



# Annual and Sustainability Report

2023



 **RDsaúde**  
for a healthier society.



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**Camila Viana**  
Pharmacist

# Welcome

- About the Report
- Message from the Board of Directors
- Message from the CEO

Welcome to the **Annual and Sustainability Report of RD Saúde (Raia Drogasil S.A.)**, in which we share our results, practices, and performance on the ESG (Environmental, Social, and Governance) agenda for the period from January 1<sup>st</sup> to December 31<sup>st</sup>, 2023.

On the following pages, you will learn about our journey, the challenges we faced, and the achievements we made in our three operating units: Pharmacies (under the Raia and Drogasil brands), Distribution Centers (DCs), and the RD Saúde Campus, located in São Paulo, SP. Data from our subsidiaries is available in the Annexes (page 124).

We recognize that sustainable development is crucial for business growth, and we are publicly committed to leading this transformation in the healthcare sector. Therefore, throughout this report, we will address how our ambition to become **the group that contributes the most to a healthier society in Brazil by 2030** is strongly aligned with our business objectives and sustainable development principles. **GRI 2-1 | 2-2**

**Enjoy your reading!**



From left to right: **Jennifer Brito, Carla Lima, Vânia de Jesus, Evelyn Maysa, Maysa de Jesus, Kayo Rodrigues, Gabriel Bernardo, Gabriela Silva** Raia, São Paulo (SP)

# About this Report

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

This Report, published for the eighth consecutive year, was prepared in line with best practices, based on the GRI Standards (2021), the principles of the International Integrated Reporting Council (IIRC), the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations and the Sustainability Accounting Standards Board (SASB) indicators for the pharmaceutical retail sector.

Financial data follows the accounting practices adopted in Brazil, such as the Securities and Exchange Commission (CVM) standards, the Brazilian Standard for General Technical Accounting (NBCTG) and the pronouncements of the Accounting Pronouncements Committee (CPC), and is in line with the international accounting standards of the International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (IASB).

The report also demonstrates how our practices, discussed herein, correlate with the United Nations (UN) Sustainable Development Goals (SDGs).

The content was initially defined based on the materiality process, as detailed on page 46. Then, information was collected from different areas, deepened through interviews with advisors, directors and other executives responsible for the Company's planning and strategy.

The Report was approved by RD Saúde Senior Management and the information was independently verified by KPMG.



For any questions and/or suggestions, please contact us by e-mail: [sustentabilidade@rd.com.br](mailto:sustentabilidade@rd.com.br)

## » How to read the report

In addition to reading the chapters chronologically, you can also navigate using the capitals of the Integrated Report and the priority SDGs, indicated at the opening of each chapter.

Below the titles, we also indicate, with the tickers "xxx-xx", the GRI and SASB indicators and the TCFD recommendations mentioned.

See the GRI Content Index on page 128, the SASB content index on page 142, the TCFD recommendations on page 145 and the Capital Map on page 147.

# Message from the Board of Directors

## GRI 2-22

In 2023, we took important steps towards building a more digital, more sustainable company, with more healthcare deliveries. A company that places people at the center, that grows consistently and that seeks innovative solutions to build a healthier society for everyone.

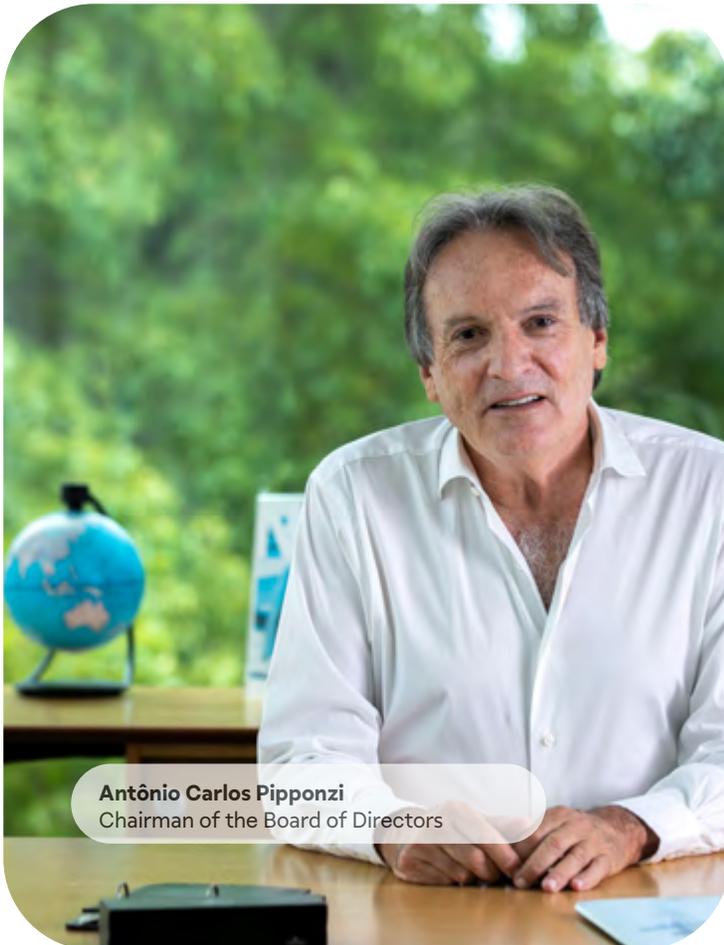
By the end of the year, we observed a 17.4% growth in gross revenue compared to the previous year. Out of a base of 47.6 million customers, 13.4% are considered loyal, which demonstrates trust and preference. Additionally, we strengthened our presence in customers' routines through digital channels, which consolidated 16.7% of gross revenue in the last quarter, representing a 60.3% increase compared to the same period in 2022.

In 2023, we also advanced in the health agenda, providing more than 3.5 million services in our pharmacies, obtaining an NPS of 92.98% in these journeys. These numbers reflect our ability to perform with excellence in the short term, always moving towards our vision of future.

Once again, the development of our employees was one of the highlights of the year. From the first job, we invest in constant growth and learning, preparing professionals for the challenges of their journey at RD Saúde. We have expanded health and well-being training tracks for pharmacists and pharmaceutical managers, focusing on behavioral training for healthcare and allowing them to act as health and well-being coaches. Therefore, we take care of our 2,953 pharmacies spread throughout Brazil, which serve more than 1 million lives every day.

Our vocation to care also translated into a private social investment policy, in which we decided to invest 1% of our net profit in social healthcare projects. We improved our controls and monitoring to ensure the expansion of the impact generated by our investment, which exceeded BRL39.8 million in the year, considering our own resources, product donations, customer donations and tax incentives.

Our rapid growth provides internal development opportunities to thousands of people and brings better health to every corner of the country. However, it also brings some challenges from the point of view of environmental impact. We continue to seek environmentally responsible actions that permeate the Company's initiatives: from pharmacies management and investment in new units with renewable energy, through the opening of Distribution Centers (DCs) – which generate greater efficiency in the logistics network –, the development of more sustainable



**Antônio Carlos Pipponzi**  
Chairman of the Board of Directors

Private Labels and the provision of medicine waste collectors in 100% of the pharmacies, up to a 27,55% reduction in scope 1 and 2 emissions in 2023.

Our governance has also adapted to the Company's evolution: we unified the Health Strategy and Business Committees, reinforcing the integration of the health agenda with the core business. Within the Sustainability Committee, we reviewed our Commitments for 2030, in view of science advancement in ESG topics, the efforts made to execute the strategy and the learnings and achievements accumulated since 2021. This review was

**“We are proud to say that RD Saúde cultivates a culture that involves all aspects of the sustainability agenda, reinforcing our purpose of working towards a healthier society.”**

**Antônio Carlos Pipponzi**  
Chairman of the Board of Directors

approved by the Board of Directors and aimed to improve the goals and parameters used to make them more current, clear and assertive.

In the coming years, the population aging and the evolution of Generative Artificial Intelligence will bring even more transformations to society, as well as direct impacts on our business. We know that innovating in this context is a premise for addressing upcoming challenges and opportunities, in a scenario that becomes more uncertain and unstable every day. Therefore, we continue to invest quickly and responsibly in technology, data security, training and development of people and in building a culture that promotes agility and innovation. In this way, we build bases to operate in the future, while strengthening relationships of trust with our people, customers, suppliers, community and investors.

We are optimistic about the future we want to build and our ability to achieve our 2030 sustainability ambition. Here's to the next cycle of growth and value creation for the company and society.

**Good reading!**

# Message from the CEO

## GRI 2-22

Since the launch of our 2030 Sustainability Strategy, in 2021, RD Saúde has been tirelessly dedicated to advancing the environmental, social and governance agenda. We are proud to share that our efforts have been positively recognized by leading ESG evaluators, with notable advances in indices and ratings. This success reflects our team's commitment and our dedication to sustainability in all areas of the operation.

In order to continue evolving on this agenda, we have reviewed our commitments, and we are very proud to present them in this report.

The reassessment process began in 2023, with a focus on ensuring that commitments are capable of bringing real positive impact to people, businesses and the planet. To this end, the scientific bases of some of them were updated and those that have been already achieved were excluded.

Even considering the economic challenges and uncertainties faced last year, the pharmaceutical sector has prospered. RD Saúde experienced an above-average year: **In 2023, we accumulated the highest market value among retailers in all segments listed on B3.**

We also showed a considerable growth, with an expansion of 17.4% in gross revenue and 9.5% in the number of pharmacies. This result, aligned with global digitalization trends, allowed us to be increasingly closer to the customer's health journey, providing deliveries with more comfort and convenience.

We were also happy to realize that this growth was accompanied by a significant increase in customer loyalty and Net Promoter Score (NPS), which reached 92 points in 2023. We are very proud to be recognized by customers for delivering health at all times.

We invested in two pillars to support us in our 2025 Strategy and its focus on reclaiming the role of pharmacy beyond retail: the **New Pharmacy**, which allows us to improve humanized care in our physical spaces by offering products and services, together with the digitalization of customer relationship; and the **Healthcare Platform**, which offers solutions focused on integral health.

As part of the internal digital transformation, we highlight the results achieved in digital channels and the marketplace, which contributed to increased customer engagement. We identified a 57.5% growth in the digital channel in the year.

To support this significant presence in people's lives, we continue to invest in more Distribution Centers. We currently have 14 strategically positioned units that contribute to reducing the environmental impact of deliveries by minimizing travel and CO<sub>2</sub> emissions.

As signatories of the Global Compact since 2019, we also align our actions to achieve the Sustainable Development Goals (SDGs). It is worth highlighting that respect for the environment has always been at the heart of our business. We are a reference in the disposal of expired or unused medicines, with Conscientious Disposal points in 100% of our pharmacies. It is also worth noting that we began to incorporate packaging destined through the Conscious Disposal Program back into the production process to be transformed into new packaging in the Proprietary Brand Natz. In addition, 72% of units use renewable energy, and for the first year, we identified all relevant categories of greenhouse gas emissions in Scope 3. This progress demonstrates RD Saúde's commitment to transparency and consistency of reported data.

We know that building partnerships is fundamental to success in this agenda. Therefore, we engage our suppliers to act on environmental topics, such as climate change, and in 2023 we included climate-related issues in an award we have with the main suppliers.

We have always been at the heart of Brazilians' health, offering products and services in various locations. In recent years, we have further intensified our social impact agenda. In addition to our employees and customers, we have become increasingly closer to communities and their health journeys: we totaled more than BRL39.2 million donated in 2023 alone.

With the launch of Farol (Lighthouse), RD Saúde's social business, we strengthened our commitment to positively and lastingly impact the integral health of those who need it most, offering integrative health practices to residents of the region of Capão Redondo, in the South Zone of São Paulo (SP).

We will continue to pursue innovative and sustainable initiatives to drive responsible growth and contribute to a healthier society.

**Thank you all and enjoy your reading!**

**“Our commitment to a healthier society is tangible, and each of our customers, employees and partners is a fundamental part of this process. Together, we will continue to build a legacy of positive impact and transformation in the healthcare and well-being of everyone.”**

**Marcilio Pousada**  
CEO



**Marcilio D'Amico Pousada**  
RD Saúde CEO



# Profile

- »» Our performance
- »» Our way of being and doing
- »» RD Saúde ecosystem
- »» Value generation
- »» Financial performance

**Patrícia Vasconcelos Giacomo**  
People & Culture Director

# Our performance

GRI 2-1 | 3-3 LOCAL DEVELOPMENT | SASB HC-DR-000.A | HC-DR-000.B | HC-DR-000.D

**RD Saúde (Raia Drogasil S.A.) is the largest pharmacy chain in Brazil.** Established in 2011 through the merger of Droga Raia and Drogasil, we are committed to delivering comprehensive healthcare solutions, in addition to operating in pharmaceutical retail.

Since our inception, we have consistently grown and created value for our diverse stakeholders.

We serve 47.6 million active customers through our 2,953 pharmacies (1,246 Raia and 1,707 Drogasil), spread across all Brazilian states and the Federal District, totaling 817,565.59 m<sup>2</sup> of total retail space<sup>1</sup>, in addition to our product marketplace (learn more on page 50).



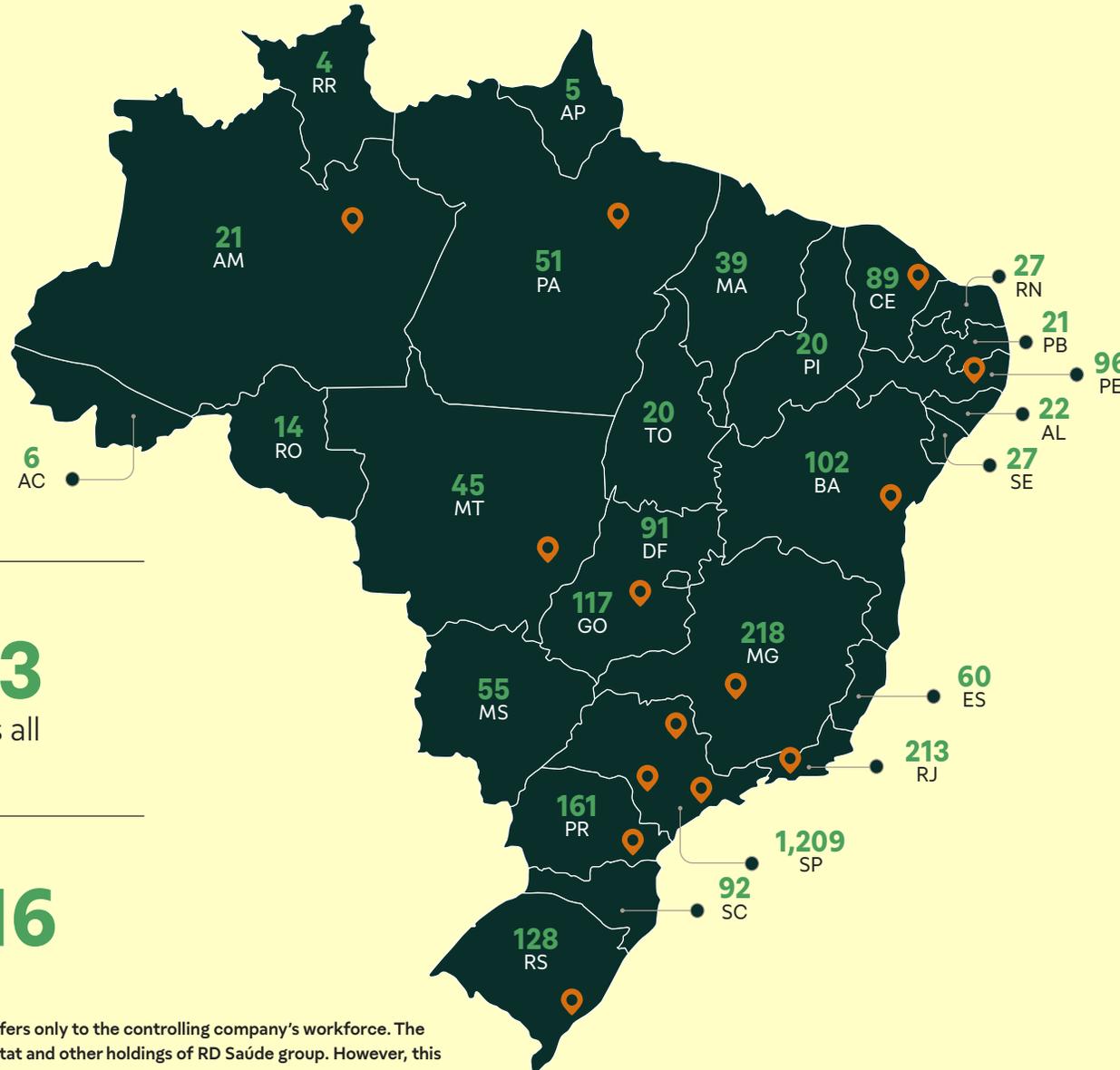
<sup>1</sup>The figure for 2022 (390,962.78 m<sup>2</sup>) has been revised and the correct value is 746,298.80 m<sup>2</sup>.

## The scope of our care

**14**  
Distribution Centers

**2,953**  
pharmacies all over Brazil

**57,216**  
employees<sup>1</sup>



### » Certified distribution centers

Our RD Saúde Campus and 11 DC units are ISO 14001 (Environmental Management System) and ISO 45001 (Occupational Health and Safety Management System) certified.

The standards ensure excellence in environmental management and in our people's health and safety management, in accordance with the most rigorous international standards.

We continually engage teams in complying with standards and procedures and, annually, we undergo recertification audits.

<sup>1</sup>The number of 57,216 employees refers only to the controlling company's workforce. The consolidated vision includes 4bio, Vitat and other holdings of RD Saúde group. However, this data was not reported herein.

## Our people

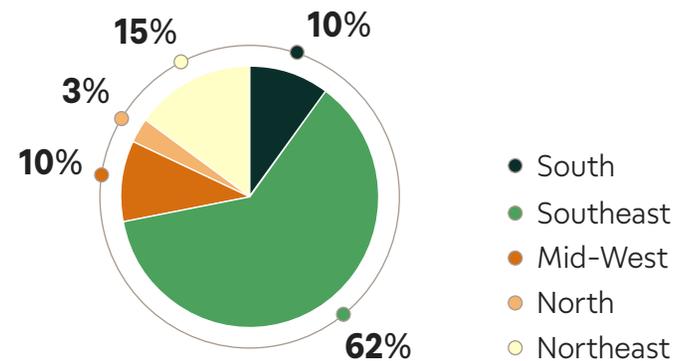
GRI 2-7 | 2-8 | 2-30 | 3-3 LOCAL DEVELOPMENT

Over 50,000 professionals are responsible for putting into practice, day after day, our ambition to contribute to a healthier society.

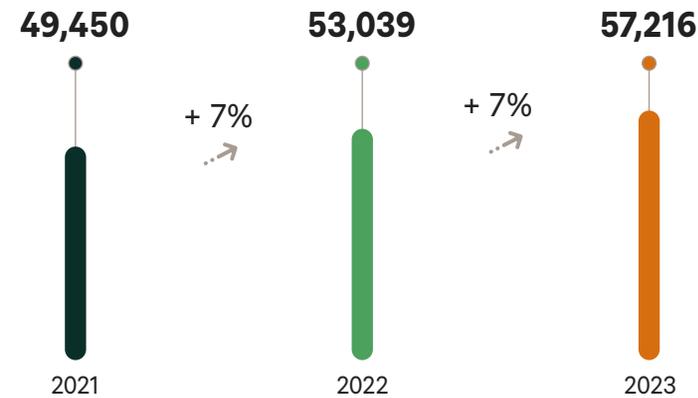
We recognize that in order to achieve this goal, we must first prioritize the well-being of each and every member of our team.

