions from invested companies to anticipate digitalization trends and meet the growing demand for agile healthcare services.

The platform brings together products, services, and solutions in a single digital space, offering convenience and reliability (learn more on page 18). In 2024, 371,000 people accessed the platform’s health programs.

Other solutions also made significant progress during the year, including HealthBit, focused on corporate health management, and Amplimed, designed for clinic and practice management.

Tainara Santos (Clerk 2) checking and organizing medications at Raia SP Campo Belo C

In addition to expanding our digital presence through the New Pharmacy and the Healthcare Platform, our 2024 results highlight the positive impact of our efforts and the strong bond we’ve built with our customers.

49.1 million
active clients

621.4 million
digital channel visits

NPS 91
for in-store pharmacies

NPS 76
for digital service



Sustainability at the core

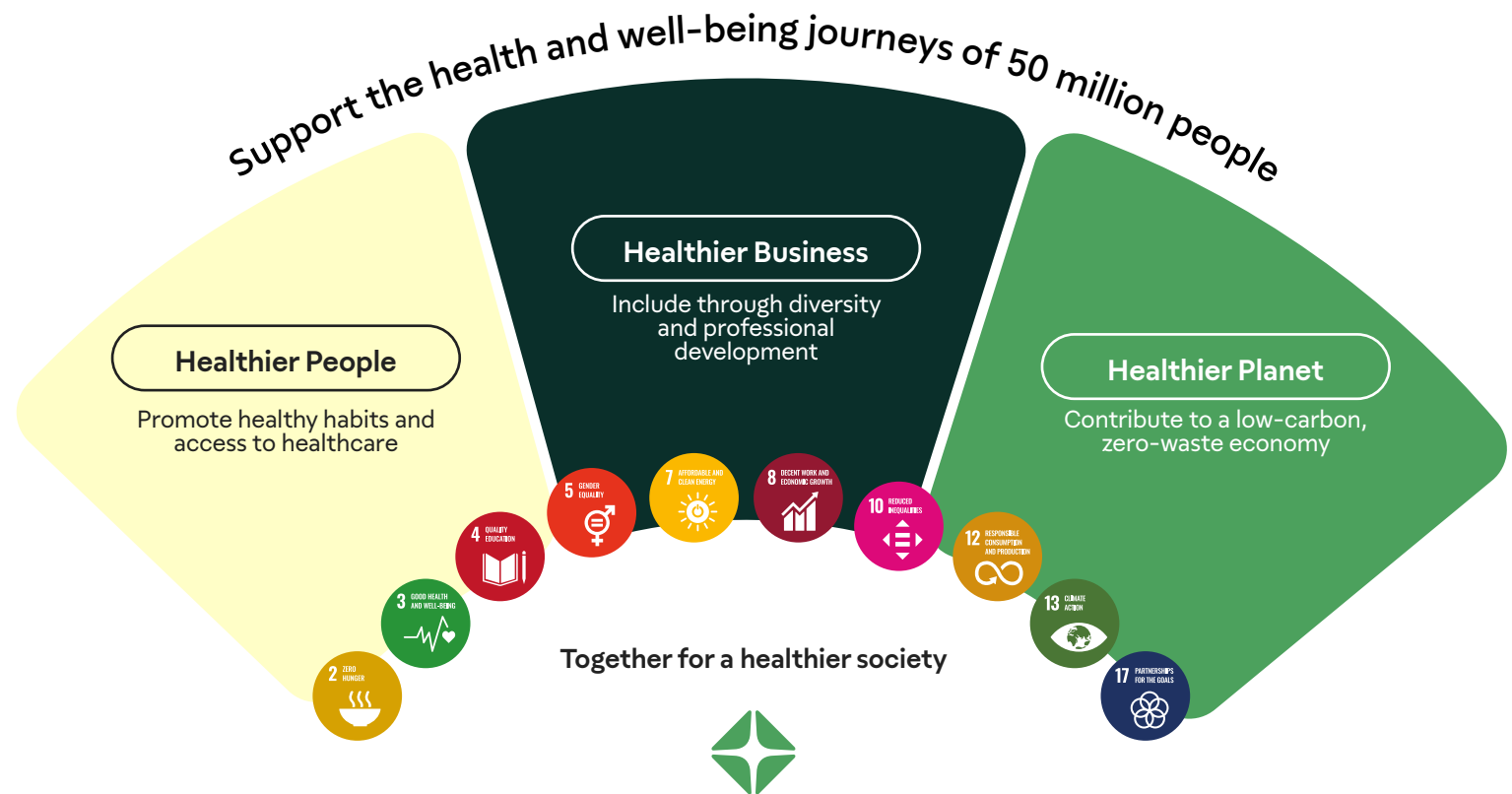
Commitments for 2030

We are pioneers in aligning our sustainability ambition directly with our business objectives, fully integrating it into the company's purpose. In addition to delivering healthcare to people, we are committed to building a healthier society.

Since the launch of our 2030 Sustainability Strategy in 2021, RD Saúde has been committed to advancing the environmental, social, and governance agenda. Our ambition is to become the group that contributes the most to a healthier society in Brazil by 2030.

We aim to go beyond the sale of medications by promoting health and disease prevention, supporting and encouraging the personal and professional development of our people, and reducing our environmental impact. We believe that, in doing so, we are contributing each day to building a healthier world.

To achieve this, our Sustainability Strategy is built on three pillars: People, Business, and Planet.





Materiality

GRI 2-29 | 3-1 | 3-2 | 3-3

In 2024, we reviewed our Materiality Matrix, reaffirming our commitment to a sustainable and up-to-date strategy, supported by practices that create value and mitigate risks across key business-related priorities. Through the lens of double materiality — guided by the European Financial Reporting Advisory Group (EFRAG), the technical body of the European Sustainability Reporting Guidelines (ESRG) — we identified both the potential financial impacts of ESG topics on our business and the areas where the Company's actions may generate the greatest effects on society and the environment.

This update was guided by five key principles: risk mitigation and value creation; shared vision; strategic alignment; focus and interactive process; and prioritization of strategic topics in response to the sector's challenges.



Professionals from the RD Saúde Campus

Our **Stakeholders Engagement Policy** establishes the periodic review of materiality through consultation with the key stakeholders involved in our business, ensuring that the process remains aligned with market best practices.

We are committed to maintaining trusted, inclusive, and ethical relationships with our stakeholders. We ensure accountability, provide channels for receiving and addressing feedback, and regularly share updates on stakeholder needs and expectations.



To support the double materiality assessment, three stages were considered:

- **capital markets analysis**, including research and scoring of key market drivers that identify material topics by sector — such as MSCI ESG Ratings, Dow Jones Sustainability Index, and the SASB Drug Retailer Standard;
- **competitor analysis**, evaluating the ESG strategies of leading global companies (top 10 S&P ESG scores) in the pharmaceutical and retail sectors; and
- **stakeholder feedback**, gathered through an on-line survey with various stakeholders, asking them to rank the priority and relevance of each impact topic identified in the previous stages, in addition to interviews with key executives and other priority stakeholders.



At RD Saúde, connections go beyond business — they drive sustainable initiatives that care for people and the future.”

Larissa Furtado, Sustainability Analyst

The double materiality matrix identified four critical topics and seven significant topics, for which we assessed strengths, weaknesses, opportunities, and threats.

This strategic step allows us to analyze internal strengths and external risks, helping us understand which topics offer the greatest value-generation potential and which must be managed rigorously due to their significant impact.

The topics were aligned with the three pillars and commitments of the Company’s 2030 Sustainability Strategy: People, Business, and Planet. We identified four cross-cutting material topics that are fully embedded in our business management.

Every two years, we update our materiality assessment to strengthen RD Saúde’s adaptability, adopting a proactive and responsible management approach that protects operations and drives progress toward our long-term goals and sustainability objectives.



Pillar	Material topic	Topic definition	Impact Scope	Related indicators	SGD
Healthier People	Customer experience	The way customers perceive and interact with the Company throughout their consumption journey.	Customers, community and society.	GRI: 416-1, 416-2, 417-1, 417-2 and 417-3 SASB: HC-DR-330a.1	SDG 8, 9 and 12
	Healthy customers	The Company's commitment to promoting the health and well-being of its customers.	Customers, communities, and government.	GRI: 416-1 and 416-2. SASB: HC-DR-250a.1	SDG 3
	Comprehensive health and professional safety	Commitment to ensuring the physical and mental well-being of professionals by providing a safe and risk-free work environment.	Professionals, unions, regulatory bodies, and customers.	GRI: 403-1, 403-2 and 403-4 SASB: HC-DR-320a.1	SDG 3 and 8
Healthier Business	Diversity and inclusion	Eliminate bias, ensure equitable treatment, and create an inclusive environment that embraces differences in gender, race, ethnicity, sexual orientation, disability, and more.	Customers, professionals, investors and business partners.	GRI: 405-1 and 405-2, 406-1 SASB: HC-DR 260b.1, CG-MR-330a.1 and CG-MR-330a.2	SDG 5, 8, 10 and 16
	Human rights	Respect and promote the fundamental rights and freedoms of all individuals involved in the operations.	Professionals, business partners, customers, and communities.	GRI: 410-1, 412-1, 412-2 and 412-3 SASB: HC-DR-510a.1	SDG 10 and 16
Healthier Planet	Climate action (energy and emissions)	The Company's efforts to reduce GHG emissions and optimize energy use in a sustainable manner.	Customers, investors and society.	GRI: 302-1, 302-3, 305-1, 305-2, 305-3, 305-4 and 305-5 SASB: HC-DR-130a.1	SDG 7 and 13
	Product and services innovation	The Company's ability to develop new products and services or improve existing ones.	Professionals, customers and business partners.	GRI: 203-1 and 203-2 SASB: HC-DR-250a.2	SDG 9 and 12
Cross-cutting topics	Products quality and safety (Healthier people and planet)	Ensure that products and services are safe to use and comply with regulatory, technical, and health standards.	Professionals, customers, and regulatory bodies.	GRI: 416-1, 416-2, 417-2 and 417-3 SASB: HC-DR-250a.3	SDG 3 and 12
	Ethics and compliance	The Company's commitment to operating in accordance with legal and regulatory standards, as well as ethical principles.	Professionals, customers, business partners and investors.	GRI: 205-1, 205-2, 205-3, 206-1, 307-1 and 419-1 SASB: HC-DR-510a.1	SDG 16
	Data privacy and information security	The Company's ability to protect the personal and confidential data of its customers, professionals, and partners.	Professionals, customers and business partners.	GRI: 418-1 SASB: HC-DR-230a.1	SDG 16
	Responsible value chain management	Ensure that operations throughout the value chain are ethical, sustainable, and aligned with social, environmental, and governance standards.	Business partners and customers.	GRI: 204-1, 308-1, 308-2, 414-1 and 414-2 SASB: HC-DR-430a.1	SDG 8 and 12
	Fiscal strategy	The Company's practices, policies, and decisions related to tax payments and the management of its tax burden.	Professionals, customers and investors.	GRI: 201-1, 201-4, 207-1, 207-2 and 207-3 SASB: HC-DR-510a.1	SDG 8 and 16



Pacts, commitments, and affiliations

GRI 2-28

Our sustainability strategy is reinforced by a series of pacts, commitments, and affiliations with relevant organizations that promote responsible and sustainable business practices.



UN Global Compact



Group of Institutes, Foundations and Enterprises (GIFE)



Ethos Institute



Brazilian Business Council for Sustainable Development (CEBDS)



Na Mão Certa Program (World Childhood Foundation)



Mover: Racial Equity Movement



Brazilian Green Logistics Program



Latimpacto



Corporate Social Investment Benchmarking (BISC)



Amigos da Poli



Federal Revenue's Citizen Company Program



Women's Empowerment Principles (UN Women)



Mulher 360 Movement



Business Coalition to End Violence Against Women and Girls (Avon Institute, UN Women, and FDC)



Generations and the Future of Work Forum



National Pact for the Productive Inclusion of Youth



Forum of Companies and LGBTI+ Rights



Corporate Network for Social Inclusion (REIS)



Business Initiative for Racial Equality – Zumbi dos Palmares



Companies with Refugees Forum

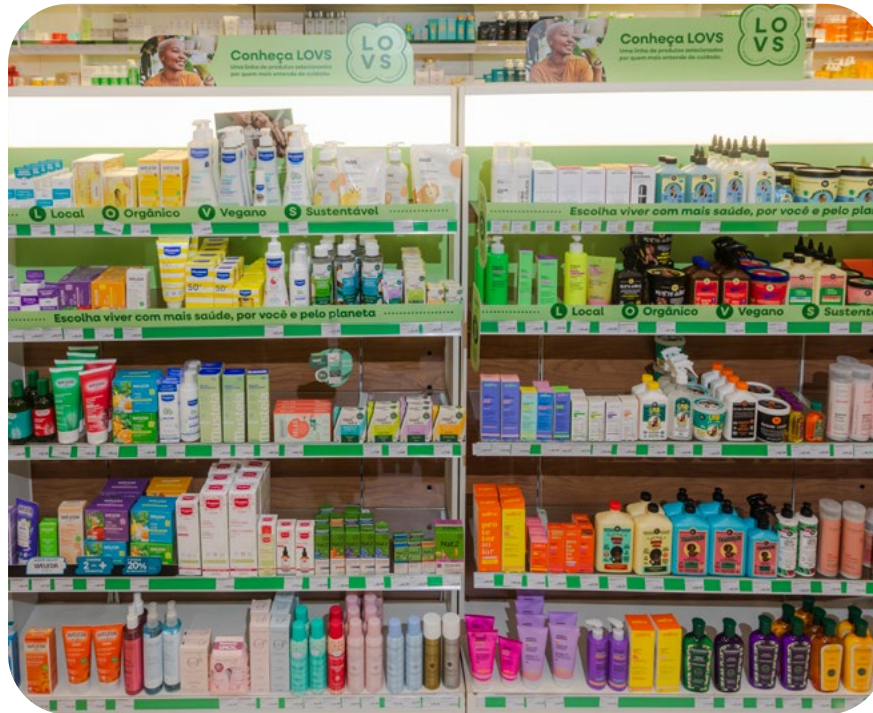


LOVS

The LOVS seal reflects RD Saúde’s commitment to building a healthier society and our intention to drive positive change across the industry. To that end, we conduct rigorous product testing and thorough documentation audits, making it easier for customers to choose products that are Local, Organic, Vegan, and Sustainable.

- **Local:** to ensure care throughout every step of the production process — from cultivation to the benefits returned to local communities — products must meet a set of strict requirements regarding the origin and production of each component.
- **Organic¹:** products containing at least 80% ingredients free from synthetic pesticides, genetically modified organisms, and ionizing radiation are certified by independent third parties that verify environmentally and socially responsible production practices;
- **Vegan:** Products that contain no animal-derived ingredients and involve no animal exploitation at any stage of the production chain;
- **Sustainable:** With low-impact formulas and packaging, these products carry sustainability certifications that encompass economic, environmental, social, and governance dimensions.

¹In Brazil, organic agriculture is governed by Federal Law No. 10.831/2003, known as the “Organic Law,” which establishes the regulatory framework for organic farming practices.



1 Engage and expand the number of customers seeking to embrace health in a broader sense

LOVS products offer a variety of local, organic, vegan, and sustainable options, meeting the needs and values of customers seeking a health and wellness experience grounded in a commitment to sustainability.

2 Help customers make healthier choices

Clear and transparent information about the LOVS criteria empowers conscious choices. We provide detailed explanations of the social and environmental benefits of product certifications, building trust with customers and reinforcing our commitment to healthier living.

3 Bringing healthy choices beyond products

We expand sustainability awareness among our customers and across the industry by promoting local production and encouraging the reduction of impacts throughout the entire lifecycle of formulas and packaging — reaffirming our ongoing, comprehensive commitment to environmental preservation and the promotion of sustainable practices.



Pharmacy Sustainability Index (ISF)

The Pharmacy Sustainability Index (ISF) integrates sustainability into the daily routine of our pharmacies, driving progress across social and environmental indicators. Engagement initiatives bring pharmacy staff and customers closer to our strategy, demonstrating that every action at the front line makes a difference.

The ISP monitors the three pillars of sustainability, assessing the performance of each pharmacy and identifying both the most engaged units and those that need additional support. Evaluated every two months, the index is also part of the criteria for the Circuito RD — a challenge among pharmacies that tracks key indicators and rewards performance every four months and annually based on customer service, satisfaction, sales results from ongoing campaigns, individual targets for Exclusive Brands, and revenue from Stix redemptions.

To earn points in the ISF, a pharmacy must meet at least 80% of the evaluated criteria. The sustainability index is based on performance in four areas: Conscious Disposal, Green Receipt, Career Pathway, and Sorria Conversion.

RD Saúde representatives **Marli de Melo** (Pharmacy Operations Manager) and **Giuliana Ortega** (Sustainability Director) receiving the award

ECO Award
In 2024, the ISP was recognized as one of the winners of the ECO Award, granted by Amcham, underscoring its relevance as a strategic tool.



Monitored indicators

Healthier People

- 1 Sorria**
Tracks the sales of books from the Sorria collection at our pharmacies.

Healthier Business

- 2 Career Pathway**
Reflects pharmacy teams' engagement with career development, sustainability, and diversity courses available through the RD Saúde University.

Healthier Planet

- 3 Conscious Disposal**
Monitors the volume of unused medications returned to pharmacies for proper disposal.
- 4 Green Receipt**
Measures the ratio of digital receipts to printed receipts issued by pharmacies.
- 5 Reduction in Plastic Bag Use**
Shows the total number of customer transactions completed without the use of plastic bags.



Recognitions

Agilidade Brasil Award

We won first place in the Transformation category. The Agile Trends organization recognizes companies that apply agile practices in their operations and have achieved consistent results in team efficiency and effectiveness, reduced rework, increased NPS scores, and lower turnover rates.

Líderes da Saúde 2024

We received the Líderes da Saúde 2024 award in the Pharmacy category. Based on market research and an open public vote on the Grupo Mídia website, the award recognizes the leading healthcare players in the country.

Ranking of the 25 Most Valuable Brands of 2023/2024

For the first time, both RD Saúde brands were featured in Interbrand's ranking of the 25 Most Valuable Brands of 2023/2024. Drogasil maintained its 14th position, growing 19% over the past year and reaching a brand value of BRL 1.3 billion. Raia ranked 18th, with a brand value of BRL 1 billion.

Ranking 100 Open Startups – 2024

2nd place in Retail and Distribution in this award from the Brazilian Startups Association.

Gen AI Lab Award

We were recognized for our active engagement with artificial intelligence by the Distrito GenAI Lab, a program that promotes the development of generative AI solutions.

23rd Edition of the Executivo de Valor Award

Marcelio was one of the 2024 winners of the Executivo de Valor award, an initiative by the newspaper Valor Econômico, widely recognized as a benchmark for identifying the most valued executive skills in each phase of Brazil's economic landscape. The 24 executives honored this year were evaluated based on their leadership in driving innovation and growth, their personal and corporate reputation, versatility, and ability to adapt to change.

Innovative Company Award

Ranking 3rd among the most innovative companies in the retail segment, we were recognized for capitalizing on and promoting innovation in this Viasoft award.



10th Edition of the Merco ESG Responsibility Ranking 2023

In the ranking highlighting companies with the best sustainability practices in Brazil, we ranked 62nd overall and 2nd in the pharmacy category.

Reclame Aqui¹ Award – 2024

For the fourth consecutive year, Drogasil received the award in the “Pharmacies – Large Operations” category. Raia also secured a spot on the podium, placing third.

Experience Certified – Drogasil | Raia

Both hold NPS certifications above the average in the Drugstore category, awarded in this recognition created by SoluCX.

Transparency Trophy 2024

We won the 28th edition of the ANEFAC Award – Transparency Trophy, recognizing the 2023 Financial Statements in the category for companies with revenues above BRL 20 billion.

3rd Best HR Award Southeast and Best HR Survey

María Susana de Souza, from the Vice Presidency of People, Culture & Sustainability, was one of the winners of The Best Brands, organized by Grupo TopRH. This award recognizes the 60 most influential HR leaders who prioritize the well-being of their people.

51st place among the 100 leading corporations in Open Innovation

The ranking of this important platform for connecting startups and large companies recognizes collaboration in search for business solutions.

Drogasil Experience Awards

In this customer voice award, companies with the highest NPS in Brazil within their segments are evaluated directly by consumers.

Shared Services Center (CSC) Benchmark

Centro RD ranked first overall in the Shared Services Center Benchmark Study, conducted by the Institute of Management Engineering (IEG) for over 10 years. The study aims to compare productivity, costs, service standards, and management practices among CSCs.

Valor 1000 Award – 24th Edition

We won in the “Retail” category among standout companies in Brazil’s economic landscape, in the award organized by the newspaper Valor Econômico.

¹ Reclame Aqui is Brazil’s leading consumer complaint platform, widely recognized for evaluating company reputations based on customer feedback and service quality. It serves as a key benchmark for consumer trust in the country.



Value Generation

Resources (inputs)

- Manufactured Capital**
A network of 3,230 pharmacies located in 619 municipalities across all regions of Brazil, including 2,442 equipped with Espaço Mais Saúde rooms and 379 with vaccination rooms. All pharmacies are supplied by 14 Distribution Centers using both company-owned and third-party fleets.
- Natural Capital**
Renewable and non-renewable environmental resources used in our operations, primarily water, electricity, and fuels.
- Social and Relationship Capital**
Services offered with a focus on customers' comprehensive health, alongside engagement with stakeholders (customers, suppliers, partners, investors, professionals, health insurers, local communities, and acquired companies), guided by dialogue and transparency to strengthen our reputation and the social license for RD Saúde to operate.
- Financial Capital**
Resources that enable our service delivery, obtained through investor capital, financing, or generated by operations based on investments made.
- Human Capital**
The skills, competencies, experience, and motivation of our more than 60,000 professionals, 455 interns, 838 young apprentices, and 4,216 contractors, all working toward a healthier society.
- Intellectual Capital**
Intangible assets (Exclusive Brands, Raia and Drogasil banners, and brands of controlled companies), as well as IT systems and infrastructure.

How we generate value in the long term

What Guides Us

- Purpose**
Institutional values
2030 ambition
to become the group that contributes most to a healthier society in Brazil.
- Governance**
 - » Corporate structure
 - » Strategic planning
 - » Institutional policies and codes
 - » Risk and opportunity management
 - » Transparency
 - » Sustainability
- Business Model**
 - » New pharmacy
 - » Health platform

Value generated (outputs and outcomes)

- Manufactured Capital**
Net opening of 277 pharmacies during the year | 2,442 pharmacies offering the full portfolio in the Espaço Mais Saúde.
- Natural Capital**
100% of operations powered by renewable, low-impact energy sources | 100% of pharmacies equipped with collectors for expired or unused medication disposal, with 430 tons collected (+52% vs. 2023) | 48.9% reduction in printed fiscal receipts
- Social and Relationship Capital**
BRL 41.1 million allocated to comprehensive health social projects | BRL 1.55 million donated to professionals through the Emergency Fund | Expansion of social investment strategy, guided by a Theory of Change organizing action and investment pillars | Social investment results monitored via a dashboard of indicators | Inauguration of the social business Farol's headquarters, conducting 111 care journeys in Sao Paulo (SP)
- Financial Capital**
BRL 3.0 billion in adjusted EBITDA (+7.2% vs. 2023) | BRL 1.29 billion in consolidated adjusted net income (+16.6% vs. 2023) | BRL 11.2 billion in value added distributed to stakeholders: 34% to professional compensation; 15% to third-party compensation; 39% to government (taxes, fees, and contributions); and 11% to shareholders (equity remuneration)
- Human Capital**
Team growth of 12% | 12,900 pharmacists involved in promotion, prevention, protection, and primary care | Women on Board (WOB) certification for gender representation on Boards of Directors | Average of 100 training hours per professional | 46% of professionals identified with chronic diseases participating in health programs
- Intellectual Capital**
31% growth in digital channels

External business impacts (risk management): sector legislation and regulation, recent political changes, healthcare market dynamics, and macroeconomic issues.



Trusted Connections

Corporate governance	39
Ethics and integrity	44
Data privacy and security information	47
Risk management	50

Grazielly Queiroz (Internal Communication Analyst)
Renata Barreto (Beauty Consultant – Pharmacy)



Corporate governance

GRI 2-1 | 2-9

By adhering to best practices in corporate governance, RD Saúde (RADL3) is listed on Novo Mercado¹, a segment of B3 – Brasil, Bolsa, Balcão – which demands strict criteria for transparency, security, and equitable access to information disclosure for shareholders and investors.

Approximately 75% of the shares comprising our capital stock are freely traded on B3 (free float). The remaining 25% are held by the controlling shareholders group, who possess extensive experience in the pharmaceutical retail sector and are committed to a long-term vision for the business.

RD Saúde's corporate governance is founded on the pillars of professional management, transparency, care for people, commitment to sustainable development, promotion of diversity, and equitable relationships with our stakeholders.

As established in our Bylaws, decisions made by RD Saúde's shareholders and management take into account both the short- and long-term interests of the Company and its shareholders, supported by an analysis of economic, social, environmental, and legal impacts concerning internal and external publics.

¹ Novo Mercado is a segment of B3 (Brasil, Bolsa, Balcão), Brazil's main stock exchange, dedicated to companies that voluntarily adhere to the highest standards of corporate governance, transparency, and shareholder rights.



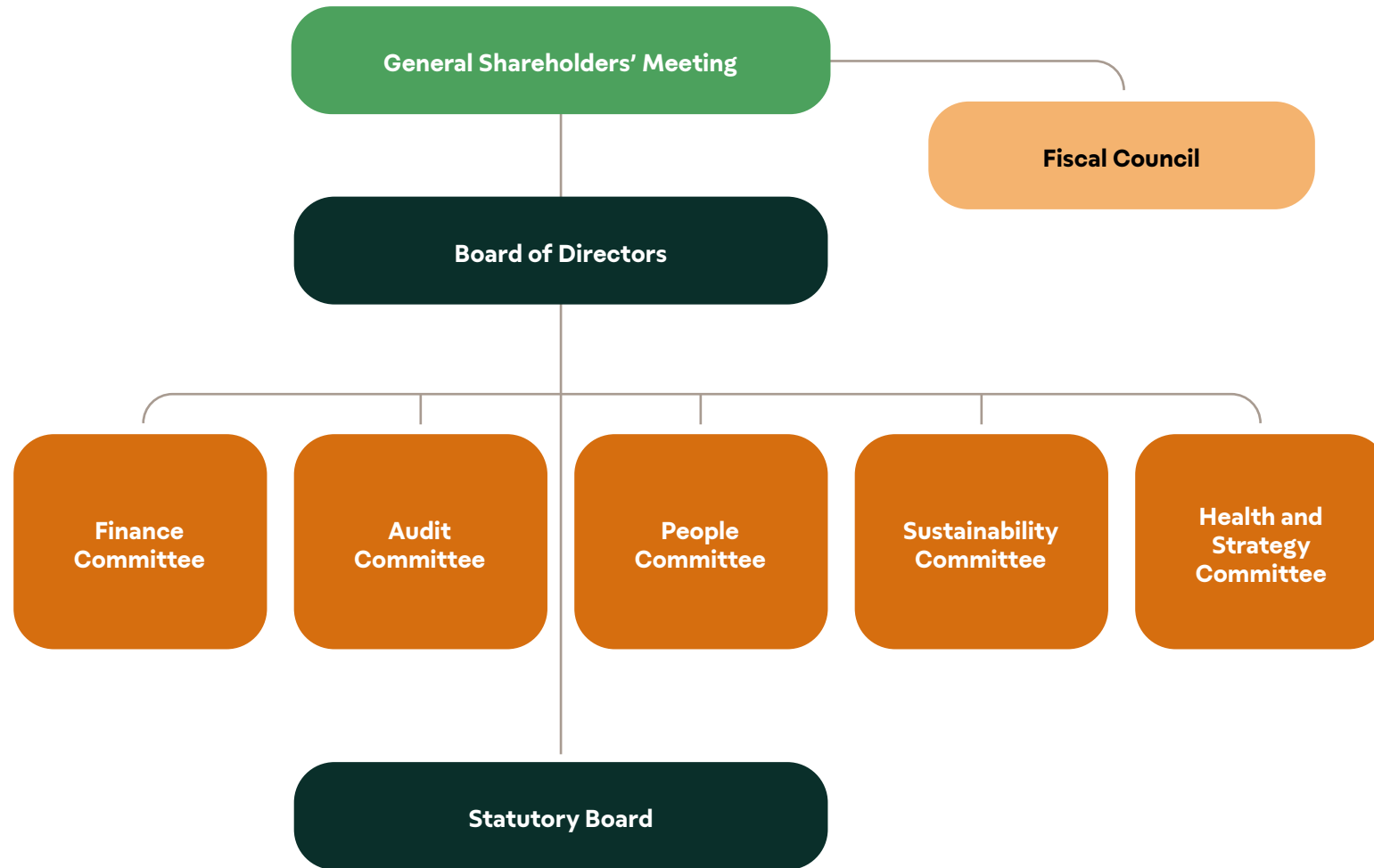
Succession process

Our executives have long-standing track records of achievement within the Company. In 2024, we planned the succession process for the Chief Executive Officer (CEO) to the position of Chairman of the Board, as well as for executive members to the roles of CEO and Chief Operating Officer (COO), to be carried out in 2025.