We are dedicated to fostering a safe, healthy, prosperous, and stimulating environment where each individual can thrive and reach their full potential.

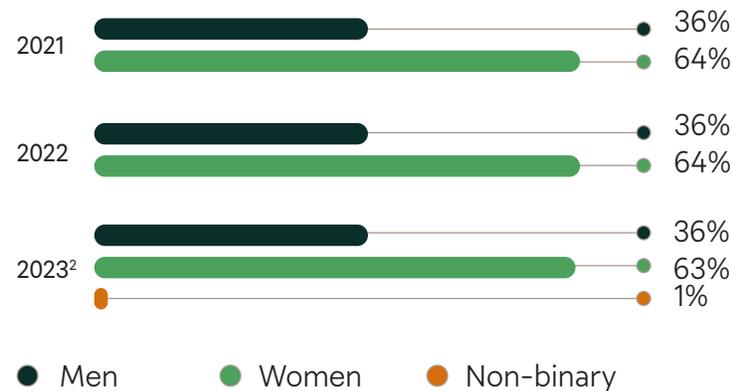
### RD Saúde Employees by Region



### Team expansion over the years



### RD Saúde Employees by Gender<sup>1</sup>



<sup>1</sup> The data up to 2022 was obtained from RD Saúde's internal system.  
<sup>2</sup> Starting in 2023, we began reporting demographic data based on self-identification. Percentages were calculated based on the total number of individuals who responded to the questionnaire and provided a gender option for this question. Those who did not respond to the questionnaire (20,990 individuals) or those who preferred not to answer (657 individuals) were not considered.



João dos Santos Alves and Eliane Freitas da Silva Bueno  
DC Guarulhos

In 2023, we generated 10,377 job opportunities for young people aged 18 to 23 who were seeking their first entry into the labor market. The hiring rate in this age group was 42.14% and the turnover rate was 34.26%.

In addition to the 57,216 employees, in 2023 we had 513 interns and 6,010 third-party contractors who provided cleaning and security services.

#### Employees by type of contract, discriminated by gender

Gender	Full-time	Part-time
Cis man	12,448	273
Trans man	143	7
Cis woman	22,004	387
Trans woman	101	2
Non-binary	190	14
I would rather not inform	636	21
Not answered	19,974	1,016

#### Employees by region

Region	Full-time	Part-time
North	1,867	103
South	5,868	119
Southeast	34,297	907
Mid-West	5,437	275
Northeast	8,027	316

## Building a healthier tomorrow begins with taking care today.

### » Best companies to work for

Our company has been honored with the Great Place to Work (GPTW) certification, achieving a score of over 70 points in our team's assessment.

Our employees scored the Company 73 points in the survey, in addition to evaluating attributes related to the work environment.

We were also recognized in the GPTW Health category, ranking 6<sup>th</sup> in the National Ranking.

### » Good labor practices

We have not recorded any strike or lockout occurrences since the foundation of RD Saúde, as a result of the good relationship we maintain with our employees and with the representative unions. Our widespread presence across 2,953 pharmacies and 14 DCs also mitigates potential stoppages and their impacts.

Collective bargaining agreements are entered into with unions and cover 100% of professionals, who are represented by the Retail Pharmaceutical Products Trade Union in each state and municipality, totaling 299 unions.

In 2023, the initiation of labor lawsuits corresponded to 7% of the total headcount.

# Our way of being and doing

Over the past few years, we have grown and begun to explore new business frontiers, which has brought us new demands and the need to evolve our culture to reaffirm our way of being and doing.

In order to become the group that contributes the most to a healthier society in Brazil by 2030, essential values guide RD Saúde namely: **we take care of people, we execute with focus, and we build the future.**

These values are put into practice through the six core competencies that are part of the RD Saúde culture.

Day after day, we strive to disseminate this culture and foster the behaviors that are expected from our teams, as we believe that this will enable us to broaden our vision on each aspect of integral health: **physical, mental, spiritual, social, and environmental.**



## Our brand

GRI 2-3 | 203-1

In 2023, we focused on completing our new brand, launched in early 2024, which heralds the future of RD Saúde and externalizes our positioning as a healthcare platform, combining an integrated portfolio of assets focused on integral health and well-being to deliver a care ecosystem to society.

Our goal is to strengthen our customers' perception of our commitment to their integral healthcare journey, which goes beyond selling medicines.

In addition to the new brand, this focus is put into practice through our investments not only in the performance of pharmacists, but also in the physical structure of pharmacies, creating environments for connection between people, supported by technology and the digitalization of processes.



Pharmacies now feature sections dedicated to products that promote health and well-being, the so-called **Vida + Saudável**, and spaces for services and individualized pharmaceutical care, known as **Espaço Sua Saúde**, provide vaccination services, rapid tests and other solutions for an integrated approach to healthcare.

Moving forward, we will further integrate all instances of the Company into well-being programs for our employees, while continuing to care for customers at each of our pharmacies spread across Brazil, as we have done for over 100 years.

We are a large group,  
with an even greater purpose:

contribute to  
a healthier society.

The new RD Saúde brand embodies our ambition to contribute to a healthier society.

We will be increasingly present in the population's primary health, working with health promotion, prevention, protection and first care.

## Awards and recognitions



### Valor 1000 - 23<sup>rd</sup> edition

**Best company in the Retail Commerce sector, for the first time among the sectoral winners of the ranking** published by Valor Econômico, which provides evaluation indicators and ranks the 1,000 largest companies in the country by net revenue.



### Great Place to Work (GPTW) - healthy practices ranking

**One of the top ten companies in the GPTW Healthy Practices ranking, placing 6<sup>th</sup> out of 139 participating companies.** The ranking assesses the perception of teams and the practices of companies in fostering high levels of trust in relationships, growth opportunities, quality of life, and alignment of values.



### CSC Benchmark Research 2023

**First place for the RD Center in the overall ranking and in the Accounts Receivable and Accounting categories** of the survey that highlights benchmark companies in Shared Services Centers in the Country.



### As Melhores da Dinheiro

**1<sup>st</sup> place in the Retail sector for Human Resources and Corporate Governance, 2<sup>nd</sup> place in Financial Sustainability and Social Responsibility and 3<sup>rd</sup> place in Innovation and Quality** in the 1000 Largest Companies in Brazil 2023 yearbook, from IstoÉ Dinheiro.



### 100 Open Startups

**2<sup>nd</sup> place in the Retail and Distribution category** of the ranking that highlights companies with the best open innovation practices in Brazil.



### Leaders League Alliance Summit

**Silver Award (2<sup>nd</sup> place) in the 14<sup>th</sup> edition of the international Leaders League awards**, in the Best Legal Department of Brazilian Companies category.



### Reclame AQUI Award

**1<sup>st</sup> place in the Pharmacies category for Drogasil and 2<sup>nd</sup> place for Raia** in the 13<sup>th</sup> edition of the largest and most relevant reputation award in Brazil.



### Municipal Human Rights Seal

Recognition from the City of São Paulo for good practices in diversity management and the promotion of Human Rights, received in the Transversalities category for the case “Jornada do Empoderamento Feminino” (Female Empowerment Journey), with the initiatives “Lideranças Femininas” (Female Leadership) and “Elas Lideram” (Women lead) (find out more on page 81).



### HRC Equidade BR Program

Certified among the Best Places for LGBTI+ People to Work in Brazil, with a score of 100 out of 120, by the 2<sup>nd</sup> edition of the program, which evaluated 91 companies and recognized 57 of them.



### Abrasca Award

At the 24<sup>th</sup> edition of the Abrasca Best Annual Report Award, we ranked fourth in the Open Companies category and received an honorable mention in the Economic and Financial Analysis category.



### IDIVERSA B3

Top 10 in the B3 index – Brasil, Bolsa, Balcão, which groups companies with greater gender and racial diversity, in order to encourage the inclusion of women, black people and Indigenous people in key positions in the companies.



### Ethos/Época Inclusion Survey

Outstanding in the Retail category, with above-average recognition for the inclusion of people with disabilities, the promotion of gender equity, the promotion of racial equity, the promotion of LGBTI+ rights, and the promotion of generational equity. The survey involved the participation of 199 companies, of which 74 were recognized.



### Zero Waste Award

Drogasil emerged as the winner in the Reverse Logistics category of this award, which recognizes corporate efforts to promote environmentally responsible practices.



### Best HR Southeast Award

2<sup>nd</sup> Best HR Southeast 2023 Award for Maria Susana, our Vice President of People, Culture and Sustainability.



### Agilidade Brasil, Agile Trends

2<sup>nd</sup> place, for the 2<sup>nd</sup> consecutive year, in the award that recognizes companies that act with agility and have achieved consistent results.

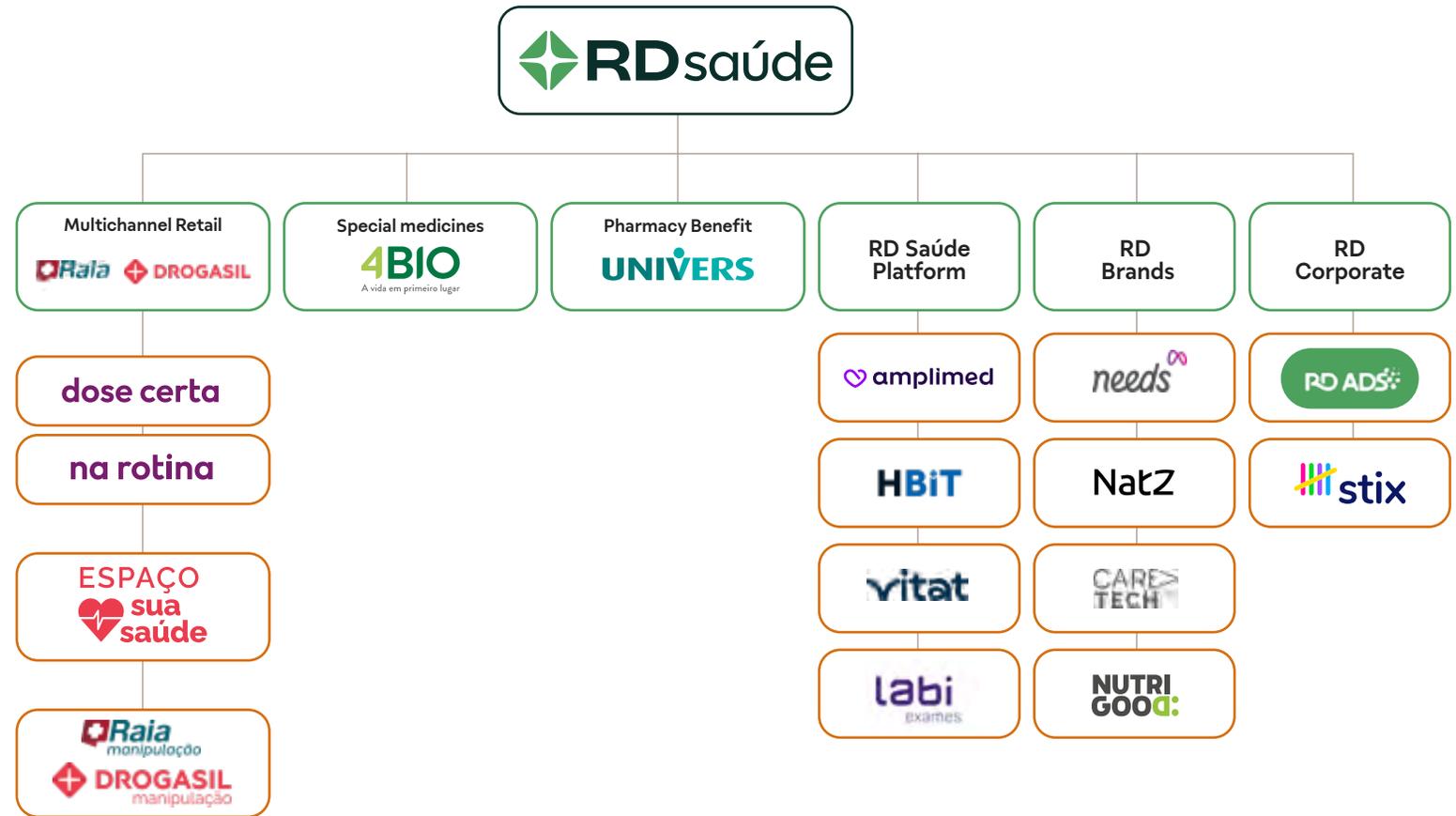
# RD Saúde ecosystem

## GRI 2-6 | 3-3 - PRODUCTS AND SERVICES

In order to further amplify the impact of our business purpose and 2025 Strategy, in addition to providing healthcare services and working on digitalizing the customer experience, we have created a comprehensive healthcare and retail ecosystem, with partnerships and investments in new businesses.

The new business profile contributes to strengthening our market positioning as a platform that offers possibilities beyond medication in pharmacies: care opportunities and lifestyle changes for people, both in physical and digital points of contact.

Investments in new businesses are made through **RD Ventures**, our retail and healthcare innovation hub, which in 2023 focused on accelerating and maturing the solutions proposed by companies acquired in previous years.





Raia and Drogasil's flag

In recent years, our pharmacies have evolved into integral health and wellness hubs, offering solutions for an integrated approach to healthcare (learn more on page 49).



Espaço Sua Saúde

Our 1,900 in-pharmacy health hubs have performed 3.5 million diverse services and administered 160,000 vaccine doses in our 304 immunization-equipped rooms, promoting health and prevention.

Learn more about our differentiators on page 51.



na rotina

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



dose certa

Customized, individual packaging solution, grouped by dose and time, to promote safer and more convenient treatment for patients who use multiple continuous use medications.

The patient receives organized treatment every month, which reduces treatment discontinuation, consumption errors and adverse drug interactions.



Raia Manipulação and Drogasil Manipulação

Complete solution for customers who use manipulated formulas, with omnichannel experience.



4BIO

Special medicines aimed at areas such as oncology, rheumatology, orthopedics, dermatology, reproductive medicine and infectology.

It is the only company in the segment with ISO 9001:2015 quality certification, in addition to having a dedicated department to care for patients with chronic diseases and those who take continuous use medicines.



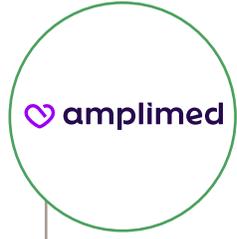
Univers

Drug benefit program management platform offered to companies, healthcare providers and business partners in the area of benefits and healthcare, contributes to the quality of life of beneficiaries and customers and generates greater savings and practicality in the corporate environment.



Labi

Laboratory exams, tests, check-ups and vaccines company that makes healthcare more accessible, digital and convenient. In Labi, we hold a 23.61% shareholding.



Amplimed

Medical and pharmaceutical software that offers a complete solution for the management of clinics and offices, such as electronic medical records and prescriptions, appointment scheduling, telemedicine and financial management.



HealthBit

Corporate health management platform, optimizes the healthcare management of client companies through intelligence, technology and processes, using big data and the creation of action plans to reduce accidents.



Vitat

Integral healthcare platform that connects people, services and products to transform healthcare into a daily experience. The brand combines a content portal on health and well-being and applications aimed at promoting integral health.

In 2023, we impacted 58.6 million users and totaled 266 thousand new unique users in the Vitat app programs.



RD Ads

RD Ads is an independent health & wellness AdTech that formats effective communication campaigns.

With RD Ads, we believe we can better engage our suppliers and customers to positively impact people's health and well-being.



Stix

The main Brazilian retail loyalty coalition, in partnership with GPA, has 4.8 million active customers, of which 2.7 million redeemed BRL200 million in points during the year. In 2023, 55% of the points generated in the program were redeemed at RD Saúde. Finally, Stix implemented a partnership with Livelo, the largest rewards program in Brazil, with 40 million subscribers, who can now redeem their Livelo points at the checkout from RD Saúde and other partners, through PagStix.

## Private Labels

### GRI 3-3 - PRODUCTS AND SERVICES

At RD Saúde, **innovation pulsates care and well-being.**

Therefore, Private Labels (MPs) play a crucial role in the integral health of our customers, as they offer quality at a competitive price in the market.

The current portfolio consists of four brands: **Needs, Caretech, Nutrigood and Natz**, all committed to quality and safety and seeking ever greater alignment with sustainability and the elimination of controversial ingredients.



Learn more on [page 69](#).

### » Natz Packaging

Currently, Private Labels packaging poses a significant sustainability challenge. We are committed to finding more efficient solutions to reduce the use of naïve plastic and waste generation from our products.

We have made significant progress in implementing the pilot program for the circularity of medicine boxes and package inserts collected through the Conscious Disposal Program, in partnership with Natz. In 2023, 7.2 tons of paper and cardboard were returned to the Private Labels chain, with the goal of producing packaging with recycled material for Natz products.

Rosana Miranda da Hora  
Drogasil, São Paulo (SP)



In 2023, Proprietary Brand sales grew 14.64% compared to 2022, totaling over BRL 1.3 billion in revenue. Needs, the leading sales brand, was among the top four in the consumer health category in Brazil, according to IQVIA<sup>1</sup>.

In the year, we achieved strong customer identification with the **Natz** brand, launched in 2022 to offer a portfolio aimed at promoting natural health, and we foresee accelerated growth, with the launch of 130 products by 2026.

<sup>1</sup>Data from IQVIA consultancy, a global leader in the use of information, technology, advanced analytics and human expertise to help drive the healthcare sector forward.

Be  
always present.  
Be  
side by side.



Shelf with Needs products

» Needs, our sales leader

The Needs brand is at our customers' side at all times in their routine, taking care of their well-being and offering a complete line of products to meet their essential needs.

Needs products surprise consumers with a proposal that combines quality and care for both those who use it and the planet.

# Value generation

## Resources (inputs)



### » **Manufactured Capital**

Network with 2,953 pharmacies throughout Brazil, 1,900 of which are equipped with "Espaço Sua Saúde" rooms and 304 with vaccination rooms. All pharmacies are supplied by 14 Distribution Centers in both proprietary and outsourced fleet.



### » **Natural Capital**

Renewable and non-renewable environmental resources used in our operations, mainly water, electricity and fuels.



### » **Social and Relationship Capital**

Integral health services for our customers, along with stakeholder engagement (customers, suppliers, partners, shareholders, professionals, health operators, local communities, and acquired companies), guided by dialogue and transparency to strengthen our reputation and RD Saúde's social license to operate.



### » **Financial Capital**

Resources to enable the provision of our services, obtained through shareholder capital, financing, or generated from operations based on investments made.



### » **Human Capital**

Skills, abilities, experience, and motivation of our 57,216 professionals, 513 interns, and 6,010 third parties to achieve a healthier society.