The process was led by the People Committee and overseen by the CEO and the Chairman of the Board serving during the transition. This succession reflects a long-term plan to strengthen leadership continuity while fully preserving RD Saúde's purpose, values, and culture.



Management structure



General Shareholders' Meeting

Convenes shareholders annually in an ordinary session and extraordinarily whenever called, to approve key matters of the Company, in accordance with the **Bylaws** and applicable laws.

Fiscal Council (CF)

A permanent body composed of four members and their alternates. It reviews the Financial Statements and the regularity of the actions of the management, among other responsibilities.



The governance bodies underwent changes at the beginning of 2025, and the new composition can be accessed on the [Investor Relations](#) website.



Board of Directors (CA)

GRI 2-9 | 2-10 | 2-12

Its mission is to protect and enhance RD Saúde’s assets and provide guidance on issues impacting the business’s sustainability, acting as guardian of the company’s core essence, internal culture, and the interests of stakeholders, including shareholders, professionals, customers, and society.

In 2024, RD Saúde had 11 full board members, including four independents and two women, elected by the General Shareholders’ Meeting for two-year terms with the possibility of re-election. Upon each term renewal, the board members elect the Chairperson and Vice-Chairperson of the Board.

Advisory Committees

GRI 2-10 | 2-12 | 2-13 | TCFD Governance A

Five committees assist the Board of Directors, ensuring close oversight and guidance on matters critical to the business. Additionally, the Board may engage specialists in specific areas to participate in committees or provide consulting on extraordinary matters.

- **Audit Committee:** A permanent, non-statutory committee responsible for analyzing financial statements and overseeing risk management, internal audit, compliance, internal controls, data governance, and cybersecurity.



Isabela Perazzolo
(Analyst – Sustainability), professional at Campus RD Saúde

- **Health and Strategy Committee:** analyzes and promotes innovation to explore new opportunities in the healthcare sector, while contributing to the development of RD Saúde’s strategic planning.
- **Sustainability Committee:** develops and proposes to the Board of Directors the guidelines, commitments, and actions related to the environmental, social, and governance (ESG) agenda, including the climate agenda. It also oversees the work of RD Saúde’s Sustainability Department, develops, monitors, and proposes sustainability targets linked to the executive management’s variable compensation.
- **Finance Committee:** provides guidance on strategic matters related to the financial health of the business, aiming to ensure budget compliance and achievement of results. It assists in analyzing economic and global contexts and their potential internal financial impacts. The committee also evaluates, discusses, and develops recommendations regarding the financial policy proposed by the Executive Board.
- **People Committee:** oversees matters related to RD Saúde’s human capital, including the evaluation, nomination, succession, and compensation of executives, as well as the overall human resources strategy focused on talent attraction and retention.



Statutory Board

GRI 2-11 | 2-12 | 2-13

Elected by the Board of Directors, its members are responsible for managing and executing the corporate strategy, serving two-year terms with the possibility of re-election.

The Board is led by the Chief Executive Officer (CEO), who does not hold a position on the Board of Directors. In 2024, the Statutory Board comprised six Vice Presidencies (VPs) dedicated to key areas of the corporate strategy.

Managing the Company's impacts on the economy, environment, and society is a shared responsibility among all members of the executive board.

Good Practices in Management Bodies

Appointment

GRI 2-10

The appointment of RD Saúde's management members is guided by the **Policy for the Appointment of Member of the Board of Directors**, which ensures the selection of qualified professionals aligned with the Company's values and purpose. The process considers technical, professional, and academic qualifications, as well as alignment with our culture and the **Código da Gente (People Code)**.

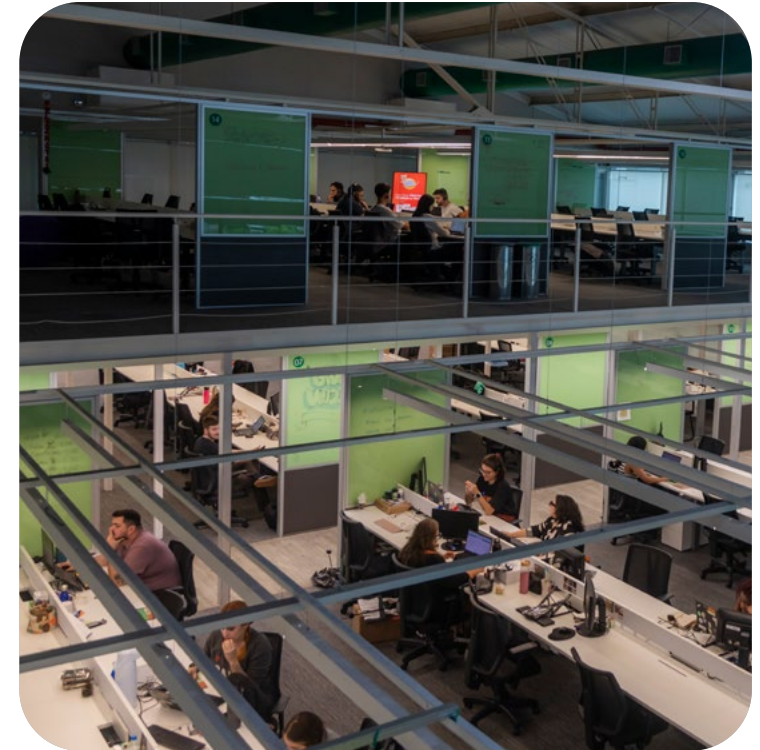
Shareholders may also nominate members to the Board of Directors in accordance with current legislation (Law No. 6,404/1976 and CVM Instructions 367/2002 and 480/2009), with nominations subject to approval at the General Shareholders' Meeting.

After nomination, the People Committee, led by an independent board member, conducts an analysis to ensure candidates fully meet the policy criteria.

Performance Evaluation

GRI 2-18

The Board of Directors of RD Saúde undergoes an annual performance evaluation conducted by an independent external consultancy to promote continuous improvement and adopt best governance practices. The evaluation



Professionals at RD Saúde Campus

includes analysis of results and the development of improvement plans. Individual evaluations of board members and the Board Chairperson are conducted every two years.

Executive directors are evaluated annually by the People Committee with support from external consultants. Following the evaluation, the Committee reviews the results and implements action plans to enhance governance processes and executive development.



Compensation

GRI 2-19 | 2-20

RD Saúde's compensation is guided by the **Statutory Board Remuneration Policy** and approved by the Board of Directors. The policy aims to attract and retain qualified executives by offering a compensation package that combines competitive salary, profit-sharing, and long-term incentives.

Additionally, the policy undergoes periodic reviews to ensure alignment with market practices and the Company's strategic objectives.

The **Board of Directors** receives fixed monthly fees, standardized for all members except the Chairperson, whose compensation reflects their greater commitment and additional responsibilities.

The **Statutory Board** members receive, in addition to monthly fees, direct and indirect benefits (such as medical and dental care and life insurance) and variable compensation tied to financial, operational, and strategic targets, including sustainability goals.

The **Non-Statutory Board** members and **Executive Managers** also receive fixed compensation and market-standard benefits, bonuses based on performance evaluations, and may receive variable incentives and equity-based compensation linked to short-, medium-, and long-term objectives.



Raquel Rodrigues (Coordinator – People and Culture) and **Mariana de Alencar Melo** (Pharmacist – Pharmacy) at RD Saúde Campus

Sustainability Goals in Performance Evaluation

GRI 2-19

RD Saúde professionals are eligible for variable compensation through the Profit Sharing Program (PPR), linked to indicators related to:

- 1. Company goals:** financial, customer, engagement, and sustainability (social and environmental aspects);
- 2. Departmental goals:** specific to each area.

The social and environmental goals are aligned with RD Saúde's 2030 Strategy, with two to four prioritized commitments annually and intermediate targets to achieve them.



Ethics and integrity

GRI 3-3 ETHIC AND COMPLIANCE | 205-2

Policies

GRI 2-23 | 2-24

RD Saúde adopts management policies approved by the Board of Directors to ensure high standards of conduct and integrity across all operations.

These policies are part of the Company's Integrity Program and are essential for risk prevention, as well as guiding mitigation measures and managing consequences in cases of ethical, moral, or legal violations.

- **People Code:** our Code of Ethics and Conduct applies to all professionals, both direct and indirect, who act on behalf of the Company in their internal and external relationships;
- **Integrity Program:** It guides the implementation and management of the program in accordance with the guidelines of the Anti-Corruption Law;
- **Ethics Conversation Channel Policy:** establishes the rules and principles to be observed by the whistleblower channel, as well as the responsibilities for its management and response;
- **Anti-Corruption, Fraud, and Public Agency Relations Policy:** establishes corporate guidelines and procedures to prevent and combat corruption and fraud in the activities, business, and operations of RD Saúde and its subsidiaries;
- **Risk Management Policy:** establishes guidelines and responsibilities related to the Risk Management process, including the identification, assessment, treatment, monitoring, and communication of short-, medium-, and long-term risks inherent to the business;
- **Social Investment and Contributions Policy:** defines the rules for decision-making regarding the granting of contributions and donations with transparency, legality, and integrity;
- **Conflict of Interest Policy:** establishes guidelines for the identification, management, and mitigation of potential or actual conflicts of interest.

Upon joining the Company, all professionals must complete a course on the People Code via the RD Saúde University platform, as well as sign a statement of responsibility and commitment to the expected ethical conduct. In 2024, a total of 21,539 completions of the Código da Gente course were recorded.



Conflict of interest

GRI 2-15 | 2-23

Our **Conflict of Interest Policy** requires all professionals and executives to disclose any situation that may constitute a conflict of interest to the Ethics and Compliance department. In cases involving directly affected executives, they must notify the potential conflict, abstain from participating in discussions, and refrain from voting. This process is documented in the minutes of meetings or resolutions where the matter was discussed.

RD Saúde keeps its stakeholders informed about potential conflicts of interest that may arise in its operations and institutional relationships. This communication covers situations such as participation in other management bodies, cross-shareholding with suppliers and other parties, as well as transactions and outstanding balances with controlling shareholders and related parties.

Human rights

GRI 2-23 | 2-24 | 3-3 HUMAN RIGHTS

We are committed to promoting and respecting universal human rights. The **People Code** establishes guidelines for the behavior and responsibility of every professional, fostering an ethical, safe, and respectful work environment.

We do not tolerate any form of exploitation, harassment, disrespect, or discrimination within our facilities and activities. We strongly condemn any practices involving child labor or conditions analogous to slavery in our operations and value chain. Contractual clauses allow us to terminate agreements with suppliers who violate human rights legislation. Furthermore, we promote inclusion, diversity, and strict compliance with labor laws, including freedom of collective association.

In 2024, with the support of a specialized consultancy, we identified and incorporated new human rights risk factors into our Corporate Risk Matrix. The responsible business areas monitor the implementation of action plans, ensuring adherence to guidelines and effective risk mitigation.

The scope of the study covered all RD Saúde operations, including pharmacies, distribution centers, the administrative headquarters (Campus), the supply chain—including partners in industry, logistics, and construction—and our products and services, encompassing Exclusive Brands, multichannel retail, and marketplace.

The entire process was guided by global standards such as ISO 31000, COSO ERM, IBGC Best Practices, and the United Nations Guiding Principles on Business and Human Rights (UNGPs).

To consolidate the progress achieved through this comprehensive management process, in 2024 we launched the **Human Rights Policy**, reaffirming our commitment to integrity and social responsibility at every stage of our value chain.

15,179

professionals trained on human rights topics at RD Saúde University, totaling 9,381 hours of training.

Recognizing the importance of managing human rights in the value chain, in 2024 we launched a pilot project to monitor the working conditions of contracted third parties through a chatbot. With plans for expansion, this innovation contributes to ensuring fair and dignified working conditions.



Ethics Conversation Channel

GRI 2-16 | 2-25 | 2-26

We provide the Ethics Conversation Channel, open to the entire public and available 24 hours a day, seven days a week. This channel receives reports of conduct that violate national laws, internal policies, procedures, and the Company's values. Complaints can be made anonymously and tracked during their review.

Complaints are classified by severity. General complaints involving inappropriate behavior are investigated by the leadership of each area¹, while sensitive complaints—covering critical issues such as harassment, discrimination, corruption, and conflicts of interest—are handled by the Ethics and Compliance department and the Ethics Affairs Committee. This committee is composed of ten directors from different sectors—seven full members and three alternates. It reviews cases, decides on solutions according to the nature and severity of the complaints, and periodically reports the results to the Ethics Committee, which is made up of C-level executives and reports regularly to the Audit Committee and the Board of Directors.



Henrique Maciel (Intern – Legal) and **Grazielly Queiroz** (Analyst – Internal Communication) at RD Saúde Campus.

Since 2023, our Ethics and Compliance Program has undergone regular audits every two years, conducted by independent external consultants and reported to the Audit Committee of the Board of Directors.

In the most recent period, we received 7,159 reports (including complaints, questions, and suggestions), the majority of which were general reports, with the remainder classified as sensitive.

During the year, 41.9% of the reports were deemed substantiated or partially substantiated, resulting in measures such as dismissals and verbal or written warnings. Conversely, 34% of the complaints were considered unfounded, and 11.7% remained inconclusive after detailed evaluation. The remaining reports (12.3%) were still under review at year-end.



Ethics Conversation Channel
0800 778 9009
contato@conversaetica.com.br

¹ If the area director is involved in the complaint, the matter is handled directly by the Vice President.



Data privacy and information security

The **Data Protection and Privacy Program** is fully compliant with the General Data Protection Law (LGPD), ensuring the security, confidentiality, integrity, and availability of personal data.

In addition to implementing ongoing technical and organizational measures, we invest in robust governance, continuous training for our teams, and management practices that guarantee transparent and efficient compliance with legal and regulatory requirements.

Data protection and privacy governance

Since its inception in 2018, our compliance program has been based on the following guiding pillars:

- Privacy and Information Security Governance Team, composed of qualified professionals, whose objective is to continuously promote a culture of data protection;
- Appointment of an internal Data Protection Officer (DPO) responsible for personal data processing;
- Ongoing updates to internal and external policies, including the **Privacy Policy**, to ensure compliance with the LGPD, guidance from the National Data Protection Authority (ANPD¹), and other regulators;

- Ongoing maintenance of the Privacy Portal to ensure that our customers, professionals, partners, and service providers are not only informed but also able to exercise the rights guaranteed by the LGPD²;
- Regular contract review cycles with suppliers and other partners to ensure our customers' rights, in line with the latest regulatory requirements;
- Ongoing implementation and enhancement of technical and organizational security measures necessary to ensure data protection;
- Regular training sessions with our teams to disseminate knowledge about the LGPD and strengthen the development of our data protection culture;
- Engagement of specialized consultancies to manage data protection programs;
- Privacy Committee and Information Security Committee, which include participation from senior leadership (vice presidents and directors);
- Periodic and independent audits to assess the maturity and effectiveness of our management;
- Structured process for assessing and mitigating potential external threats;

Reports on the progress of Data Protection and Information Security controls presented to the Board of Directors, including matters related to RD Saúde's interaction with its subsidiaries.

- Preparation and maintenance of records of personal data processing activities (ROPA), as required by Article 37 of the LGPD;
- Assessment of the maturity of suppliers and third parties involved in personal data processing, conducting ongoing risk management assessments in line with Data Protection and Privacy and Information Security standards.

¹ ANPD (National Data Protection Authority) is Brazil's regulatory agency responsible for overseeing and enforcing compliance with the country's data protection law (LGPD).

² LGPD is Brazil's data protection law regulating personal data privacy and use.



Institutional policies

The guidelines that govern the management of personal and sensitive data are consolidated in a set of policies that define data collection, use, storage, and disposal, including: Privacy Policy, Information Security Policy, Information Classification Policy, Personal Data Retention Policy, Privacy and Security Incident Management Policy and Security Incident Communication Policy.

External policies are accessible to the public through our digital channels (apps and website): **Data Privacy Policy** and **Corporate Information Security Policy**.

Information security

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

We adopt best international practices and recognized frameworks such as NIST, CIS Controls, and ISO/IEC 27001:2022—the latter certified for digital channels (apps and websites of the Raia and Drogasil brands) and Univers benefit channels. Additionally, we ensure our incident retention and response capabilities through the following processes:

- 24/7 monitoring of security events centralized in a Security Operations Center (SOC);
- Monitoring for potential data leaks using Data Loss Prevention (DLP) tools;
- Deployment of Endpoint Detection and Response (EDR) agents across all workstations, servers, and containers;
- Technologies based on the zero trust concept, such as logical microsegmentation of perimeters;
- Cyber insurance coverage for critical incident response;
- Business Continuity Management System, including plans to ensure information security continuity in adverse situations;
- Periodic tests to identify potential vulnerabilities and simulations for cyber crisis reporting and management.

In the event of incidents involving data breaches, we have a Security Incident Management Policy and a Security Incident Communication Policy for notifying the ANPD and data subjects.

The policy outlines the purposes for which we collect, use, store, and share personal information. It also details the retention periods, the parties with whom information is shared, and guidance on how to exercise rights guaranteed by law. Applicable to all RD Saúde professionals regardless of department or hierarchy level, the policy also extends to service providers, temporary staff, and suppliers.

In 2024, no cybersecurity incidents were reported related to data breaches, theft or loss of data, privacy violations, or operational disruptions.

ISO/IEC 27001:2022 Certification

To enhance resilience and risk mitigation, we continuously pursue new technologies and information security controls, while maintaining our standard and level of maturity.

In 2024, we conducted the annual maintenance audit for the ISO/IEC 27001:2022 certification, which RD Saúde obtained in 2023. The certification scope covers digital channels (apps and websites of the Raia and Drogasil brands) and Univers benefit channels. ISO/IEC 27001:2022 is an international standard aimed at protecting the confidentiality, integrity, and availability of data, ensuring that rigorous measures are in place to address cybersecurity threats.

The certification fosters increased trust among customers, suppliers, and other stakeholders, demonstrating that RD Saúde's digital environment is secure and well protected.



Data subject rights

Since the LGPD came into effect in September 2020, RD Saúde has provided communication channels for data subjects and consistently complies with obligations such as: (a) informing which personal and sensitive data the Company holds and how they are processed; (b) correcting incomplete, inaccurate, or outdated data; (c) anonymizing, blocking, or deleting unnecessary, excessive, or improperly processed data under the LGPD; (d) providing data portability to another service or product provider upon explicit request, in accordance with the law; (e) deleting processed personal data; (f) informing the public and private entities with which data is shared; (g) informing about the option to withhold consent (opt-in) and the consequences of refusal; and (h) revoking consent (opt-out).

We maintain and adopt best practices in personal data management to ensure data subjects' rights and mitigate privacy breach risks:

Personal data retention: we store personal and/or sensitive personal data to exercise our regular rights or to comply with legal or regulatory obligations, in accordance with Article 27 of the Consumer Defense Code (CDC), starting from the date of purchase.

Anonymization: data collected from customers is anonymized and processed in aggregated form.

Data Privacy Portal: to ensure everyone can easily exercise their rights regarding personal data, we created the **Privacy Portal**, where customers, professionals, former professionals, and service providers can manage their information.

Contact Channel: in compliance with Article 41, §1 of the LGPD, we provide a direct channel to our Data Protection Officer (DPO) for clarifying questions, requests, complaints, and reports from customers via email at dpo@rdsaude.com.br.

In 2024, we responded to over 21,000 data subject requests related to data subject rights under Article 18 of the LGPD, which were not related to personal data exposure, security incidents, or any irregularities committed by us.

In 2024, we received a total of 35 administrative and judicial proceedings from public authorities related to the processing of personal data. During the year, 18 cases were closed, and there were no convictions or confirmed cases of personal data exposure.

Information security awareness

The maintenance of Data Protection, Privacy, and Information Security depends on the continuous awareness and engagement of all our teams.

In 2024, we promoted training sessions and initiatives aimed at increasing knowledge among all professionals on these topics, including awareness visits to our pharmacies and distribution centers, as well as discussions and workshops.

We also conducted social engineering simulation campaigns, such as phishing exercises, to train teams to identify fraudulent communications that could lead to confidentiality breaches.

In 2024, over 45,000 RD Saúde professionals received training on data protection and privacy (LGPD) and information security.



Risk management

GRI 2-16 | GRI 3-3 ETHICS AND COMPLIANCE

TCFD Strategy B | Governance B | Risk management C

Our approach to this topic is guided by the **Risk Management Policy**, which references national and international practices such as ISO 31000, COSO ERM, the Brazilian Institute of Corporate Governance (IBGC), and the Institute of Internal Auditors of Brazil (IIA Brasil).

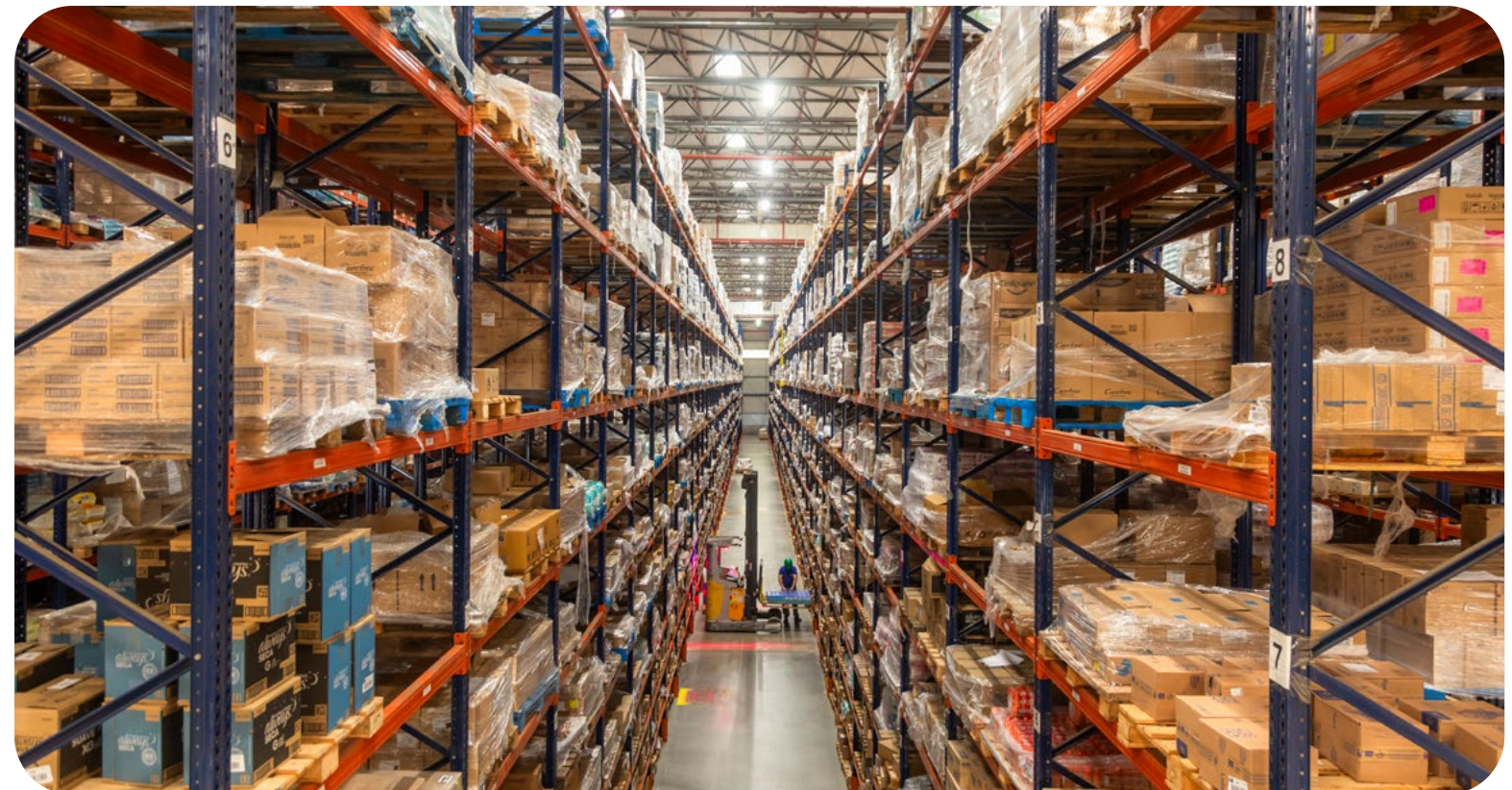
The Policy establishes guidelines and responsibilities for each professional, as well as describing the methodology applied to the processes of identifying, assessing, treating, monitoring, and communicating risk situations.

Based on these guidelines, we have established steps to ensure continuous risk monitoring and control. Additionally, the risk management process undergoes periodic audits conducted by internal audit in partnership with specialized external consultancy.

20,893 professionals completed the Risk Management Course, launched in 2024 at RD Saúde University.

The Company's main risks, classified as high and very high severity, are independently reported to the Risk Committee (executive reports), the Audit Committee, the Fiscal Council, and the Board of Directors.

Guarulhos (SP) Distribution Center





Risk management at RD Saúde follows the three lines of defense model, with responsibilities shared across the entire Company. This model ensures the continuous identification, assessment, and monitoring of risks that may impact the business, supporting value creation and the company's sustainability.

- **1st Line – business or specialist areas:** responsible for managing the risks within their area, implementing mitigation actions, owning those risks, and maintaining appropriate processes to ensure compliance with legal, regulatory, and ethical expectations;
- **2nd Line – risk management and internal Controls:** supports the 1st line with complementary expertise, including continuous improvement of risk management practices at the process and system levels, providing analyses, and reporting necessary adjustments;
- **3rd Line – internal audit:** provides objective and independent assessment of risk management, identifying necessary controls to be implemented.

Main risk categories

	Strategic	Financial	Operational	Compliance	Cyber	ESG
Definition	Risks that may disrupt the achievement of objectives and the execution of the planned strategy.	Risks that affect the capital structure in a way that compromises the execution of the Company's strategy.	An event that may disrupt the achievement of business operation objectives, typically resulting from inadequacies or failures in internal processes and/or personnel.	Possibility of sanctions due to non-compliance or improper handling of external regulations (laws, regulations, recommendations, and guidelines from national or international regulatory and self-regulatory bodies).	Vulnerabilities that may impact the business, such as financial losses resulting from cyberattacks or internal incidents caused by errors or negligence, leading to data breaches and other damages related to information confidentiality.	Environmental, social, and governance risks that impact the Company's processes.
Main risks	Management and business model, corporate aspects, innovation with the new category of artificial intelligence, and macro and microeconomic scenarios.	Liquidity, credit, and market.	People management, pharmacy and distribution center operations, supplier governance, and operational security in processes.	Applicable regulations and legislation, including tax, civil, labor, accounting, and data privacy aspects.	System unavailability, unauthorized access, and cyberattacks.	Environmental risks, including regulation, environmental liability, and climate change; social risks, such as human rights; and governance risks, including unethical conduct.
Our approach	Development of more effective controls, with monitoring of Key Risk Indicators (KRIs) and action plans for high and very high risks, aligned with the responsible areas.					



Social, environmental, and climate risks

GRI 2-12 | 201-2 | TCFD GOVERNANCE A | GOVERNANCE B

STRATEGY A | STRATEGY B | METRICS AND TARGETS A

With ESG practices integrated into the corporate strategy, we use the Corporate Risk Matrix to anticipate risks, identify opportunities, and ensure business continuity. We evaluate risks and opportunities based on **quantitative and qualitative criteria**, classifying them according to their likelihood of occurrence and business impact. This approach enables us to develop effective responses to **financial, reputational, operational, regulatory compliance, health and safety, environmental, and social risks**, conducting segmented analyses over the short, medium, and long term.

To prepare for the challenges posed by climate change and manage mitigation and adaptation actions, we oversee the topic and make decisions through **periodic meetings of the Sustainability Committee**, which reports to the **Board of Directors**. This Committee monitors, updates, and validates the guidelines, strategies, and commitments related to sustainable development. Meanwhile, the Risk Management Committee evaluates, measures, and monitors **climate-related risks and opportunities in collaboration with the business areas**.

High and very high risks are treated as a standing agenda item for the Risk Management Committee and reported to the Audit Committee, while medium and low risks are discussed as needed. The analyses are shared with senior management based on their criticality. With this structure, we ensure actions aligned with global best practices and the evolving business landscape in social and environmental matters.

In 2024, we identified seven primary **physical risks** to our operations: heatwaves, river floods, vector proliferation, windstorms, landslides, sea level rise, and fires. For pharmacies, windstorms, floods, and sea level rise pose the greatest challenges; for Distribution Centers and RD Saúde Campus, fires and rising temperatures require close attention. Windstorms and heatwaves affect the largest number of assets at critical risk, with floods being the most significant realized risk during the year.