### » **Intellectual Capital**

Intangible assets (RD Saúde brands – Raia and Drogasil – and the brands of our subsidiaries). Information technology 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
- » Impact social responsibility

### Business model

- » New pharmacy
- » Healthcare platform

## Generated value (outputs and outcomes)

### » **Manufactured Capital**

Opening of **270** pharmacies and **three** Distribution Centers in the year

### » **Natural Capital**

**72%** of operations supplied with renewable energy (+**60%** vs. 2022) | **100%** of pharmacies with collection points to dispose expired or unused medicines, with **284** tons collected (+**48%** vs. 2022) | **37%** of pharmacy services made without using bags and **48%** of tax coupon printings avoided

### » **Social and Relationship Capital**

**+BRL 39.8** million allocated to social actions in 2023 for integral health projects | Expansion of the social investment strategy, with Theory of Change, which organizes the pillars of action and investments | Monitoring the results of social investment through a panel of indicators | Implementation of the Farol social business pilot, with **21** activities carried out in São Paulo (SP) | **+BRL 415** thousand donated to professionals through the Emergency Fund

### » **Financial Capital**

**BRL 2,603.2** million of adjusted EBITDA (+**15.1%** vs. 2022) | **BRL 1,104.8** million of consolidated adjusted net profit | **BRL 10.5** billion of added value distributed to stakeholders: **33%** employee compensation; **15%** remuneration from third parties; **42%** government (taxes, fees and contributions) and **10%** shareholders (remuneration on equity)

### » **Human Capital**

**7%** annual increase in the team | Women on Board (WOB) seal, which recognizes companies with gender representation on Boards of Directors | Average of **103** training hours per professional | **47%** of employees identified with chronic illnesses participating in health programs

### » **Intellectual Capital**

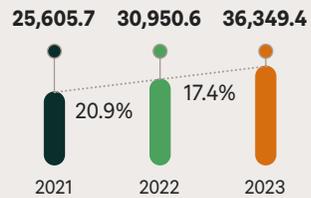
**57%** growth in digital channels compared to 2022

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

# Financial performance GRI 201-1

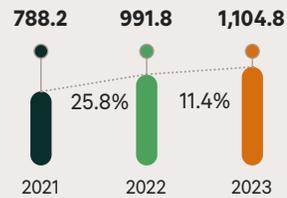
## Gross revenue

(in BRL million)



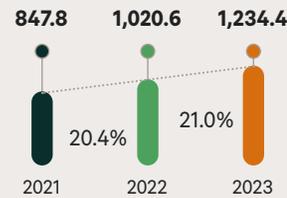
## Adjusted net profit

(in BRL million)



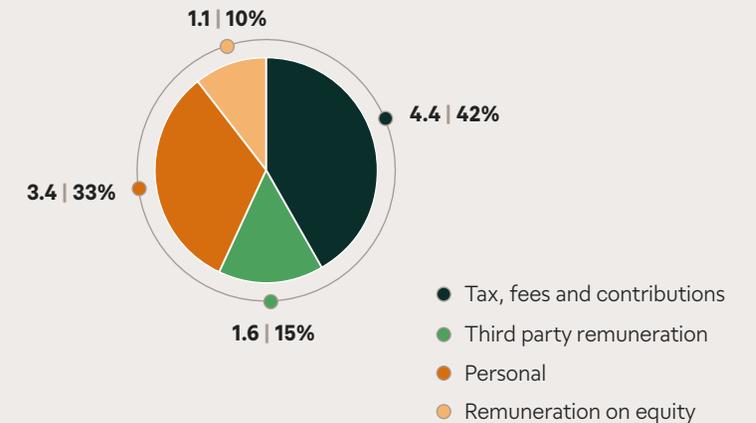
## Capex

(in BRL million)



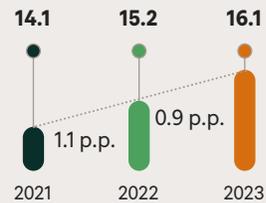
## Value added by stakeholder

(BRL billion | % of total year)



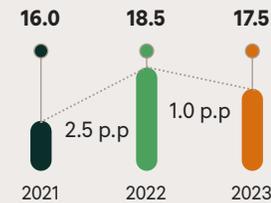
## Market share

(consolidated Brazil - %)



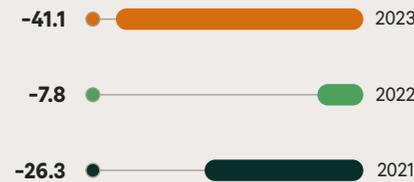
## Roic

(Return on invested capital - %)

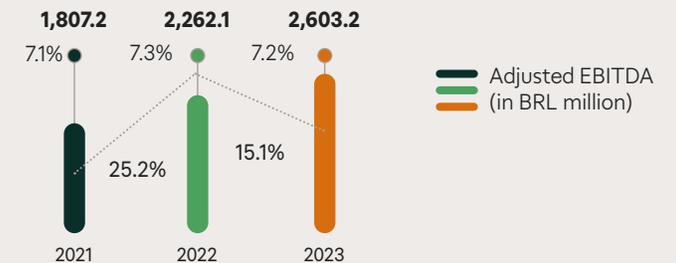


## Free cash flow

(in BRL million)

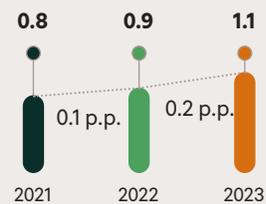


## Adjusted EBITDA and EBITDA margin (%)



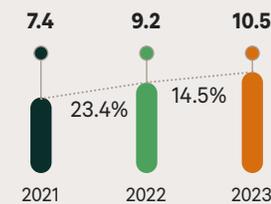
## Leverage

(net debt/EBITDA)



## Added value

(in BRL billion)



See the details of the results for the year 2023 in the Company's **Financial Statements**



# Good practices

- »» Corporate governance
- »» Ethics and integrity
- »» Risk management
- »» Pharmacy Sustainability Index (ISF)

**Romarques Silva**  
IT Coordinator

# Corporate governance

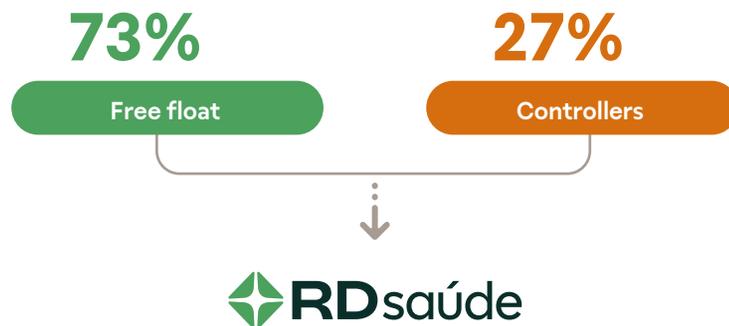
GRI 2-1 | GRI 2-9

## Ownership structure

RD Saúde (RADL3) is a publicly traded company listed on the Novo Mercado, a special trading segment of B3 (Brasil, Bolsa, Balcão) that includes only companies that prove to adopt the most advanced corporate governance practices.

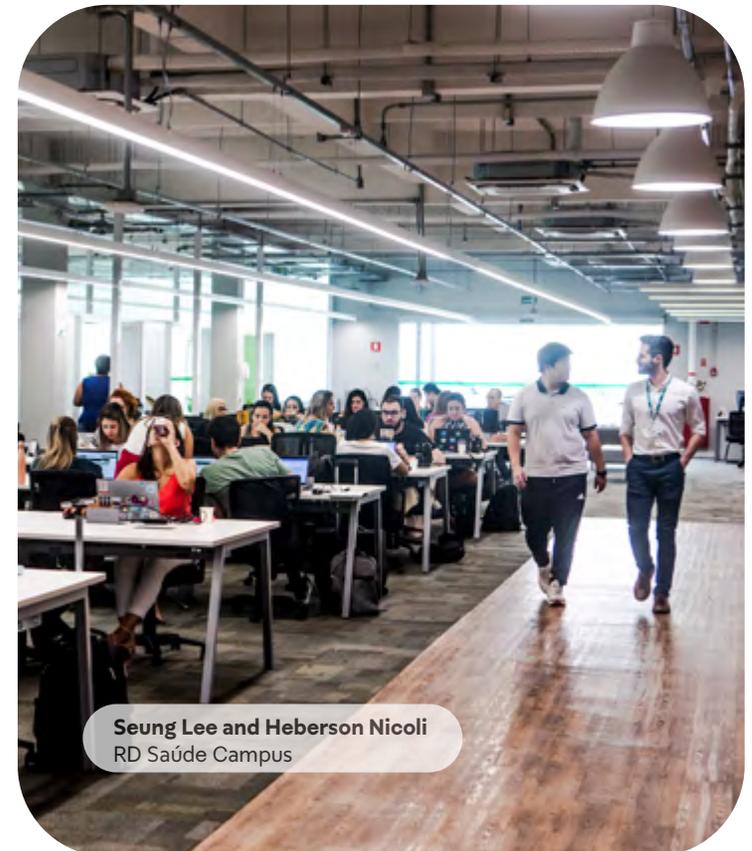
We believe our commitment to these practices helps us to guarantee the business sustainability and to serve the interests of all RD Saúde stakeholders: customers, investors, suppliers, employees, community, government, professional unions and associations, and others.

### RD Saúde Shares



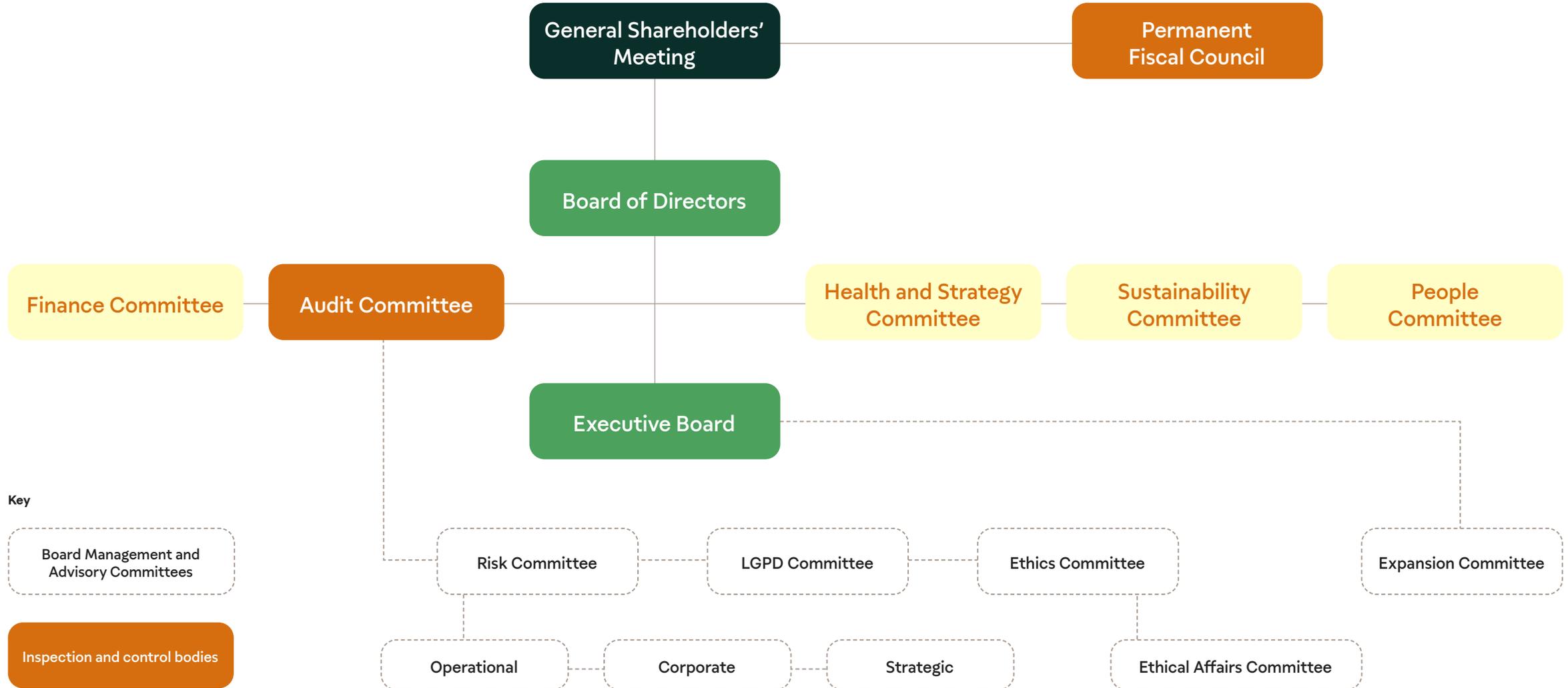
We maintain an ethical and strong relationship with these audiences, ensuring that everyone has access to the necessary information and is treated fairly and consistently.

Our Bylaws also establish that decisions taken by shareholders and directors should always consider the short and long-term interests of RD Saúde and its shareholders, as well as the short and long-term economic, social, environmental and legal effects on our professionals, third parties, suppliers, consumers and creditors of the company and its subsidiaries, in addition to the communities where we operate.



Seung Lee and Heberon Nicoli  
RD Saúde Campus

# Corporate structure



## General Shareholders' Meeting

Shareholders meet annually on an ordinary basis, and extraordinarily, whenever called, to discuss relevant topics within the Company, guided by the rules of the **Bylaws** and other **legal regulations**.

## Fiscal Council

Permanent body, made up of four members and their alternates. Examines the Company's Financial Statements and the regularity of acts carried out by directors, among other duties.

Effective members and their respective alternates are:

**Adeildo Paulino** (Vivian do Valle Souza Leão Mikui);  
**Antônio Edson Maciel dos Santos** (Alessandra Eloy Gadelha); **Gilberto Lerio** (Flavio Stamm); and  
**Paulo Sérgio Buzaid Tohmé** (Mário Antonio Luiz Corrêa).

The composition of the governance bodies reflects the position on 12/31/2023.

## Board of Directors

**GRI 2-10 | 2-12**

Its mission is to protect and value RD Saúde's heritage and provide guidance on topics that impact the business sustainability, acting as a guardian of the essence and internal culture and the interests of stakeholders, namely shareholders, employees, customers and society.

In 2023, RD Saúde board had 11 full members, among which five were independent (45%) and three were women (27%), elected at the General Shareholders' Meeting for two-year terms, with re-election permitted. At each mandate renewal, the members elect the Board Chairman and also its Vice-President, who is responsible for replacing the Chairman in any event of any impediment.

The members are: **Antonio Carlos Pipponzi** (Chairman of the Board); **Cristiana Almeida Pipponzi** (non-executive member); **Philipp Paul Marie Povel** (independent); **Plínio Villares Musetti** (non-executive); **Denise Soares dos Santos** (independent); **Marco Ambrogio Crespi Bonomi** (independent); **Sylvia de Souza Leão Wanderley** (independent); **Eduardo Azevedo Marques de Alvarenga** (independent); **Paulo Sérgio Coutinho Galvão Filho** (non-executive); **Carlos Pires Oliveira Dias** (non-executive); and **Renato Pires Oliveira Dias** (non-executive).

## Advisory Committees

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

The Board is supported by five advisory committees, which ensure a focused approach to monitoring and providing close guidance on business-relevant issues. In addition, the Board of Directors hires experts in specific areas to participate in its committees or provide consultancy on extraordinary matters.

- **Finance Committee:** advises the Board on strategic topics for the financial health of the business, with a view to meeting the budget and results. It helps in the analysis of economic and global situations and their potential internal financial consequences. It also evaluates, discusses and prepares recommendations regarding the financial policy proposed by the Board.

In 2023, the members were: **Plínio Villares Musetti** (leader); **Cristiana Almeida Pipponzi** (advisor); **Maria Fernanda dos Santos Teixeira** (external consultant); **Antonio Carlos Pipponzi** (Chairman of the Board); **Marco Ambrogio Crespi Bonomi** (adviser); and **Pedro Guilherme Zan** (external consultant).

- Audit Committee:** non-statutory in nature, it is composed of three independent members. It is responsible for analyzing the financial statements and supervising risk management activities, internal auditing, compliance, internal controls, data management and cybersecurity, stakeholder relationships and management of the Conversa Ética Channel. The body is advised by three management committees, namely: **Ethics, LGPD and Risks**. The members are: **Maria Fernanda dos Santos Teixeira** (independent leader); **Sylvia de Souza Leão Wanderley** (independent advisor); and **Pedro Guilherme Zan** (external consultant, specialist in corporate accounting).
- People Committee:** analyzes and recommends candidates for the Board and Management and carries out performance evaluation, appointment, succession and remuneration of executives and directors, in addition to the general human resources strategy, with a focus on attracting and retaining talent.

The members are: **Sylvia de Souza Leão Wanderley** (leader - independent advisor); **Antonio Carlos Pipponzi** (Chairman of the Board); **Cristiana Almeida Pipponzi** (advisor); **Plínio Villares Musetti** (advisor); **Renato Pires Oliveira Dias** (advisor); and **Marco Ambrogio Crespi Bonomi** (independent advisor).

- Sustainability Committee:** Responsible for monitoring, updating, and validating guidelines, strategies, and commitments to sustainable development, considering ESG risks and opportunities, including the climate agenda, in addition to overseeing the work of the Sustainability Department. Its reporting to the Board ensures that the Company's highest governance body closely monitors socio-environmental and climate risks and opportunities. The members are: **Cristiana Almeida Pipponzi** (leader); **Olga Stankevicius Colpo** (independent external consultant); **Rodrigo Wright Pipponzi** (external consultant); **Plínio Villares Musetti** (advisor); and **Sylvia de Souza Leão Wanderley** (independent advisor).
- Health and Strategy Committee:** focused on monitoring and planning the 2025 Strategy and 2030 Ambition and the continuous search for innovation in the business to expand our operations in the sector.

In 2023, the members were: **Cristiana Almeida Pipponzi** (co-leader); **Marco Ambrogio Crespi Bonomi** (co-leader); **Felipe Elias Ribeiro David** (independent external consultant); **Antonio Carlos Pipponzi** (Chairman of the Board); **Paulo Sérgio Coutinho Galvão Filho** (advisor); **Eduardo Azevedo Marques de Alvarenga** (advisor); **Denise Soares dos Santos** (advisor); **Philipp Paul Marie Povel** (advisor); and **Sylvia de Souza Leão Wanderley** (advisor).

## Statutory Board<sup>1</sup>

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

Responsible for the Company's executive management and the strategy execution, it has eight members elected by the Board, with two-year term of offices and re-election permitted.

Currently, the Board is led by the Chief Executive Officer (CEO), who does not hold a position on the Board of Directors, and is made up of Vice Presidencies (VPs) dedicated to key strategic themes.

The Statutory Board members are: **Marcilio D'Amico Pousada** (CEO); **Antonio Carlos Coelho** (Financial and Administrative VP); **Bruno Wright Pipponzi** (Healthcare

<sup>1</sup> In May 2024, the Board composition was changed due to the exit of Mr. Eugênio De Zagottis.

Business VP); **Eugênio De Zagottis** (Corporate Planning, IR and M&A VP); **Fernando Kozel Varela** (Digital Transformation VP); **Marcello De Zagottis** (Commercial and *Marketing* VP); **Maria Susana de Souza** (People, Culture and Sustainability VP); and **Renato Cepollina Raduan** (Store Operations, Multichannel and Expansion VP at RD Saúde).

**Managing the Company's impacts on the economy, the environment and society is a shared responsibility at the executive level by all members of the Board of Directors, as provided for in our Bylaws.**



Click [here](#) to see more details about the members of governance bodies.

## Efficiency of administrative bodies

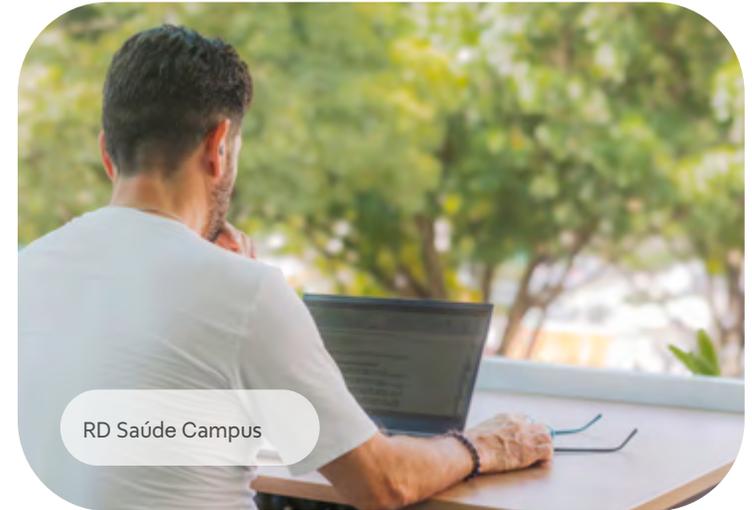
### Appointment

**GRI 2-10**

Aiming for the diversity of experience and knowledge of the directors, the selection criteria are established in the **Policy for Appointing and Completing Members of the Board Directors**, and take into account the qualifications and experience in areas such as finance, health, technology, people management, ESG and specialization in pharmaceutical retail, in addition to reputation and ethical conduct and alignment with RD Saúde's purpose, values and culture.

Shareholders may nominate members to the Board of Directors, in accordance with the terms of Law No. 6,404/76 and CVM Instructions 367/02 and 480/09, whose election will be subject to approval at the General Shareholders' Meeting.

Prior analysis of candidates for positions on the CA and the Statutory Board is carried out by the People's Committee, led by an independent advisor, and follows the same criteria as the Policy for Appointing and Completing Members of the Board Directors.



### Performance evaluation

**GRI 2-18**

The Board of Directors conducts an annual and formal evaluation of its performance, following good corporate governance practices and seeking continuous improvement of the body. The evaluation is carried out by an external and independent consultancy, and consists of two stages: individual and of the body as a whole. Its methodology includes interviews, online questionnaires and sample monitoring of meetings.

Board members evaluations are also conducted on an annual basis by the People Committee, with support from external consultants.

## Remuneration

GRI 2-19 | 2-20

Directors' remuneration is determined in accordance with the provisions of the Remuneration Policy of the Statutory Board, market practices, and our corporate governance and management system.

It is evaluated on a regular basis, with the support of specialized consultants, taking into account factors such as inflation, salary adjustments, and industry trends.

The Board of Directors receives only a fixed remuneration, which is the same for all members, with the exception of the Chairman, whose remuneration is differentiated due to the greater demand for time and responsibility.

The members of the **Fiscal Council** receive a fixed remuneration equivalent to at least 10% of the remuneration attributed to a director, considering, for the calculation, the average monthly remuneration of the directors.



Find out more about directors' remuneration in the Company's **Reference Form.**

The **Statutory Board, Non-Statutory Board and executive managers**, in turn, receive a fixed remuneration, in addition to direct and indirect benefits, such as medical assistance, dental assistance and life insurance, as well as variable remuneration, linked to short, medium and long-term goals of a financial, operational and strategic nature, including sustainability goals, and can receive share-based compensation. The bonuses and the share plan aim to encourage leadership to align with the Company's main objectives.

All employees at RD Saúde are eligible for variable compensation, which considers the achievement of corporate goals. The objective is to reward individuals for their own performance and that of the Company, as well as to challenge our people to be co-responsible for business results and share successes and risks, as presented on the next page.



Jennifer Brito  
Raia - São Paulo (SP)

As part of results-based variable compensation and in line with our commitment to long-term objectives, RD Saúde has share-based compensation programs that benefit senior leadership employees (statutory directors, non-statutory directors and executive managers).

## » Sustainability targets in performance evaluation

### GRI 2-19

All RD Saúde employees are eligible for variable remuneration through the Profit Sharing Program (PPR), which is composed by evaluation indicators related to:

1. **Company's targets:** financial, customers, engagement and sustainability (social and environmental aspects);
2. **Areas' targets:** specific to each area;
3. **Individual targets:** performance/succession evaluation.

The Socioenvironmental Targets component takes into account targets related to the development of the 2030 Strategy commitments (see page 53 for more information). Each year, we prioritize two to four commitments and define intermediate achievement targets.



Thais Gomes Santos, Cassia Rita Zibordi and Renata Cristina da Silva  
RD Saúde Campus

# Ethics and integrity

GRI 2-23 | 2-25 | 2-24 | 205-2 | 3-3 ETHICS, COMPLIANCE AND PRIVACY & DATA SECURITY

## Policies

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

- **People Code:** our code of ethics and conduct applies to all employees and third parties who act on behalf of the Company in its internal and external relationships;
- **Integrity Program:** guides the implementation and conduct of the program, in accordance with the guidelines of the Anti-Corruption Law;
- **Conversa Ética Channel Policy:** provides for the rules and principles to be observed by the reporting channel and the responsibilities in management and response;

- **Anti-Corruption, Fraud and Public Bodies Relationship Policy:** provides for the corporate guidelines and procedures to prevent and combat corruption and fraud in the activities, businesses and operations of RD Saúde and its subsidiaries;
- **Philanthropy and Contributions Policy:** defines the rules for making decisions about granting contributions and donations with transparency, legality and integrity;
- **Conflicts of Interest Policy:** provides for the guidelines for the identification, management and mitigation of potential or actual conflicts of interest.

Upon joining the Company, all employees must complete a course on the People Code at RD Saúde University platform, in addition to signing a term of responsibility and commitment to the expected ethical conduct.

In 2023, 17,089 people completed the course on the People Code.

## Conflicts of interest

GRI 2-15

Employees and managers must declare potential conflict of interest situations through a statement to the Ethics and Compliance area. If a manager is faced with a potential conflict of interest in a decision, he/she must manifest him/herself, withdraw from the discussion and not vote. These actions must be recorded in the minutes of meetings or deliberations in which the topic was discussed.

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

## Human rights

GRI 2-23 | 2-24 | 3-3 LOCAL DEVELOPMENT

We have a non-negotiable commitment to guaranteeing universal human rights. On a daily basis, the People Code defines internal guidelines, as well as the responsibilities of each RD Saúde employee.

We do not tolerate any form of exploitation, harassment, disrespect, or prejudice within our facilities and activities. We repudiate any form of child labor or slavery-like practices, respect diversity and inclusion, and comply with labor laws, including the freedom of collective association.

Since 2022, human rights risks have been integrated into our corporate risk matrix, which is managed under the Risk Management Program (learn more on page 41).

In 2023, we deepened our analysis of these risks by building our human rights risk matrix, prepared based on the severity and probability criteria of the United Nations Guiding Principles (UNGP) on Business and Human Rights.



**Gabriela Silva and Kayo Rodrigues**  
Raia, São Paulo (SP)

With the priority human rights themes identified, we will evaluate our policies, procedures, and management practices to continue further integrating these themes into our day-to-day business operations.

Furthermore, we recognize the significance of the supply chain in human rights management and promote the management of this issue within this business segment as well. Please refer to page 88 for further details.

**13,286**

**Employees trained  
in human rights topics at  
RD Saúde University**

## Ethics Conversation Channel

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

We are pleased to offer the Ethics Conversation Channel, our Whistleblowing Channel, to the entire society. This channel is available 24 hours a day, seven days a week, and receives complaints about any conduct that is in violation of national laws, our policies, procedures, and values. The channel allows for anonymous reporting and provides you with the ability to track the progress of your report.

General complaints are investigated by the directors of each area<sup>1</sup> and refer to inappropriate behavior, complaints, praise and other less critical issues. Sensitive complaints, in turn, which are considered more critical, are investigated by RD Saúde's Ethics and Compliance area and handled by the Ethical Affairs Committee, made up of seven directors from different areas.

Examples of critical topics include situations of moral and sexual harassment, discrimination, corruption, fraud, physical aggression, use of alcohol or drugs and conflicts of interest.

The Commission discusses and deliberates on solutions and agreements according to the nature and severity of the complaints. The results are periodically submitted to the Ethics Committee, which is directly linked to the Audit Committee. In addition, the Ethics and Compliance area also reports to these committees on other issues related to business ethics.

During the period under review, we received 5,511 reports, suggestions, or questions through the Reporting Channel, fully preserving confidentiality and avoiding any form of retaliation.

By the end of this period, 1,788 sensitive cases had been identified by the Ethics and Compliance area and submitted to the Ethical Affairs Committee for analysis and treatment. In addition, 3,704 general cases were investigated by leadership. Among these, 61% were found to be valid, resulting in measures such as dismissal and verbal or written warnings. On the other hand, 24% of the reports were found to be unsubstantiated and 15% were inconclusive after a thorough assessment.



<https://canalconfidencial.com.br/conversaetica/>  
**0800 778 9009**  
[contato@conversaetica.com.br](mailto:contato@conversaetica.com.br)

### » Audit of the Ethics and Compliance Program

Another good governance practice implemented by the Audit Committee: starting in 2023, we began carrying out regular audits of the Ethics and Compliance Program.

<sup>1</sup>If the area director is involved with the complaint, the matter is handled directly by the vice president.

## Privacy and information security

The Company's **Data Protection and Privacy Program** complies with the General Data Protection Law (LGPD), providing data security, confidentiality, integrity and availability for all data subjects who share personal data with us.

We have a full compliance program, encompassing not only permanent technical and organizational measures capable of guaranteeing data security, but also robust internal governance and continuous training for our teams and professionals, with the aim of ensuring accountability for compliance with guidelines, principles, and legal obligations, in a transparent manner.

### Data protection and privacy governance

Since its inception, our compliance program has been based on several pillars:

- Structuring a Privacy and Information Security Governance office, with qualified professionals, which aims to permanently foster a culture of data protection;
- Designation of the company's internal Data Protection Officer (DPO);

- Ongoing updating of internal and external policies, including the Privacy Policy, to include rules compatible with the LGPD, the guidelines of the National Data Protection Authority (ANPD) and other regulators;
- Permanent maintenance of the Privacy Portal, so that our customers, employees, partners and service providers are not only informed, but also exercise the rights guaranteed by the LGPD;
- Constant cycles of contractual review with suppliers and other partners to ensure the rights of our customers, in line with the most recent regulatory determinations;
- Implementation and ongoing improvement of the technical and organizational security measures necessary to guarantee data protection;
- Regular training with our teams, with the aim of disseminating knowledge about the LGPD and strengthening the creation of our data protection culture;
- Privacy Committee and Information Security Committee, which include the participation of senior leaders (vice-presidencies and directors);



**Lorena Stagetti Ferreira**  
RD Saúde Campus

- Reports on the evolution of Data Protection and Information Security controls presented to the Board of Directors, including topics related to RD Saúde's interaction with its subsidiaries;
- Periodic and independent audits to assess the maturity and effectiveness of our management;
- Structured process for assessing and mitigating potential external threats.

## Institutional policies

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

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

## Information Security

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

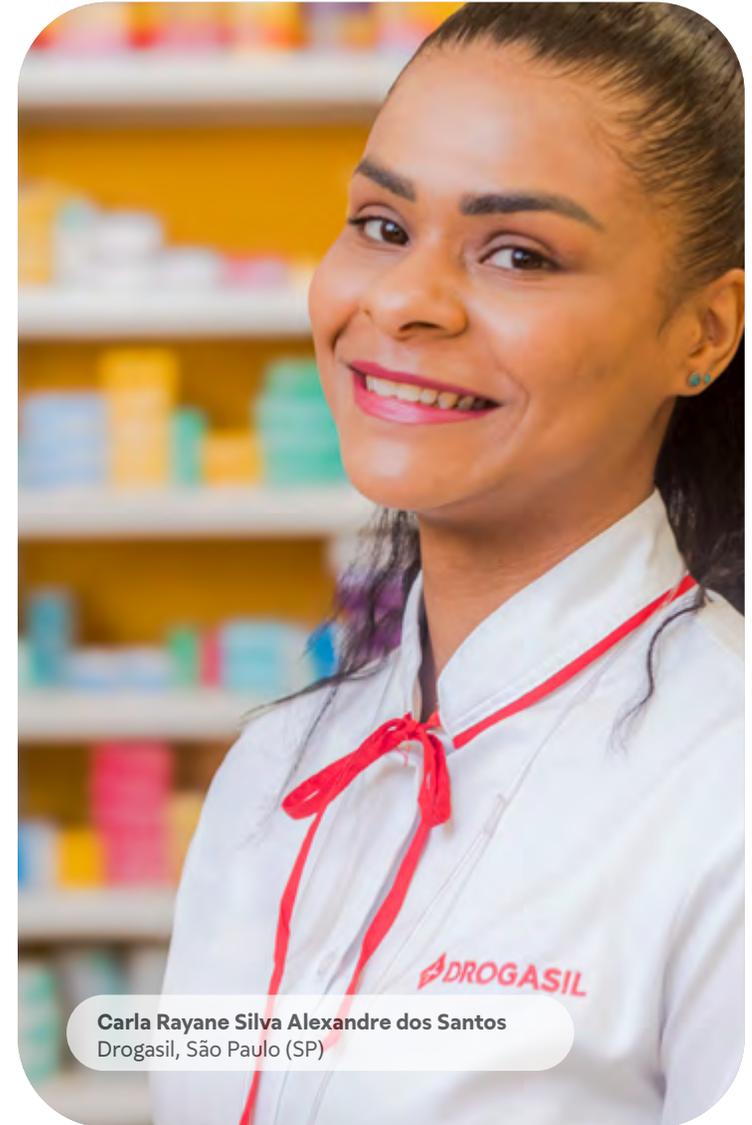
We adopt the best market practices to ensure information security through frameworks such as NIST, CIS Controls, and ISO/IEC 27001:2022, among others. To strengthen our incident detection and response capabilities, we have:

- 24x7 monitoring of security events centralized in a Security Operation Center (SOC);

- Monitoring of possible data leaks using DLP (Data loss prevention) tools;
- Use of EDR (Endpoint detection and response) agents across the entire fleet of workstations, servers and containers;
- Technologies supported by the zero trust concept, such as logical perimeter microsegmentation;
- Cyber insurance for critical incident response;
- Business Continuity Management System, comprising plans for the continuity of information security in adverse situations;
- Periodic tests to identify potential vulnerabilities and cyber crisis reporting and management simulations.

In the event of incidents that lead to data leakage, we have a Security Incident Management Policy and a Security Incident Communication Policy to the ANPD and data subjects.

As in previous years, in 2023 no cybersecurity incidents were recorded, whether regarding data leaks or interruption of operations.



**Carla Rayane Silva Alexandre dos Santos**  
Drogasil, São Paulo (SP)



Drogasil, São Paulo (SP)

### ISO/IEC 27001:2022 Certification

To increase resilience and mitigate risks, we have sought new technologies and information security controls.

In 2023, RD Saúde achieved certification in the ISO/IEC 27001:2022 standard for its digital channels (Raia & Drogasil websites) and Univers benefit channels. This international standard aims to protect the confidentiality, integrity, and availability of data, ensuring that rigorous measures are in place to address cybersecurity threats.

The certification increases the confidence of customers, suppliers and other stakeholders, demonstrating that RD Saúde's digital environment is safe and protected.

### Awareness Program

Maintaining Data Protection and Privacy and Information Security depends on the awareness and continuous engagement of our team.

To this end, our awareness program promotes training and actions aimed at increasing the level of knowledge of employees on the topic, awareness visits to our pharmacies and DCs, conversations and workshops.

We also carry out social engineering simulation campaigns, such as phishing, to train our teams to identify fraudulent communications that could lead to a breach of confidentiality.

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

## Data subject rights

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

**Personal data retention:** Our current practices involve storing only personal data and/or sensitive personal data for the regular exercise of our rights or for the fulfillment of legal or regulatory obligations, in accordance with the provisions of Article 27 of the Brazilian Consumer Defense Code (CDC), from the date of purchase.

**Anonymization:** The data collected from customers is anonymized and processed in a grouped manner.

**Data Privacy Portal:** In order to ensure that everyone exercises their personal data rights easily, we created the **Privacy Portal**, where customers, employees, former employees and service providers can manage their information.

**Contact channel:** In compliance with art. 41, Paragraph 1 of the LGPD, the company has a direct channel with its Data Protection Officer to clarify doubts, requests, reports and complaints from customers, via email [dpo@rd.com.br](mailto:dpo@rd.com.br).

We also comply with a series of obligations in relation to the data subjects:

- Inform what personal data the Company holds and how it is handled;
- Correct incomplete, inaccurate or outdated data;
- Anonymize, block or eliminate unnecessary, excessive or processed data that does not comply with the LGPD;
- Data portability to another service or product provider, upon express request, in accordance with legislation
- Deletion of processed personal data;
- Information from public and private entities with which we share data;
- Information about the possibility of not providing consent (opt-in) and the consequences of refusing;
- Withdrawal of consent (opt-out).

In 2023, we handled 17,575 requests from data subjects regarding their data subject rights, in accordance with Article 18 of the LGPD. These requests were not related to the exposure of personal data, security incidents, or any irregularities on our part.

In the year 2023, we received a total of 30 administrative and judicial proceedings initiated by public authorities and related to the processing of personal data.

Over the course of the year, we closed 14 cases and there were no convictions or proof of personal data exposure in any of these cases.

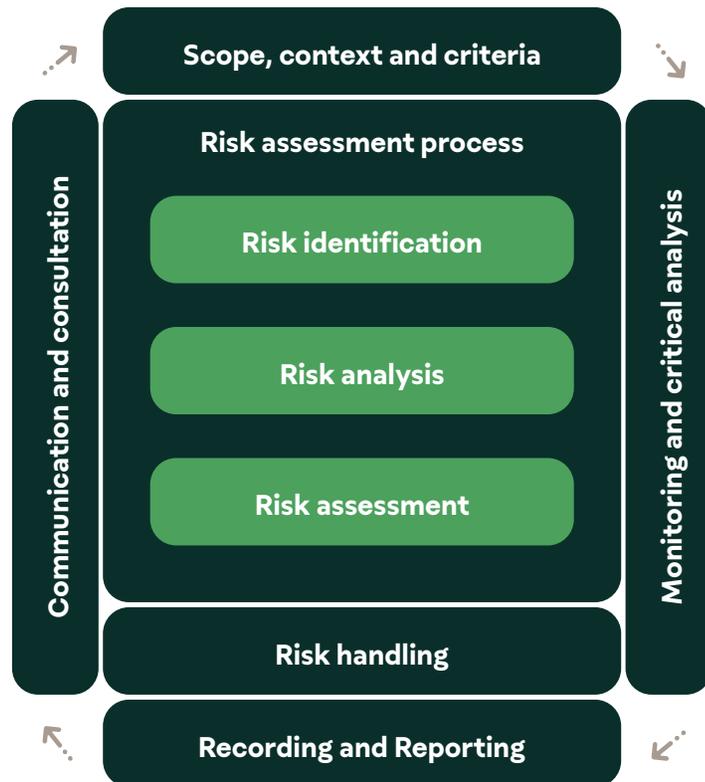


**Aldevania Almeida do Nascimento**  
Drogasil, São Paulo (SP)

# Risk management

GRI 2-16 | 3-3 ETHICS, COMPLIANCE AND PRIVACY & DATA SECURITY

| TCFD Governance B | Risk Management C



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

Additionally, the risk management process undergoes periodic auditing, conducted by internal auditing, in conjunction with specialized external consultancy.

Internally, our operations are guided by the Risk Management Policy, which establishes guidelines and responsibilities for each employee, in addition to describing the methodology applied to the processes of identification, assessment, treatment, monitoring, and communication of situations.

Based on these guidelines, we establish steps to ensure ongoing risk monitoring and control.

The Company's major risks, with high and very high criticality, are reported to the Risk Committee (executive reports), the Audit Committee and the Board of Directors (independent reports).

## Responsibilities

TCFD Strategy B

We have a risk management structure based on the three-line model, which provides for disseminated and shared responsibilities throughout the Company to ensure the continuous identification, assessment and monitoring of risks that could impact the business and preserve our value creation and longevity.