The identified **transition risks** include carbon pricing, fossil fuel costs, exposure to climate-related litigation, non-compliance with climate-related financial disclosure requirements, failure

to meet emissions reporting obligations, liability for actions by suppliers and/or service providers without climate and ESG targets, and pressure to adopt voluntary decarbonization goals. From a financial perspective, we found that climate risks do not represent a significant impact on the business, given that the Company's assets are widely distributed across various regions of Brazil. This dispersion reduces the individual contribution of each unit to total revenue, thereby diluting potential climate-related impacts.

TCFD

For more information, please refer to the material we prepared in line with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), available on page 143.



The challenges also bring opportunities, such as promoting energy efficiency in our operations and seeking solutions that can mitigate environmental impacts and strengthen our competitiveness.

These risks and opportunities are reflected in our **Commitments for 2030**, which guide short-, medium-, and long-term financial investments and decisions. Our presence across various regions of Brazil helps minimize adverse financial impacts resulting from extreme climate events, ensuring greater business stability.

Multiple departments—including Engineering, Risk Management, and Operations—collaborate to implement mitigation actions, such as developing sustainable products and services with low emission levels, decarbonizing the fleet, and pursuing more efficient construction practices. Notably, we invest in renewable energy by participating in the free energy market and distributed generation, powering operations with renewable sources.

Highlights of the mitigation and adaptation strategy:



100% of operations powered by electricity from renewable sources



Energy efficiency solutions in operations



Optimized logistics processes for pharmacy supply



Last-mile deliveries using low-emission transportation modes



Electric truck fleets



Supplier engagement in the climate agenda

Through this approach to governance and climate risk management, we integrate a social, environmental, and climate agenda into our strategies and operations, identifying opportunities that generate benefits for the future of the business.

Last-mile delivery made by **Vivian Pereira Santos** (Clerk – Pharmacy) from Drogasil SP Cidade Jardim 1 to a customer's home





Healthier People

Commitments for 2030	55
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Social impact	69

Henrique Maciel (Intern - Legal)

Raquel Rodrigues (Coordinator - People and Culture)



Commitments for 2030

Promote healthy habits and access to healthcare

Targets

2024 Status

1. Improving the health indicators of our professionals

We are developing a methodology to track the health indicators of our professionals

2. Achieve a favorability score of at least 80% for a healthy work environment, based on the WHO (World Health Organization) pillars¹

70% of our professionals rated the work environment as healthy, according to the 2024 GPTW survey.

3. Improve the health indicators of customers connected to the health platform

Over 371,000 people engaged in at least one health promotion program on our health platform.

4. Reach 3 million customers engaged with our health services² by 2030, including primary care

In 2024, we reached over 715,000 customers engaged with our health services, including primary care.

5. Have 16% of our customer base regularly purchasing products that promote healthy living or have sustainability attributes

8.65% of our customer base regularly purchases products that promote healthy living or have sustainability attributes.

6. Achieve 100% of Exclusive Brand cosmetic and food products free from ingredients considered controversial

We published the **Ingredient Safety Policy**, approved by the Sustainability Committee, and reached 80% of Exclusive Brand cosmetic and food products free from ingredients considered controversial.

7. Reach 3 million people in situations of social vulnerability through comprehensive health initiatives

We developed a monitoring system for partner organizations' data and will begin tracking the number of beneficiaries served.

8. Invest at least 1% of net income in comprehensive health projects every year through 2030

In 2024, we invested 1.71% of our net income in comprehensive health projects, with 1.02% from our own resources and 0.69% through the DOA project³.

¹ Physical work environment, psychosocial work environment, personal health resources at the workplace, and the Company's engagement with the community.

² Customers who have used at least two services within 12 months.

³ The DOA project donates products and medications nearing expiration to social organizations that support people in vulnerable social situations. Learn more on page 71.



Our people's health

GRI 3-3 COMPREHENSIVE HEALTH AND SAFETY | 403-6

We believe that a strong organizational culture and the well-being of our entire team are essential to achieving our long-term goals. That's why we offer comprehensive health support to our professionals. We created the Minha Melhor Versão (My Best Version) health ecosystem, which provides tools and ongoing support programs to our more than 60,000 professionals, such as the Change of Habit Program, the Mental Health Journey, and the Monitoring of Chronic Patients Program. These initiatives promote health, prevention, protection, and early care for all professionals.

In 2024, these initiatives were integrated into our health platform, expanding the reach and accessibility of our health solutions. Through digitalization, we've been able to offer more personalized and centralized benefits, connecting our people to their care journey more efficiently.

Through our health app, we provide all professionals with easy, on-the-go access to health initiatives, personal health records and scores, care pathways, prescriptions, and exclusive content—seamlessly connecting them to the Minha Melhor Versão experience.



RD Saúde Health Strategy

Aspiration

Become the group that contributes the most to a healthier society in Brazil

Goal

Support the health and well-being journeys of our 49 million customers through a new pharmacy model connected to a digital service platform focused on primary care

Delivery Pillars

Health Promotion: Educate, prevent, and support a healthy lifestyle

Protection: Safeguard and sustain the benefits of vaccination

Prevention: Monitor and treat chronic conditions, preventing disease progression

Primary Care: Diagnose and treat low-complexity acute conditions

Value Propositions

- Nutrition
- Vaccination
- Engagement
- Telemedicine



Health Strategy for Our People

Aspiration

Adopt health care initiatives for our people, helping them lead healthier lives

Goal

Support our people's health and well-being journeys through programs and solutions that promote comprehensive health

Delivery Pillars

Health Promotion: Health platform with multiple care pathways and learning tracks on our corporate university platform

Protection: Vaccination, medical and dental assistance

Prevention: Health programs and care pathways
Primary Care: Primary Care Clinic (APS) and telemedicine

Value Propositions

- Change of Habit
- Vaccination
- Health Platform
- Telemedicine



Comprehensive health

GRI 403-3 | 403-6

We offer our professionals a range of health and well-being solutions, including:

Change of habit

Focused on promoting health through healthy lifestyle practices, including physical activity, nutrition, sleep, and mental well-being. To encourage participation, we offer support for gym memberships, nutritional counseling, meditation practices, and other initiatives designed to help professionals build healthier habits.

Parenting journey

We provide support and guidance to professionals and their dependents across the following pillars:

Family Planning: Solutions and support for contraceptive methods, sexual health education, fertility, and adoption.

Pregnancy Support: Guidance for parents, partners, and support networks; extended maternity and paternity leave for both biological and adoptive parents; a newborn care kit; and exemption from co-payments for exams and consultations during pregnancy.

Learning Content Track: A range of educational materials on topics such as expecting a baby, breastfeeding, and newborn care, among others.

Early Childhood Support: Guidance on child care from birth through age 10, along with a dedicated support group for families of children with Autism Spectrum Disorder.

Perimenopause and Menopause: Starting in 2024, we began offering support and guidance to women going through this life stage, helping them better manage symptoms and improve their overall well-being.

In 2024, a total of 2,280 professionals participated in the Parenting Journey.

Mental health journey

Mental health is an integral part of RD Saúde's culture. We offer free psychological counseling (available 24/7) to all professionals and their dependents, along with a digital platform featuring content on emotional intelligence and self-awareness. Our team also includes an in-house psychiatrist and clinical psychologist, ensuring a coordinated care approach.

Last year, 25% of our professionals engaged with the program, totaling over 60,000 therapy sessions in 2024.

Health cell

Provides support and monitoring for respiratory, viral, and endemic diseases, ensuring access to care and free testing in line with internal protocols and guidelines from the Ministry of Health.

In 2024, the unit focused on establishing preventive and care protocols in response to the rising incidence of arboviruses, such as dengue. Additionally, we implemented a crisis response protocol to address public emergencies, including the situation in Rio Grande do Sul.

Chronic condition program

We have a specialized team dedicated to providing care and support for managing risk factors, encouraging treatment adherence and continuity, promoting healthier habits, and fostering a culture of self-care.

In 2024, 46% of professionals identified with chronic conditions were enrolled in the program and received a mini check-up at our pharmacies.



Health assessment

GRI 403-3 | 403-10

We believe that truly caring for our people starts with understanding who they are and evaluating the effectiveness of our comprehensive health programs. This allows us to tailor initiatives to individual needs and drive continuous improvements in overall well-being.

That's why we conduct the Health Assessment twice a year—a key tool for understanding the health profile of our professionals. Integrated into our health platform, the assessment had a 74% participation rate in 2024, providing a comprehensive view of our teams' health status.

Each professional has access to their personalized results and health history, scientifically validated through the Health Score methodology. Based on their results, professionals can immediately access relevant health and well-being solutions through the app, such as the Mental Health Journey, sleep-related content, and mindfulness practices—all designed to encourage positive lifestyle changes.

Key focus areas and 2024 results:

- **Risk factors:** We monitor the risk of developing cardiovascular and metabolic diseases, using waist circumference—a parameter recommended by the WHO. Among those assessed on our platform, 49.44% were classified as low risk.
- **Healthy habits:** 87% reported engaging in physical activity, with walking being the most popular choice.
- **Parenting Journey:** We supported 1,454 pregnant professionals and assisted 826 individuals on topics such as early childhood, miscarriage, fertility, contraception, adoption, perimenopause, and menopause. The program received an NPS of 97%, reflecting high satisfaction and the effectiveness of our initiatives.
- **Eating habits:** Among health-promoting foods, eggs and milk were consumed by 75% of respondents; whole grains by 60%; vegetables by 80%; and fruits by 74%. On the other hand, 63% reported consuming processed and cured meats, which are associated with health risks.



Bruno Nascimento (Pharmacist – Pharmacy) from Drogasil SP Cidade Jardim 1 performing a procedure at the Espaço Mais Saúde



Mental Health Journey

GRI 403-3 | 403-10

At RD Saúde, we view mental health not just as a matter of individual well-being, but as a critical factor in fostering a positive and sustainable workplace culture.

In 2024, we formalized our responsibility and commitment to this topic by defining our position and aspiration: to become a **Mental Health Promoting Company**. We implemented the Mental Health Policy, established a Technical Committee, and will launch a Strategic Committee in 2025, composed of senior leadership members.

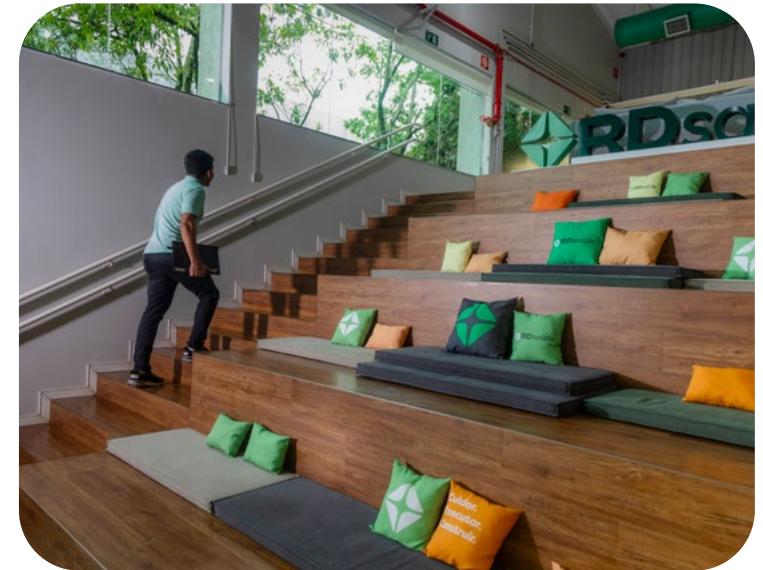
The policy sets guidelines for promoting mental health in the workplace, creating a support network for all our professionals and outlining the available care channels and processes. It is structured around five pillars, aligned with leading corporate health practices: **Self-Care and Guidance, Active Listening and Connection, Balance and Respect, Diversity and Stigma Reduction, and Commitment to Mental Health**¹.

We believe that talking about mental health is the most effective form of prevention.

A key part of this initiative was our **Mental Health Action Day**, which reinforced the importance of open dialogue as a form of prevention. The event engaged leaders and teams, raised awareness, and helped promote a stigma-free culture where everyone feels safe to express their needs and seek support.

To strengthen this journey, we launched the **Mental Health Manifesto**, sharing RD Saúde's position on the topic with all professionals and framing it as a strategy for prevention, care, and stigma reduction. The manifesto is brought to life through mental health-focused initiatives for both leaders and teams.

We offer our professionals and their dependents the **Mental Health Journey**, providing free psychological counseling 24 hours a day, 7 days a week.



25%
of professionals received care in over 60,000 therapy sessions in 2024.

¹The principles of this policy comply with Law No. 14,831, enacted in March 2024, which established the Mental Health Promoting Company Certificate and defined the requirements for certification.



Health and well-being solutions

GRI 403-3 | 403-6

All RD Saúde professionals have access to a range of easily accessible health and well-being benefits and solutions:

- **Medical and Dental Assistance Network:** A broad, opt-in network available to professionals and their dependents (spouses and children);
- **Telemedicine:** Available to all professionals, their legal dependents, and parents, providing low-complexity care through both on-demand and scheduled consultations. In 2024, we delivered over 74,000 telemedicine visits—an average of 205 consultations per day;
- **Univers Pharmacy Benefit Card:** Special discounts on medications, ranging from 25% to 40%;
- **Financial Health:** Support to help professionals better manage their finances, reducing stress and improving overall well-being;
- **Vaccination:** We run an annual flu vaccination campaign, offering the vaccine free of charge to RD Saúde professionals to protect against severe cases of Influenza. The benefit is also available to dependents at special discounted rates.

Professional and instructor at the RD Saúde Campus gym



Well-being on the RD Saúde Campus

In September, we opened the RD Saúde gym to encourage physical activity and self-care, reinforcing our commitment to the comprehensive health of our professionals. The space features modern facilities and welcomes an average of 3,000 people per month.



Occupational health and safety

GRI 403-1 | 403-2 | 403-3 | 403-4 | 403-5 | 403-7 | 403-8 | 403-10

COMPREHENSIVE HEALTH AND SAFETY FOR EMPLOYEES

Management system

GRI 403-1 | 403-3

To ensure safe and healthy work environments, we have adopted an Occupational health and safety Management System (SGSST), aligned with leading market practices and current legislation, covering 100% of our professionals.

For occupational health and safety monitoring, we use a digital platform (SOC system) that consolidates information on occupational risk management, occupational health exams, business unit documentation, and more—ensuring compliance with ISO 45001, Regulatory Standards (NRs), Brazilian Regulatory Standards (NBRs), and technical guidelines from the Fire Department.



Working in an environment of inclusion and respect motivates me every day."

Amilton Magalhães, Labor Relations Assistant I

Our Occupational Safety Management structure includes trained and qualified specialists and is composed of: Executive Board, Management, Occupational Safety Coordination, Occupational Safety Engineers, and Occupational Safety Technicians, as well as the Occupational Health Team, which includes an occupational physician and occupational health nurse. In addition, external consulting firms specialized in Health and Safety help ensure the effective implementation of safety guidelines, the maintenance of our management system, and support with routine demands. In our pharmacies, safety management is carried out in partnership with Operations, including Regional Managers, Pharmacy Managers, and Internal Commission for Accident Prevention (CIPA) representatives at operational units (learn more on page 62).



Occupational risk management

GRI 403-2 | 403-4 | 403-7

Our Risk Management Program (PGR) and internal procedures set guidelines to ensure all activities are performed safely. The Risk Committee provides guidance, and the Corporate Risk Matrix helps us identify, classify, and mitigate occupational hazards across all locations.

We follow the Control Hierarchy, prioritizing:

- Eliminating risks at the source by mapping exposure to risk agents;
- Implementing collective protection equipment, tailored to each work environment and operational procedures;
- Using specific personal protective equipment and conducting ongoing monitoring.

The safety and well-being of our professionals are absolute priorities at RD Saúde.



We conduct regular assessments of hazards and risks that may affect occupational health and safety as an integral part of our routine. **This process covers 100% of our facilities and processes**, as well as all activities involving actual or potential significant occupational risks, following the guidelines of our specific operational prevention procedures.

By identifying key hazards and risks, we are able to implement policies, health and safety programs, and preventive measures to protect the integrity and well-being of our teams.

The main occupational risks include:

- **Physical risks:** exposure to cold (cold storage rooms) and noise;
- **Ergonomic risks:** poor posture and repetitive tasks;
- **Mechanical risks:** falls, cuts, and limb crushing.

We have implemented several initiatives to prevent incidents, including safety alert forms, photographic reports, and integrated action plans.

Our Internal Commission for Accident Prevention (CIPA), elected by professionals, represents the workforce on health and safety matters. CIPA plays an active role in proposing preventive improvements to minimize risks. The commission holds monthly meetings, conducts workplace inspections,

reports identified risks, and communicates them to the Specialized Service in Safety Engineering and Occupational Medicine (SESMT) and company management.

We also offer the Safety Report, a formal channel for professionals to report risks and suggest improvements, ensuring broad engagement in our safety management process. The form can be submitted anonymously and sent to SESMT or directly to CIPA.

To help identify and mitigate risks, we provide Safety Alert forms, where technical staff can report and flag any conditions or situations that pose a risk to anyone’s physical safety. Based on these reports, action plans are developed in collaboration with the teams responsible for the activity.

Our commitment to a safe work environment includes upholding the **Right to Refuse** work in cases of imminent risk, empowering professionals to play an active role in preventing incidents.

In the event of an incident, SESMT conducts a thorough investigation following a structured formal communication process, using specific forms and developing action plans to address risk factors, implement preventive measures, and track outcomes.

A dedicated technical team oversees operational processes and routines to ensure the quality of our risk management efforts. We guarantee that this team is composed of trained and qualified professionals who provide effective support across the operation, with a strong focus on prevention and awareness.

We also conduct internal audits and risk assessment programs to ensure the effectiveness of our preventive and corrective actions.



Larissa Furtado (Analyst – Sustainability), **Tatiane Pedroso** (Manager – Sustainability), and **Isabela Perazzolo** (Analyst – Sustainability), professionals at the RD Saúde Campus in the Guarulhos (SP) Distribution Center



Safety culture

GRI 403-5

Our safety culture follows a preventive and integrated approach, aimed at creating a safe and healthy work environment that protects the lives of both our direct professionals and third-party workers in their activities. To achieve this, we promote awareness campaigns and continuously invest in training, offering specialized programs and sharing safety best practices.

Occupational Safety Onboarding for New professionals and Third Parties:

- Safety concepts, Personal Protective Equipment (PPE), and Collective Protective Equipment (CPE);
- Business unit structure, general information, and risk management;
- Ergonomics, emergency safety procedures, and preventive measures;
- General workplace safety rules, including conveyor belt safety at distribution centers, safe use of platform ladders, and fire prevention and response.

Operational training on the safe use of pallet jacks and forklifts, minimizing mechanical and operational risks.

Mandatory Regulatory Standards:

- NR 10: Electrical safety;
- NR 11: Transportation, handling, storage, and movement of materials;
- NR 35: Work at heights;
- among other applicable standards.

Fire Brigade and CIPA (Internal Commission for Accident and Harassment Prevention) for training safety ambassadors.

Daily Safety Dialogue (DDS) at the distribution centers, reinforcing safety best practices and incident prevention.

Internal Occupational Accident Prevention Week (SIPAT), promoting educational campaigns and ongoing awareness.

In addition to these initiatives, we have implemented support materials, internal communications, and refresher courses to ensure that all professionals understand and follow safety protocols.



Almir Hernandes (Forklift Operator – Guarulhos Distribution Center)



Monitoring

GRI 403-2 | 403-7 | 403-8 | 403-9 | 403-10

Accident monitoring at our distribution centers and Campus follows the guidelines of our Occupational Health and Safety Management System, aligned with ISO 45001 standards. For our pharmacies, we are currently in the strategic planning phase to roll out the system in the future.

In 2024, we remained committed to our zero-accident goal and aimed to reduce incident rates by at least 10% compared to the previous year. We achieved an 11.8% reduction in reportable accidents, totaling 195 cases and reaching a rate of 1.16. However, severe accidents increased by 4.3%, rising from 23 to 24 cases, underscoring the need to strengthen preventive measures and enhance safety training. Our fatal injury rate remained at zero.

We monitor professionals and suppliers for compliance with safety standards, which includes the following mandatory documentation:

- Occupational Health Certificate (ASO);
- Safety training certificates;
- Proof of employment and job role;
- Safety work order;
- PPE records;
- Risk Management Programs (PGR) and Occupational Health Medical Control Program (PCMSO).

Workplace accidents ¹	2022	2023	2024	Variation (2024 X 2023)
Number of reportable workplace accidents	247	221	195	-11.8%
Rate ¹ of reportable workplace accidents	1.83	1.45	1.16	
Number of severe accidents	15	23	24	4.3%
Rate ¹ of severe accidents	0.11	0.15	0.14	
Fatalities from work-related injuries	0	0	0	0%
Rate ¹ of fatalities from work-related injuries	0	0	0	
Hours worked (man-hours of exposure)	134,682,240	152,042,880	168,674,880	10.9%

¹ We have an internal control system and procedures in place to record and store data on all accidents. We use historical data and critical analysis to classify hazards and risks. The rates are calculated by dividing the number of cases by the total hours worked and multiplying by a base of 1,000,000. No employee has been excluded from this reporting scope.



Customer care

GRI 2-6 | 3-3 HEALTHY CUSTOMERS

Customer health journey

We've strengthened our commitment to comprehensive health by offering not just products, but also services and solutions that connect people to a health ecosystem tailored to their individual needs. Our Health Strategy supports customers throughout their care journey, with initiatives focused on **health promotion, disease prevention, protection, and primary care.**

Below are some of the key initiatives we implemented to advance this commitment:

Pharmacist Training: SASB HC-DR-260b.1

as a key pillar of the primary care services offered by RD Saúde, our pharmacists undergo professional training to deliver technically excellent, safe, and human-centered care to our customers. Their training covers in-depth knowledge of product categories, medication dispensing, and the safe execution of services such as vaccine administration. Pharmacists also play an active role in supporting the customer journey by making follow-up calls to ensure proper medication use and address any questions. In 2024, more than 10 million calls were made to encourage treatment adherence and provide ongoing support.

Health Monitoring and Disease Prevention: At the Espaço Mais Saúde—an essential tool for health promotion and disease prevention—we offer quick and accessible services that bring convenience and broaden access to primary care.

Customer Health Journey: Through our health platform, we enhance the customer health journey by integrating technology with reliable content on nutrition, sleep, exercise, and mental health. The platform also connects customers to services such as online consultations with specialists and appointment scheduling for tests at the Espaço Mais Saúde.

DNA Vida Saudável (Healthy Life DNA): A customer segmentation model that identifies individuals with high engagement in health and wellness prevention products—such as vitamins, herbal supplements, nutritional supplements—and items with sustainability attributes. This approach allows us to develop, promote, and measure the growth of this portfolio and the adoption of healthy habits.

Laiza Leitão (Pharmacist – Pharmacy) from Raia SP Campo Belo C performing a procedure on a customer at the Espaço Mais Saúde



Since its launch, 8.65% of our customers have joined the DNA Vida Saudável program.



Subsidized and free medications GRI 203-2

We participate in the Government's **Aqui Tem Farmácia Popular** program, offering essential medications at reduced prices or free of charge, helping expand access to healthcare—especially for low-income populations.

Leveraging our logistics network, retail locations, and distribution efficiency, we ensure high-quality service for all program beneficiaries.

In 2024, we recorded **19.3 million customer** visits through the program, generating BRL 323.9 million in economic benefits for patients.



Drogasil SP Cidade Jardim 1

Customer feedback

Customer interactions through our service channels represented 0.59% of total transactions across pharmacies and digital channels, with **86.5% of cases resolved within five business days.**



Raia SP Campo Belo C



Safe and high-quality products

GRI 3-3 | PRODUCT SAFETY AND QUALITY

PRODUCTS AND SERVICES INNOVATION

RD Saúde's Exclusive Brands represent a portfolio of products that promote well-being and inspire customer trust. We develop these products in partnership with strategic suppliers, guided by our commitments to safety, quality, and sustainability.

All Exclusive Brand partners undergo audits to ensure compliance with regulatory standards set by agencies such as the National Health Surveillance Agency (Anvisa), the Ministry of Agriculture and Livestock (Mapa), the National Institute of Metrology, Quality, and Technology (Inmetro), as well as certifications like ISO, British Retail Consortium (BRC), Good Manufacturing Practices (GMP), and Hazard Analysis and Critical Control Point (HACCP). Since 2024, new Exclusive Brand suppliers are also subject to in-person audits focused on environmental and safety topics (learn more on page 89).

Before reaching the market, each Exclusive Brand product undergoes detailed safety and labeling assessments, in line with government guidelines. In the event of any quality deviation, the cause is investigated with the supplier and, if confirmed as a manufacturing issue, the affected batch is promptly recalled. In cases where the issue is not confirmed, customers receive detailed test reports and may choose to receive a refund.

Quality issues can be reported through our Customer Service Center (SAC), social media channels, or directly at our pharmacies. In 2024, we recorded 57 customer reports per million units sold.

In 2024, we published our **Product and Service Quality and Safety Policy**, which outlines key guidelines, reinforces the Company's commitments, and defines our responsibility in managing both Exclusive Brand products and health services.



RD Saúde Exclusive Brand Products



Channels for Reporting Quality Deviations: sacrdmarcas@rdsaude.com.br
SAC: (11) 3004-8005



Controversial ingredients and animal welfare

We reaffirm our commitment to people’s safety, environmental protection, and animal welfare by integrating ethics and transparency into every stage of the production process for our Exclusive Brands.

In 2024, we published the **Ingredient Safety Policy**, which reinforces RD Saúde’s commitment to quality and safety practices and outlines the banned and restricted ingredients¹ across our Exclusive Brand portfolio. The policy guidelines cover both new product developments and reformulations in the food, cosmetics, personal care, and dietary supplement categories. Its development was based on scientific research and both national and international regulations, including guidelines from Anvisa (Brazilian Health Regulatory Agency), the U.S. Food & Drug Administration (FDA), and the European Scientific Committee on Consumer Safety (SCCS).

Through our **Animal Welfare Policy**, we ensure that no raw materials or finished products undergo animal testing—a requirement extended to all our partners and suppliers. When efficacy or clinical testing is needed, it is conducted exclusively through in vitro methods or in vivo testing with human volunteers, always in laboratories approved by Anvisa.



RD Saúde Exclusive Brand Products

¹ Banned ingredients are those not present in the RD Saúde Exclusive Brand portfolio. Blocked ingredients are those not used in new product developments and currently being phased out in existing portfolio products that contain them.



Social impact

GRI 201-4 | 413-1 | 3-3 HEALTHY CUSTOMERS | 3-3 HUMAN RIGHTS

In a context of environmental and social challenges, Private Social Investment (ISP) is a key strategy for RD Saúde. We integrate these investments into our business model, aligning our operations with global sustainable development goals and generating a positive impact on community health.

Commitment and management

Our social investment strategy is guided by our **Theory of Change**, which structures our pillars of action and investment guidelines, as well as by our **Social Investment and Contributions Policy** and our **Tax Incentive Utilization Policy**.

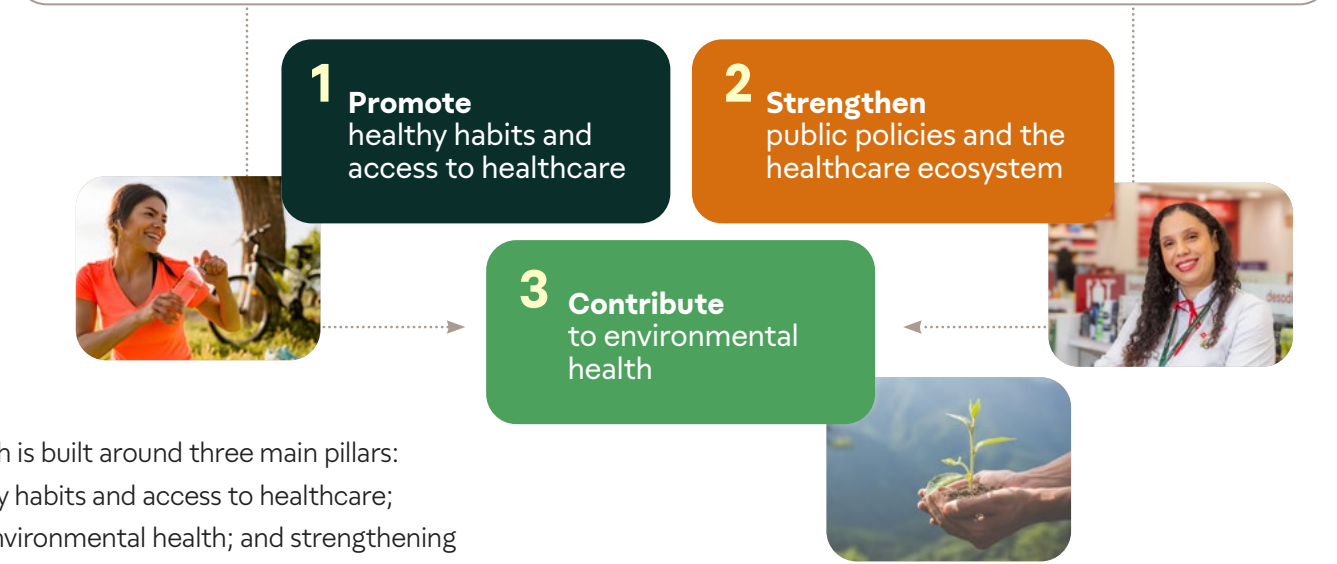
The challenges posed by climate change and the need to prioritize support for the most vulnerable communities prompted us to update our Theory of Change in 2024, aiming to expand the reach and impact of our initiatives.