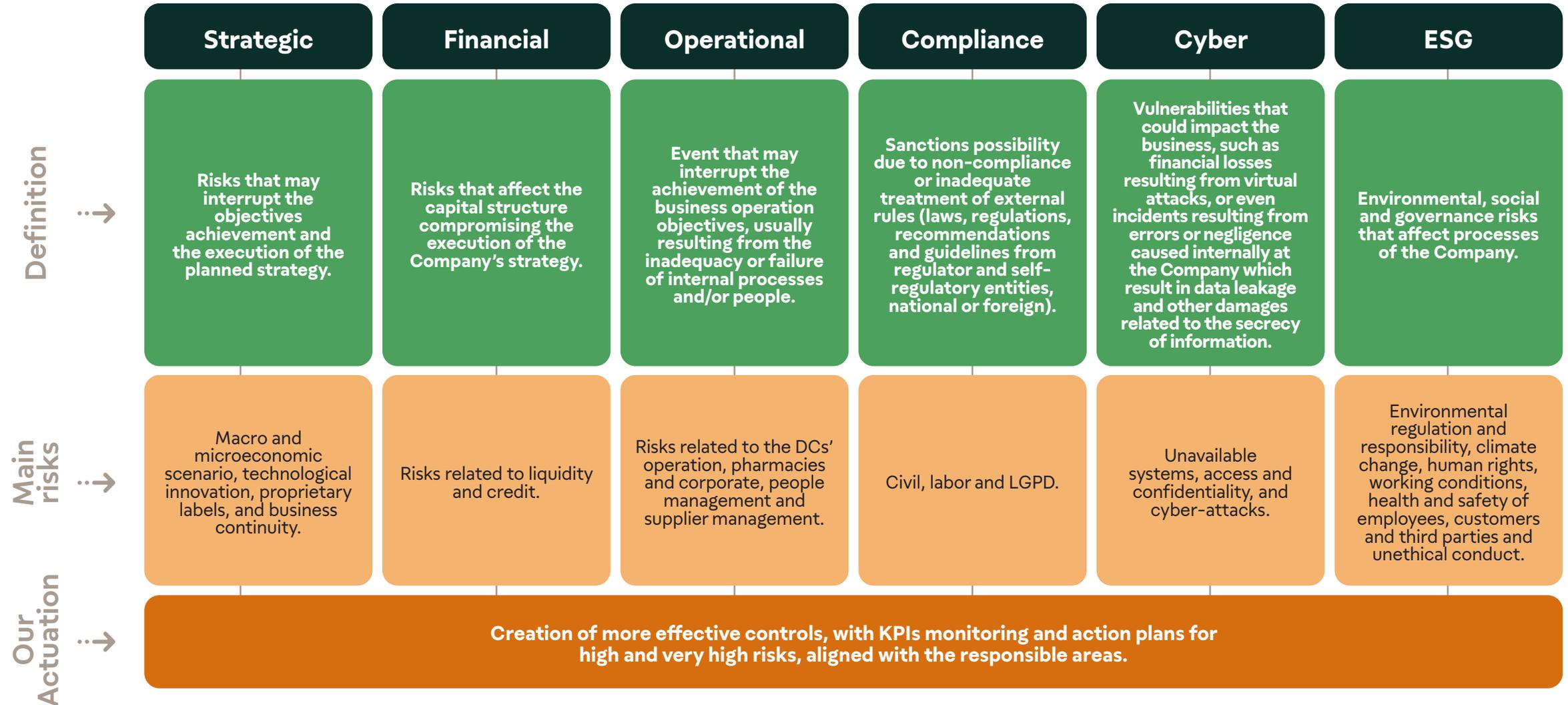
**1<sup>st</sup> line** - business areas: responsible for managing their risks, carrying out mitigation actions and having ownership over them.

**2<sup>nd</sup> line** - Risk Management and Internal Controls: supports the areas by offering complementary expertise to promote the continuous improvement of risk management practices at the process and system levels, providing analyses and reporting the necessary adjustments.

**3<sup>rd</sup> line** - Internal Audit: promotes objective and independent assessment of risk management, identifying the controls that need to be implemented.

## Corporate risk management

TCFD Strategy B



## Socio-environmental and climate risk

GRI 201-2 | TCFD Governance A | Governance B | Strategy A | Strategy B | Metrics and Targets A

Over the past few years, we have made significant progress on the ESG agenda and its integration into the routine analysis of scenarios, trends and factors that may positively or negatively impact our business.

Climate change risks are embedded in the Company's Corporate Risk Matrix and are continuously monitored and evaluated by the Sustainability Committee and the Risk Committee.

In 2023, we completed a comprehensive climate change risk study across our operations, identifying key physical and transition risks, as well as business opportunities.

Identification and assessment of situations were mapped jointly with the different areas, and each risk was evaluated for its impact and probability. Subsequently, it was classified according to the Company's impact rule.

The analysis of climate risks and opportunities played a key role in formulating our long-term vision, directly influencing the definition of sustainability commitments (learn more on page 53), which not only impact, but also guide the strategy of our operations.

Therefore, we are implementing an adaptation and mitigation strategy that is being developed to strengthen the business resilience. Some of the measures adopted include:

- Installation of floodgates in pharmacies located in regions subject to flooding;
- Carrying out a pilot with portable generators allocated to pharmacies with the highest incidence of power outages in the region;
- For expansion projects, we evaluate each new pharmacy individually to define the elevation of the construction level, installation of floodgates, mezzanine and the door position.

We also maintain mitigation actions, such as:

- Energy efficiency solutions;
- Expansion of the volume of last-mile deliveries with less polluting modes;
- Adoption of emission reduction targets.

In addition to proactive actions, we continuously monitor the risks of RD Saúde through periodic and specific meetings, conducted by the Risk Management Department, together with independent evaluations to ensure the effectiveness and relevance of our strategies in addressing climate challenges.

### » TCFD

For further 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 146.

# Pharmacy Sustainability Index (ISF)

The Pharmacy Sustainability Index (ISF) was created in 2022 with the primary goal of strengthening the culture of sustainability in pharmacies and boosting our social and environmental indicators.

In 2023, ISF became more robust. Through engagement and communication actions, we were able to bring the day-to-day operations of pharmacies closer to our sustainability strategy and show employees and customers that every care and every behavior matters.

The ISF monitors indicators of the main themes for pharmacies, within the three pillars of our strategy, as presented below.



## Monitored indicators

### Healthier Planet

#### 1 Conscious Disposal

Monitors the amount of unused medicines waste received by the pharmacy

2

#### Green Coupon

Measures the quantity of digital coupons vs. printed coupons issued by pharmacies

3

#### Reduced use of plastic bags

Shows the total number of services the pharmacy carried out without the customer using plastic bags

4

### Healthier Business

#### 4 Career Development

Demonstrates the engagement of pharmacy teams with career development, sustainability and diversity courses, available at RD Saúde University

5

### Healthier People

#### 5 Sorria

Monitors sales of books from the Sorria collection in pharmacies

## » Impacta ISF Award

In order to recognize the top-performing pharmacies in the ISF and enhance team engagement, we have established the Impacta ISF Award.

Pharmacies with the best ISF results in each region of Brazil received BRL 3,000.00 to be donated in goods and/or services to a Civil Society Organization (OSC) in their territory.

In this way, we generate a cycle of positive impact where improved performance in social and environmental programs leads to social impact in the surrounding area and a greater sense of pride and belonging among our people.



**Mariana Castro**  
Administrative Assistant

# Healthier society

- »» Materiality
- »» 2025 Strategy
- »» Commitment to sustainability
- »» Pacts and commitments

# Materiality

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

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

- **Capital market specialist organizations** - S&P Global's Sustainability Yearbook, MSCI ESG Ratings, SASB Drug Retailer Standard and Global Reporting Initiative (GRI);
- **Internal monitoring and transparency tools about risks and externalities** - externalities map (page 148) and **Reference Form**;
- **Consultation with stakeholders** - opinion research on the priority and relevance of each impact topic identified in the previous stages with our employees, customers, suppliers, service providers, transporters, unions, civil society organizations, press and advisors;

- **In-depth interviews**- detailed assessment of impacts from the point of view of experts in retail, health and sustainability;
- **Workshop with Ambassadors** - dynamic meeting to debate and prioritize impacts with professionals who act as Sustainability Ambassadors in different locations of operations.

The consolidation of inputs, opinions and information collected in all these processes generated a prioritization of themes and impacts based on their scale, scope, probability and character of remediation, originating material themes connected to the three pillars of our 2030 sustainability strategy:

The Company's **Stakeholder Engagement Policy** provides that the periodic materiality review must involve and consult the main stakeholders, ensuring that our process is always aligned with good practices.

Furthermore, we are committed to creating and strengthening inclusive, ethical and mutually beneficial bonds of trust with our audiences. We also guarantee accountability and the necessary means for receiving and processing feedback.

## Material themes for RD Saúde<sup>1</sup>

Integral employee's health and safety	Products and services
Healthy customers	Ethics, compliance, and data privacy and security
Local development	Waste management and reverse logistics
Promotion of diversity and inclusion	Actions for the climate
People management	Resource consumption

<sup>1</sup> There was no change in themes compared to the previous period, as the last study was carried out in 2022 and the next will be in 2024.

## HEALTHIER PEOPLE

## HEALTHIER BUSINESS

## HEALTHIER PLANET

Material Theme	Scope (impacts) <b>GRI 3-3</b>	Impact Sphere	Related Disclosures	SDG
Integral health and safety of employees	Management of the employees' health and safety, prioritizing the main negative impacts: falls from the same level (twisting, fracture, slipping), accidents with machines (forklifts and shelves) and accidents on the way. It also considers initiatives aimed at promoting and monitoring the integral health of employees, in the physical, mental, spiritual, social, and environmental dimensions.	Employees, third parties	<b>GRI 403:</b> Occupational Health and Safety	<b>SDG 3</b> (3.4 and 3.8) <b>SDG 8</b> (8.5)
Healthy customers	Positive impact by expanding accessibility to health services and reinforcing the role of pharmacy in primary care and in disseminating knowledge about healthy habits and disease prevention. Responsibility for correct guidance on the use of medicines and for taking care to mitigate the sale of products beyond their expiration date, in addition to complying with the requirements for the sale of controlled medicines and ensuring the quality of the pharmaceutical services offered.	Employees, customers	<b>GRI 413:</b> Local Communities <b>SASB</b> HC-DR-260b.2	<b>SDG 3</b> (3.4 and 3.8)
Local development	The direct and indirect jobs creation, in all locations where we operate, both in pharmacies and in logistics, positively impacting not only our team but the local economy, including the taxes and fees payment. Being part of the RD Saúde team also represents, for most, a market job entry and an opportunity for professional development. Furthermore, the Company's purpose - "Together for a healthier society" - guides social investment initiatives for integral health in the surrounding communities.	Communities, government, employees	<b>GRI 201:</b> Economic Performance <b>GRI 202:</b> Market Presence <b>GRI 203:</b> Indirect Economic Impacts <b>GRI 204:</b> Purchasing Practices	<b>SDG 3</b> (3.4 and 3.8) <b>SDG 8</b> (8.8)
Promotion of diversity and inclusion	Affirmative actions and programs that allow a more diverse portion of society and minority groups to have opportunities for employment, income, training and professional development, as well as initiatives that promote inclusion, especially for black people, people with disabilities, LGBTI+, women and the audience 50+.	Employees, third parties	<b>GRI 405:</b> Diversity and Equal Opportunities <b>GRI 406:</b> Non-Discrimination	<b>SDG 8</b> (8.5) <b>SDG 10</b> (10.2)
People management	Employee retention initiatives, essential for the quality of services provided, such as compensation practices and benefits, professional development training and career plans to manage turnover, especially in the operations area.	Employees, third parties	<b>GRI 401:</b> Employment <b>GRI 404:</b> Training and Education	<b>SDG 8</b> (8.5) <b>SDG 10</b> (10.2)
Products and services	RD Saúde's role as an innovation platform that creates business models to take care of the population's health, promoting products with sustainability attributes and developing the associated value chain, considering the expansion of proprietary brand portfolios.	Employees, third parties, suppliers, customers	<b>GRI 416:</b> Customer Health and Safety	<b>SDG 11</b> (11.5) <b>SDG 12</b> (12.5 and 12.6)
Ethics, compliance, and data privacy and security	Dissemination of the principles that govern the relationship between RD Saúde and its stakeholders, including the fight against labor and human rights violations in the supply chain, and compliance with laws and regulations. The theme also considers RD Saúde's measures to prevent negative impacts related to the improper use of customer, supplier, and employee data; cyber-attacks and system failures.	Employees, third parties, customers, suppliers, government, society	<b>GRI 205:</b> Fight against corruption <b>GRI 308:</b> Environmental Assessment of Suppliers <b>GRI 414:</b> Social Assessment of Suppliers <b>GRI 418:</b> Customer privacy	<b>SDG 12</b> (12.6)
Waste management and reverse logistics	Reverse logistics and circular economy measures to reduce the generation of all waste in the RD Saúde chain, including the distribution of plastic bags by pharmacies and the disposal of packaging and medicines by customers.	Employees, third parties, customers, society, suppliers, communities, government	<b>GRI 301:</b> Materials <b>GRI 306:</b> Waste	<b>SDG 7</b> (7.2) <b>SDG 11</b> (11.6) <b>SDG 12</b> (12.5)
Actions for the climate	Measures adopted by the Company to monitor and reduce its emissions, including scope 3, as well as face the threats of climate change.	Employees, customers, society, suppliers, government	<b>GRI 305:</b> Emissions	<b>SDG 13</b> (13.1)
Resource consumption	Energy consumption - per sources - by the entire pharmacies network, especially for lighting, refrigeration, and fuel consumption by logistical operations; in addition to water consumption by pharmacy operations, distribution centers and corporate.	Communities, suppliers, employees, society	<b>GRI 302:</b> Energy <b>GRI 303:</b> Water and effluents <b>SASB</b> HC-DR-130a.1	<b>SDG 12</b> (12.2)

# 2025 Strategy

GRI 203-2 | 3-3 PRODUCTS AND SERVICES

Over the past four years, we have been working on our business strategy to revitalize the role of pharmacies beyond retail, delivering healthcare to the population by redefining their potential and expanding the range of integral healthcare services.

Through this journey, we intend to build a new primary care model supported by two pillars: **New Pharmacy** and **Healthcare Platform**.

## Together for a Healthy Society

**Healthier People**  
Employees, Customers, Community

**Healthier Business**  
Diversity, Education, Shared Value

**Healthier Planet**  
Emissions, Energy, Waste

Integral health and well-being journeys for customers, focused on increasing customer lifetime value



Pharmaceutical retail



Integral health



**I** New Pharmacy  
(Omnichannel + Marketplace + Health Hub)



**II** Healthcare Platform

**Health Promotion**  
promote, educate and maintain a healthy lifestyle

**Prevention**  
monitor and treat chronic conditions

**Protection**  
protect health through vaccination and immunization

**Primary Care**  
diagnose and treat acute, low-complexity conditions

### Structural enablers

Channels   Logistics   Brands   Technology and Data   Culture & ESG   Innovation & Ventures   Governance

## New Pharmacy

GRI 3-3 PRODUCTS AND SERVICES | SASB HC-DR-260b.1

New Pharmacy is one of the pillars of our 2025 strategy, through which we have evolved to transform pharmacies into integral health hubs, expanding our presence in customers' health journeys.

To this end, over the past few years, we have been providing our customers with omnichannel service, offering the convenience of a modern, digital and future-connected pharmacy while bringing back the benefits of a traditional pharmacy, characterized by human contact and the care between pharmacists and customers.

The presence of the pharmacist coach, a specialized professional capable of providing our customers with care and agility in their service, combined with the services offered in our pharmacies, positions us as a primary care space<sup>1</sup>.

<sup>1</sup> Primary Health Care (PHC) is the first level of health care and is characterized by a set of actions at the individual and collective level, including health promotion and protection, disease prevention, diagnosis, treatment, rehabilitation, harm reduction and health maintenance with the aim of developing integral care that positively impacts the health status of communities.

The customer's digital journey is essential in expanding New Pharmacy's impacts. In 2023, the company achieved BRL 5.1 billion in gross revenue from digital channels, a 57.5% growth compared to the previous year. These channels represented a retail penetration of 15.2%, a 4.1 p.p. increase in the year. Furthermore, the company registered 475 million hits to apps and websites in the year.

**In 2023, the share of digital channels accounted for 15.2% of sales. The advances demonstrated our focus on the seller's value proposition and the customer's digital experience.**

### Customer Journey Value Proposition

#### Customer at the Center

The customer is at the center of our entire strategy, which is focused on increasing their loyalty and engagement, based on experience, operational excellence and building bonds.



As part of its omnichannel service strategy, New Pharmacy is now operating as a mini-distribution hub. This allows for deliveries to be made in the shortest possible time, covering shorter distances and providing environmental benefits due to reduced carbon emissions from deliveries.



Learn more about emissions reduction initiatives on [page 96](#).

Over the past year, subscription-based services have gained significant traction, enabling us to deliver greater efficiency to our customers. This, in turn, fosters greater customer loyalty and engagement with RD Saúde and their treatment.

In order to bring health to an even greater number of people and preserve the convenience of customer interaction, we have improved the **healthcare product marketplace**. The initiative connects health, hygiene, well-being, and beauty products sold by partners, known as sellers, to the digital channels of Raia Drogasil. In 2023, we expanded the marketplace and reached a total of 156,000 active items and 633 registered sellers.



**Rafaela dos Santos Rosa Pereira**  
Drogasil, Taboão da Serra (SP)

# We have 1,900 pharmacies offering the portfolio of services in Espaço Sua Saúde rooms, in addition to 304 pharmacies with vaccination rooms.

## Espaço Sua Saúde

The **Espaço Sua Saúde** restores pharmaceutical services with human and specialized contact, facilitating access to healthcare in the locations where RD Saúde operates.

Thus, Espaço Sua Saúde is a groundbreaking, integrated approach to the health and wellness industry, distinguished by its commitment to delivering value through high-quality healthcare products and services, coupled with personalized and reliable care.

The spaces are integrated within the pharmacies, designed so as to offer customers with a more complete health and well-being experience. To do this end, they count on the presence of a specialized pharmacist, our health coaches, who go through a complete training journey on topics such as: technical knowledge, systemic vision, socio-emotional intelligence and active listening, among others.



**Charles Sousa**  
Raia, São Paulo (SP)

The Sua Saúde Space is vital for business growth and for achieving our purpose of bringing health and well-being to the entire society.

Furthermore, it contributes to our sustainability ambition, reinforcing the RD Saúde brand as an active agent in transforming the health of Brazilian society.

Espaço Sua Saúde also fosters customer engagement and frequency: those who utilize the Espaço's services tend to have a higher average purchase amount and visit the pharmacy more frequently.

# Healthcare Platform

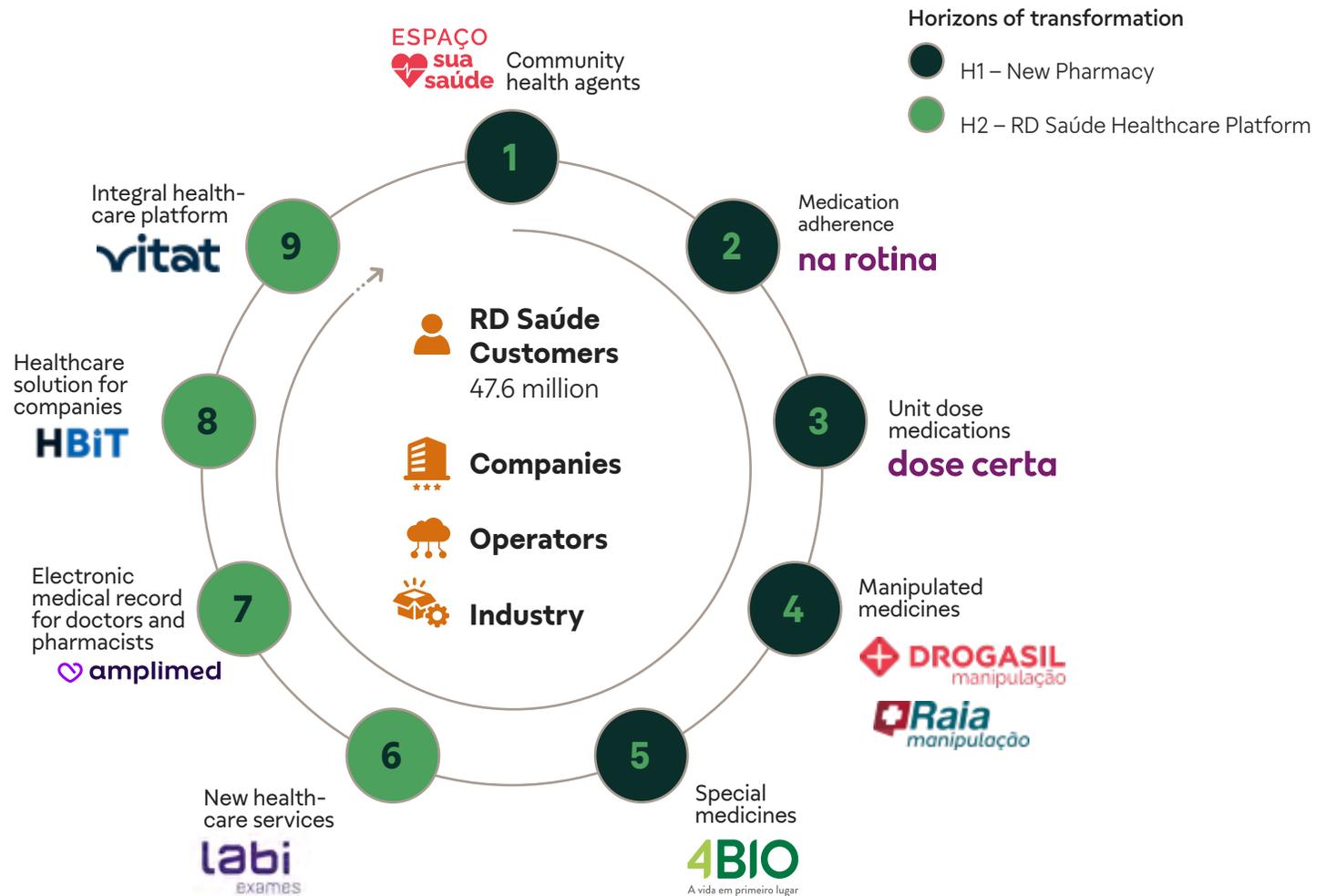
## GRI 3-3 PRODUCTS AND SERVICES

The development of the Healthcare Platform marks a continuation of New Pharmacy's transformative journey. By expanding our operations in primary health care with a greater range of services, we are reinforcing our bond with customers and establishing a stronger presence throughout their healthcare journey.

Since its inception in 2020, we have witnessed a significant year-over-year evolution of the Platform, transforming it into a comprehensive care hub that consolidates high-quality information, solutions for habit change, and specialized services, including consultations, guidance, and support for treatments and journeys.

Currently, the strategy is primarily materialized through **Vitat**, a platform that connects products, services, and solutions in health engagement journeys.

In 2023, 58.6 million users were impacted by its content and 266 thousand individuals by its healthcare programs. The organization remains attentive and aligned with global healthcare trends, such as the rise of digitization and the demand for more agile and integrated services. In the coming years, the organization will advance in connecting the services of invested companies to the Healthcare Platform, as described alongside:



# Commitment to sustainability

GRI 2-23 | 2-24 | 2-25 | 203-2 | TCFD Governance A

In 2021, we launched our Sustainability Strategy 2030, which consists of a set of commitments to be achieved by 2030. Since then, we have implemented this strategy and monitored its progress. There has been significant progress, which is reflected in RD Saúde's recognition by the market's leading ESG evaluators and the continuous improvement of our evaluation in ESG indices and ratings (learn more on page 56).

In light of scientific progress on many ESG topics, RD Saúde's efforts to implement this strategy, and the lessons learned since 2021, we have reviewed our commitments and present them in this Annual Sustainability Report (learn more on pages 58, 79 and 92).

The process for reassessing sustainability commitments began in 2023 and was completed in 2024, relying on the expertise of the Sustainability Committee, advisors, and Board of Directors, in addition to external technical consultancy and legal advice. The review was carried out

with the aim of improving the goals and parameters used so that they are more current, clear and assertive. We also seek to ensure that commitments are capable of bringing real positive impact to people, businesses and the planet.

To this end, some commitments had their scientific bases updated and those already achieved<sup>1</sup> were excluded. Recognizing the dynamism of the ESG agenda, we will continue to adopt metrics and indicators to monitor our commitments and, if necessary, we will revisit them.

<sup>1</sup>(i) Offer 100% of employees identified with chronic illnesses the opportunity to participate in health programs; (ii) Offer nutritional guidance to 100% of employees; and (iii) 100% coverage of conscious disposal.

**Over the next chapters of this Report, the following will be detailed:**

- the commitments that make up each of the pillars of the sustainability strategy;
- the main initiatives and results from 2023;
- the externalities, impacts and ESG material themes (learn more on page 147).

# Commitments for 2030



# Pacts and commitments

GRI 2-28

Our participation in public pacts and commitments reflects our commitment to expanding our positive impact on society through our 2030 Ambition. Learn about the supported initiatives below:

- 

Mobilizes companies globally to adopt sustainable practices, in support of objectives related to human rights, labor, the environment and anti-corruption.
- 

Promotes dialogue and strengthens age diversity policies, promoting an inclusive work environment for all generations.
- 

Promotes gender equality and women's empowerment globally.
- 

Mobilizes the business sector to fight violence against women.

- 

Combats the sexual exploitation of children and adolescents on Brazilian highways.
- 

Promotes racial equality and combats discrimination in all its forms.
- 

Encourages companies to extend their parental leave.
- 

Promotes the inclusion and rights of LGBTI+ people in the corporate environment.
- 

Drives advances in business policies and practices for gender equity and expanding women's participation in the economy.

- 

Brings together and mobilizes companies to promote the inclusion of people with disabilities in the job market.
  - 

Supports companies interested in including refugees in the job market.
  - 

Brings together the country's main investors seeking to strengthen philanthropy and social investment in Brazil.
  - 

Promotes connections to increase the flow of human, intellectual and financial capital for impact in Latin America and the Caribbean.
- 

Find out more about all our pacts, voluntary commitments and recognitions [clicking here](#).

Our commitment to sustainability and the soundness of our policies, practices, and results is continuously evaluated by the capital market, which includes institutions, economic agents, and legal instruments<sup>1</sup>.

In 2023, we achieved an A rating in the MSCI index, which includes companies with high ESG standards. We improved our score across all pillars of the index, with a particular focus on enhanced corporate governance and data security performance.

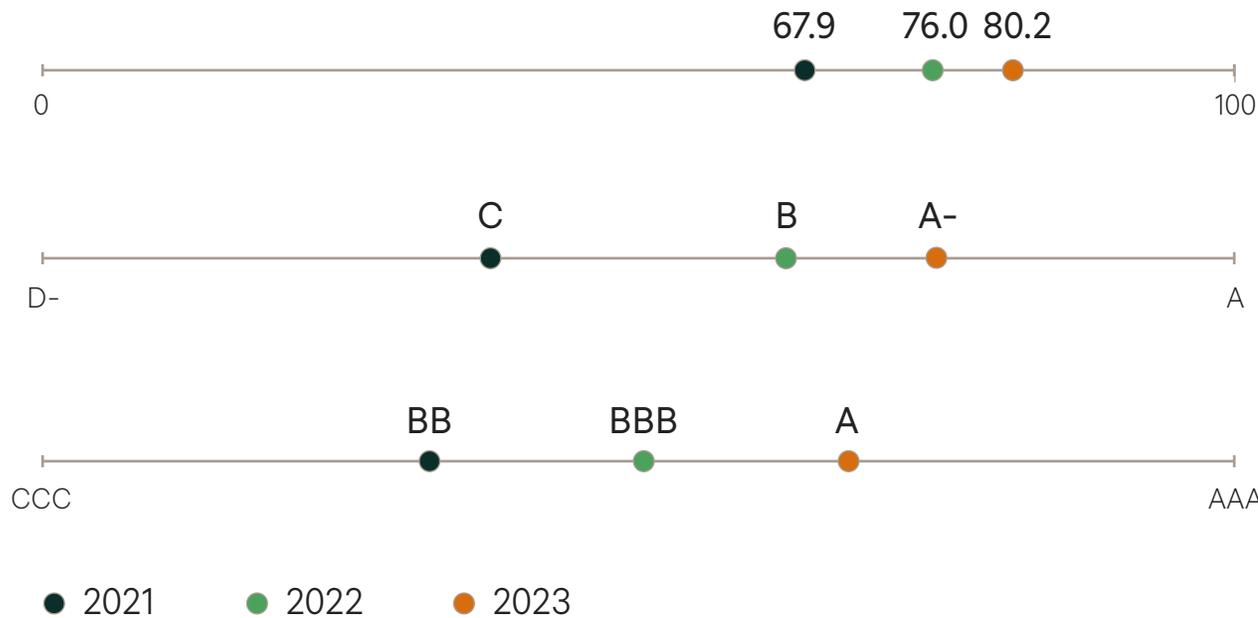
We are recognized by the leading ESG evaluators in the market and have been advancing in index positions and ratings over time.

Evaluation in indexes and ratings

ISE B3

CDP  
DISCLOSURE INSIGHT ACTION

MSCI



Henrique dos Anjos, João Pedro Paiva, Iany Kerlly Martins and Michelle Verzemiazzi  
RD Saúde Campus

<sup>1</sup> Concept defined by the Brazilian Ministry of Finance.



**Terezinha Ferreira**  
Governance Analyst

# Healthier People

- »» Commitments for 2030
- »» Health of our people
- »» Care for our customers
- »» Safe and quality products
- »» Private social investment
- »» Farol

# Commitments for 2030



## Promote healthy habits and access to healthcare

Targets	Status 2023
1. Improve employee health parameters	We are developing a methodology to monitor the health parameters of our people.
2. Have a favorable index for a healthy working environment of at least 80% considering the WHO pillars <sup>1</sup>	73.44% of our people evaluate the work environment as healthy (result obtained by the GPTW survey).
3. Improve health parameters of customers connected to the healthcare platform	More than 265 thousand people engaged in a program to promote healthy habits on our healthcare platform.
4. Reach 3 million customers linked to our healthcare services <sup>2</sup> by 2030, including primary care	In 2023, we reached more than 444 thousand customers linked to our healthcare services, including primary care.
5. Have 16% of customer base regularly purchasing products that promote healthy life or with sustainability attributes	We have 8.2% of the customer base regularly purchasing products that promote healthy life or with sustainability attributes.
6. Reach 100% of Proprietary Brand cosmetic and food products free from controversial components	We are advancing the list of controversial components for RD Saúde and expanding our studies on the topic, in order to have a more complete list. In 2024, we will publish the new list and a corporate policy to guide the governance of the matter at RD Saúde.
7. Reach 3 million people in social vulnerability situation in integral health actions	We are developing a system for monitoring private social investment indicators. From 2024 onwards, we will start monitoring data from the projects we support, measuring the impact of RD Saúde's support on the benefiting social organizations.

<sup>1</sup> Physical work environment, psychosocial work environment, resources for personal health in the work environment and the Company's involvement in the community.

<sup>2</sup> Customers who performed at least two services within 12 months.

# Health of our people

GRI 403-3 | 403-6 | 3-3 EMPLOYEES' INTEGRAL HEALTH AND SAFETY

We are on a significant path of evolution in our organizational culture and recognize that contributing to a healthier society goes through the health of our people, customers and communities.

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

We value our forward-thinking approach, reflected in the care for our people, which is embodied in the RD Saúde employee health ecosystem called “Minha Melhor Versão” (My Best Version). This comprehensive program encompasses a wide range of health solutions and care initiatives, including our Habit Change Program, Mental Health Journey, and Chronic Disease Management Program.

Furthermore, we provide practical tools that can be used individually, as we recognize that health needs and aspirations can vary from person to person.

## Available programs



### CHANGE OF HABIT

Program that encourages the adoption of healthy habits, such as physical activity, better food choices, sleep hygiene and mental care based on integral health content and solutions.



### PARENTING JOURNEY

We offer support and guidance to employees and their dependents in the following pillars:

- **Family planning** (addressing topics such as contraceptive methods and sexual orientation, fertility and adoption);
- **Pregnancy Follow-up** (guidance for parents, partners and support network; extended maternity leave and paternity leave for both parents and adopters, baby kit and exemption from co-participation in exams and consultations during pregnancy);
- **Learning content trail and Early Childhood Follow-up** (care guidance for children from birth to 10 years old, in addition to the Autism Spectrum Disorder Support Group).

In 2023, a total of 1,306 employees were accompanied on the parenting journey.



### MENTAL HEALTH JOURNEY

The program provides free psychological care (24 hours a day, seven days a week) to all employees and their dependents, and features a platform with content on emotional intelligence and self-awareness. In 2023, the team expanded to include a psychiatrist, and we conducted a corporate mental health diagnosis, seeking to align the topic with our culture. Over the past year, 18.42% of our employees have been served by the program, accounting for 33,195 therapy sessions since its inception.



### HEALTH CELL

Provision of comprehensive care and support for respiratory, viral, and endemic diseases, ensuring access to healthcare and free testing, adhering to internal protocols and in accordance with the Ministry of Health guidelines. In 2023, we continued our efforts to combat COVID-19 and mobilized actions to support our people in the face of the dengue outbreak.



### MONITORING OF CHRONIC PATIENTS

We have a specialized and prepared team to offer attention and support in risk factor control, encouraging treatment adherence and continuity, adoption of healthier habits and a culture of self-care. In 2023, 47% of professionals mapped with chronic diseases were followed up by the program and had a mini-checkup at our pharmacies.

## Mental health

GRI 403-10

Mental health promotion aligns with our core value of “caring for people,” which is disseminated daily among professionals through a culture of fostering healthy teams by ensuring a healthy and sustainable work environment in the long run.

In 2023, we carried out a **Corporate Mental Health Diagnosis** with the objective of identifying our people’s perception of the topic, as well as opportunities for evolution in our journey.

We held online lectures on topics such as “First Aid for the Mind,” and a comprehensive program during Yellow September, which included online seminars with guidance on mental health. Furthermore, through the Health and Wellbeing Coach program (learn more on page 83), we offer a self-care and team care journey for managers and pharmacists, including content on emotional intelligence.

With these actions, we seek to become closer to our team, building trust, reflection and channels of dialogue, as we believe that talking about mental health is the best form of prevention.

## We are people taking care of people. Every day.



**Jaqueline Vieira and Carolina Pimentel**  
Vitat nutritionists at RD Saúde Campus

### » CRIS CARE

Cris is our virtual assistant specialized in mental health, created to support the well-being of RD Saúde’s team. Upon accessing the platform, our people find prevention tools and tips, are directed to an individual mental health journey and have support services available 24/7.

## Our people's health mapping

GRI 403-3 | 403-10

Designed to provide us with a deeper understanding of the health landscape of our people, the biannual Health Mapping initiative is crucial so that we can develop actions aligned with the needs of our teams.

The data obtained through mapping enables us to develop and monitor the effectiveness of health programs, establish follow-up targets, and continuously strive for improvement to maintain the well-being of our people.

**In 2023, we achieved an 80% participation rate among our employees in this mapping exercise.**

### Mapped aspects



#### RISK FACTORS

We monitor the risk of developing cardiovascular and metabolic diseases using a WHO-recommended parameter: abdominal circumference measurement.

In 2023, 54.21% of our employees were classified as low-risk for metabolic syndrome, while 17.73% exhibited reduced risk factors.



#### PREGNANT WOMEN

1,120 pregnant women were enrolled in the Parenting Journey.



#### HEALTHY HABITS

At RD Saúde, 60% of employees report engaging in some form of physical activity, with over half adopting the habit three or more times per week. The most popular activities among our people are gymnastics, weight training, running, and walking.



#### EATING HABITS

The respondents' food preferences highlight the consumption of eggs, milk and dairy products, and lean meats, with a low intake of fatty meats, fried foods, and processed meats.

Regarding daily water intake, 47% consume three to six 250 ml glasses, while only 21% consume more than eight glasses.

## Health and wellness solutions

GRI 403-3

We offer health and wellness benefits and solutions to our entire team and strive to facilitate access and democratize information for our over 57 thousand employees, by bringing together all initiatives in a single portal.

Among the main benefits and solutions offered, we highlight the following:

- **Medical and dental assistance network:** Comprehensive network (subscription model) extensible to dependents (spouse and children);
- **Telemedicine:** service available for everyone, extensible to dependents, guaranteeing low complexity assistance in emergency care and scheduled consultations models. In 2023, 45,801 consultations were carried out, an average of 125.5 consultations per day;

- **Univers Pharmacy Benefit Card:** offers a discount on the purchase of medicines, in addition to vaccination against the flu (influenza) virus at no cost during the campaign period and with a discount outside this period.

### Integral health in DCs

Since 2022, we have mobilized all of our DCs and promoted actions focused on integral health and disease prevention through lifestyle changes.

In 2023, the team performed bioimpedance tests, mini check-ups, quick massages, vaccinations, and health profile mapping. The actions had a 67% adherence rate among DC professionals.



## Occupational health and safety

GRI 403-1 | 403-2 | 403-3 | 403-4 | 403-5 | 403-7 | 403-8 | 403-9 | 403-10

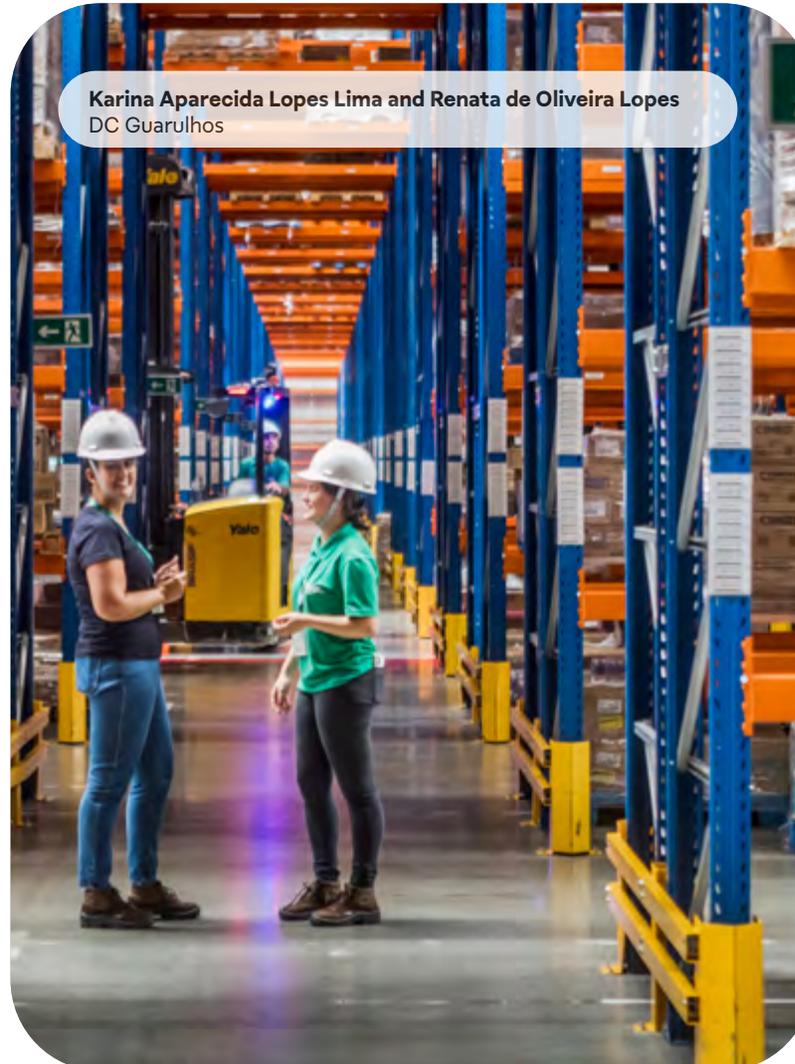
3-3 EMPLOYEES' INTEGRAL HEALTH AND SAFETY

### Management system

Protecting the health of our employees in their work activities is our priority. We remain committed to staying abreast of industry best practices and spare no effort in fostering healthy and secure environments throughout the Company.