The new approach is built around three main pillars: promoting healthy habits and access to healthcare; contributing to environmental health; and strengthening public policies and the healthcare ecosystem. With the updated Theory of Change, in addition to our existing social investments, we are now channeling efforts toward environmental health initiatives (learn more on page 73).

To measure the impact of our social projects, we implemented a monitoring system with key indicators aligned with the new Theory of Change. A dashboard provides a detailed view of resource allocation and supports us in identifying the results achieved and making decisions that maximize social impact.

Theory of Change

Pillars



2024 Results

106 organizations supported
88 initiatives, including
63 funded projects
18 states plus the Federal District impacted



Funding sources

To support our social investments, we rely on four funding streams, all focused on health: donations from our own resources equivalent to 1% of our net income from the previous year; customer donations through the sale of Sorria magazine and the Troco Solidário (Donate Your Change) fundraising program; product donations nearing their expiration date (DOA project); and tax incentives allocated to initiatives under the Culture Incentive Law, Audiovisual Law (Article 1A), Fund for Children and Adolescents, Fund for the Elderly, Sports Incentive Law, National Program to Support Oncology Care (Pronon), and National Program to Support Health Care for People with Disabilities (Pronas/PWD).

1% Commitment

Since 2021, we have donated 1% of our net income to initiatives that promote comprehensive health. In 2024, **we signed the 1% Commitment**, an initiative led by IDIS and MOL Institute that encourages companies to help reduce inequalities and address social and environmental challenges in Brazil.



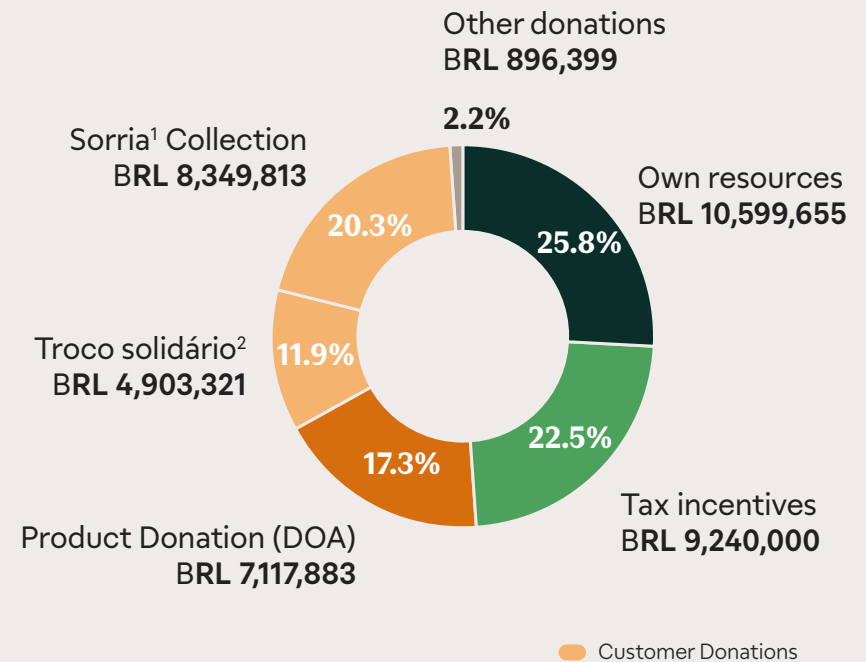
By joining this commitment, our goal is to inspire other companies in the sector to integrate social responsibility into their business models, promote a culture of giving, and generate a positive impact on society.

To learn more about the movement, [click here](#).

Impact Investment

BRL 41.1 million

(+3.20% vs. 2023)



¹ This amount reflects the proceeds from the six editions released in 2024, with copies sold between February 2024 and January 2025.

² This amount reflects funds raised in pharmacies during the period from January 1 to December 31, 2024.



Customer donations

Every day, our pharmacy professionals help build a donation culture in Brazil by offering customers the opportunity to donate through two main channels:

- **Troco Solidário (Donate Your Change)** – allows customers to round up their change when making cash purchases at any of our more than 3,000 pharmacies across all Brazilian states. The collected cents are donated to the Association for Assistance to Disabled Children (AACD) and Ação da Cidadania (Citizenship Action). In 2024, our partnership with AACD celebrated its 18th anniversary. Over nearly two decades, we've put our purpose into practice, helping ensure quality care for the association's patients.

BRL 4,170,841 donated to AACD

BRL 732,479 donated to Ação da Cidadania to support humanitarian emergency situations in the states of Rio Grande do Sul (91.6%) and Sao Paulo (8.4%)

As part of our emergency relief efforts for Rio Grande do Sul, BRL 1.34 million was allocated to the state.

- **Sorria** –A collection of books on comprehensive health, well-being, and quality of life sold in our pharmacies, generating donations for social organizations working in the health sector.

3,225,272 copies sold in 2024

BRL 8,349,813 donated to beneficiary organizations



Sorria Collection Edition

DOA project

The DOA project donates products and medications nearing their expiration date to social organizations that serve people in vulnerable situations. These organizations are carefully selected based on their ability to handle and manage this type of donation properly. This initiative generates positive social impact and reduces costs associated with reverse logistics, while also minimizing environmental impact by preventing the incineration of these products. In 2024, 533,127 product units were donated to 53 organizations, totaling BRL 7.12 million.

Tax incentive

To expand RD Saúde's contribution to society, we allocate funds—primarily to health-related projects—through tax incentive programs, such as the Sports Incentive Law and the Elderly and Child and Adolescent Funds. In 2024, we supported 27 projects, investing a total of BRL 9.24 million across 26 municipalities in 13 states and the Federal District.



Conduct in emergency situations

RD Saúde's Emergency Protocol defines our response according to the severity of each event, with the goal of focusing our efforts and maximizing positive social impact in the affected communities where we operate.

Emergency fund

Recognizing the importance of supporting our professionals and their families during times of vulnerability, the RD Saúde Emergency Fund provides assistance in situations such as natural disasters, floods, fires, severe illnesses, and other life-threatening events.

In 2024, internal solidarity emerged as a key pillar of this fund: 4,726 people contributed a total of BRL 580,000 in donations. We doubled the amount raised to increase our capacity to support people affected by critical situations.

During the 2024 floods in Rio Grande do Sul (RS), we acted quickly through the Emergency Fund, helping affected professionals secure safe housing by providing support for temporary rentals, home repairs, property purchases, and other forms of assistance.

Corporate volunteering

We offer a company-wide Volunteering Program with clear guidelines for participation. To encourage engagement, we invest in internal communications and provide one paid day per year for volunteer activities—a benefit that fosters a culture of solidarity.

In 2024, 13% of our professionals took part in 12 social initiatives that helped strengthen connections between our teams and the communities where we operate, driving positive change and reaffirming our commitment to caring for people.

Professional Volunteers at Hamburgada do Bem



Expanding our impact

In 2024, we expanded our social impact by partnering with organizations committed to community development. The Hamburgada do Bem, organized in collaboration with the social organization Obra do Berço, brought together 93 RD Saúde volunteers and provided moments of fun and learning for 194 children supported by the organization.



Environmental health

Air pollution and climate change have been identified by the World Health Organization (WHO) as the top global health priority since 2019, given the threat they pose to public health and the well-being of the most vulnerable populations.

Recognizing this urgency, we strengthened our commitment to environmental health through a partnership with Ar Institute on the **Médicos pelo Ar Limpo** (Doctors for Clean Air project).

This collaboration focused on three main areas: **engagement campaigns** featuring events, impactful communication, and awareness initiatives; **civic action**, encouraging medical professionals to participate in democratic spaces and advocate for public policies; and **science**, through research, technical training, and knowledge sharing.

The engagement campaigns helped raise awareness about the link between air quality and public health. With participation from doctors and healthcare professionals, the project fostered discussions on air pollution, climate change, and their impact on human health, while also increasing visibility of the initiative among medical professionals.

A special live event for RD Saúde professionals further strengthened internal engagement with the topic. The active participation and involvement of our people during the event highlighted their interest and concern for the issues discussed.



In parallel, we allocated resources to support environmental education through the **Formigas de Embaúba** initiative. In addition to raising awareness by planting mini Atlantic Forest woodlands in public schools, the project offers solutions to expand green spaces in urban areas—contributing positively to climate conditions. The initiative aims to engage new generations in the urgent need for ecosystem restoration and climate change mitigation.

Interaction promoted by the Formigas de Embaúba initiative

Protection actions

Climate change has increased the risk of dengue fever due to rising temperatures and heavy rainfall, which create favorable conditions for the spread of *Aedes aegypti*, the mosquito that transmits dengue fever—especially in areas with poor sanitation and improper water storage. In 2024, in partnership with UNICEF, we launched an anti-dengue campaign by donating 14,658 units of insect repellent to local communities, helping reduce transmission and protect people in high-risk areas.



Support for vaccine development

We established a partnership with Fiocruz¹ to help advance messenger RNA (mRNA) technology in Brazil. This technology uses RNA molecules to instruct cells to produce specific proteins—such as those that help the immune system fight viruses or contribute to disease treatments like cancer.

This innovation positions Brazil at the forefront of immunobiological and treatment development while expanding access to vaccines. With RD Saúde’s support, Fiocruz is leading efforts to increase production and democratize vaccine access. Through a BRL 1 million investment, we supported the purchase of equipment for preclinical testing—an essential step in turning research into real-world solutions.



¹ Fiocruz (Oswaldo Cruz Foundation): A leading Brazilian public institution dedicated to research and development in health, recognized for its role in producing vaccines, conducting scientific research, and supporting public health initiatives

Mental health

We recognize mental health as an essential part of comprehensive care. That’s why we are founding members and funders of **Vertentes**, an ecosystem dedicated to promoting mental health. Vertentes is made up of five organizations—Asec, Ame Sua Mente Institute, Bem do Estar Institute, Vita Alere Institute, and SoulBeeGood—along with RD Saúde, all united by the common goal of strengthening the mental health agenda in Brazil and fostering a culture of care and cultural transformation.

In 2024, we launched the Vertentes Philanthropic Fund to raise and manage resources for projects aligned with its mission. Supported by donations and sponsorships from social investors, individuals, and companies, the fund allocates resources transparently, according to its annual plan.



Pode Falar, carried out in partnership with UNICEF, offers a welcoming listening channel for young people facing emotional challenges. Accessible via WhatsApp and the website, the service is anonymous and free of charge. In 2024, Pode Falar expanded its reach to support young people affected by the floods in Rio Grande do Sul.

Key results achieved in 2024:

- **13,740** new users registered, with 9,585 starting a chat session and 4,137 engaging in ongoing conversations with support staff;
- **3,588** searches for mental health content;
- **99,422** professionals enrolled and **26,278** certified in the free course on adolescent mental health, offered in partnership with Fiocruz;
- **5,794** adolescents and young people participated in the short course on Climate Change;
- **302,000** adolescents and young people engaged in climate action awareness activities in the Amazon and Northeast regions.





Healthy habits and access to healthcare

Menstrual dignity

For the third consecutive year, we supported the #PraQuemMenstrua Movement, in partnership with UNICEF, advocating for menstrual dignity and comprehensive adolescent health.

We distributed **Needs** brand sanitary pads to young people and adolescents in the North and Northeast regions of Brazil, while also working to drive cultural transformation within communities, improve local hygiene infrastructure, and provide training for education professionals.

Through these efforts, we aim to prevent health issues, reduce stigma and access barriers, and promote health equity by ensuring access to information and quality products for people who menstruate.

By engaging closely with young people and the education ecosystem, we have also advanced discussions on issues linked to menstrual dignity, such as addressing racial and gender-based violence, which directly impact comprehensive health.

Cultural Caravan for Empowerment and Menstrual Dignity

15 thousand packs of sanitary pads donated

13 thousand adolescents impacted with topics such as life skills, equity, gender-based violence prevention, and menstrual dignity promotion

11 cultural caravans held, offering 44 workshops on theater, poetry, slam, dance, or audiovisual production in areas with high numbers of vulnerable youth and adolescents¹

4 Care Workshops featuring therapeutic circles focused on violence prevention, emotional support, and awareness

4 Media Advocacy and podcast creation workshops

Production of the digital book Poesia das Minas (Ladies' Poetry) and a video documentary about the project

¹ Municipal and State Schools, Social Assistance Reference Centers (CRAS), and Primary Health Units (UBS).



Photos: Hugo Coutinho and Emanuelle Rebello



Public policies and the healthcare ecosystem

GRI 203-1

In 2024, we strengthened our commitment to protecting children and adolescents by partnering with organizations actively working to drive social change.

In collaboration with the World Childhood Foundation, we supported the Na Mão Certa Program, which mobilizes individuals, companies, governments, and civil society organizations to prevent and combat the sexual exploitation of children and adolescents (ESCA) along Brazilian highways. In addition to private social investment from RD Saúde, part of the program’s management is strategically embedded within our logistics area, expanding our ability to act directly along vulnerable routes and locations and making our support even more effective in protecting children and adolescents nationwide. In 2024, we carried out awareness campaigns around the National Day to Combat the Abuse and Sexual Exploitation of Children and Adolescents, including the promotion of reporting channels. The initiative reached around 300 drivers—both RD Saúde professionals and third-party contractors—across eight distribution centers located in the states of Amazonas, Bahia, Ceará, Goiás, Mato Grosso, Pará, Pernambuco, and Rio de Janeiro.



We also strengthened our social impact by supporting the UNICEF Seal, an initiative that encourages and recognizes progress in advancing children’s and adolescents’ rights in municipalities across the Semi-arid region and the Legal Amazon.

This partnership encourages public officials to prioritize policies for children and adolescents, implement action plans, and monitor social indicators. Our support enabled real progress in several municipalities, demonstrating the transformative power of aligning public and private sector efforts.

The 2021–2024 edition of the UNICEF Seal saw participation from 2,023 municipalities across 18 states—the highest number of participants in the program’s history. Key milestones for the year included:



- **209,244** children and adolescents reenrolled in school through the Busca Ativa Escolar (Active School Search Initiative) initiative;
- **54,447** adolescents engaged in 1,624 Adolescent Citizenship Centers (NUCAs);
- **301,538** social assistance, education, health, and child protection professionals certified through UNICEF’s Virtual Learning Environment (AVA) courses;
- **146,965** job opportunities created for adolescents and young people through the Um Milhão de Oportunidades (One Million Opportunities - 1MiO) initiative;
- **311** municipalities passed laws or decrees implementing school-based vaccination programs;
- **11,000** vaccine doses administered by UNICEF, primarily to newly arrived migrant children in Brazil.



Farol Integrative Health

GRI 203-1

The **Farol** reaffirms RD Saúde's commitment to social innovation by offering Integrative and Complementary Health Practices (PICS) to promote well-being in underserved communities, with a focus on Capao Redondo in the southern region of Sao Paulo. In partnership with the Unified Health System (SUS) and other organizations, the **Farol Social Enterprise** has become a recognized model of comprehensive care by providing active listening, personalized support, and a welcoming environment for its users.

In 2024, Farol strengthened its impact with the **opening of Casa Farol**, its own dedicated facility. Throughout the year, 111 care journeys were delivered, serving over 1,300 users. The program stood out for its high service quality, reaching a Net Promoter Score (NPS) of 98 points. Users have consistently expressed high levels of satisfaction, highlighting positive transformations in both physical and emotional health through practices such as yoga, meditation, and integrative pharmacy services.

Among the key outcomes, self-care and health education practices were the most in demand, followed by mental health support and body-focused activities. The high rate of returning users reflects the long-lasting positive impact of the PICS approach.



Casa Farol represents a new approach to community health, integrating innovation, local knowledge, and inclusive practices to expand access to comprehensive care in highly vulnerable areas.

Accumulated results

1,454 activities performed
1,383 impacted users
111 initiated journeys
98 NPS score





Healthier Business

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Beatriz Elizeu (Pharmacist - Pharmacy)



Commitments for 2030

Foster inclusion through diversity and professional development

Targets

2024 Status

1. Reach at least 50% representation of women across all job categories by 2030

In 2024, women represented 64% of our workforce, with 62.5% of leadership positions (executive, middle management, and operational) held by women¹.

2. Achieve at least 50% representation of Black professionals in leadership positions by 2030

We closed 2024 with 48% of leadership positions held by Black professionals.

3. Reach 5% representation of People with Disabilities (PWD) in RD Saúde's workforce and implement professional development strategies

In 2024, our workforce included 2,691 people with disabilities (PWD).

4. Achieve 6% representation of people aged 50 and over at RD Saúde

In 2024, professionals in this age group represented 4% of our workforce.

5. Achieve a 90% inclusion rating from our people across pharmacies, RD Saúde Campus, and distribution centers

In 2023, 73% of our people rated RD Saúde's environment as inclusive. A new assessment will be conducted in 2025.

6. Support the graduation and/or post-graduation of 10,000 professionals through RD Saúde incentives, with at least 90% enrolled in healthcare programs

Since 2021, we have supported the education of 3,266 professionals through RD Saúde's educational incentives.

7. Reach 40,000 professionals trained in programs that have a positive impact² on their careers and/or help them develop future-ready skills

In 2024, 4,575 professionals completed programs with a positive impact on their careers. Since 2021, a total of 13,364 people have graduated from these programs.

8. Provide 150,000 cumulative income-boosting opportunities by 2030

In 2024, there were 18,480 income-boosting opportunities. Since 2021, 73,255 people have received merit increases and promotions.

¹ Refers to professionals who responded to the survey.

² When the professional experiences career advancement as a result of the training.



Diversity and inclusion

At RD Saúde, we are committed to building an inclusive and welcoming work environment—one that is free from stigma, bias, and discrimination. We believe this commitment is essential to creating a positive and transformative experience for both our more than 60,000 team members and the over 49 million customers we serve.

That’s why we work to ensure this principle is reflected across all our spaces—distribution centers, the RD Saúde Campus, and our pharmacies—demonstrating respect for the unique characteristics of every individual.

In 2024, our actions were driven by several key initiatives: the update of our **Recruitment and Selection Policy**

with a stronger focus on diversity and inclusion, progress toward our corporate targets for greater representation of underrepresented groups, expanded internal communication efforts, and the continued engagement of our Affinity Groups. These groups play a critical role in inspiring our people and embedding a culture of respect and equity at every level of the organization.

Our RD+Diversa platform structures our diversity and inclusion efforts across five key areas: Gender Equity, People with Disabilities (PWD), Race (including migrants and refugees), LGBTI+, and Generational Diversity.



Being an active member of the Diversity and Inclusion group at RD Saúde is a transformative experience. Here, we foster genuine connections, continuous learning, and concrete actions to create a more diverse and welcoming environment.”

Luís Fernando de Sá, Customer Experience Clerk

Best Places for LGBTQIA+ People to Work

In the third edition of the HRC Equidade BR survey, which featured 124 participating companies, RD Saúde was recognized among the 79 organizations honored for their commitment to LGBTQIA+ inclusion in the workplace.



Highlights from the RD + Diversa

RD + Diversa ¹

Guided by the slogan “Be who you are here,” the platform brings together our diversity and inclusion initiatives across five key focus areas

50+

We launched a pilot hiring program for professionals aged 50 and over, offering exclusive job openings promoted in partnership with a specialized platform. We also organized employment fairs in collaboration with the Sao Paulo City Hall and the Employment Support Center, benefiting 290 people and focusing on the inclusion of LGBTQIA+ individuals and the 50+ generation.

People with Disabilities (PWD)

We conducted a comprehensive job assessment at our distribution centers to enhance accessibility and ensure proper backfilling of open positions. In partnership with the Sao Paulo State Government, we participated in a targeted job fair that connected us with over 200 people with disabilities. Our “Refer a Friend with a Disability” campaign generated 450 referrals, strengthening our talent pipeline for PWD hiring. Through a partnership with the Jô Clemente Institute, we advanced the professional development of more than 30 PWD professionals. Additionally, our Inclusive Employment Adjustment Campaign led to the formal inclusion of 83 professionals in our workforce.

Race ²

We distributed educational capsules to all our professionals as part of the Anti-Discrimination Awareness Campaign. We shared our Anti-Racist Manifesto with all leadership levels. We sponsored the 3rd Pacto das Pretas Forum and strengthened our partnership with Zumbi dos Palmares University. We graduated the second cohort of Elas Lideram (Black Women Lead), focused on accelerating the careers of Black women. We also rolled out Inclusive Service Training for pharmacy teams, directors, and regional managers.

Gender equity

We graduated the third cohort of managers from the Women’s Empowerment Journey. We hosted conversation circles with female directors to foster leadership dialogue. More than 3,000 people were engaged by Circo Só Di Ladies, a theatrical performance focused on gender equity. Our Recruitment and Selection Policy ensured that 51.06% of middle management positions were filled by women. The Parental Journey program supported 1,657 expectant mothers and achieved a Net Promoter Score (NPS) of 97.5%.

LGBTIA+

We hired 281 transgender professionals and processed 189 requests for the use of social names and 19 for legal name updates. We also hosted employment fairs in partnership with the Sao Paulo City Hall and the Employment Support Center, benefiting 290 people with a focus on LGBTQIA+ inclusion and the 50+ generation.

¹ A more inclusive RD
² Including migrants and refugees



Inclusive environment and awareness

We have made a public commitment to achieve a 90% inclusion rating from our people by 2030, reflecting their perception of inclusiveness across our pharmacies, RD Saúde Campus, and Distribution Centers.

To reach this goal, we continue to invest in engagement, education, and awareness-building initiatives, ensuring that an inclusive culture is created, sustained, and reinforced in the daily interactions of our teams.

Diversity Handbook: this resource explains key diversity concepts for leaders, professionals, and third-party professionals, offering guidance and practical tools for addressing a variety of workplace situations. All third-party staff assigned to the RD Saúde Campus also undergo training based on the handbook.

Diversity Education: we delivered a range of learning initiatives to raise awareness across our workforce, with a strong focus on leaders and new managers. In 2024, we launched the **Diversity Capsules**, short, impactful content pieces designed to promote inclusion in an accessible way—and expanded our **learning pathways** on the topic. By the end of 2024, RD Saúde University had delivered 15 training cohorts on diversity and inclusion (D&I), totaling over 202,000 course completions and more than 125,130 hours of D&I training.

Inclusive Customer Service: we introduced dedicated content to enhance customer service in our pharmacies and foster a more inclusive and respectful environment. This initiative included a video and a practical Inclusive Service Guide, providing our teams with tools for better engagement with people with disabilities, clarifying appropriate terminology and expressions, and encouraging reflection, active listening, and learning within the teams.



As a Haitian living in Brazil for the past 10 years, I've experienced meaningful connections in my daily life at RD Saúde. It's a workplace that offers opportunities and fosters collaboration, free from prejudice and grounded in respect."

Leonex Monfiston, Engineering Analyst

Best Companies for Women to Work For

Created by Great Place to Work, this ranking promotes diversity, equity, and inclusion by recognizing companies that excel in categories such as Women, LGBTQIAPN+, Race and Ethnicity, People with Disabilities, 50+, Early Childhood Support, and Young Talent. In 2024, RD Saúde was named one of Brazil's 70 best companies for women to work for, based on the number of women in our workforce and their representation in leadership and executive roles.

Elas Lideram: this career development program for Black women graduated its second cohort in 2024, with 73 participants.

Women in Leadership Program: designed to help build a more equitable workplace, this program is structured around four key modules: Future of Business, Future of Work, Future of Leadership, and My Future. Participants benefit from the guidance of mentors who are experts in topics such as inclusive management, psychological safety, and gender equity. In 2024, the program's third cohort included 29 participants.



Career and development

GRI 404-1 | 404-2

At RD Saúde, we foster a collaborative environment that drives both personal and professional growth. We value each individual's journey and invest in ongoing development programs that combine technical training with our core values.

We recognize that professional development is essential to the growth of our teams and our business. In our pharmacies, we offer specialized technical training for pharmacists, ensuring human-centered, high-quality service that aligns with our purpose of contributing to a healthier society (learn more on page 84).

Over 6.4 million
hours of training a year

Average of 100 hours per
professional

 **96 h/men**

 **102 h/woman**

Undergraduate
and graduate programs:
2,120 professionals
impacted, either currently
enrolled or graduated since 2021

**Over 1,160 new
participants**
in 2024



“What sets RD Saúde apart is being a leading-edge network—for both our professionals and the communities we serve. It goes beyond business, showing a true commitment to people, the environment, and the planet.”

Gilberto Ribeiro, Pharmacy Operations Pharmacist



Education and training

RD Saúde University

RD Saúde University plays a vital role in strengthening our organizational culture and driving the growth of our professionals. Through this platform, we offer opportunities for personal and professional development, fostering career progression within RD Saúde and generating a positive impact on society.

With a mission to promote continuous learning and transformation, the university offers a wide range of courses, delivered through diverse methodologies and formats. The content covers topics such as sustainability, diversity, market trends, technology, and more—aligning learning opportunities with RD Saúde’s priorities and values.

Promoting education

We offer education incentive and subsidy programs to help our people study at the country’s top private universities. In addition, we have established partnerships that provide discounts on undergraduate and graduate courses. In 2024, we supported 1,800 professionals in continuing their studies through scholarships and exclusive partnerships—504 of whom were enrolled in the RD Saúde Pharmacy undergraduate program.

Developing skills for the future:

In 2024, we launched a company-wide digital literacy program on artificial intelligence for all leadership levels, while continuing to build expertise in data and analytics across multiple business areas. A total of 380 professionals—including directors, executive, corporate, and regional managers—received training in artificial intelligence. Additionally, 136 professionals from strategic areas enhanced their skills in data and analytics.



2024 results

More than **1.1 million hours** in technical training for pharmacists

204 thousand hours on social and environmental topics

Technical training for pharmacists

SASB HC-DR-260b.1

In our pharmacies, technical training for pharmacists ensures they are fully prepared to deliver human-centered, high-quality care that reflects our purpose of contributing to a healthier society.

In 2024, we launched the **RD Saúde Pharmacy undergraduate program** in partnership with UniFECAP and P15 Educational. This program equips professionals with skills in clinical care, patient support, and treatment guidance.

Designed to shape the pharmacist of the future, the curriculum follows the guidelines of the Brazilian Ministry of Education (MEC) and features exclusive content drawn from our extensive experience in retail pharmacy. The program blends theory with practice, with at least 60% of total coursework delivered in person. In 2024, 504 professionals—mainly pharmacy managers and supervisors from across all Brazilian states—took part in the program.

This partnership strengthens our ability to deliver healthcare services, leveraging the expertise of a highly respected institution within Brazil’s healthcare system.



Career development

We offer leadership development and career progression programs to ensure we have qualified talent deeply connected to our culture—an essential foundation for sustaining our business.

We are proud to say that, as a result, 100% of the managers and supervisors in our pharmacies are professionals who have grown within RD Saúde, being trained and promoted internally.

Learn more about some of our key programs below:

Nosso jeito de liderar e cuidar (Our Way of Leading and Caring): this leadership program focuses on embedding corporate culture rituals and practices among our leadership teams. In 2024, 228 managers and directors completed the program, concluding the training cycle that began in 2023. We also expanded the initiative by hosting our first leadership meeting for coordinators, with over 300 participants.

Trilhar (RD Career Track): focused on prioritizing internal promotion opportunities, this program offers career paths and development for professionals in pharmacies, distribution centers, and call centers—enabling professional growth from entry-level roles to senior operational positions. In 2024 alone, over 12,000 professionals earned career promotions through this initiative.

Progridir (Leadership Development Track): this program provides regional managers with training on leadership, soft skills, time management, project management, and more. In 2024, 16 new regional managers completed the program that began in 2023, and another 20 joined this year, with graduation planned for 2025.

Mentoria (Mentoring Program): our voluntary mentoring program connects experienced professionals with those at the start of their careers, fostering knowledge exchange, development, and learning across all levels of the company. Half of the program’s slots are reserved for women, reinforcing our commitment to advancing female leadership—one of our core sustainability goals.

Gilberto Ribeiro (Pharmacist - Pharmacy Operations), **Graziely Biasetti** (Analyst - RD Saúde University), **Livia Okada** (Coordinator - Social Impact) and **Leonardo Sena** (Clerk - Pharmacy)



“I see that RD Saúde is focused on building futures and shaping careers.

Leonardo Sena, Pharmacy Clerk



Digital skills training: in 2024, we invested in strengthening digital competencies, including artificial intelligence, data management, and digital tools—reaching leadership roles as well—through our Business Data Academy. We continued running our talent pipeline programs: Quero Ser Dev (Developer Training Program), Quero Ser QA (Software Quality Analyst Training Program), and Quero Ser Data (Data Analyst Training Program). These initiatives offer career entry points into technology for individuals with little or no prior technical background. Since 2020, we have trained 227 new professionals through these programs, including 19 in 2024.

Succession program: our succession program is designed to develop leaders capable of meeting both current and future business demands. Every year, we build a succession map that includes talent assessments and calibration and validation committees.

We also identify emerging talent (future leadership potential) and key talent (recognized for high performance and specialized expertise) within each business unit, forming the RD Talent Pool. This approach allows us to prioritize merit-based actions and targeted development initiatives, helping retain top talent and accelerate readiness for more complex leadership roles.



Performance Evaluation

Crescer: our Crescer program is an annual performance evaluation process that covers corporate teams, multichannel operations, distribution centers, and both senior and middle management across all business units. Grounded in the six core competencies that reinforce RD Saúde’s culture, the program plays a critical role in team management and professional development. It clearly outlines the behaviors and performance expectations essential for cultural alignment, business strategy execution, and results delivery.

Expected Behaviors Assessment: all other operational roles in our pharmacies are evaluated through a separate process that focuses on both cultural alignment and functional competencies. This evaluation model is directly integrated with the Trilhar (RD Career Track) program, ensuring alignment between performance, development, and career growth opportunities.

“In my 13 years as a pharmacist, I’ve watched RD Saúde grow, evolve, and become what it is today. To connect means supporting both customers and colleagues—and growing a little more every day.”

Beatriz Elizeu, Pharmacy Operations Pharmacist



First job

GRI 203-2

As a leading promoter of first-job opportunities in the pharmaceutical retail sector, we open the doors of the job market to young people seeking their first work experience, offering opportunities for both professional and personal development. Our goal is to train and empower these talents so they can grow in their careers and be ready to take on new roles within the company.

In 2024, we joined the **One Million Opportunities** (1MiO), initiative, led by UNICEF, to help expand access to professional training, civic engagement, and decent work for adolescents and young adults aged 14 to 29 who are in vulnerable situations.

In December 2024, we became the first company in the pharmacy sector to join the **Acredita no Primeiro Passo Program**, an initiative by the Ministry of Social Development, Family, and Fight Against Hunger that promotes the inclusion of people from low-income and vulnerable backgrounds into the job market.

We are continuously enhancing our internal initiatives related to employer branding, recruitment and selection, working conditions, and career development. In doing so, we reinforce the message that every individual has the potential to grow within the company and make the most of the opportunities available.

Rafael Ávila (Intern – Asset Management), **Henrique Maciel** (Intern - Legal), **Isadora Dias Rodrigues** (Intern - Marketing, Loyalty and Solutions) and **Guilherme Pereira Loredo** (Intern - Corporate Planning) from the RD Saúde Campus



I've learned — and continue to learn — every day in an environment built on respect and opportunity."

Rafael Ávila, Intern from the Asset Management area



Responsible supply chain

GRI 2-6 | 205-2

3-3 RESPONSIBLE MANAGEMENT OF THE SUPPLY CHAIN | HUMAN RIGHTS

At RD Saúde, we maintain close relationships with our partners to enable efficient operations across all areas—from pharmacy supply and inventory management to marketplace expansion—while ensuring compliance, fostering more sustainable practices, and driving innovation aligned with our commitments.

Our supply chain governance model is designed to build strong, socially and environmentally responsible partnerships. To achieve this, we categorize suppliers using a

Supply chain categories	Active suppliers
Special suppliers ¹	6,537
Supply suppliers	3,760
Direct suppliers	846
Exclusive Brands	103
TOTAL	11,246

¹ Other business partners, including law firms, associations, utility providers (energy, water, telecommunications, gas), financial institutions, property landlords, and government agencies, among others.

The Supplier Governance process is built on four pillars:



prioritization matrix based on payment value and frequency, as well as by business sector and the level of social, environmental, and governance risk.

We classify suppliers with the greatest exposure to socio-environmental and compliance risks according to specific criteria, including: sourcing of materials and products for our Exclusive Brands, direct manufacturing and sales to RD Saúde, management of personal data, provision of services involving third-party labor, distribution activities (B2B and B2C), waste management (transportation and treatment), and interactions with public officials.

Our management system enables automated supplier analysis using clear and consistent criteria while generating

historical performance data. In 2024, we advanced this process by integrating a periodic supplier risk assessment step into our internal systems. This approach ensures the efficient evaluation of 100% of our value chain and reinforces our belief that supply chain development is integral to business success.

ESG risk assessment ²	Active suppliers
High-risk suppliers ³	2,410
Low-risk suppliers	2,299

² The assessment covers direct suppliers and Exclusive Brand suppliers.

³ Categories with the highest exposure to socio-environmental and compliance risks include: Exclusive Brand products, personal data processing, services involving third-party labor, distributors (B2B and B2C), waste management (transportation and/or treatment), custom products (supplies identified with RD Saúde brands), suppliers engaging with public officials, and suppliers that manufacture and sell directly to RD Saúde.



Supplier approval

GRI 308-1 | 308-2 | 414-2

As part of the initial approval process, all suppliers commit to RD Saúde's **Supplier Code of Ethics and Conduct**, which outlines guidelines on compliance, personal data protection, working conditions, and environmental responsibility. These principles must be shared and followed to ensure a supply chain that conducts business based on best practices.

All new suppliers are evaluated by the Supplier Governance team for compliance and qualification against our corporate standards and commitments. In 2024, 1,031 new suppliers were approved.

Monitoring

GRI 308-1

In 2024, we integrated supplier monitoring into our internal management system, enabling 100% of our suppliers to be monitored throughout the duration of their contracts. This process is supported by a tool that continuously tracks the CNPJ¹ registrations of our partners. Suppliers with lower compliance scores are flagged for the Supplier Governance team, which, in coordination with the business areas, determines whether to block a supplier in cases of non-compliance with RD Saúde's established socio-environmental standards.

Monitoring of third-party on-site workers using AI (chatbot)

To improve the monitoring of working conditions for third-party on-site workers, we implemented a chatbot that collects information directly from professionals about their working environment, human rights, and treatment received. In 2024, during its pilot phase, the tool gathered feedback from over 400 workers, marking an important step forward in leveraging technology to promote transparency and alignment with ESG practices.

The project has shown strong potential to identify and address non-compliance issues, and we plan to integrate it into our broader monitoring process as a key tool to ensure that our professionals and partners remain aligned with RD Saúde's standards on labor rights and working conditions.

In addition, we implemented a tool that continuously monitors 19 variables and alerts us to any changes recorded in the commercial partner's CNPJ¹.

In 2024, one supplier was blocked as a result of monitoring Brazil's Slave Labor Blacklist (Lista Suja do Trabalho Escravo).

Among second-tier (subcontracted) companies, approximately 250 were identified through continuous tracking processes, with audits conducted on around 70 of them.

In 2024, 97.6% of new suppliers were selected and approved based on the socio-environmental criteria outlined in our supplier policy. To strengthen oversight and mitigate risks, all 2,410 suppliers classified as ESG-critical, along with 103 Exclusive Brand and custom product suppliers, underwent rigorous monitoring and have been mapped in our prioritization matrix since 2023.

¹ CNPJ: Brazilian corporate taxpayer identification number.

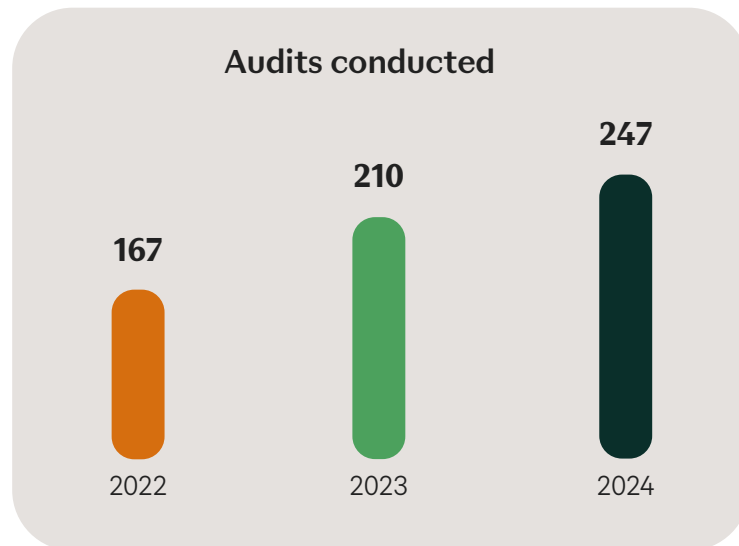


Audits

We strengthened our supply chain monitoring through on-site audits conducted by our in-house audit team. This initiative has expanded year after year, with a significant increase in the number of suppliers evaluated.

The selection of audited suppliers prioritizes critical categories such as Exclusive Brands, custom product suppliers, and construction companies working on RD Saúde projects.

In 2024, we conducted 247 audits, including 104 remote audits focused on monitoring and resolving less complex non-compliance issues.



Exclusive Brands

For Exclusive Brands, new suppliers are only deemed eligible after undergoing an on-site audit, ensuring that contracts are signed only after a thorough evaluation of their facility conditions.

During these visits, auditors apply a questionnaire with approximately 160 items, divided into eight sections, assessing socio-environmental aspects and compliance criteria. In addition to monitoring direct suppliers (tier 1), subcontractors (tier 2) involved in parts of the production process are also audited, extending the reach of our due diligence process.

Follow-up audits are conducted to reassess practices and track improvements in supplier ratings, which range from A to E. This process plays a critical role in engaging suppliers in continuous improvement efforts, with RD Saúde providing advisory support to help drive their progress.

In 2024, 50% of new suppliers improved their rating to the highest levels (A or B) compared to their previous assessment, reflecting the impact of our active monitoring, consultative approach, and close dialogue.

Construction

The construction sector is also considered a critical area for monitoring. To strengthen oversight, we implemented a dedicated audit checklist for this segment, covering topics such as sustainability and working conditions.

In 2024, we had a dedicated auditor focused on monitoring labor conditions at construction sites, with more than 100 audits conducted throughout the year.

Consequence management

Every audit results in an action plan, regardless of the supplier's rating. Monitoring cycles and the implementation timeline for improvements are defined based on the severity of the findings.

If a supplier fails to show progress on the action plan, audit frequency is increased. For more critical cases, the business areas are involved to decide whether to continue the supplier relationship.

In 2024, no supplier contracts were terminated as a result of audit findings.



Engagement and development

RD Saúde is committed to strengthening the training, engagement, and recognition of both suppliers and sellers.

We offer training sessions and educational content accessible to our partners through the Supplier Development Portal, hosted on the RD Saúde University platform. Additionally, we implemented a structured on-boarding process for new partners, introducing them to our socio-environmental commitments and ethical standards to facilitate their integration into our operations.

We also use the Supplier Development Index (IDF) to prioritize suppliers in RD Saúde projects, based on commercial, business, and sustainability criteria.

3,655 partners registered on the Supplier Portal, including 2,410 suppliers and 1,255 sellers.

ESG Award

We recognize and celebrate suppliers who excel in socio-environmental practices, reinforcing the importance of sustainable business across our entire supply chain.

Engaged suppliers

In April and October 2024, we hosted two workshops to engage suppliers with our ESG values and commitments, covering socio-environmental topics, compliance, and business practices.



Healthier Planet

Commitments for 2030	93
Climate actions	94
Waste management	99
Biodiversity	103
Water footprint	104

Isadora Dias Rodrigues (Intern - Marketing, Loyalty and Solutions)

Leonex Monfiston (Analyst - Engineering)



Commitments for 2030

Contribute to a low-carbon and zero-waste economy

Targets

2024 Status

1. Use at least 40% recycled materials in Exclusive Brand packaging by 2030

In 2024, 2.5% of the total weight of all materials used in our packaging came from recycled sources (Natz portfolio).

2. Eliminate landfill disposal across operations (RD Saúde Campus, Distribution Centers, and construction sites²)

In 2024, we sent 11,994.46 metric tons of waste to landfill, representing 40.6% of the total waste generated during the year. Additionally, we have launched a pilot project to map the types and volumes of waste generated at our pharmacies, which will help us identify the most effective actions for reducing waste and improving disposal practices.

3. Collect 3,000 metric tons of pharmaceutical waste by 2030 (excluding packaging and leaflets)

We collected 430 metric tons in 2024. Since 2021, we have collected and properly disposed of 1,002 metric tons of pharmaceutical waste.

4. Reduce absolute GHG emissions (Scopes 1 and 2) to levels aligned with a 1.5°C pathway, using 2021 as the baseline year

Since 2021, we have reduced our absolute GHG emissions (Scopes 1 and 2) by 39.2%, driven primarily by initiatives in transportation between Distribution Centers and pharmacies (see page 96) and by the predominant use of renewable energy sources (see page 98).

5. Engage suppliers responsible for emissions from purchased goods and services (Category 1) to set science-based targets by 2030

In 2024, we developed a climate engagement plan and conducted a pilot project with six suppliers.

6. Reach 100% of operations powered by renewable energy

Target achieved: we reached 100% of operations powered by renewable energy.

¹ 40% of total packaging generated (by weight), provided that the use of recycled materials is allowed under applicable legislation.

² Construction waste will be disposed of in accordance with technical standards, CONAMA (Brazil's National Environmental Council) resolutions, and relevant municipal regulations.



Climate actions

GRI 3-3 | CLIMATE ACTIONS

At RD Saúde, we believe that caring for health also means caring for the planet. That’s why we are fully committed to the climate agenda, supported by strong governance and actions aimed at mitigating the impacts of climate change on our operations.

We continue to enhance our practices to reduce greenhouse gas (GHG) emissions, promote the responsible use of natural resources, and align our targets with the Science Based Targets initiative (SBTi).



Climate risk management

TCFD STRATEGY C | RISK MANAGEMENT A | RISK MANAGEMENT B

To ensure a structured, science-based approach, we conducted a detailed climate risk assessment in 2024, covering all our operational assets—including the RD Saúde Campus, 14 distribution centers, and 3,230 pharmacies.

Both **physical and transition risks** were mapped in collaboration with business units, evaluated based on their potential impact and the likelihood of occurrence, and classified according to the company’s impact scale. The study applied the IPCC’s SSP1-2.6 and SSP3-7.0 scenarios for physical risks, and SSP2-4.5, SSP1-2.6, and SSP1-1.9 scenarios from the IEA for transition risks, covering a time horizon from 2030 to 2050.

Climate risk governance is fully integrated into our management structure. Risk review and monitoring are conducted by the Risk Management Committee, which

Last-mile delivery carried out by the Drogasil SP Cidade Jardim 1 team

advises the Statutory Board and holds regular meetings based on risk criticality. **High and very high risks** are reported to the Audit Committee, while **medium and low risks** are reviewed as needed.

We also maintain ongoing risk monitoring activities led by the Risk Management team, with support from Internal Audit and independent external audits.

Since 2022, climate risks have been part of our corporate risk matrix. To ensure continued alignment, we promote integration between the risk management team, the Sustainability area, and the relevant business units—ensuring the effectiveness of both mitigation and adaptation actions.

Our risk assessment is reviewed annually with the participation of the Executive Board, the Audit Committee, and the Board of Directors, reinforcing our commitment to transparent and forward-looking climate management.



Climate governance

TCFD Governance A | TCFD Risk Management B | Metrics and Targets C

The Sustainability Committee leads RD Saúde's climate agenda, ensuring the topic remains a regular part of discussions at the Board of Directors level.

This governance model led to the creation of two Working Groups (WGs) in 2024, each with specific objectives to drive decarbonization efforts.

The **scope 1 and 2** Working Group brings together leaders from logistics, engineering, procurement, and corporate planning, all committed to reducing RD Saúde's direct emissions and indirect emissions from energy consumption. The group made significant progress by developing a logistics decarbonization strategy focused on three key areas: energy transition, process and productivity improvements, and diesel-related technologies. In addition, we conducted an in-depth analysis of refrigerant gases, supported by a strategic partnership to map our consumption and identify pathways to reduce these emissions.

The **scope 3** Working Group brings together leaders from the Commercial area and Exclusive Brands, with the goal of engaging suppliers in the fight against climate change. In 2024, we incorporated a questionnaire into our supplier evaluation system to track emissions and climate management efforts from a portion of our supplier base. The responses to this questionnaire generate scores that are used during follow-up meetings and contribute to the Notable Partners Program, which recognizes suppliers with the best commercial practices.

We also launched a pilot project with selected suppliers to explore decarbonization opportunities within the supply chain. Another important milestone was hiring a specialized consultancy to help design action plans for our suppliers, which will be implemented over the coming years. This initiative will ensure that both RD Saúde teams and our key partners take ownership of the topic and actively advance this agenda.

Decarbonization journey

TCFD Strategy C

We developed a mitigation and adaptation strategy to strengthen our business resilience in the face of climate change. As part of this commitment, we reached the milestone of powering **100% of our operations with renewable electricity** and implemented energy efficiency solutions to optimize consumption.

In addition, we invested in optimizing our logistics processes to improve supply efficiency for our pharmacies and increased the volume of last-mile deliveries made using lower-emission transportation modes. We also added new electric trucks to our fleet, further reducing the environmental impact of our operations.

In engaging our supply chain, we have worked actively with our suppliers on the climate agenda, encouraging more sustainable practices. We reinforced this commitment by setting public emission reduction targets and promoting greater participation from our partners in this process.

These initiatives strengthen our role in building a more sustainable business model, aligned with the demands of a low-carbon economy.



Logistics

In logistics, a range of initiatives—including the use of electric trucks for part of our deliveries, more efficient routing, and increased load capacity—has delivered positive results and reduced emissions across our distribution network.

In addition, we maintained partnerships with last-mile delivery companies (from pharmacies to customers) that use motorcycles, bicycles, and other electric modes of transportation, helping to reduce our carbon footprint.

Throughout 2024, we also achieved positive results from the pilot projects implemented under our Open Innovation Program in ESG, in partnership with Quintessa.

Open innovation

The projects offer innovative solutions to address the company’s top environmental challenges: packaging management, improved refrigerant gas management in air conditioning systems, emission reduction, and customer engagement in concrete sustainability actions.



Recyclables collector

In one of the pilots, thanks to active customer engagement in packaging collection, we began reintegrating plastic waste into the production cycle for our Exclusive Brands. Through the joint efforts of the startups selected for the program, we collected over 1.2 metric tons of packaging, which was reintroduced into the Exclusive Brands supply chain.

Key initiatives



20 electric trucks used for deliveries between distribution centers and pharmacies, along with the use of cleaner fuels for the rest of the fleet



Successful completion of the last-mile delivery pilot and continuation of the partnership for the use of **electric motorcycles, bicycles, and tuk-tuks**



100% renewable energy in our operations operações



15.5% deliveries were sustainable (+38% year-over-year)



Identification of decarbonization opportunities through a detailed RD Saúde assessment

Energy matrix

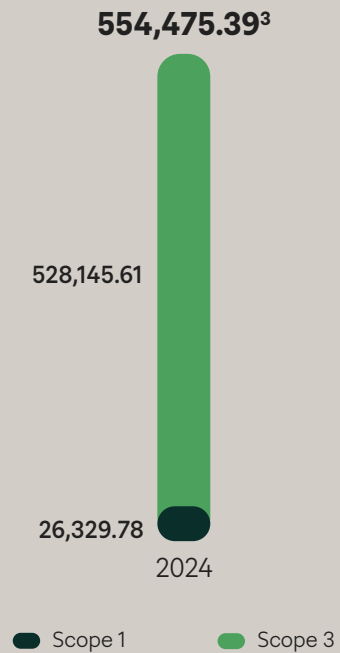
We reached an important milestone in our energy matrix: 78% of our pharmacies are now powered by distributed generation plants, all producing electricity from renewable sources such as solar, hydroelectric, and biogas, with low-impact operations. To achieve our 100% target, we supplemented this with energy purchase agreements in the free market and renewable energy certificates (I-RECs).



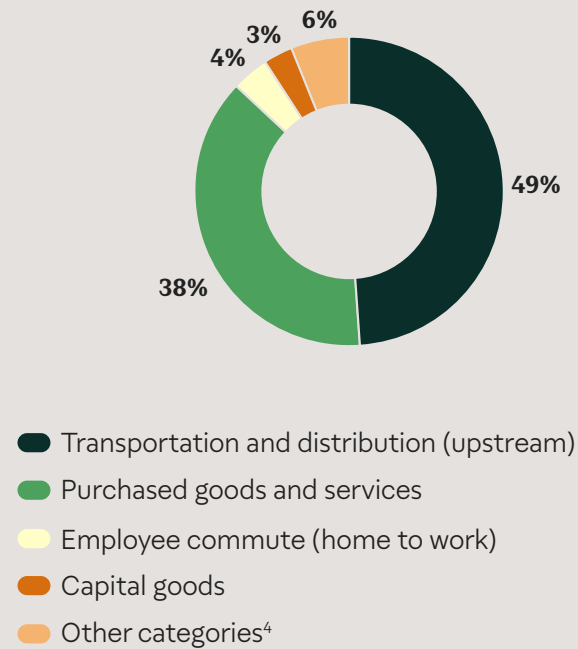
Emissions

GRI 305-1 | 305-2 | 305-3 | 305-4 | 305-5 | TCFD METRICS AND TARGETS B

Emissions by scope (tCO₂e)^{1,2}



Distribution scope 3 GHG emissions breakdown



Emissions intensity⁵

1.09 tCO₂e
per ton of **items sold**



Check the details of GHG emissions in the Annexes, page 120.

¹ Includes Kyoto GHG emissions in tCO₂e (CO₂, CH₄, N₂O, SF₆, HFCs, and PFCs).

² Total GHG emissions consider scope 2 by market-based method, which was zero for the year.

³ 5.50% reduction compared to 2023.

⁴ Activities related to fuel and energy not included in Scopes 1 and 2, waste generated in operations, business travel, transportation and distribution (downstream), use of sold goods and services, end-of-life treatment of sold products, and investments.

⁵ Pharmaceuticals, over-the-counter (OTC) medicines, and personal care products.

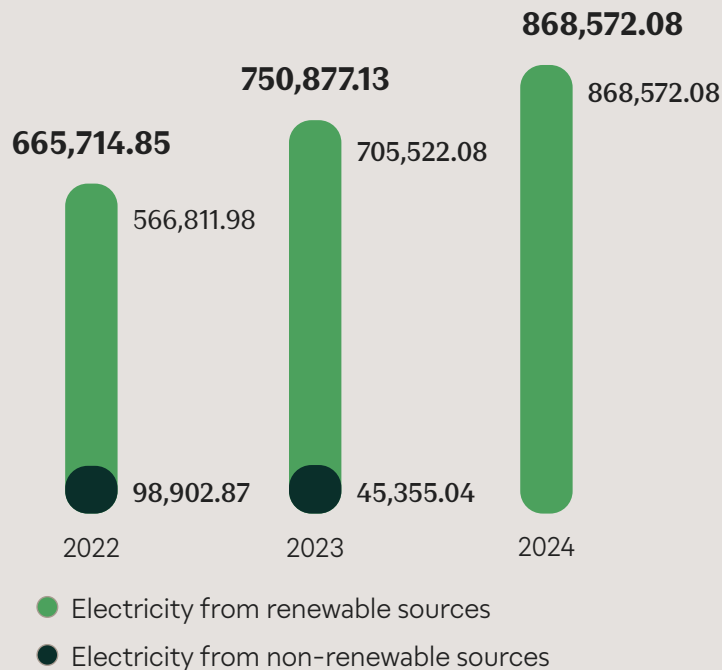


Energy efficiency

GRI 302-1 | 302-4 | 302-5 | TCFD Strategy C

Supplying 100% of our operations with renewable energy is part of our 2030 Commitment—a target we achieved ahead of schedule by prioritizing this initiative, given that electricity accounts for approximately 72% of our annual energy consumption.

Electricity consumption within the organization (GJ)



Our total energy consumption increased by 25% over the past year, driven by the net opening of 277 new pharmacies, resulting in a 45.3% increase in total built area. Operational growth also contributed, with a 3.2% rise in the number of customers and a 12% increase in service volumes.

To mitigate the impact of our operational expansion and reduce energy intensity, we implemented efficiency measures, energy transition initiatives, and decarbonization actions, detailed on page 95. Reflecting the success of these efforts, our consumption of renewable fuels grew by 79%, outpacing the 53% increase in non-renewable fuels—mainly due to the use of biodiesel and electricity as alternatives to diesel fuel for both distribution center-to-pharmacy transportation and last-mile customer deliveries. Our energy intensity reached 0.82 GJ/m² of total built area, a 6.4% reduction compared to 2023.

Drogasil SP Cidade Jardim 1 Pharmacy, powered by 100% renewable energy



Waste management

Generation and disposal

GRI 306-1 | 306-2 | 306-3 | 306-5

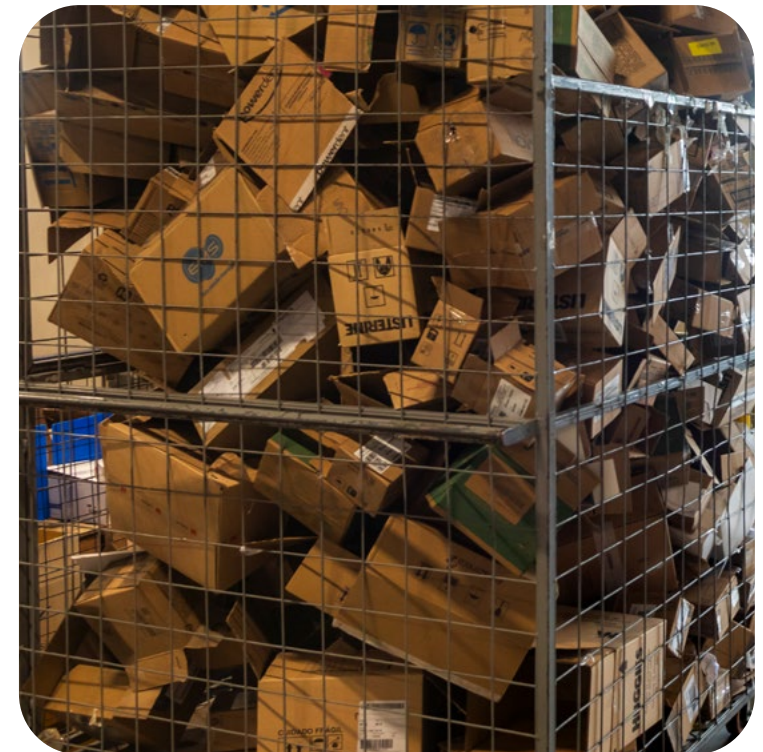
In 2024, total waste generation reached approximately 29,500 metric tons, of which 37.4% was sent for recycling. Construction activities accounted for around 19,200 metric tons of waste, representing 65.14% of the total.

Waste generated at our distribution centers primarily consists of recyclable cardboard and plastic from product transport packaging, all of which is sent for recycling. To prevent waste generation during product distribution and transportation between distribution centers and pharmacies, we use returnable plastic boxes. Our distribution centers have selective waste collection systems in place, with monitored tracking of volumes and destinations, ensuring controlled management of all waste generated. Specific areas are designated for hazardous waste, with strict control and proper disposal of non-sellable products (due to damage or expiration), batteries, and medications discarded through our reverse logistics program (learn more on page 100). All waste is collected and properly disposed of by specialized, carefully monitored service providers in accordance with each site's Solid Waste Management Plan (PGRS).

At our pharmacies, waste generated from healthcare services—such as syringes, needles, vaccines, and medications—is properly managed and sent for final disposal by specialized service providers, ensuring safety and environmental compliance.

In addition, we continued the pilot project launched in 2023 to map the types and volumes of waste generated at 20 pharmacies—10 located in Sao Paulo (SP) and 10 in Curitiba (PR). Conducted in partnership with companies that follow zero-landfill principles, the project ensures that common waste (including general refuse, organic waste, and recyclables) is sent for recycling and co-processing. This initiative has helped us identify the most effective actions to reduce waste generation and determine the best disposal methods.

At the Campus, our operations are zero-landfill. We use biodigesters for organic waste and have implemented selective collection for recyclables, which are sent to a partner cooperative. Infectious waste from the on-site clinic is handled following specific disposal protocols.



Recyclable waste segregated at the Guarulhos (SP) Distribution Center

By the end of 2024, we established alternative disposal solutions for all waste generated at this site, contributing to our zero-landfill goal. To monitor waste generation and disposal across all RD Saúde operations, the Sustainability area tracks key indicators and ensures compliance with applicable regulations.