We employ a proprietary health and safety management system that complies with legal requirements, ISO standards, Brazilian Regulatory Standards (NBRs), and Fire Department technical instructions. The system covers the 9,326 professionals at the DCs and RD Saude Campus (16.3% of our total team), in addition to 761 third parties at these units.

The management of this system is entrusted to a dedicated team comprising occupational safety technicians, occupational safety engineers, coordinators, and managers.



Karina Aparecida Lopes Lima and Renata de Oliveira Lopes  
DC Guarulhos

### » ISO 45001

In 2023, we implemented improvements and maintained ISO 45001 (Occupational Health and Safety Management System) certifications at the DCs<sup>1</sup> and RD Saúde Campus facilities, achieving the target established for the year.

As a result, in addition to better environmental, health and safety practices, we experienced a reduction in the number of accidents in the year, from 247 to 221.

<sup>1</sup> The new DCs from Mato Grosso, Pará and Amazonas are not yet certified.

## Occupational risk management

GRI 403-3 | 403-9

The Risk Management Program, coordinated by the Occupational Health and Safety area, is responsible for identifying, classifying and managing occupational hazards and risks, in addition to analyzing work accidents and occupational diseases. All situations are included in the Corporate Risk Matrix (learn more on page 42) and are also monitored by the RD Saúde Risk Committee.

By identifying the main hazards and risks, it is possible to adopt policies, health and safety programs, and preventive measures to ensure the integrity and well-being of our team.

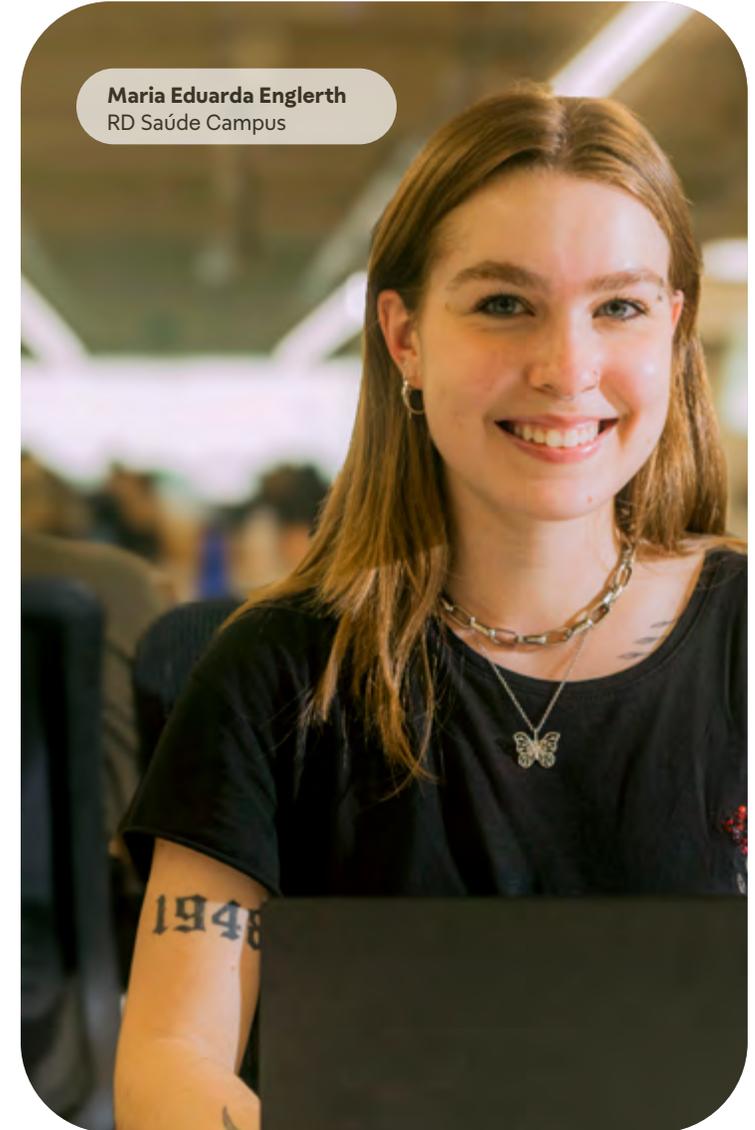
Among the measures to prevent and mitigate occupational risks, we can highlight operational and task organization measures, aimed at reducing the levels of agents in the workplace, various training, occupational health and safety campaigns, Dialogue with the Safety Diary (DSD), operational procedures, provision of Personal Protective Equipment (PPE), medical examinations, measures indicated by the Specialized Services in Occupational Safety and Medicine area and by the Occupational Health Medical Control Program (PCMSO).

### Main categories of monitored risks

- 1 **Mechanical (accidents)**  
falls, cuts and limb compression
- 2 **Ergonomic**  
orthostatic posture, frequency of activities and work cycles, among others
- 3 **Physical**  
exposure to cold (cold rooms) and noise

All employees vote and are represented by the Internal Accident Prevention Committee (CIPA), responsible for communicating and monitoring occupational safety demands, inspecting and reporting identified risks.

Concurrently, we prepared the "Safety Report" form, in which our team, service providers, and visitors can report - anonymously or not - situations such as incidents, accidents, and suggestions for improvement, supporting the identification of work safety-related situations and ensuring the consultation and participation of everyone.



Maria Eduarda Englerth  
RD Saúde Campus

We guarantee all our employees the right to refuse to perform a certain activity if they identify any dangerous situation. In such cases, the employee must seek out the Specialized Occupational Safety and Health Services area, which will analyze the risk situation and, if necessary, contact the manager so that measures can be taken. The area is also responsible for preparing an action plan to eliminate or mitigate such risk.

Based on learning from incidents, we promote continuous improvement and improve existing procedures to mitigate risks.

Additionally, we identify and address risks through the application of Safety Alert forms, in which technical professionals can report and warn about conditions or situations that pose any type of risk to the physical integrity of any person. Based on these records, action plans are drawn up in conjunction with the relevant areas.

## Safety Culture

### GRI 403-5 | 403-10

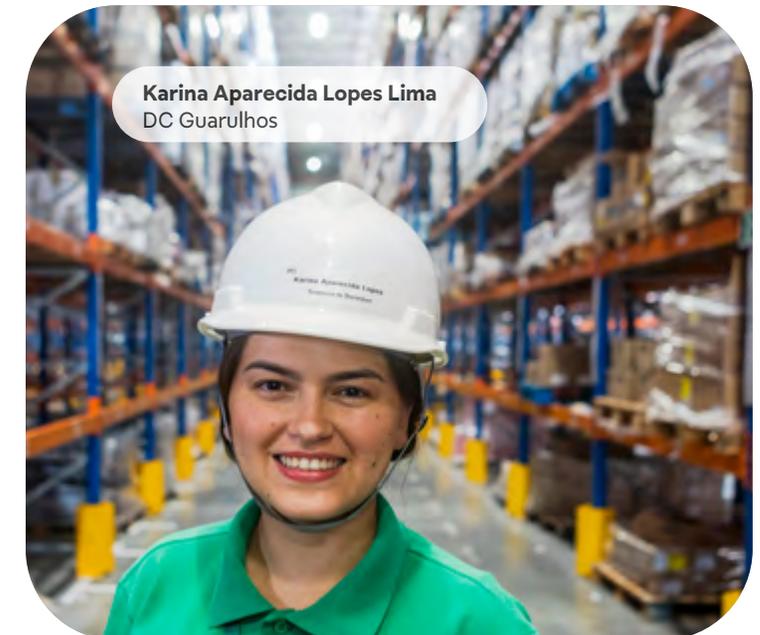
Solidifying a preventive safety culture in operations is crucial to achieving our goals and protecting the lives of our people and third parties. Therefore, we invest in disseminating this culture through specific guidelines, support materials, communication, courses, and training.

All newly hired employees undergo general training on occupational safety, and there is also specific content for each activity. Awareness-raising actions are also extended to third-party companies, which are required to comply with and meet safety requirements when carrying out activities on the Company's premises.

The criteria include the completion of a registration form and the submission of specific documents, such as an Occupational Health Certificate (ASO), training certificate, proof of employment relationship and function, safety work order, PPE record, Risk Management Program (PGR), and Occupational Health Medical Control Program (PCMSO).

In 2023, we conducted workshops, training sessions, and activity monitoring at pharmacies and the RD Saúde Campus, focusing on occupational safety prevention and management.

At the distribution centers (DCs), actions encompassed topics such as traffic accident prevention, encouragement of PPE use, safe behavior, safe operation and maintenance of equipment, among others. Additionally, we held the Internal Occupational Accident Prevention Week (SIPAT), with activities such as the SIPAT 2023 Game, available to everyone with interactive and dynamic content about our activities, on-site games at the DCs and RD Saúde Campus, lectures, Safety Dialogues (DSD), and publications on internal communication channels, among others.



**Karina Aparecida Lopes Lima**  
DC Guarulhos

## Monitoring

GRI 403-3 | 403-9

Over the past year, we have been pursuing our goal of zero accidents and striving to reduce their occurrence by at least 10% compared to the previous year. In order to achieve this, since 2022 we have been monitoring suppliers and offering training on safety and accident prevention, focusing on the correct and complete use of individual and collective personal protective equipment at all RD Saúde construction sites.

Our suppliers contractually undertake to adhere to safety practices and standards, with non-compliance subject to penalties.

### Work accidents<sup>1</sup>

	2021	2022	2023
Number of mandatory reporting accidents at work	326	247	221
Rate of mandatory reporting accidents at work	3.42	1.83	1.45
Number of accidents at work with serious consequences	59	15	23
Rate of accidents at work with serious consequences	0.44	0.11	0.15
Number of fatalities resulting from work-related injuries	0	0	0
Rate of fatalities resulting from work-related injuries	0	0	0
Hours worked based on man hours of exposure	133,026,960	134,682,240	152,042,880



Djovana Pereira Ribeiro dos Santos and Fernando Barbosa Tavares  
DC Guarulhos

# 11,041

RD Saúde employees underwent Occupational Safety training in 2023 at RD Saúde University.

<sup>1</sup>To compile accidents, we have internal record of all accidents and a procedure for collecting and storing this data. Regarding the classification of hazards and risks, we use the criteria of history and critical analysis. Both indices are calculated by dividing the number of cases by the total number of hours worked at the company and multiplying by this base of hours worked, which can be 200,000 or 1,000,000, depending on the regulation or the size of the company. For RD Saúde, the reference is 1,000,000. No workers were excluded from this analysis.

# Care for our customers

GRI 2-6 | 203-2 | 3-3 HEALTHY CUSTOMERS

## Access to health and excellence in primary care

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

### Trained professionals and humanized care

SASB HC-DR-260b.1

We train all pharmacists so that they are prepared to serve customers both in the technical journey (for example, dispensing medicines and knowledge on medicine categories) and in the health journey, focused in pharmaceutical services and vaccine application. We continually invest to ensure a humanized pharmaceutical environment, with professionals who act as “health navigators”, understanding customer needs

and welcoming them in the best possible way, in addition to ensuring quality and safety in the execution of the healthcare services in our portfolio.

Our healthcare professionals provide ongoing primary care support to patients through personalized phone calls to ensure proper medication adherence and address any questions or concerns. In 2023, we conducted a total of 7.6 million calls with a primary focus on encouraging treatment adherence.

In 2024, we aim to further evolve and launch a **new journey in primary care**, also focused on the professional development of pharmacists. Learn more about the Health and Wellness Coaches track on page 83.



Aldevania Almeida do Nascimento  
Drogasil, Taboão da Serra (SP)

## Supporting the customer's healthcare journey

Since 2021, our customers have relied on Vitat, a platform designed to support their journeys towards a healthier lifestyle. The **Vitat Portal** provides reliable, up-to-date, and easy-to-understand content on health, well-being, and prevention. In addition to the portal, content can be accessed through social media (Instagram and TikTok) and YouTube.

In addition to the portal's content, the **Vitat App** offers gamified guidance programs on topics such as nutrition, exercise, sleep, and mental health. Online consultation services with specialists and scheduling of services at the Espaço Sua Saúde and Labi are also available.

## Health monitoring and disease prevention

In-store, we offer the "Espaço Sua Saúde" at Raia and Drogasil pharmacies, providing fast and secure access to healthcare monitoring and disease prevention services based on three pillars:

- Pharmaceutical services, such as dressings, injections, blood pressure measurement, among others;
- Rapid tests and examinations, such as pregnancy tests, diagnostic tests (such as for detecting dengue, yellow fever, covid, and influenza), hormone and hemoglobin level tests, among others;

- Vaccines that cover the prevention of various diseases, such as shingles, meningitis, HPV, flu, yellow fever, pneumonia and dengue.

Connected to Espaço Sua Saúde, Espaço Vida Saudável concentrates healthy products in pharmacies, supporting customers in adopting a healthier routine.

## » DNA Vida Saudável (Healthy Life DNA)

We continuously monitor the millions of RD Saúde customers and identify those who include in their shopping carts products aimed at well-being and disease prevention (such as vitamins, herbal remedies, supplements, etc.) and customers who consume products with sustainability attributes. We call them Healthy Life DNA customers.

## » Subsidized and free medicines

### GRI 203-2

We have joined the Federal Government's Farmácia Popular (Popular Pharmacy) Program in 1,015 pharmacies. This initiative, which offers essential medicines for primary healthcare at a reduced cost or free of charge, represents a significant effort to expand access to medications, particularly for low-income populations.

In practice, we make available our logistics network and points of sale, our agility in distributing medicines, and our quality of service to all beneficiaries of the Program.

In 2023, we provided over 17.4 million healthcare services, generating BRL 271.6 million in economic benefits for patients.

# Safe and quality products

## GRI 3-3 PRODUCTS AND SERVICES

The development process for Proprietary Brand products is carried out through strategic industry partnerships, which undergo a rigorous qualification and risk assessment process.

We identify and seek to expand our partnership with suppliers, always aligned with the best socio-environmental practices. Through the Supplier Governance Policy, we ensure that partners meet the highest standards of quality and responsibility.

Suppliers are subject to internal Quality Management audits, which guarantee compliance with applicable legislation by regulatory bodies, such as the Brazilian Health Regulatory Agency (Anvisa), the Ministry of Agriculture and Livestock (Mapa) and the National Institute of Metrology, Quality and Technology (Inmetro), as well as ISO, British Retail Consortium (BRC), Good Manufacturing Practices and Hazard Analysis and Critical Control Point (HACCP) certifications.

RD Brands have a department exclusively dedicated to ensuring the safety and excellence of its products.

Prior to market introduction, the entire portfolio undergoes a safety analysis, in alignment with government guidelines. Furthermore, the details of the labels and information on the packaging are checked and approved, following the regulations established by Anvisa and Inmetro.

These processes ensure not only legal compliance, but our commitment to the quality and safety of our products.

## Quality deviations

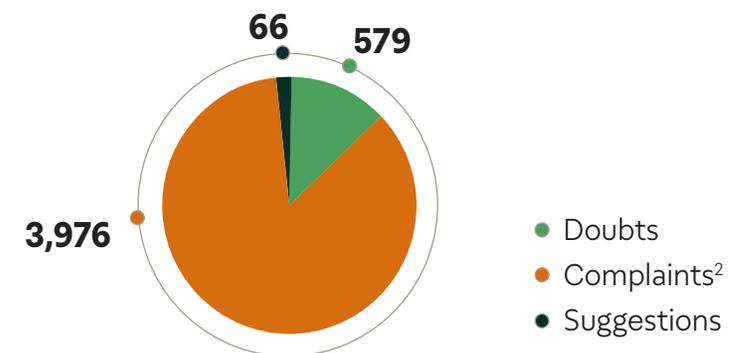
Customer Service (SAC), social networks and pharmacies receive and register complaints about the quality of our exclusive brand products.

In the event that quality deviations are identified, we initiate an investigation with the supplier and, if a manufacturing error is confirmed, we recall the entire batch. In situations that do not constitute a quality deviation, we provide reports to customers and arrange for reimbursement.

Customers can reach out to our dedicated customer support channel for RD Brands products to clarify questions, make suggestions or obtain information:



The call index<sup>1</sup> for our service channels in 2023 was 51 cases per million units of Private Label brands sold. In the year, we had the following contacts:



<sup>1</sup> The increase compared to the previous year is due to progress in control which, in 2023, began to cover all consumer contact channels – SAC, Service Now (stores), Instagram, Mercado Livre – with a new and more robust control system

<sup>2</sup> Concerns products that are defective, incomplete and/or have unwanted effects.

## Controversial ingredients

Our quality team is committed to ensuring the use of ingredients that are safe for both consumer health and the environment.

We closely monitor scientific research and regulatory developments to monitor controversial ingredients, which are carefully evaluated and categorized based on their potential risk profile. This monitoring encompasses both the national landscape, through the Brazilian Health Regulatory Agency (ANVISA), and the international scenario, through the U.S. Food and Drug Administration (FDA) and the European Scientific Committee on Consumer Safety (SCCS).

In demonstration of this commitment, since 2020 we have banned the use of parabens, triclosan, and formaldehyde (including their precursors) in the development of cosmetic products. Over the past year, we have made significant strides in eliminating these ingredients, which have already been replaced in 95% of our products.

We are committed to achieving our goal of eliminating all RD Brands cosmetics containing these ingredients by the end of 2024.

## Animal welfare

We are committed to an unwavering policy of not conducting animal testing, either on raw materials or finished products. This commitment extends to our suppliers, who must also ensure that they do not engage in or outsource animal testing to external laboratories.

Should efficacy or clinical trials be required, we opt for in vitro or in vivo methods, the latter being conducted on human volunteers. In both situations, we use laboratories approved by Anvisa, ensuring the integrity and ethics of the processes.

The animal welfare commitments and guidelines can be found in our policy by clicking [here](#).



# Private social investment

GRI 201-4 | 413-1 | 3-3 LOCAL DEVELOPMENT | 3-3 HEALTHY CUSTOMERS

## Commitment and management

We believe that, in addition to the positive impact on society resulting from our work in healthcare, our presence throughout Brazil gives us the potential to contribute to the development of the communities with which we interact. To this end, we invest in actions that promote integral health and the transformation of society in a permanent and sustainable manner:

- We have a **Social Investment and Contributions Policy** which provides for guidelines for social investment, donations, contributions and incentives, in order to guide decisions before donating;
- In 2023, we created the **Policy for the Use of Tax Incentives**, which aims to defend, regulate and implement our interests in the use of federal tax incentives, defining the roles and responsibilities of everyone involved;
- We follow a strategy based on the **Theory of Change**, which organizes pillars of action and investment guidelines (available on page 72);

- In 2023, we designed an **indicator panel and project monitoring instruments**, which will allow us to increase visibility of the impact of investments.

To fully exploit this potential, we have established a governance framework to ensure that initiatives are aligned with our ambition and business model.

We rely on four main funding channels for our Private Social Investment initiatives: donation of the company's own resources, in which we allocate 1.0% of the Company's net profit from the previous year; customer donations, made through the sale of copies of Sorria and Troco Solidário; donation of products close to their expiration date (DOA); and tax incentives allocated to the Rouanet Law and the Audiovisual Law, Condeca/Fumcad, the Elderly Fund and the Sports Incentive Law.