Reverse logistics

GRI 306-4 | 306-5

Pharmaceuticals

The **Conscious Disposal Program** offers customers the opportunity to dispose of expired or unused pharmaceuticals, as well as leaflets and packaging, at 100% of our pharmacies.

Collected pharmaceuticals are sent to our distribution centers and later picked up by a company approved by the pharmaceutical industry for incineration, ensuring responsible and safe disposal. The entire process is regulated by Federal Decree No. 10,388 of 2020, which outlines the guidelines and responsibilities of pharmaceutical manufacturers and retailers.

The service offered through the program is already widely recognized and used by RD Saúde customers, enabling year-over-year progress toward our goal of collecting 3,000 metric tons of pharmaceuticals by 2030.

Expired or unused pharmaceuticals collected (t)



Batteries and cells

Our pharmacies serve as Voluntary Drop-off Points (PEVs) for batteries and cells, in compliance with CONAMA (Brazil's National Environmental Council) Resolution No. 401, dated November 4, 2008, which defines the retail sector's responsibilities for collecting these items discarded by the public.

The program is carried out in partnership with Green Eletron, a leading organization in reverse logistics management for electronics, and is available at 100% of our pharmacies. After initial collection at the units, batteries and cells are sent to our distribution centers, where they are forwarded to a specialized third-party recycling company, ensuring environmentally responsible disposal of this waste.

In 2024, we properly disposed of 12.7 metric tons of batteries and cells.

Conscious Disposal Program Collection Bin



Packaging

GRI 306-4 | 306-5

We remain committed to incorporating at least 40% recycled materials in the packaging of our Exclusive Brands by 2030. With the support of our suppliers and strategic partners, we have continued to make progress toward this goal.

Since 2022, we have increased the integration of post-consumer waste, including packaging and leaflets collected through the Conscious Disposal Program, into the production of packaging for the Natz and Needs Natos brands—strengthening our circular economy efforts. The brand uses 100% recycled paperboard, with Forest Stewardship Council (FSC) certification for all packaging.

Partnerships are crucial for RD Saúde, driving innovations that increase the scalability of initiatives and deliver greater cost-benefit for customers. In 2024, we completed a pilot project with iWrc, a startup that connects businesses with responsible cooperatives—transforming waste into valuable resources and promoting recycling within the production chain.

As a result, we reintroduced materials collected from pharmacy eco-points into the reverse logistics chain, totaling more than **1.5 metric tons of materials collected** across three eco-points over a four-month period. This process generated income for the partner cooperative, which designed a supplier chain to recover plastic waste. It also enabled **accessible and free digital training for 66 cooperative members** on topics such as health and safety, child labor, forced labor, and environmental education.

The PET plastic waste collected during the pilot project was transformed into 10,000 fully recycled bottles for liquid soaps and moisturizers from the **Needs Natos** line, launched in 2024. These products are made from recycled and recyclable materials. The refill versions reduce plastic use in packaging by 90%.

At the same time, we worked to raise customer awareness through initiatives aimed at reducing the use of plastic bags and printed receipts. Between September and October 2024, customers who declined plastic bags at our pharmacies earned loyalty points through our partner, **Stix**. These indicators are tracked through the **Pharmacy Sustainability Index (ISF)**, ensuring full engagement of all RD Saúde professionals in the campaign.



Engaged customers

48.9%
of receipt printouts were avoided



Construction work waste

GRI 306-4 | 306-5

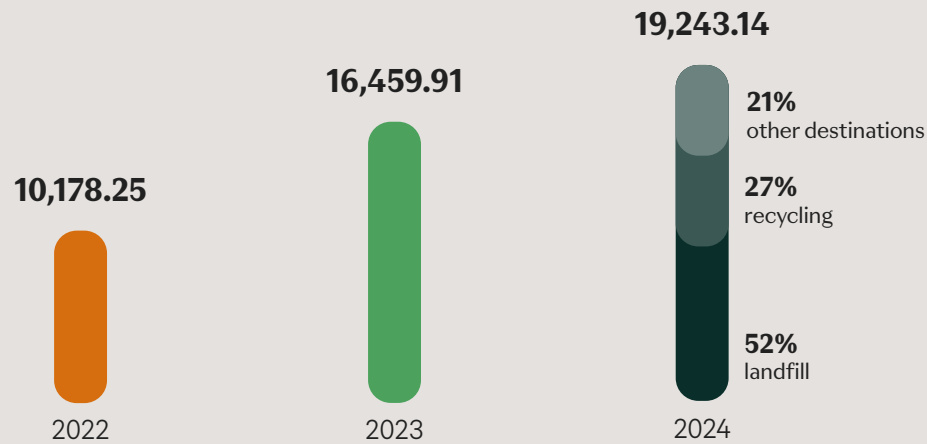
The expansion of our pharmacy network has led to an increase in construction work waste in recent years, which we have mitigated by integrating processes and improving management practices. In 2024, we generated approximately 19.2 thousand tons of construction work waste, with 27% sent for recycling.

The 16.9% increase in the volume generated was directly driven by greater participation and engagement from construction companies in the environmentally responsible disposal of construction work waste, enabling accurate and comprehensive monitoring of waste types and quantities.

Inert landfills were also recognized as an appropriate disposal option, in accordance with CONAMA regulations. As a result, we prioritize sending this waste for recycling or to inert landfills, enabling its future reuse.

To ensure responsible disposal, construction companies sign an Environmental Responsibility Agreement, committing to follow the agreed practices, and are evaluated based on specific metrics and indicators related to construction work waste management. Third-party professionals receive training in waste management, while transporters and disposal service providers undergo a rigorous approval process.

Construction waste (t)



Our responsible collection initiatives demonstrate how the company contributes to environmental stewardship and community engagement. It's a two-way learning process: while we educate the community, we also learn from it—spreading knowledge and creating a positive impact."

Mariana de Alencar Melo, Pharmacy Operations Pharmacist



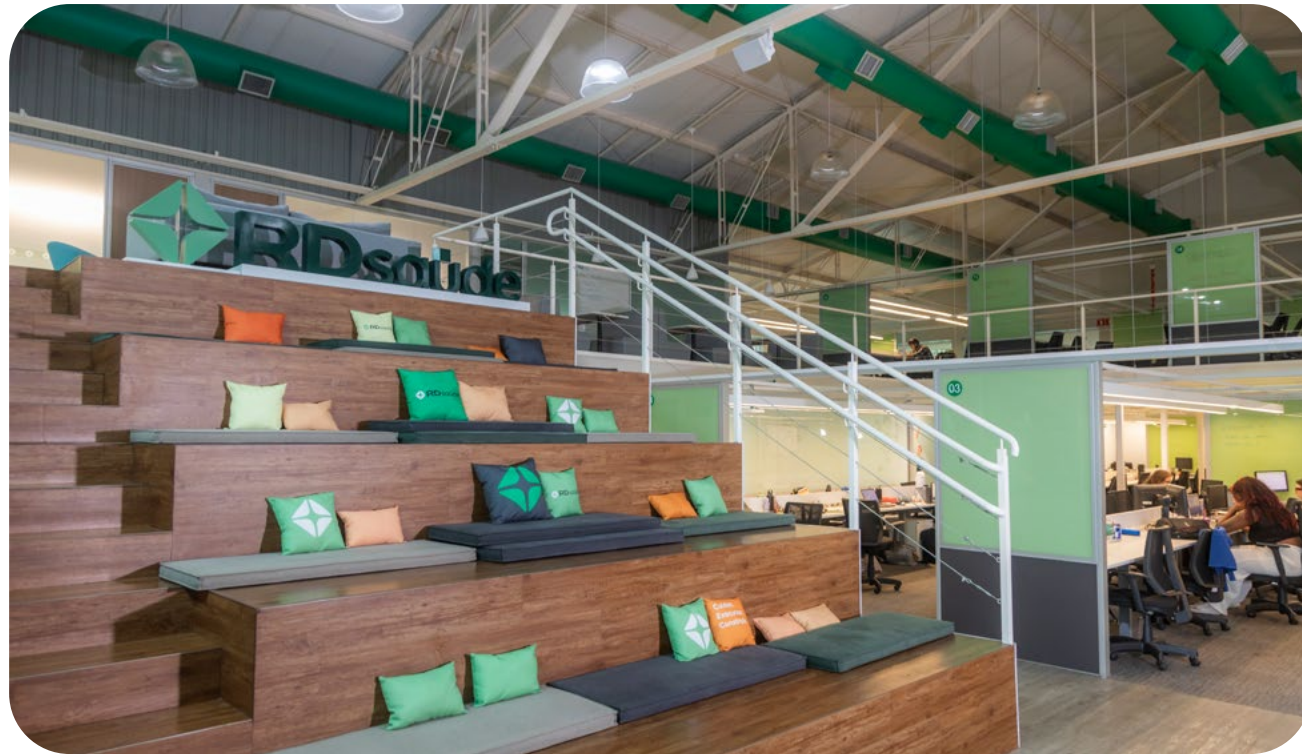
Biodiversity

TFND

Taskforce on Nature-related Financial Disclosures (TNFD)

Our operations and value chain intersect with all Brazilian biomes and ecosystems, with the most significant direct impacts on biodiversity occurring through the operation of our distribution centers (CDs), especially those located in critical areas such as the Atlantic Forest and Cerrado biomes.

Our activities impact ecosystems primarily through greenhouse gas (GHG) emissions, both direct (fuel combustion) and indirect (transportation and distribution). In 2022, we estimated an impact on 1.65 species, with 1.55 related to indirect activities and 0.10 to direct activities. Focusing solely on DC operations, the impact was 0.12 species, with 55% stemming from indirect activities and 45% from direct activities.



Common area at the RD Saúde Campus

In 2024, we developed a Biodiversity Action Plan, integrating biodiversity into our corporate strategy with the goal of reducing impacts and contributing to the conservation and restoration of ecosystems.



Water footprint

GRI 303-1 | 303-2 | 303-3 | 303-4 | 303-5

Water is used for cleaning common areas and for the personal use of our professionals and customers, with no allocation for production or industrial processes. Most of the water we consume (94.3%) is supplied by public sanitation companies, with additional sources including artesian wells (3.6%), water reuse systems (1.6%), and water trucks (0.5%).

Water consumption data is consolidated, published, and periodically monitored by RD Saúde’s Sustainability and Engineering teams, who evaluate management and consumption control measures.

At the RD Saúde Campus, water is used in restrooms for personal use, cleaning common areas, small-scale pharmaceutical processes at pharmacies (cleaning), and in the lodging center’s locker rooms.

Although water is not considered a material topic or an intensive resource for RD Saúde, suppliers and value chains associated with our Exclusive Brands may have more significant water consumption in their production processes.

For water consumption at pharmacies located in areas where water demand exceeds availability or renewal capacity, we use the Aqueduct Water Risk Atlas tool and calculate the share of pharmacies in “High Water Stress” conditions by multiplying it by the total consumption of this business unit.

At the Campus, three DCs, and the majority of pharmacies, effluents are discharged into the public sewage system (93% of total volume). The Embu and Aparecida de Goiânia DCs, along with pharmacies lacking this infrastructure, use septic tanks (2% of effluents), which are maintained regularly by specialized companies. The other six DCs direct their effluents to either proprietary or shared treatment stations. Plastic boxes used to transport products between DCs and pharmacies are washed in dedicated areas within the DCs, featuring impermeable flooring and effluent collection systems connected to the local sewage treatment network.

To meet our established targets, in September we completed the installation of a rainwater harvesting system for reuse at the Campus, resulting in 12.8 m³ of water made available in 2024, primarily used for landscaping purposes. An additional 12 thousand m³ of reused water were utilized at the Guarulhos and Gravataí DCs.

Water withdrawal (megaliters)		
underground water(total) ¹	all areas	water-stressed areas
DCs	24.64	0.00

Water consumption (megaliters)		
surface water (total)	all areas	water-stressed areas
Pharmacies ²	628.35	16.97
DCs	28.56	0.00
Campus	37.33	0.00
TOTAL	694.24	16.97

¹ Water sourced from artesian wells at six DCs.

² For pharmacies, water consumption in areas with water stress was estimated by calculating the percentage of pharmacies located in areas classified as “high” water stress and multiplying it by the total consumption of this business unit. Water-stressed areas were identified using the Aqueduct Water Risk Atlas tool. (<https://www.wri.org/applications/aqueduct/water-risk-atlas/>).



Annexes

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Mariana de Alencar Melo (Pharmacist - Pharmacy)
Elaine Ferreira de Gois (Manager - Pharmacy)



Key indicators

Information about professionals

GRI 2-7

Professionals by professional category and gender

	2022			2023								2024							
	Men	Women	Total	Cis men	Trans men	Cis women	Trans women	Non-binary	Declines to state	Not informed	Total	Cis men	Trans men	Cis women	Trans women	Non-binary	Declines to state	Not informed	Total
Executive leadership	41	17	58	33	-	14	-	-	-	13	60	44	-	16	-	-	-	-	60
Middle management	445	351	796	482	1	384	-	-	11	26	904	489	1	409	-	-	10	35	944
Operational leadership	862	1,914	2,776	803	5	1,671	2	4	41	520	3,046	1,020	6	2,170	9	3	42	79	3,329
Specialist	238	212	450	227	-	181	-	1	3	13	425	270	-	164	-	2	3	33	472
Administrative	811	1,125	1,936	791	3	1,037	2	3	32	254	2,122	827	6	1,220	3	9	25	141	2,231
Operational	16,592	30,431	47,023	10,385	141	19,104	99	196	570	20,164	50,659	16,118	216	30,229	265	596	771	9,003	57,198
Total	18,989	34,050	53,039	12,721	150	22,391	103	204	657	20,990	57,216	18,768	229	34,208	277	610	851	9,291	64,234

¹ 2022 data is not available, as we began the self-identification process in 2023.



Professionals by job category and race/ethnicity self-identification

	2022 ¹	2023 ¹							2024
	Total	Total	Asian	White	Indigenous	Black and Brown	Declines to state	Not informed	Total
Executive leadership	58	60	-	59	-	1	-	-	60
Middle management	796	904	28	581	3	295	11	26	944
Operational leadership	2,776	3,046	31	1,467	7	1,709	22	93	3,329
Specialist	450	425	11	290	-	153	5	13	472
Administrative	1,936	2,122	40	1,052	6	1,030	27	76	2,231
Operational	47,023	50,659	631	21,566	217	30,900	557	3,327	57,198
Total	53,039	57,216	741	25,015	233	34,088	622	3,535	64,234

¹ 2022 and 2023 data are not available, as we began the self-identification process in 2024.



Professionals by employment contract type and gender

	2022		2023		2024	
	Permanent	Permanent	Temporary ¹	Permanent	Temporary ¹	
Men	18,989	-	-	-	-	-
Women	34,050	-	-	-	-	-
Cis men	-	12,721	242	18,768	192	
Trans men	-	150	-	229	-	
Cis women	-	22,391	571	34,208	93	
Trans women	-	103	-	277	-	
Non-binary	-	204	-	610	-	
Declines to state	-	657	-	851	-	
Not informed	-	20,990	-	9,291	44	
Total	53,039	57,216	813	64,234	329	

¹ Data for temporary professionals reflects only biological sex, as this group did not participate in the gender self-identification process.

Professionals by region and type of contract

	2022		2023		2024	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
North	1,618	0	1,970	9	2,288	9
Northeast	7,591	0	8,343	76	9,419	12
Mid-west	5,064	0	5,712	34	6,343	8
Southeast	33,285	0	35,204	616	39,283	232
South	5,481	0	5,987	78	6,901	68
Total	53,039	0	57,216	813	64,234	329

Note: For the purpose of calculating the Company's total headcount, temporary professionals are not included.



New hires and professional turnover^{1, 2}

GRI 401-1

New professional hires						
By gender	2022		2023		2024	
	Number	Hiring rate	Number	Hiring rate	Number	Hiring rate
Men	7,373	41.83%	8,080	41.92%	10,554	50.47%
Women	13,386	43.32%	14,337	42.28%	20,563	55.37%
Total	20,759	42.78%	22,417	42.15%	31,117	53.60%
By age group	2022		2023		2024	
	Number	Hiring rate	Number	Hiring rate	Number	Hiring rate
Under 30 years olds	16,533	50.78%	17,137	48.85%	22,449	58.81%
Between 30 and 50 years old	3,899	26.45%	4,812	28.71%	7,614	38.58%
Over 50 years old	327	25.59%	468	34.72%	1,054	48.75%
Total	20,759	42.78%	22,417	42.15%	31,117	51.80%
By region	2022		2023		2024	
	Number	Hiring rate	Number	Hiring rate	Number	Hiring rate
North	721	51.06%	912	50.86%	970	46.34%
Northeast	2,406	34.65%	2,479	32.30%	3,207	36.35%
Mid-west	2,298	51.23%	2,595	50.63%	3,221	53.90%
Southeast	12,444	40.53%	13,456	40.72%	19,632	53.50%
South	2,890	57.97%	2,975	53.62%	4,087	63.03%
Total	20,759	42.78%	22,417	42.15%	31,117	51.80%



Professionals who left the company

By gender	2022		2023		2024	
	Number	Turnover rate	Number	Turnover rate	Number	Turnover rate
Men	6,541	37.11 %	6,465	33.54 %	8,484	40.57%
Women	11,399	36.89 %	11,761	34.68 %	15,719	42.33%
Total	17,940	36.97%	18,226	34.27%	24,203	40.29%
By age group	2022		2023		2024	
	Number	Turnover rate	Number	Turnover rate	Number	Turnover rate
Under 30 years olds	13,332	40.94%	13,137	37.45%	17,150	44.93%
Between 30 and 50 years old	4,340	29.45%	4,782	28.53%	6,454	32.70%
Over 50 years old	268	21.79%	307	22.77%	599	27.71%
Total	17,940	36.97%	18,226	34.27%	24,203	40.29%
By region	2022		2023		2024	
	Number	Turnover rate	Number	Turnover rate	Number	Turnover rate
North	433	30.67%	574	32.01%	651	31.10%
Northeast	1,789	25.77%	1,764	22.98%	2,201	24.95%
Mid-west	1,765	39.32%	1,964	38.32%	2,573	43.06%
Southeast	11,458	37.32%	11,449	34.65%	15,635	42.61%
South	2,496	50.07%	2,475	44.61%	3,143	48.47%
Total	17,941	36.97%	18,226	34.27%	24,203	40.29%

¹ Data on hires and terminations are based on biological sex, not on self-identified gender.

² Hiring and turnover rates are calculated based on the average active headcount (from January to December 2024).

Hiring rate = Number of new professional hires / average active headcount. Turnover rate = Number of professional terminations / average active headcount.



Compensation

GRI 405-2

Ratio between base salary and compensation ¹ received by women and those received by men						
	2022		2023		2024	
	base salary	compensation	base salary	compensation	base salary	compensation
Executive Leadership	92.28%	83.63%	87.55%	81.53%	88%	73%
Middle Management	94.25%	93.96%	92.81%	92.92%	94%	93%
Operational Leadership	100.95%	100.90%	101.79%	101.77%	102%	102%
Specialist	76.95%	76.20%	73.33%	73.69%	71%	71%
Administrative	78.53%	78.50%	76.43%	76.43%	77%	77%
Operational	110.94%	110.86%	110.69%	110.33%	109%	108%

¹ professional compensation includes benefits and the Profit-Sharing Program (PPR).



Maternity/Paternity leave

GRI 401-3

		2022	2023 ¹	2024
Professionals entitled to leave	Men	18,989	20,601	18,996
	Women	34,050	36,615	34,483
	Other gender	-	-	10,775
Professionals who took leave	Men	418	497	472
	Women	1,551	1,518	1,568
	Other gender	-	-	10,775
Professionals who returned to work, in the reporting period, after the end of leave	Men	413	490	471
	Women	1,328	1,509	1,445
Professionals who returned to work after leave and remained professionals for 12 months after returning to work	Men	217	312	333
	Women	593	759	712
Return rate	Men	98.33%	99.20%	98.30%
	Women	95.40%	96.20%	95.30%
Retention rate	Men	71.38%	75.10%	74.10%
	Women	56.88%	57.20%	52.20%

¹These figures replace those published in previous reports.



Training

GRI 404-1

Average training hours per year, per professional¹

	2022	2023	2024
Men	106.33	102.50	96.49
Women	112.62	108.47	101.64
TOTAL	110.37	106.32	99.82

Average training hours per year, per professional

	2022	2023	2024
Executive Leadership ²	25.29	17.87	21.74
Middle Management	13.45	13.77	14.82
Operational Leadership	43.49	83.80	84.86
Specialist	8.13	7.24	4.96
Administrative	26.12	11.66	16.39
Operational	120.5	114.23	106.22

¹ For the calculation of this indicator, we used information related to individuals' biological sex, as required by law.

² The number of training hours for Executive Leadership published in 2023 did not include the "Adaptive Leadership for CEOs, VPs, and Directors" program held in March 2023, which adds 12.53 hours per executive.



Diversity in governance bodies and professionals

GRI 405-1

Diversity by job category – gender¹

	2022		2023					2024						
	Men	Women	Cis men	Trans men	Cis women	Trans women	Non-binary	Cis men	Trans men	Cis women	Trans women	Non-binary	Declines to state	Not informed
Executive Leadership	70.60%	29.30%	70.21%	0.00%	29.79%	0.00%	0.00%	73.33%	0.00%	26.67%	0.00%	0.00%	0.00%	0.00%
Middle management	55.90%	44.10%	55.59%	0.12%	44.29%	0.00%	0.00%	51.80%	0.11%	43.33%	0.00%	0.00%	1.06%	3.71%
Operational leadership	31.00%	68.90%	32.31%	0.20%	67.24%	0.08%	0.16%	30.64%	0.18%	65.18%	0.27%	0.09%	1.26%	2.37%
Specialist	52.80%	47.10%	55.50%	0.00%	44.25%	0.00%	0.24%	57.20%	0.00%	34.75%	0.00%	0.42%	0.64%	6.99%
Administrative	41.80%	58.10%	43.08%	0.16%	56.48%	0.11%	0.16%	37.02%	0.27%	54.73%	0.13%	0.40%	1.12%	6.32%
Operational	35.20%	64.70%	34.70%	0.47%	63.84%	0.33%	0.65%	28.18%	0.38%	52.85%	0.47%	1.04%	1.35%	15.74%
Total	35.80%	64.20%	35.76%	0.42%	62.95%	0.29%	0.57%	29.22%	0.36%	53.26%	0.43%	0.95%	1.32%	14.46%

¹ Since 2023, data has been based on professionals' self-identification. Percentages were calculated using the total number of respondents who selected a gender option for this question. The figures reported on pages 14 and 79 do not include individuals who did not answer the questionnaire (9,294 people) or those who chose not to disclose their gender (851 people).

Diversity by job category – age group (in %)

	2023			2024		
	Under 30	Between 30 and 50	Over 50	Under 30	Between 30 and 50	Over 50
Executive Leadership	0.00%	80.00%	20.00%	0.00%	78.33%	21.67%
Middle Management	9.73%	84.40%	5.86%	10.70%	83.37%	5.93%
Operational Leadership	29.22%	69.93%	0.85%	29.86%	68.97%	1.17%
Specialist	20.24%	73.41%	6.35%	22.03%	70.34%	7.63%
Administrative	50.42%	47.69%	1.89%	48.59%	47.69%	3.72%
Operational	68.73%	28.32%	2.96%	65.87%	30.03%	4.09%
Total	64.58%	32.53%	2.89%	62.21%	33.79%	4.00%



Individuals within governance bodies¹

Governance body	2022		2023									2024									
	by gender		by gender		by age group			by self-identified race/ethnicity				by gender		by age group			by self-identified race/ethnicity			people with disability	
	cis men	cis women	cis men	cis women	under 30 years old	between 30 and 50 years old	over 50 years old	asian	black	white	brown	cis men	cis women	under 30 years old	between 30 and 50 years old	over 50 years old	black	white	brown	with disability	without disability
Board of Directors	70.00%	30.00%	72.70%	27.30%	0.00%	36.40%	63.60%	0.00%	0.00%	100.00%	0.00%	81.82%	18.18%	0.00%	36.36%	63.64%	0.00%	100.00%	0.00%	0.00%	100.00%
Statutory Board	80.00%	20.00%	87.50%	12.50%	0.00%	37.50%	62.50%	0.00%	0.00%	100.00%	0.00%	87.50%	12.50%	-	44.44%	55.56%	0.00%	100.00%	0.00%	0.00%	100.00%
Fiscal Council (full members)	75.00%	25.00%	75.00%	25.00%	0.00%	12.50%	87.50%	0.00%	0.00%	87.50%	12.50%	75.00%	25.00%	0.00%	0.00%	100.00%	0.00%	75.00%	25.00%	0.00%	100.00%
Fiscal Council (alternate members)	-	-	-	-	-	-	-	-	-	-	-	50.00%	50.00%	0.00%	25.00%	75.00%	0.00%	100.00%	0.00%	0.00%	100.00%
Advisory Committee ²	-	-	66.70%	33.40%	0.00%	25.00%	75.00%	0.00%	0.00%	100.00%	0.00%	50.00%	50.00%	0.00%	33.33%	66.67%	0.00%	100.00%	0.00%	0.00%	100.00%
Non-Statutory Board	-	-	-	-	-	-	-	-	-	-	-	71.15%	28.85%	0.00%	86.27%	13.73%	1.92%	98.08%	0.00%	0.00%	100.00%

¹ Census conducted in March 2025. There are no people with disabilities. 100% of governing body members self-identified as heterosexual.

² Includes consultants from the Advisory Committees.



Career and opportunity

GRI 404-2 | 404-3

Percentage of professionals who received performance evaluation by job category¹

	2022	2023	2024
Executive leadership	100.00%	96.67%	97.00%
Middle management	98.50%	95.94%	96.00%
Operational leadership ²	51.80%	95.21%	100.00%
Specialist	96.00%	96.80%	97.00%
Administrative	77.38%	93.75%	95.00%
Operational	19.88%	82.04%	84.00%
Total³	25.57%	84.00%	85.00%

Percentage of professionals who received a performance evaluation by gender¹

	2022	2023	2024
Female	27.09%	84.33%	84.50%
Male	22.83%	83.35%	85.90%
Total³	25.57%	84.00%	85.00%

¹100% of our professionals have the opportunity to be evaluated based on their performance. The Crescer evaluation process is mandatory and includes professionals at the RD Saúde Campus.

²In 2024, we adjusted the evaluation calendar for some eligible groups. Professionals working in our pharmacies who are eligible for the competency-based evaluation, also called Crescer and applied at the corporate level, had their evaluation process start in January 2025. This group includes pharmacists, pharmacy managers, and pharmacist managers. The schedule change aimed to allow more time and quality in the process and to prevent overload.

³Since 2022, all reported data has included all performance management models, which explains the percentage increase in the following years.



Professional health promotion

GRI 401-2 | 403-6

Benefits offered to professionals¹

Benefit	all professionals	starting at the leadership level	legal dependents
Life insurance	X	X	
Medical care	X	X	X
Extended maternity and paternity leave (six months and 20 days, respectively), also applicable to adoptive parents of children up to 12 years old	X	X	
Dental care	X	X	X
Daycare allowance granted as per collective bargaining agreement	X	X	
Clube RD – partner companies offer discounts to professionals	X	X	
Pharmacy benefit program – benefit provided through Univers	X	X	X
Payroll-deductible loans – offered by partner banks where the professional holds an account	X	X	
Transportation voucher	X	X	
Shuttle service for professionals working at DCs and corporate offices	X	X	
Annual check-up ²		X	
Gym membership program (Gympass)	X	X	
On-site cafeteria at the RD Saúde Campus and DCs, with a 20% monthly discount on meal costs	X	X	
Campus service hub at the RD Saúde Campus	X	X	
Travel insurance		X	
Company-funded flu vaccination ³	X	X	
NiveRD – one day off during the professional's birthday month (for corporate and DC professionals)	X	X	
Profit-Sharing Program (PPR)	X	X	
Long-term variable compensation (stock-based) ⁴		X	
Funeral assistance extended to parents and parents-in-law	X	X	X
Financial health support (debt repayment through payroll-deductible loans)	X	X	
Telemedicine	X	X	X

¹At RD Saúde, there is no distinction in the benefits offered based on employment contract type. Therefore, part-time professionals are also eligible for the full list of benefits. ²Benefit available starting at the management level. ³Benefit available starting at the executive management level. ⁴Benefit available starting at the corporate management level. Note: Key operational units refer to the RD Campus, Distribution Centers, and pharmacies.



Operations with significant negative impacts on local communities

GRI 413-2

- 1.** Employee turnover, especially in pharmacy customer service roles – This impact is present in pharmacies and affects customers, as turnover among professionals can compromise service quality. To prevent this impact from materializing, we have procedures in place for training new professionals, along with trained leaders to provide guidance, as detailed on page 85.
- 2.** Greenhouse gas emissions and other pollutants – This impact applies to pharmacies and DCs, primarily due to product transportation activities, which result in the emission of pollutants into the atmosphere and may affect surrounding communities. We have initiatives in place to reduce emissions, as detailed on page 95.
- 3.** Greenhouse gas emissions and other pollutants – This impact applies to pharmacies and DCs, primarily due to product transportation activities, which lead to pollutant emissions into the atmosphere and may affect surrounding communities. We have initiatives in place to reduce these emissions, as detailed on page 95.

- 4.** Social impacts in the value supply chain (child labor, forced labor, sexual exploitation, occupational health and safety, labor practices, and compensation) – RD Saúde has over 11,000 suppliers. As a result, social impacts within the supply chain present a moderate probability. To mitigate this risk, 100% of suppliers in critical categories undergo a socio-environmental assessment, as mentioned on page 88.

- 5.** Technology system failures and outages – All RD Saúde processes rely on technology at some stage. As a result, failures and outages can impact service delivery. We conduct vulnerability assessments that could affect the business and take all necessary measures to prevent such occurrences, as detailed on page 48.

- 6.** Product safety and quality – Issues related to product safety and quality can impact the health and well-being of consumers. Therefore, before reaching the market, each Exclusive Brand product undergoes detailed safety and labeling analysis, in line with government guidelines. If any quality deviation occurs, the Exclusive Brands team investigates the root cause with the supplier, and if confirmed as a manufacturing issue, the affected batch is promptly recalled. More details are available on page 67.

This information was gathered through the impact assessment conducted as part of the Company's materiality process. The materiality process involves consultation with various stakeholders, including customers, professionals, suppliers, among others. To define impact significance, we conducted an analysis of both probability and severity.



Energy

GRI 302-1 | 302-3 | SASB HC-DR-130a.1

Energy consumption within the organization (GJ)

	2022	2023	2024
Total - Non-renewable fuel sources¹	250,363.92	194,357.83	296,306.95
Aviation kerosene	8,625.98	10,243.99	11,530.17
Gasoline (regional units) ²	5,148.85	4,915.58	5,889.70
Diesel oil (logistics and generators) ²	236,392.00	178,420.02	277,993.08
LPG	197.09	778.24	894.00
Total - Renewable fuel sources¹	25,960.58	27,186.57	48,771.02
Biodiesel (logistics and generators)	23,639.20	24,330.00	45,254.69
Ethanol (regional units)	2,321.38	2,856.57	3,516.33
Energy consumed – electricity	665,714.85	750,877.13	868,572.08
Electricity from non-renewable sources	98,902.87	45,355.04	0.00
Electricity from renewable sources ³	566,811.98	705,522.08	868,572.08
Energy sold – electricity	12,184.16	534.83	0.00
TOTAL	942,039.35	972,421.53	1,213,650.04

¹To calculate the energy from fuel consumption, we considered a 14% biodiesel blend in diesel and a 27% ethanol blend in gasoline.

²In 2024, 100% of our operations were supplied with electricity from renewable sources, considering consumption from the Free Energy Market, Distributed Generation, and the purchase of I-RECs.

Energy intensity rate

	2022	2023	2024
Total energy consumption within the organization (GJ) ¹	944,972.36	972,421.53	1,213,650.04
Total built area (m ²) ²	963,406.52	1,111,878.97	1,482,637.66
Energy intensity (GJ/total built area in m²)	0.98	0.87	0.82

¹Electricity used for lighting, refrigeration, and equipment operation at pharmacies, DCs, and corporate offices. This also includes energy generated by diesel generators, which are used in case of insufficiencies or issues with the local utility's electricity supply.

²Includes the built area of pharmacies, distribution centers, and the corporate headquarters.



Emissions

GRI 305-1 | 305-2 | 305-3 | 305-4 | 305-5

Emissions by scope (tCO₂e)

Scope	2021 ¹	2022 ²	2023	2024	Variation (2024 x 2023)
Scope 1	23,230.34	29,051.29	20,980.46	26,329.78	+25.50%
Scope 2 (by purchasing choice)	20,108.70	5,020.20	3,838.63	0.00	-100.00%
Scope 2 (by location)	24,752.74	7,795.26	7,962.89	12,826.23	+61.08%
Scope 3	521,241.99	553,206.93	561,951.33	528,145.61	-6.02%
TOTAL³	564,581.02	587,278.42	586,770.42	554,475.39	-5.50%

¹ GHG emissions data for 2021 were recalculated to include new Scope 3 categories and to reflect data refinements and updates to the calculation methodology.

Following these adjustments, the inventory underwent a new audit to ensure the reliability of the reported figures.

² In 2022, RD Saúde engaged a specialized consultancy to support the enhancement of its GHG emissions inventory, including a detailed Scope 3 screening process.

³ Total calculated considering Scope 2 under the "purchasing choice" approach.

Biogenic emissions by scope (tCO₂e)

Scope	2021	2022	2023	2024	Variation (2024 x 2023)
Scope 1	1,968.26	1,629.70	1,602.08	3,026.16	+88.89%
Scope 2 (by purchasing choice)	0.00	0.00	2,787.73	0.00	-100.00%
Scope 2 (by location)	0.00	0.00	0.00	0.00	0.00%
Scope 3	25,427.58	8,650.36	7,093.38	44,628.30	+529.15%
TOTAL¹	27,395.85	10,280.06	11,483.19	47,654.47	+314.99%



Materials

GRI 301-1

Materials used, by weight or volume (tons)

Type	Source	2022	2023	2024
Green PE	Renewable	-	-	-
PP (polypropylene)	Non-renewable	162.93	220.22	201.72
PE (polyethylene)	Non-renewable	344.41	114.97	537.69
PET	Non-renewable	109.96	133.30	138.02
Paperboard	Non-renewable	3.43	-	3.75
Paper	Renewable	351.59	333.49	290.42
Other plastics	Non-renewable	176.99	321.17	294.93
Glass	Non-renewable	35.90	75.92	68.14
Aluminum	Non-renewable	17.50	37.19	18.72
Other metals	Non-renewable	0.34	0.78	0.40
TOTAL		1,203.06	1,237.04	1,553.79



Waste generation and disposal

GRI 306-3 | 306-4 | 306-5

Hazardous waste disposal (t)				
	type of waste	2022	2023	2024
Recycling	Batteries and cells	7.28	9.54	12.71
	Electronics and printer toner	-	-	7.71
	Light bulbs	0.00	1.40	0.60
	Construction (Class D)	3.25	0.00	0.00
Incineration	Expired or unused medications collected through the Conscious Disposal Program	192.17	283.65	429.79
	Healthcare waste (administration rooms)	89.66	68.91	108.64
	Healthcare waste (on-site clinics)	0.00	0.00	0.139
	Non-conforming products	34.86	36.49	13.52
Landfill	Construction (Class D)	1.36	0.00	0.00
Inert landfill	Construction (Class D)	5.00	0.00	18.00
Co-processing	Miscellaneous hazardous waste (paint and solvent cans, contaminated packaging and cloths)	-	-	0.23
TOTAL (scope: RD Saúde Campus and DCs)¹		333.58	399.99	591.34
Non-hazardous waste disposal (t)				
	type of waste	2022	2023	2024
Recycling	Paper, cardboard, plastic, ferrous and non-ferrous metals, wood, tires, glass, and Styrofoam	5,072.80	4,961.50	5,746.55
	Construction ²	3,822.82	6,290.80	5,268.32
Landfill	Organic waste	865.06	2,822.02	2,076.99
	Construction ²	65.47	169.48	70.32
Inert landfill	Construction ²	6,280.35	7,376.79	9,829.15
	Non-conforming products	1,469.86	1,452.20	1,698.33
Co-processing	Personal Protective Equipment (PPE)	-	-	8.72
Composting	Organic waste	28.71	113.22	194.61
Other final destinations	Construction ²	-	2,623.34	4,057.35
TOTAL		17,605.07	25,809.35	28,950.34

¹ For pharmacies, we report only the waste generated from administration rooms, as other waste is collected by the local municipal government. In a pilot project conducted with 20 pharmacies to map waste types and volumes, we generated 72.89 tons in 2024.

² Includes boxes and package inserts collected through the Conscious Disposal Program (211.91 t).



Waste generation and disposal

GRI 306-3 | 306-4 | 306-5

Type of recycled waste (t)

	2022	2023	2024
Paper, cardboard, and plastic ¹	4,952.91	4,860.27	5,593.69
Ferrous metals	13.08	1.66	1.58
Wood	95.61	78.48	91.67
Others (non-ferrous metals, tires, glass, Styrofoam, electronics, uniforms)	11.20	26.37	59.62
Construction	3,826.07	6,290.80	5,268.32
Batteries, light bulbs, electronics, and printer toner	7.28	10.94	21.01
TOTAL	8,906.15	11,268.52	11,035.89

¹ In 2024, we began reporting paper, cardboard, and plastic waste as a consolidated category, as waste disposal certificates are tracked this way and, in some cases, it is not possible to fully separate the materials.



Indicators from subsidiaries¹

Diversity by gender		
	subsidiaries	
	female	male
Executive Leadership	21	32
Middle Management	46	43
Operational Leadership	47	27
Specialist	41	61
Administrative	137	105
Operational	519	291
TOTAL	811	559

Diversity by age group			
	subsidiaries		
	under 30 years old	between 30 and 50 years old	over 50 years old
Executive Leadership	11	59	9
Middle Management	12	73	5
Operational Leadership	2	37	9
Specialist	39	62	4
Administrative	136	104	3
Operational	483	302	20
TOTAL	683	637	50

Diversity by race/ethnicity ²					
	subsidiaries				
	asian	white	indigenous	brown	black
Executive Leadership	0	38	0	6	0
Middle Management	0	56	1	14	5
Operational Leadership	6	58	0	8	6
Specialist	1	63	0	28	4
Administrative	3	112	0	58	20
Operational	13	449	1	225	109
TOTAL	23	776	2	339	144

¹The reported data are consolidated for RD Saúde's subsidiaries, including: 4bio, Amplimed, Healthbit, Raia Manipulação, Drogasil Manipulação, Impulso, and Safepill.

²Diversity data by race, sexual orientation, and disability are not available for some subsidiaries; therefore, the total does not add up to 942 people. We are working to ensure this information is available for all subsidiaries in the coming years.



Subsidiaries (continued)

Diversity by vulnerable group

	subsidiaries					
	women	black	indigenous	people with disability	LGBTIA+	50+
Executive Leadership	21	0	0	2	0	9
Middle Management	46	5	1	2	1	5
Operational Leadership	47	6	0	0	0	9
Specialist	41	4	0	0	0	4
Administrative	137	20	0	4	0	3
Operational	519	109	1	7	11	20
TOTAL	811	144	2	15	12	50

Professionals by region, contract type, and working hours

	subsidiaries				
	north	northeast	mid-west	southeast	south
Permanent professionals	16	88	12	1084	146
Temporary professionals	0	7	0	14	0
Professionals without guaranteed working hours	0	0	0	42	0
Full-time professionals	13	72	10	949	142
Part-time professionals	3	19	2	111	4



Subsidiaries (continued)

Benefit/Company	4BIO	Amplimed	HealthBit	Manipulaê	Impulso	SafePill
Life insurance	x	x	x	x	x	x
Medical care	x	x	x	x	x	x
Extended maternity leave			x		x	
Extended paternity leave	x		x		x	
Gym membership program	x	x		x	x	x ¹
Pharmacy discount	x		x	x	x	x ¹
Birthday day off	x			x		
Profit-sharing and results-based programs (PPR/PLR)	x				x	
Dental care	x	x		x		
Meal voucher			x		x	
Telemedicine	x			x		x ¹
Home office allowance			x			
Daycare allowance			x		x	x
Stock purchase plan	x ²					

¹ Through the medical care plan.

² For partner managers and directors.

In addition to the benefits listed above, the subsidiaries offer:

- **4BIO:** Birthday day off and Alelo benefit for employees' children on their birthdays, discount platform (New Value), fuel voucher, Day Spa, Day Spa after maternity leave, Alelo benefit at Christmas for professionals and their children, a Pregnancy Support Program, and monthly bonuses.
- **HealthBit:** Mental health support allowance.
- **Manipulaê:** Flash Benefits Card (flexible) and discounts on company products.
- **Impulso:** Baby kit.



Subsidiaries (continued)

Average training hours completed by employees during the reporting period, by gender

Gender	total number of professionals by gender	total number of training hours provided to professionals by gender	average training hours per professional by gender
Male	559	10,738	19.21
Female	811	24,836	30.62

Greenhouse gas (GHG) emissions

	controladas		
Emissions by scope (tCO ₂ eq)	2022	2023	2024
Scope 1	50.22	54.08	0.00
Scope 2 (by location)	28.42	57.49	59.22
Scope 3	6,550.97	14,478.35	11,767.53
TOTAL	6,629.61	14,589.92	11,826.75



GRI content index

RD Saúde reported information in accordance with the GRI Standards 2021 Foundation for the period from January 1 to December 31, 2024.

Code	Indicator description	Material topic	Page/ Direct response
GRI 2: General Disclosures 2021			
The organization and its reporting practices 2021			
2-1	Organization details	-	Headquarters location: Av. Corifeu de Azevedo Marques, 3,097 – Vila Butantã, Sao Paulo – SP. Pages 11 and 39.
2-2	Entities included in the organization's sustainability reporting		The document covers information from RD Saúde (Raia Drogasil S.A.). Reporting on RD Saúde's wholly owned subsidiaries (100%) is available on page 124.
2-3	Reporting period, frequency and contact point		Financial reporting is conducted quarterly, in accordance with accounting practices adopted in Brazil. The Sustainability Report with consolidated data is published annually. Learn more on page 5.
2-4	Restatements of information		<p>GRI 306-5: Data for Construction Work Waste in 2022 was adjusted due to a consolidation error in the previous report.</p> <p>GRI 401-3: The 2023 data was revised compared to what was published in the previous report. Part of the observed variation is due to the incorporation of Vitat, which was included in the analyses and metrics, impacting the results due to the increased calculation base. Additionally, we identified that part of the variation was related to the need to finalize data after the first month of the year to ensure that individuals classified, for example, as "12 months after returning to work," were correctly accounted for.</p> <p>GRI 404-1: The number of training hours for Executive Leadership published in 2023 did not include the "Adaptive Leadership for CEOs, VPs, and Directors" program held in March 2023, which adds 12.53 hours per executive.</p> <p>SASB HC-DR-000.D: Correction in the number of pharmacists, now also including pharmacist managers.</p>
2-5	External assurance		Page 148.
Activities and collaborators			
2-6	Activities, value chain and other business relationships	-	The products we sell are sourced from approximately 926 suppliers (820 direct suppliers and 106 Exclusive Brands suppliers). The definition of operations includes all RD Saúde business units (Corporate, DCs, and Pharmacy Operations). Downstream entities consist of customers and other Group companies (4Bio, Cuco Health, Manipulaê, Impulso, Amplimed, Healthbit, and SafePill). Another business relationship includes the Stix joint venture (JV), a points and rewards platform created in partnership between RD Saúde (33.3% ownership) and GPA (66.7%). There were no significant changes compared to the previous year. Details are available on pages 18 and 65.



Code	Indicator description	Material topic	Page/ Direct response
2-7	Professionals with a direct employment relationship	-	Total number of professionals as of 12/31/2024 and historical data series are available on pages 106–108. All individuals with an employment relationship under the Brazilian CLT labor law were included, covering all positions from President to young apprentices. Other types of contractual relationships, such as third-party contractors, self-employed workers, interns, board members, and retirees, were not included. During the reporting period, we increased our headcount by approximately 12%, supporting the Company's expansion strategy. The reported variations are not considered significant, as they reflect regular staffing adjustments, hires, or terminations.
2-8	Workers who are not professionals		We have 455 interns, 838 young apprentices, and 4,216 third-party contractors. The vast majority of these contractors provide cleaning and security services at our pharmacies, Distribution Centers, and the RD Campus. The reported data refer to November 2024. No significant variations were identified during the reporting period or compared to the previous period.
2-9	Governance structure and composition		Pages 40-42.
2-10	Nomination and selection of the highest governance body		Pages 40-42.
2-11	Chair of the highest governance body		Page 42.
2-12	Role of the highest governance body in overseeing the management of impacts		Pages 40-42 and 52.
2-13	Delegation of responsibility for managing impacts		The Sustainability Committee meets approximately once a month throughout the year, except in January and July and during extraordinary meetings. In 2024, the Committee held ten regular meetings and one extraordinary meeting.
2-14	Role of the highest governance body in sustainability reporting		Page 5.
2-15	Conflicts of interest		Page 45.
2-16	Communication of critical concerns		Pages 46 and 50.
2-17	Collective knowledge of the highest governance body		The Bylaws define the responsibilities of the Vice President of People, Culture, and Sustainability regarding sustainable development. Similarly, the Internal Regulations of the Board of Directors address the perpetuity of the corporate purpose as a sustainable business, the creation of sustainable business value, and the responsibilities of the Sustainability Committee in these areas. Additionally, members of the Committee held meetings with sustainability specialists on specific topics to deepen their knowledge and integrate these issues into the Company. Finally, it is worth noting that the Nomination and Appointment Policy for Board Members establishes sustainability knowledge as a selection criterion for Board members.
2-18	Evaluation of the performance of the highest governance body		Page 42.
2-19	Remuneration policies		Page 43.



Code	Indicator description	Material topic	Page/ Direct response
2-20	Process to determine remuneration		Page 43. The proposed total compensation for members of the Board of Directors and the Statutory Board for fiscal year 2024 was approved by a large majority at the General Shareholders' Meeting, with approximately 99% of votes in favor.
2-21	Annual total compensation ratio	-	The ratio between the total annual compensation of the highest-paid individual and the average total annual compensation of all other employees was 470.05 times. The ratio between the percentage increase in the total annual compensation of the highest-paid individual and the average percentage increase for all other employees was 7.67. The calculation follows the same methodology used for the indicator reported in the Reference Form. It includes the total individual compensation of RD Saúde professionals, excluding apprentices, interns, board members, and statutory officers. Compensation includes both fixed and variable components (base salary, 13th salary, vacation, PPR – Profit-Sharing Program, and vested amounts from the long-term incentive plan).

Strategies policies and practices

2-22	Statement on sustainable development strategy		Pages 6-9.
2-23	Policy commitments		Pages 44-45.
2-24	Embedding policy commitments		Pages 44-45.
2-25	Embedding policy commitments	-	Page 46. To track the effectiveness of grievance mechanisms and other remediation processes, we developed indicators using data and information from complaints to assess both the volume and the effectiveness of the actions taken and the support provided to victims. The effectiveness of this work is reported to the organization's governance bodies through the Audit Committee and the Ethics Committee. Feedback is provided to reporting stakeholders regarding the validity and outcome of their complaint, regardless of the investigation's conclusion.
2-26	Mechanisms for seeking advice and raising concerns		Page 46.
2-27	Compliance with laws and regulations		We had no instances of non-compliance with laws and regulations during the reporting period.
2-28	Membership associations		Page 32. We also participate in the following associations: Brazilian Association of Pharmacy and Drugstore Chains (Abrafarma); Institute for Retail Development (IDV); and the Federal Revenue's Empresa Cidadã Program.

Stakeholder engagement

2-29	<i>Approach to stakeholder engagement</i>	-	Pages 29-31. RD Saúde's main stakeholder categories include direct professionals, third-party contractors, customers, investors, market analysts, regulators, suppliers, business partners, creditors, governmental and non-governmental organizations, social organizations, labor unions, trade associations, investors, media, the general public, and the communities where we operate. We also ensure stakeholder engagement through public meetings, forums, community events, phone calls, interviews, surveys, and other channels where stakeholders are encouraged to share their opinions.
2-30	Collective bargaining agreements		100% of RD Saúde professionals are covered by collective bargaining agreements.



Code	Indicator description	Material topic	Page/ Direct response
GRI 3: Material Topics 2021			
3-1	Process to determine material topics	-	Page 29.
3-2	List of material topics		Page 31.
3-3	Management of material topics		Pages 11, 14, 18, 25, 44, 45, 50, 56, 61, 65, 67, 69, 88 and 94.
Specific standards			
Economic disclosures			
GRI 201: Economic Performance 2016			
201-1	Direct economic value generated and distributed	Tax strategy	Page 16.
201-2	Financial implications and other risks and opportunities due to climate change	-	Page 52.
201-4	Financial assistance received from government	Tax strategy	No financial support was granted to the Company in 2024, whether in the form of subsidies, tax incentives, or other types of financial assistance.
GRI 202: Market Presence 2016			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-	The lowest salary paid by RD Saúde in 2024 for both men and women was BRL 1,412.00, equivalent to the Brazilian minimum wage. Therefore, the ratio is 1.00 for both men and women. Salaries are determined based on the minimum wage or the wage floors established by the Collective Bargaining Agreements applicable to each professional. For third-party contractors, the ratio is also 1.00 for both men and women.
202-2	Proportion of senior management hired from the local community		RD Saúde considers the entire country as its "local community," given our nationwide presence. Therefore, 100% of the Executive Leadership (directors, vice presidents, and the president) are hired from the local community.
GRI 203: Indirect Economic Impacts 2016			
203-1	Infrastructure investments and services supported	Product and service innovation	Pages 76-77.
203-2	Significant indirect economic impacts		Initiatives that contribute to local development are detailed on pages 66 and 87. Additionally, we have an annual target of 300 new pharmacies (organic openings), along with renovations at existing units. In 2024, the net increase in the number of pharmacies was 277, due to some store closures. As a result, we generated a positive impact on construction-related jobs. In 2024, we worked with 11,246 suppliers throughout the year.



Code	Indicator description	Material topic	Page/ Direct response
GRI 204: Purchasing Practices 2016			
204-1	Proportion of spending on local suppliers	Responsible value supply chain management	In 2024, 99.09% of the procurement budget was spent on local suppliers, with “local” defined as the entire Brazilian territory due to our nationwide operations. The term “key operational units” refers to the RD Campus, Distribution Centers, and pharmacies.
GRI 205: Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	Ethic and compliance	We assess 100% of our operations. Under the “Unethical Conduct” risk category, we monitor the following risk factors: 1. acts of corruption committed by professionals or third parties on behalf of RD Saúde; 2. lack of ethical conduct procedures for subsidiaries; 3. absence of guidelines for interactions with public officials; 4. conflicts of interest for personal and/or Company benefit; 5. lack of communication and awareness-raising within the Company on topics related to harassment (moral or sexual) and any form of discrimination; 6. lack of anti-corruption and anti-money laundering procedures; 7. lack of procedures or guidelines regarding the acceptance of gifts or invitations to externally sponsored events by suppliers or third parties that may influence decision-making; and 8. ineffectiveness or lack of reliability of the Ethics Conversation Channel.
205-2	Communication and training on anti-corruption policies and procedures		In 2024, all members of governance bodies and 64,234 professionals (100%) were informed about anti-corruption policies and procedures. No specific training on the topic was provided to members of governance bodies. Details about the training offered to professionals by job category are available on page 44. Additionally, 100% of business partners were informed about this topic, as the policy is published across all RD Saúde digital channels, and all partners conducting business with us formally accept our policies through the supplier governance system.
205-3	Confirmed incidents of corruption and actions taken		In 2024, there were no confirmed cases of corruption at RD Saúde.
GRI 206: Anti-competitive Behavior			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Ethic and compliance	None occurred.
GRI 207: Tax			
207-1	Approach to tax	Tax strategy	All strategic decisions involving changes in tax regimes or procedures that could have a significant impact on the business are shared with senior leadership. There is no formal process for information sharing and decision-making. All decisions are strictly based on applicable legislation to ensure Compliance. In 2024, Tax Strategy became one of the Company’s material topics.



Code	Indicator description	Material topic	Page/ Direct response
207-2	Tax governance, control, and risk management	Tax strategy	The tax function is divided between the Shared Services Center (SSC) and the Corporate team. The SSC is responsible for processing all ancillary obligations, calculating taxes, and handling tax payments, while the Corporate team focuses on strategy, ensuring that adopted procedures comply with the law, evaluating tax planning opportunities, and supporting the SSC team in cases of legal interpretation doubts. Both areas report to Directors under the Finance Vice Presidency. The tax approach is fully integrated within the organization, and when risks are identified, we assess their applicability to our operations and implement the necessary adjustments to avoid tax exposure. Periodic process reviews are conducted by both internal and external third parties, and in case of doubts or required adjustments, the topic is included in a control letter by the audit team and monitored throughout the year. We also conduct joint evaluations with External Audit when senior leadership is questioned about unethical or illegal behavior and regarding the Company's integrity in tax matters.
207-3	Country-by-country reporting		To maintain a good relationship with tax authorities, we organize meetings with State Governors and Tax Auditors to improve communication flow and mutual understanding during interactions. We also adopt a specialized legal approach for matters related to donations.
Environmental disclosures			
GRI 301: Materials 2016			
301-1	Materials used by weight or volume	-	Page 121.
301-2	Recycled input materials used		In 2024, we used 1,127 tons of raw materials for the packaging of Exclusive Brand products, excluding the medication category. Of this total, 29 tons came from recycled materials, representing 2.5% of the overall volume (excluding product categories where the use of recycled materials is not permitted by regulations). In 2024, we expanded our circular economy project—already established with the Natz brand—to the Needs Natos product line. For both brands, all cartons are made from 100% recycled materials, produced from boxes and package inserts collected at our pharmacies through the Conscious Disposal Program. More details on the launch of Needs Natos and our circularity approach can be found on pages 25–26 and 101.
301-3	Reclaimed products and their packaging materials		100% of the packaging volume for Exclusive Brand products (Caretech, Nutrigood, B-Well, Raia, Drogasil, Needs, and Natz) is recovered nationwide through partnerships with waste offset institutions and the sale of recycling credits. To calculate the total volume to be offset for the current year, we extract a sales report from the previous year (in this case, from January 1 to December 31, 2023), which results in a spreadsheet detailing the components of each product, their weight including primary and secondary packaging, and the materials used. The weight of all SKUs (Stock Keeping Units) is summed and multiplied by the number of units sold, resulting in the total volume of waste placed on the market. We calculate the volume by material type by selecting each component and multiplying its weight by the sales volume.



Code	Indicator description	Material topic	Page/ Direct response
GRI 302: Energy 2016			
302-1	Energy consumption within the organization	Climate action (energy and emissions)	Pages 98 and 119.
302-2	Energy consumption outside the organization		We do not track energy consumption outside the organization. Therefore, this information is unavailable.
302-3	Energy intensity		Pages 98 and 119.
302-4	Reduction of energy consumption		Pages 98 and 119.
302-5	Reductions in energy requirements of products and services		Pages 98.
GRI 303: Water and effluents 2018			
303-1	Interactions with water as a shared resource	-	Page 104.
303-2	Management of water discharge-related impacts		Page 104.
303-3	Water withdrawal		Page 104.
303-4	Water discharge		Page 104.
303-5	Water consumption		Page 104.
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) GHG emissions	Climate action (energy and emissions)	Page 97 and 120.
305-2	Energy indirect (Scope 2) GHG emissions		Page 97 and 120.
305-3	Other indirect (Scope 3) GHG emissions		Page 97 and 120.
305-4	GHG emissions intensity		Page 97 and 120.
305-5	Reduction of GHG emissions		Page 97 and 120.
GRI 306: Waste 2020			
306-1	Waste generation and significant waste-related impacts	-	Page 99.
306-2	Management of significant waste-related impacts		Page 99.
306-3	Waste generated		Page 99, 122-123.
306-4	Waste diverted from final disposal		Page 99, 122-123.
306-5	Waste sent for final disposal		Page 99, 122-123.



Code	Indicator description	Material topic	Page/ Direct response
GRI 308: Supplier Environmental Assessment 2016			
308-1	New suppliers that were screened using environmental criteria	Responsible value supply chain management	Page 89. In 2024, 1,031 new suppliers were selected based on environmental criteria, representing 97.6% of all new suppliers. Each month, we cross-check the list of suppliers approved in the Supplier Governance system against those who received payments. The 2.4% difference refers to suppliers who were registered without going through the approval process.
308-2	Negative environmental impacts in the supply chain and actions taken		Page 89. In 2024, 11,232 suppliers were assessed against environmental criteria. Of these, 2,410 were identified as having actual or potential negative impacts. We identified non-conformities in 57 partners, which led to the development of action plans addressing significant negative environmental impacts. During the period, no business partnerships were terminated as a result of this assessment.
Social disclosures			
GRI 401: Employment 2016			
401-1	New professional hires and employee turnover	-	Page 109-110.
401-2	Benefits provided to full-time employee that are not provided to temporary or part-time employee		Page 117.
401-3	Parental leave		Page 112.
GRI 403: Occupational health and safety 2018			
403-1	Occupational health and safety management system	Comprehensive health and professional safety	<p>Standards and guidelines followed: ISO 45001: International standard for occupational health and safety management system requirements</p> <p>Regulatory Standards (NRs): NR 01: General Provisions NR 04: Specialized Services in Occupational Safety Engineering and Occupational Medicine NR 05: Internal Commission for Accident Prevention (CIPA) NR 06: Personal Protective Equipment (PPE) NR 07: Occupational Health Medical Control Program (PCMSO) NR 10: Electrical Safety NR 15: Unhealthy Work Activities and Operations NR 16: Hazardous Work Activities and Operations NR 17: Ergonomics NR 23: Fire Protection NR 32: Occupational Safety and Health in Healthcare Facilities NR 35: Work at Heights</p> <p>Brazilian Standards (NBRs): NBR 14276: Procedures and requirements for fall protection in buildings NBR 14280: Requirements for the use of personal protective equipment (PPE) against occupational risks</p> <p>Technical Instruction: IT 17 from the Sao Paulo State Fire Department</p>



Code	Indicator description	Material topic	Page/ Direct response
403-2	Hazard identification, risk assessment and incident investigation	Comprehensive health and professional safety	Pages 61 e 64.
403-3	Occupational health services		Page 56-64.
403-4	Worker participation, consultation, and communication on occupational health and safety		Page 61.
403-5	Worker training on occupational health and safety		We offer specialized training programs to ensure the safety and proper performance of our operations. These include safe access to cold chambers for professionals handling temperature-sensitive medications, safe operation of equipment such as patolada carts, pallet trucks, and forklifts, as well as programs like NR 35 for work at heights, SEP and NR 10 for electricians, Fire Brigade training, CIPA, Daily Safety Dialogues (DDS), injectable administration training for pharmacists and supervisors, PPE usage training (NR 06), biological risk management (NR 32), and workplace relations and occupational health training for pharmacy professionals.
403-6	Promotion of worker health		Page 56-64 e 117.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Pages 61-64.
403-8	Workers covered by an occupational health and safety management system		11,087 direct professionals (17.3%) and 1,565 third-party contractors (37.1%) are covered by an occupational health and safety management system that is internally audited and certified by a third party. The Integrated Management System has not yet been implemented in the pharmacies due to strategic planning considerations. Employees and third-party contractors associated with this business unit are not included in this management system.
403-9	Work-related injuries		In the case of third-party contractors working at RD Saúde units, we recorded one reportable accident (incidence rate of 0.24), which occurred during commuting and involved a motorcycle, and no work-related accidents with serious consequences or fatalities during the period. Data were calculated based on 4,131,600 hours worked. The monitoring metrics are the same as those applied to direct professionals, as described on page 64.
403-10	Work-related ill health		In 2024, there were no cases of work-related leave or fatalities due to occupational illnesses among direct or indirect professionals whose work and/or workplace is controlled by the organization. As described on page 64, hazards are identified, classified, and managed through the Risk Management Program (PGR). In 2024, we recorded two cases of occupational illness requiring mandatory reporting. See pages 58-59 and 64.



Code	Indicator description	Material topic	Page/ Direct response
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	-	Pages 83 and 113.
404-2	Programs for upgrading employees skills and transition assistance programs		Pages 83 and 116.
404-3	Percentage of employees receiving regular performance and career development reviews		Page 116.
GRI 405: Diversity and Equal Opportunities 2016			
405-1	Diversity in governance bodies and employees	Diversity and inclusion	Pages 114-115.
405-2	Ratio of basic salary and remuneration of women to men	Diversity and inclusion	Page 111. We use the same calculation methodology as the indicator reported in the Reference Form. Accordingly, young apprentices were excluded from the calculation.
GRI 406: Non-Discrimination 2016			
406-1	Incidents of discrimination and corrective actions taken	Diversity and inclusion	In 2024, 236 cases classified under “discrimination” were reported, of which 34 were still under investigation at year-end and 202 were analyzed and closed, with 120 deemed unfounded. Actions taken regarding the 82 substantiated cases include: written warning (6), verbal warning (9), dismissal for just cause (1), dismissal without just cause (17), guidance to the leader and/or professional regarding posture, attitude, and behavior (18), response/request to the complainant (25), workplace transfer (4), and retraction (2). All discrimination complaints are investigated by Compliance and reported to the Ethics Committee, with actions taken against the offender as well as reparations provided to the victim. Victims who accept reparations receive support from the Employee Support Center, and this work is monitored by Compliance and reported to leadership. Depending on the severity, the offender may be dismissed with just cause, dismissed without just cause, suspended, or reprimanded.
GRI 410: Security practices 2016			
410-1	Security personnel trained in human rights policies or procedures	Human rights	100% of security personnel, including 9 RD Saúde professionals and other third-party contractors, received formal training. This training is the responsibility of each contracted company, which conducts training upon hiring and/or periodic refresher sessions.
GRI 413: Local Communities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	-	RD Saúde has local development programs based on community needs in 28% of its operations (Page 69). We maintain an institutional email address— investimentosocial@rdsaude.com.br —for stakeholder contact. However, no complaints from local communities have ever been reported through this email. Other requirements of the indicator are not carried out by RD Saúde.
413-2	Operations with significant actual or potential negative impacts on local communities	-	Page 118.



Code	Indicator description	Material topic	Page/ Direct response
GRI 414: Supplier Social Assessment 2016			
414-1	New suppliers that were screened using social criteria	Responsible value supply chain management	In 2024, 1,031 new suppliers were selected based on social criteria, representing 97.6%.
414-2	Negative social impacts in the supply chain and actions taken	Responsible value supply chain management	In 2024, 11,232 suppliers were assessed against social criteria. Of these, 2,410 were identified as causing actual or potential negative impacts. Non-conformities were found in 87 partners, all of which developed action plans addressing significant negative social impacts. During the period, we terminated business relationships with 0.4% of suppliers as a result of the assessment. See page 89.
GRI 415: Public Policies 2016			
415-1	Political contributions Ethics, Compliance	-	We do not make political contributions.
GRI 416: Consumer Health and Safety 2016			
416-1	Assessment of the health and safety impacts of product and service categories	Healthy customers Product safety and quality	100% of Exclusive Brand products are developed in accordance with rigorous Safety Policies, ensuring no health or environmental risks from product development through use and disposal. Key policies, such as Animal Welfare Policy, Ingredient Safety, and Product and Service Quality and Safety, are publicly available on RD Saúde's corporate website.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Healthy customers Product safety and quality	Six non-compliance cases were identified in 2024, all involving voluntary codes: Lactase and Simethicone (organoleptic discrepancy), Anti-Aging Facial Cream (sensory alteration in fragrance), Antioxidant and Skin Tone-Equalizing Facial Moisturizer (presence of dark particles), and Fertility Test (error in cancellation of registration number by Anvisa).



Code	Indicator description	Material topic	Page/ Direct response
GRI 417: Marketing and Labeling			
417-1	Requirements for product and service information and labeling	Healthy customers Product safety and quality	Labeling of all Exclusive Brand products is rigorously evaluated by a specialized technical team, which bases its assessments on current applicable legislation for each product type. Labeling guidelines include: origin of components (raw materials and their sources are documented in the "Analytical Parameters Sheet," used as a reference); substances with environmental or social impact, assessed according to the Ingredient Safety Policy; safe product use, with instructions for correct usage on all labels; and disposal and environmental impact, including information on recycling, proper disposal, and social initiatives related to the product whenever applicable. The consulted regulations include: <ul style="list-style-type: none"> • RDC 768/2022 – Rules for medication labeling • RDC 243/2018 – Sanitary requirements for dietary supplements • RDC 429/2020 – Nutritional labeling requirements for packaged foods • RDC 907/2024 – Definition, classification, and technical requirements for labeling and packaging • RDC 751/2022 – Risk classification, notification, registration, and labeling requirements • RDC 830/2023 – Requirements for in vitro diagnostic medical devices and associated instruments
417-2	Incidents of non-compliance concerning product and service information and labeling		In 2024, one case of non-compliance with voluntary codes was identified: Needs Natos Refreshing Liquid Body Soap (incorrectly applied front label).
417-3	Incidents of non-compliance concerning marketing communications		In 2024, one case of non-compliance with a voluntary code was identified regarding the communication of the Natz brand.
GRI 418: Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data privacy and information security	Page 48. In 2024, there were no complaints related to personal data breaches or leaks.



SASB content index

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SASB theme	Code	Description	Response
Retail energy management	HC-DR-130a.1	(1) Total energy consumed (GJ), (2) percentage of grid electricity (%), (3) percentage of renewable energy (%)	(1) 1.,216,235.43 GJ, (2) 40%, (3) 72.57%
Data security and privacy	HC-DR-230a.1	Description of policies and practices for safeguarding customers' protected health information (PHI) records and other personally identifiable information (PII)	<p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. <p>We provide a Privacy Portal that enables customers to request the exercise of their rights over their personal data.</p>
Data security and privacy	HC-DR-230a.2	(1) Number of data breaches; (2) percentage involving: (a) only personally identifiable information (PII) and (b) protected health information (PHI); (3) number of affected customers 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.



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Data security and privacy	HC-DR-230a.3	Total amount of monetary losses resulting from legal actions related to data security and privacy	There were no monetary losses related to this matter.
SASB theme	Code	Description	Response
Medicine supply chain integrity	HC-DR-250a.1	Description of efforts to reduce the occurrence of compromised medicines in the supply chain	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
	HC-DR-250a.2	Number of drug recalls issued, total units recalled, percentage of 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.


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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.
SASB theme	Code	Description	Response
Patient health outcomes	HC-DR-260b.1	Adherence rate at first completion (%)	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, as detailed on pages 83–87. 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. Learn more on pages 65 and 84.
	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 resulting from lawsuits associated with prescription dispensing errors	In 2024, we made payments totaling BRL 258,606.71 related to 24 legal cases involving prescription dispensing errors.
Activity metrics	HC-DR-000.A	Number of pharmacies	3,230.
	HC-DR-000.B	Total sales area	1,188,324.28.
	HC-DR-000.C	Number of prescription filled, percentage of 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.



TCFD recommendations

Recommendations	Response
GOVERNANCE Disclose the Company's governance on risks and opportunities related to climate change	
a) Describe how the Board oversees risks and opportunities related to climate change.	The Board of Directors (BoD) ensures that climate-related issues are regularly presented to the BoD during scheduled meetings held throughout the year, and to the Sustainability Department through ongoing dialogue. Learn more on pages 40, 52, and 95.
b) Describe the role of the Board in assessing and managing risks and opportunities related to climate change	Learn more on Pages 50 and 52.
STRATEGY Disclose the actual and potential impacts of risks and opportunities related to climate change on the organization's business, strategy, and financial planning, whenever such information is relevant.	
a) Describe the risks and opportunities related to climate change that the organization has identified in the short, medium, and long term.	Learn more on Page 52.
b) Describe the impacts of risks and opportunities related to climate change on the organization's business, strategy, and financial planning.	Learn more on Pages 50 and 52.
c) Describe the resilience of the organization's strategy, taking into account different climate-related scenarios, including a 2°C or less scenario	Learn more on Pages 97 and 98.



Recommendations **Response**

RISK MANAGEMENT | Disclose how the organization identifies, assesses, and manages risks related to climate change

a) Describe the processes used by the organization to identify and assess risks related to climate change.	Learn more on page 95.
b) Describe the processes used by the organization to manage risks related to climate change.	RD Saúde's risk review and monitoring phase includes tracking key risk indicators (KRIs), assessing the progress of action plans previously defined by those responsible for managing the respective risks, and determining new actions for risk management and/or mitigation. Learn more on page 95.
c) Describe how the processes used by the organization to identify, assess, and manage risks related to climate change are integrated into the overall risk management of the organization.	Since 2022, we have included climate risks in the Company's risk matrix (Learn more on page 50). The Risk Management team maintains continuous alignment with the Sustainability Department and directly involved business units to address and monitor risks related to climate change.

METRICS AND GOALS | Disclose the metrics and targets used to assess and manage risks and opportunities related to climate change whenever such information is relevant

a) Inform the metrics used by the organization to assess the risks and opportunities related to climate change in accordance with its strategy and risk management process.	Learn more on Page 52.
b) Report the Scope 1, Scope 2 and, if applicable, Scope 3 greenhouse gas emissions and the risks related to them	Our emissions are detailed on page 120. The risks associated with GHG emissions include: i) physical risks such as heatwaves, river flooding, vector proliferation, storms, landslides, sea level rise, and wildfires; and ii) transition risks such as carbon pricing, fossil fuel costs, exposure to climate litigation, non-compliance with climate-related financial disclosure requirements, non-compliance with emissions disclosure requirements, liability for actions of suppliers and/or service providers lacking climate and ESG targets, and pressure to adopt voluntary decarbonization goals.
c) Describe the targets used by the organization to manage risks and opportunities related to climate change, and performance against the targets	In 2023, we revisited our 2030 sustainability commitments and updated our climate-related targets. We committed to: i) reduce Scope 1 and Scope 2 GHG emissions in line with a 1.5 °C pathway, using 2021 as the base year; and ii) engage suppliers responsible for emissions from purchased goods and services (Category 1) to set science-based targets by 2030 (see more on page 94). In addition to these commitments, in 2024, we set targets to power 100% of operations with renewable energy and to develop a tactical decarbonization plan for the Transportation area. Both targets are linked to variable compensation for all corporate professionals, with greater weight given to C-level executives. Some areas also have specific targets, such as progress linked to supplier engagement for reducing emissions in the value supply chain, assigned to the Sustainability team.



Externalities map

Business area	Positive Externality	Negative Externality	Social Impact	Environmental Impact	Economic Impact	Impacted stakeholders
Private Labels Production, extraction of raw material and industrialization	<ol style="list-style-type: none"> 1. generation of indirect jobs 2. development of the associated value chain 3. new products with sustainability and/or health attributes 4. taxes paid 5. product development with social impact 	<ol style="list-style-type: none"> 1. air, water, and soil pollution 2. use of natural resources 3. greenhouse gas emissions and other pollutants 4. impacts on biodiversity 5. waste generation 	✓	✓	✓	<ol style="list-style-type: none"> 1. Society 2. Suppliers and partners 4. professionals 5. Customers 6. Government 7. Environment
Pharmacies	<ol style="list-style-type: none"> 1. generation of direct local jobs 2. local development 3. taxes paid 4. offer of products and services to consumers 5. availability of health and wellness care products 6. investments in renewable energy 7. investments in low energy consumption technologies 8. availability of reverse logistics for medications and batteries 9. social investment through customer micro-donations 	<ol style="list-style-type: none"> 1. generation of domestic effluents and waste 2. energy and water consumption 3. increased vehicle traffic 4. impact on urban mobility 5. interference in historical and cultural heritage 6. exposure to occupational risks 7. exposure of professionals and customers to pathogens and other risks arising from healthcare services 8. exposure of professionals to COVID-19 (pandemic context only) 9. generation of hazardous waste (medications and administration rooms) 10. generation of non-conforming products (expired and damaged) 	✓	✓	✓	<ol style="list-style-type: none"> 11. professionals 2. Customers 3. Society 4. Government 5. Environment 6. Suppliers 7. Competitive market
Logistics and transport	<ol style="list-style-type: none"> 1. availability of products to consumers in a timely manner 2. generation of direct and indirect jobs 3. support for conscious disposal projects (bring the medicines) 4. drivers as agents of transformation and protection against sexual exploitation 5. promotion of professionals' integral health 	<ol style="list-style-type: none"> 1. consumption of fossil fuels and dependence on this input 2. greenhouse gas emissions 3. contribution to climate change 4. sexual exploitation of children and adolescents on the roads 5. SSO practices and accidents 6. impacts on road, bridge, and other infrastructure 	✓	✓		<ol style="list-style-type: none"> 1. Society 2. Most vulnerable communities 3. professionals and third parties 4. Government and/or highway concessionaires 5. Environment



Business area	Positive Externality	Negative Externality	Social Impact	Environmental Impact	Economic Impact	Impacted stakeholders
DC Operations	<ul style="list-style-type: none"> 1. generation of direct local jobs 2. greater employability for young people (without experience and early career) 3. reduction in product displacement distance, reducing fuel consumption and greenhouse gas emissions 4. investments in renewable energy consumption; 5. local development 6. promotion of the integral health of professionals 7. donation of inappropriate products to vulnerable groups 	<ul style="list-style-type: none"> 1. truck traffic in specific regions 2. noise nuisance and pollution concentrated in surrounding communities 3. power generation through diesel-powered generators, with higher carbon emissions 4. workstations with a higher risk of accidents at work (with loads and ergonomics) 5. generation of organic waste (food) and recyclables (paper and cardboard) 6. professional accidents on the way to the DCs (eg motorcycles) 7. generation of hazardous waste 	✓	✓	✓	<ul style="list-style-type: none"> 1. Society 2. professionals and third parties 3. Local communities 4. Environment
Administrative Areas	<ul style="list-style-type: none"> 1. generation of jobs 2. local development 3. promotion of professionals' integral health 4. guarantee of human rights 	<ul style="list-style-type: none"> 1. generation of organic and recyclable waste (paper and plastic) 2. consumption of fossil fuels for professional commuting (Home – Work) 3. consumption of natural resources such as water and energy 	✓	✓	✓	<ul style="list-style-type: none"> 1. professionals and third parties
Expansion and engineering	<ul style="list-style-type: none"> 1. greater capillarity and accessibility to health products and services for the entire population 2. presence in places with little access to public health 3. generation of direct jobs in distant locations and far from large capitals (with development plan) 4. movement of the local economy (purchase of materials and others) 5. investment in renewable energy generation (distributed generation) and adoption of technologies to reduce energy consumption 6. real estate development 	<ul style="list-style-type: none"> 1. generation of civil construction waste; 2. emission of greenhouse gases and other pollutants 3. noise pollution in regions concentrated during construction 4. risks of violating human rights at construction sites 5. SSO practices and accidents 6. interference in historical and cultural heritage 7. impact on the microentrepreneur/ reduction of competition 8. removal of tree species 	✓	✓	✓	<ul style="list-style-type: none"> 1. Customers 2. Vulnerable communities 3. professionals and third parties 4. Environment
Health Business	<ul style="list-style-type: none"> 1. new business models to take care of customers' health 2. actions to bring health to the population with low access to public health 3. patient health through adherence to treatment 4. cost reduction to the public health system 5. amplification of access to health 	<ul style="list-style-type: none"> 1. positioning risk for business effectiveness (if there is a perception that the business competes with private medical activities, the professional stops recommending the platform) 	✓		✓	<ul style="list-style-type: none"> 1. Customers 2. Society and or communities most vulnerable 3. Public health



Business area	Positive Externality	Negative Externality	Social Impact	Environmental Impact	Economic Impact	Impacted stakeholders
Merges and acquisitions	<ol style="list-style-type: none"> 1. growth in the offer of services and products to society for health and well-being 2. efficiency gain 3. job creation 4. increased economic opportunities – generating more business chain opportunities 	<ol style="list-style-type: none"> 1. potential market concentration 			✓	<ol style="list-style-type: none"> 1. Customers 2. Society 3. Competitive market 4. Suppliers 5. professionals
Multi-channel	<ol style="list-style-type: none"> 1. greater access to products and services (online and for audiences with special needs) 2. service to a greater number of customers 3. reduction in fuel consumption 4. flexibility and exposure reduction for customers (pandemic) 5. generation of indirect jobs in delivery logistics 6. development of opportunities in the value chain 	<ol style="list-style-type: none"> 1. generation of packaging waste 2. emission of greenhouse gases in the logistics process 	✓	✓		<ol style="list-style-type: none"> 1. Customers 2. Society 3. Suppliers
Commercial	<ol style="list-style-type: none"> 1. generation of indirect jobs 2. access to affordable medicines in low-income regions 3. expansion of the supply of healthy products to the population 4. payment of taxes 	<ol style="list-style-type: none"> 1. generation of inappropriate products (expired and damaged) 3. inbound carbon footprint 	✓	✓	✓	<ol style="list-style-type: none"> 1. Society 2. Environment 3. Customers 4. Suppliers
4BIO Operations	<ol style="list-style-type: none"> 1. generation of direct and indirect jobs 2. taxes paid 3. access to and monitoring of treatment for complex health cases 4. patient support services 5. innovation 6. cost reduction to the healthcare system (through treatment adherence) 	<ol style="list-style-type: none"> 1. generation of waste 2. greenhouse gas emissions from the logistics process 3. energy consumption 	✓	✓		<ol style="list-style-type: none"> 1. Customers 2. Environment



Assurance report

GRI 2-5



WHEN TRUST MATTERS

Independent Assurance Statement

DNV Business Assurance Avaliações e Certificações Brasil Ltda. ("DNV") has been commissioned by Raia Drogasil S.A. ("RD Saúde") to undertake independent assurance of the Annual and Sustainability 2024 Report ("Report") and to carry out an independent verification for selected performance indicators for the year ending December 31, 2024.



Our opinion: Based on the work carried out, nothing has come to our attention to suggest that the Report does not adequately describe RD Saúde adherence to the principles described below. In terms of the reliability of the performance data, nothing came to our attention to suggest that this data had not been properly grouped from the information reported at operational level, nor that the assumptions used were inappropriate. In our opinion, the report provides sufficient information for readers to understand how the company is managed in relation to its most relevant issues and impacts.

Without affecting our assurance opinion, we also make the following observations:

Stakeholder inclusiveness

The involvement of stakeholders in developing and achieving a responsible and strategic response to sustainability.

Throughout the assurance process, DNV identified that RD Saúde systematically involves the main stakeholders in its business, including associations, clients, employees, suppliers, surrounding communities, investors, financial institutions, NGOs, public authorities and others. There is evidence that stakeholder feedback has helped define the content of the Report and influenced decision-making within the company.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusion.

Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

RD Saúde has demonstrated a structured and effective process for identifying its most material issues. The materiality process, approved in January 2025, considered a wide range of inputs, including the company's sustainability and risk context, industry trends and stakeholder perspectives. Through its risk management framework, the company continuously monitors emerging and priority issues. The Report presents the company's activities and performance in relation to its most material issues.

Nothing has come to our attention to suggest that the Report does not meet the requirements relating to Materiality.

Sustainability context

Presenting the organization's performance in the broader context of sustainability.

RD Saúde Annual and Sustainability Report 2024 is based on global sustainability frameworks such as the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB).

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Sustainability Context principle.

Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

The Report provides a comprehensive overview of RD Saúde ESG performance in the reporting year. Based on the work carried out, we do not believe that RD Saúde has failed to report on any of its material issues. It was found that the company uses systems and software to control most of the information, which brings greater reliability and quality to the data. However, for some information, not all the data is managed in a system, and some of it is controlled manually and consolidated in a system. It is recommended that, if possible, the information is managed in a system, in order to improve the management and effectiveness of the information.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Completeness.

Reliability

The accuracy and comparability of the information presented in the Report, as well as the quality of the underlying data management systems.

RD Saúde has established a variety of processes to collect and consolidate the various data it reports. We have confidence in the processes in place to ensure accuracy in the information presented in the Report and in the data management systems. Data disclosure is comprehensive, and indicators are disclosed in a balanced way. Our review of selected indicators presented in the Report resulted in some technical errors that were identified and corrected based on our sampling.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Reliability.



WHEN TRUST MATTERS

Scope and approach

We carry out our verification work using DNV Verisustain's assurance methodology, which is based on our professional experience and the best international assurance practices, and with the International Standard on Assurance Engagements ISAE 3000 Assurance Engagements other than Audits or Reviews of Historical Financial Information.

These documents require, among other things, that the audit team possesses the specific knowledge, skills and professional competencies necessary for an assurance assignment relating to sustainability information, and that the team complies with the ethical requirements to guarantee its independence.

DNV applies its own management standards and compliance policies for quality control, which are based on the principles contained in ISO IEC 17029:2019 - Conformity assessment - General principles and requirements for validation and verification bodies, and consequently maintains a comprehensive quality control system, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We assessed the Report for adherence to the VeriSustain™ Principles (the "Principles") of Stakeholder Inclusiveness, Materiality, Sustainability Context, Completeness and Reliability. We assessed the selected GRI indicators and performance data as shown below using the GRI Reporting Principles to define the quality of the report (Accuracy; Balance; Clarity; Comparability; Completeness; Sustainability Context; Timeliness; Verifiability), considering the Company's reporting based on the GRI Standards.

The review of financial data is not within the scope of our work. We understand that financial data, including the financial data that feeds into the calculation of the Selected Performance Indicators, may be subject to a separate independent audit process performed by Ernst&Young and approved in February 2025. DNV has relied on this information as accurate for the purposes of our scope of work. This includes, but is not limited to, any statements relating to sales, revenue, salaries, payments and financial investments.

The reliability of the data reported depends on the accuracy of data collection and monitoring arrangements at market and site level, which are not considered as part of this assurance. Our assurance work does not include the management practices, performance and sustainability reporting of the company's suppliers, contractors and third parties mentioned in the Report. We did not interview external stakeholders as part of this assurance work.

Data in the scope

The GRI indicators in scope include:

- 204-1: Proportion of spending on local suppliers
- 207-2: Tax governance, control, and risk management
- 301-3: Reclaimed products and their packaging materials
- 306-1: Waste generation and significant waste-related impacts
- 308-1: New suppliers that were screened using environmental criteria
- 403-9: Work-related injuries
- 404-3: Percentage of employees receiving regular performance and career development reviews
- 405-1: Diversity of governance bodies and employees
- 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data

The SASB indicators in scope include:

- HC-DR-230a.2: (1) Number of data breaches, (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data
- HC-DR-250a.1: Description of efforts to reduce the occurrence of compromised drugs within the supply chain
- HC-DR-260b.1: First fill adherence rate

Responsibilities of RD Saúde and the assurance provider

RD Saúde is solely responsible for the preparation of the Report. In performing our assurance work, our responsibility is to RD Saúde management. However, our statement represents our independent opinion and is intended to inform all interested parties. DNV has not been involved in the preparation of any statements or data included in the Report, except for this statement. This is our first year providing assurance on RD Saúde indicators and the RD Saúde Report. DNV's assurance work is based on the assumption that the data and information provided by the client to us as part of our review has been provided in good faith.

DNV expressly disclaims any liability or co-liability for any decision that a person or entity may make based on this statement. All assurance engagements are subject to inherent limitations, as selective testing (sampling) may not detect errors, fraud or other irregularities. Non-financial data may be subject to greater inherent uncertainty than financial data, given the nature and methods for calculating, estimating and determining such data. The selection of different, but acceptable, measurement techniques may result in different quantifications between different entities.

The procedures performed in a limited assurance engagement vary in nature and are shorter in length than in a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained if a reasonable assurance engagement had been performed. During the assurance process, we did not come across any limitations in the scope of the agreed assurance work.



Assurance report

GRI 2-5



WHEN TRUST MATTERS

Level of assurance

We plan and perform our work to obtain the evidence we consider necessary to support our assurance opinion. We are providing a **limited** level of assurance. A 'reasonable' level of assurance would require additional work at head office and local levels to obtain further evidence to support the basis of our assurance opinion.

Independence

The policies and procedures established by DNV are designed to ensure that DNV, its personnel and, where applicable, others, are subject to independence requirements (including personnel from other DNV entities) and maintain independence when required by relevant ethical requirements. This work was performed by an independent team of sustainability reporting assurance professionals.

Basis for our opinion

A multidisciplinary team of sustainability and assurance experts carried out work from January to April 2025. We carried out the following activities:

- Review of current sustainability issues that may affect RD Saúde and are of interest to stakeholders.
- Review of RD Saúde approach to stakeholder engagement and recent results.
- Review of the information provided to us by RD Saúde on its reporting and management processes relating to the principles.
- We conducted interviews with ESG leadership, and areas such as risk management, sustainability, human resources, environment, health and safety, and compliance. They are responsible for the management and stakeholder relations areas covered in the Report. The aim of these discussions was to understand the high-level commitment and strategy relating to RD Saúde ESG and governance arrangements, stakeholder engagement activities, management priority and systems. We were free to choose interviewees and roles covered.
- We made a technical visit to RD Saúde headquarters in order to conduct some of the interviews planned in the process in person, facilitating the collection of data and information from the respondents of the indicators sampled.
- We accessed documentation and evaluated evidence that supported and substantiated the claims made in the Report.
- Review of the specified data collected at corporate level, including that collected by other parties, and statements made in the Report. We interviewed managers responsible for internal data validation, reviewed their work processes and carried out sample audits of the processes for generating, collecting and managing quantitative and qualitative sustainability data.
- We assessed whether the evidence and data are sufficient to support our opinion and RD Saúde assertions.
- We provided feedback on the report based on our assurance scope.

Business Assurance

DNV Business Assurance is a global provider of certification, verification, assessments and training, helping clients build sustainable business performance.

<https://www.dnv.com.br>



WHEN TRUST MATTERS

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Lead Auditor

Mayara Oliveira
Mayara Oliveira (Jun 27, 2025 15:51 ADT)
Technical Reviewer

For and on behalf of DNV Business Assurance Avaliações e Certificações Brasil Ltda.

Sao Paulo, Brazil
June 26, 2025

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RDsaúde

for a healthier society.