<sup>1</sup>In 2021, donations were atypical due to the covid-19 pandemic. RD Saúde donated around BRL 5 million to the "Unidos pela Vacina" (United for the Vaccine) Movement.

In 2021, donations totaled

**BRL 32,444,834<sup>1</sup>**

In 2022, donations totaled

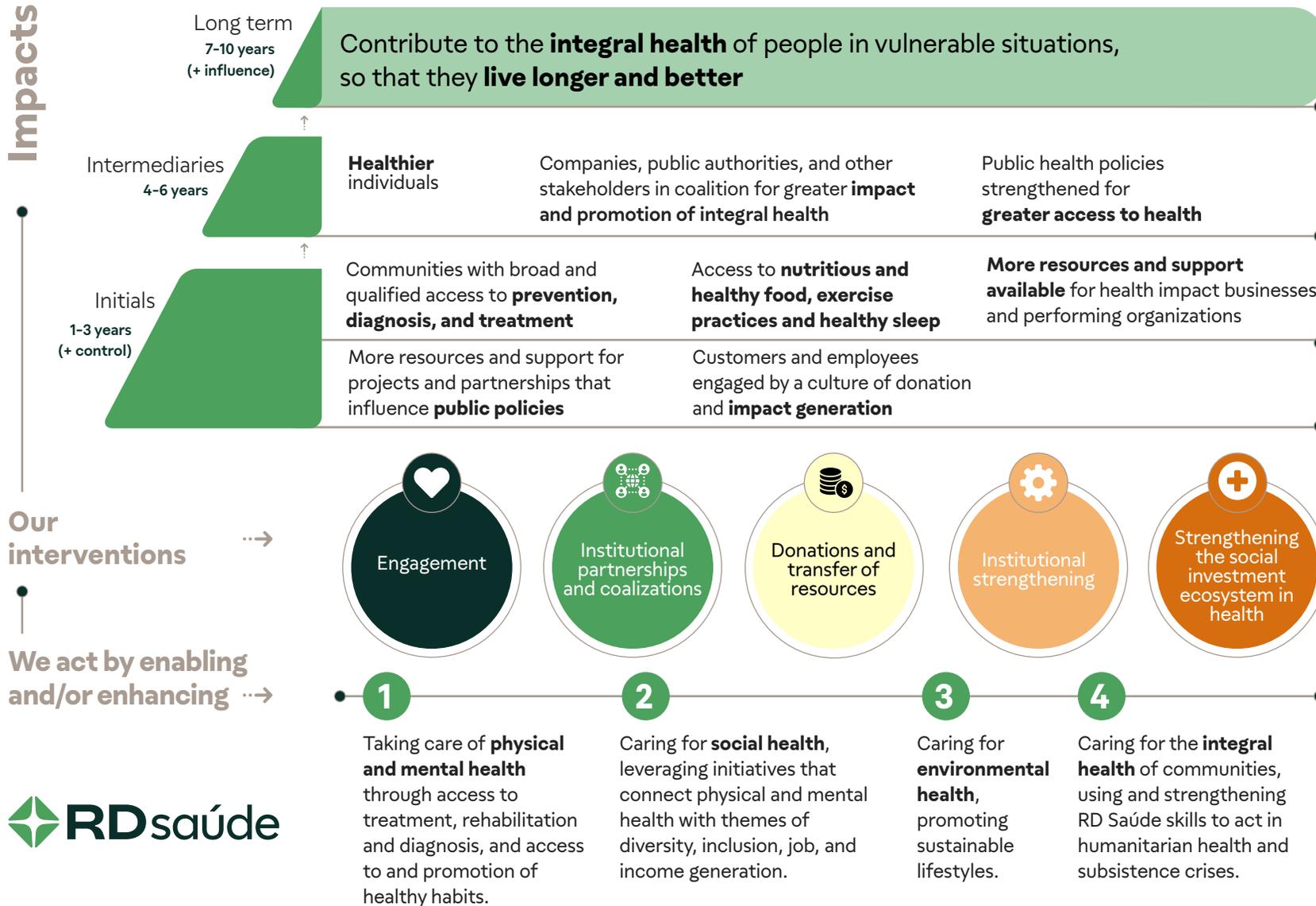
**BRL 28,756,033**

In 2023, donations totaled

**BRL 39,831,224**

Since 2022, RD Saúde has allocated 1.0% of its net profit to social investment. In 2023, this amount totaled BRL 10,137,000, with a focus on initiatives that address the topic of mental health.

# Theory of Change



**Our target audience**

- » Surrounding community
- » RD Saúde Employees
- » Impact business
- » Civil Society Organizations

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**Executing partners**

- » Impact business ecosystem accelerators and intermediaries
- » Health care institutions
- » Public Power

---

**Enabling partners**

- » RD Saúde Customers
- » Partner companies (investment, communication, network)
- » RD Saúde Employees

**Comparison by financing method in 2023 (BRL)**



Total 2023: **BRL 39,831,224.98**

<sup>1</sup> DOA began to integrate donations made via ISP from 2023 onwards.

## Engagement in pharmacies

### Sorria Collection

In 2023, we unified the Sorria and TODOS brands, which were transformed into the Sorria book collection. This transformation allowed for an increase in the value of donations to the beneficiary Social Organizations (NGOs). A book edition is released every two months, and is sold both at Raia and Drogasil, reaching more than 2,900 stores in all states of the country.

**Throughout the year, BRL 9,254,908 was donated to 23 organizations, raised through the sale of 3,236,396 publications from the Sorria Collection.**

Revenue generated from in-pharmacy sales, minus production costs and taxes, is fully allocated to social organizations that operate in the area of physical and mental health, selected through a public notice. These organizations receive the funds over a three-year period, ensuring a lasting impact.

### Troco Solidário (Donate your change)

RD Saúde customers can also make donations through the Troco Solidário (Donate your change) program, which allows customers to round up their change when making a cash purchase at any of our pharmacies.

The cents are donated to the Association for Assistance to Disabled Children (AACD) and to Ação da Cidadania, which carries out the SOS Enchentes (Floods) program. In 2023, we donated BRL 4.88 million and BRL 340.62 thousand to the initiatives, respectively.



**Carla Lima**  
Raia, São Paulo (SP)

## Mental health

### Vertentes – Mental Health Ecosystem

Over the past year, we have strengthened our leading role in the debate on mental health beyond our employees. We participated in the creation of Vertentes, an ecosystem that aims to empower initiatives and advocate for the mental health network in Brazil.

Composed of five organizations that work to promote mental health (Asec, Instituto Ame Sua Mente, Instituto Bem do Estar, Instituto Vita Alere, and SoulBeeGood) and RD Saúde, Vertentes aims to cultivate a culture of mental health care and ensure its prioritization as a fundamental and universal right that can be enjoyed by all.

An investment of BRL 750,000 was made, with the initial initiative being the development of an awareness booklet addressing stigmas and prejudices embedded in everyday language.

The distribution of the materials is envisioned to take place at primary healthcare units (UBSs), educational centers, and grassroots organizations across the country, in addition to launching the website and holding conversation tables.



### Pode Falar (You Can Talk)

In partnership with Unicef, we expanded the **Pode Falar** program, which focuses on the mental health of adolescents by offering a virtual help channel for care and support in an anonymous and free way.

The project provides empathetic and non-judgmental listening through a chat or WhatsApp number, in addition to a platform that includes materials on mental health.

Click [here](#) to learn more.

#### » Results achieved

- Expansion of listening shifts from 80 to 936 hours per week;
- Increased number of partner institutions from five to 22 and territorial coverage from five to 27 states, with service teams set up;
- Increase in attendants' working hours from four to 20 hours per week;
- A total of 20,333 professionals have been trained and certified in the Fiocruz self-instructional course on Mental Health and Psychosocial Care for Adolescents and Young People.

## Menstrual dignity

We continue to contribute to the menstrual dignity agenda, through support for Unicef and the **#PraQuemMenstrua** Movement.

As part of the Movement’s objectives, our Proprietary Brand Needs has incorporated a line of menstrual pads into its product portfolio and has committed to allocating a portion of the total sales from these products to fund the project.

The Movement envisions the free distribution of Needs menstrual pads to young women and adolescents in the North and Northeast regions, infrastructure improvements for menstrual hygiene, training for education professionals, community engagement in co-creating solutions for menstrual management, and conversation circles and educational workshops focused on menstrual dignity.

In 2022, RD Saúde’s participation contributed to the menstrual dignity of individuals from vulnerable communities in Pará municipalities. In 2023, the Movement was expanded to municipalities in Pernambuco.

Our contribution enabled the distribution of 15,000 packages of Needs menstrual pads and the holding of workshops, seminars, and cultural activities on menstrual poverty.

We directly impacted 1,175 young people between the ages of 11 and 18, students from public schools, and 100 professionals working in the areas of Education, Health, Social Assistance, Youth and Women’s Policies, with a focus on adolescents. A total of 12,750 people were indirectly raised awareness by the project teams. The **#PraQuemMenstrua** project continues to develop in 2024, in municipalities in Maranhão.



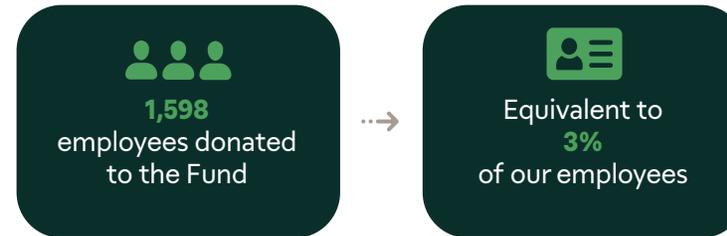
» **Amcham Eco Award**  
Our initiative to support the **#PraQuemMenstrua** Movement earned us recognition in the Sustainability Practices in Products or Services category at the Eco 2023 Award, organized by Amcham-Brasil.



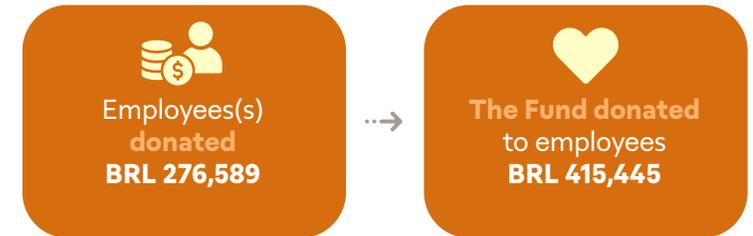
## Emergency Fund

We created a fund to support employees and their families in emergency situations, such as catastrophes, floods, fires, illnesses or situations in which they are at risk.

Our entire team is encouraged to donate via payroll deduction on a monthly basis or to make sporadic donations throughout the year. For every BRL 1 contributed by an employee to the Fund, RD Saúde doubles the amount. **Please see the Emergency Fund indices for 2023 on the side.**



In 2023, through the Fund, it was possible to support those who suffered from heavy rains, address health cases, domestic violence and issues related to the LGBTI+ Community.



**BRL 1,356,145**  
donated since the Fund's inception in 2020

## Corporate Volunteering

We engage our people to live a culture of positive impact. Therefore, we invest in internal communication campaigns to encourage everyone to participate in volunteer initiatives and realize, in practice, the scope and value of social development actions.

In 2023, 6,517 volunteer professionals from corporate, pharmacies and DCs (12.18% of the total number of professionals) participated in various volunteering initiatives, such as competitions, joint efforts and collections of personal hygiene items, food and warm clothing, totaling 938 actions.

## DOA Project

Established to ensure the donation of products close to their expiration date. In 2023, over 794,483 units of products were donated to **33 organizations, totaling BRL 8.2 million in value.**

## Projects Via Tax Incentive

In 2023, we developed an incentive platform to streamline the selection process of social organizations through tax incentives. The tool is part of the new governance framework for this area, which also encompasses the deliberation by the RD Saúde Board of Directors and the monitoring of implementation by the Social Investment team.

**In 2023, 22 projects were supported, totaling BRL 6.4 million invested in 31 Brazilian municipalities across 13 states and the Federal District.**

# Farol

GRI 203-1

In 2023, we launched the pilot project for the Social Business Farol. With the goal of contributing to the health and well-being of the peripheral population, Farol provides access and welcoming accompaniment to integrative healthcare.

Leveraging an innovative approach and collaborating with the Unified Health System (SUS) through a partnership, the social business aims to combine pharmaceutical knowledge with traditional practices. The first activities, carried out in partnership with local stakeholders, took place in the Capão Redondo region, in the South Zone of São Paulo (SP).

The launch of the initiative, in October, was held with the event “The Future of the Present: Tomorrow Lives in Today”, conceived by Yunus Negócios Sociais Brasil, one of Farol’s partners. The event was attended by Professor Muhammad Yunus, creator of the concept of social business.



Also in 2023, 21 activities were carried out, with 379 participations from residents of the region, reaching 98% participant satisfaction.

The outlook for 2024 includes establishing a new headquarters, called Casa Farol, and expanding and diversifying the types of activities and services. The proposal is to deliver an integrative healthcare journey, enhancing self-care and health promotion based on a social and community perspective.

**“I would like to express my gratitude for the opportunity to be a part of something that is so much needed, yet still out of the reality for residents of the outskirts.”**

**Anonymous testimony from a Farol user after participating in a workshop**



**Roberta Gomes do Nascimento**  
Farol





# Healthier business

- »» Commitments for 2030
- »» Diversity and inclusion
- »» Development and career
- »» Responsible chain

**Vanderlei de Moraes**  
Labor/Union Relations and Occupational Safety Manager

# Commitments for 2030



## Include through diversity and professional development

Targets	Status 2023
1. Reach at least 50% women in all functional categories by 2030	In 2023, 63% of our workforce was comprised of women. The percentages by functional category can be found on page 115.
2. Achieve at least 50% black people representation in leadership positions by 2030	We ended the year 2023 with 45.7% of black people in leadership positions.
3. Have 5% of people with disabilities in RD Saúde workforce and structure professional development strategies	In 2023, we totaled 1,959 people with disabilities on our workforce.
4. Achieve a 6% representation of individuals aged 50 and over within RD Saúde	In 2023, we totaled 3.2% of professionals in this age group.
5. Achieve a 90% employee-rated environment in terms of their level of inclusion in pharmacies, RD Saúde Campus, and DCs	In 2023, 73% of our people evaluated the RD Saúde environment as inclusive.
6. Foster the education of 10,000 professionals in undergraduate and/or postgraduate courses with incentives from RD Saúde, with at least 90% in health-related courses	Since 2021, we have fostered the professional development of 2,566 individuals through educational incentives provided by RD Saúde.
7. Reach 40 thousand employees trained in programs that have an impact on their professional career and/or develop skills for the future	In 2023, there were 3,281 professionals trained in career-impact programs. Since 2021, a total of 12,364 people have been trained.
8. To provide 150,000 cumulative income-boosting opportunities by 2030	In 2023, there were 17,402 income increase opportunities. Since 2021, a total of 45,891 individuals have received merits and promotions (cumulative numbers).

<sup>1</sup> When the employee has some career development resulting from training.

# Diversity and inclusion

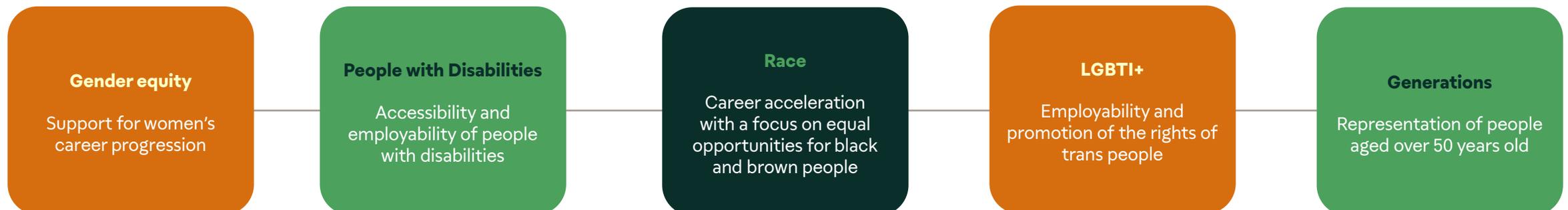
## GRI 3-3 PROMOTION OF DIVERSITY AND INCLUSION

For RD Saúde, promoting diversity means fostering a more inclusive work environment that reflects the plurality of our society. Our priority for this decade is to increase the representation of minority groups within our workforce and ensure a truly inclusive work environment.

To achieve this, we strive to embark on a journey of respect where each individual is valued for their uniqueness and finds the environment and tools necessary for their development.

The **RD+ Diversa** platform – which has the slogan “Be who you are here” – focuses our actions to promote diversity and inclusion on five fronts: Gender Equality; People with Disabilities; Race (including migrants or people in refugee situations); LGBTI+; and Generations.

The platform embodies the evolution of our strategic positioning of care and respect for each professional who helps to build our history, with the aspiration to contribute to us becoming the healthcare company that most promotes diversity and inclusion in Brazil. Throughout 2023, we made progress on relevant fronts, presented on the following page.



**Diversity census:** we continue to conduct self-declaration census campaigns, reaching 62% of employees in 2023, with ongoing efforts planned to reach 100% of the internal audience.

**Black Women:** Another significant advancement was the commitment to the career development of Black women at RD Saúde. Currently, 67% of operational leadership positions are held by Black women. The “Elas Lideram” Program was developed by the Gender and Race Affinity Groups in partnership with the Corporate University. The program’s goal is to create internal career development opportunities for Black women.

**Women’s Leadership Program:** We have successfully conducted the second and third cohorts of our program, designed to foster an increasingly equitable work environment. The program offers specialized mentoring sessions on inclusive management, psychological safety, and gender equity, along with workshops on four modules: The Future of Business, The Future of Work, The Future of Leadership, and My Future.

Of the three groups already covered by the program, two were with managers and executive managers and one with our directors. In total, 75 women were impacted.

In 2023, we remained a part of B3’s **Teva Women in Leadership Index** portfolio, the first index in Brazil to select companies with the highest representation of women in leadership positions. Currently, the Company ranks 36<sup>th</sup> in the gender diversity ranking, with a score of 22.7.

**Best Company for LGBTI+ People to work:** we received recognition through the Equidade BR Program, from the Human Rights Campaign Foundation, in partnership with the Instituto +Diversidade and the Business and LGBTI+ Rights Forum. In our first participation, we achieved a score of 100 on a scale of 120 points, which highlights the breadth of our good practices.



**We were also recognized by B3 and became part of the IDIVERSA index portfolio, with an emphasis on race and gender aspects.**

## Training in diversity

We believe that fostering awareness is paramount in establishing a company that does not tolerate any kind of prejudice, discrimination, or harassment. We are committed to investing in employee training, providing them with learning on how to act in such situations.

As part of this commitment, we have implemented the Inclusive Leadership Training Program, a carefully designed initiative specifically tailored for our leaders to combat discrimination, racism, LGBTphobia, sexual and moral harassment, and to align with Diversity and Inclusion concepts.

These events encompass all business units of the Company and aim to mobilize, engage, and promote reflection among leadership to achieve an environment free from witnessed or experienced discrimination in our operations.

Throughout 2023, we also promoted acculturation through **RD Talks**, impacting nearly 10,000 individuals with training on various diversity milestones, including racial issues, People with Disabilities (PwDs), and LGBTI+.

We also have a Diversity Committee responsible for handling cases involving customers and our team. The committee is multidisciplinary and includes representatives from various areas of RD Saúde (Legal, People and Culture, OPF, and a clinical psychologist), seeking to evaluate demands, complaints, reports, and suggestions on diversity-related topics (discrimination, harassment, etc.).

In 2023, a total of 3,370 pharmacy operations leaders, 190 from Distribution Centers, and 128 from the corporate environment were mobilized by the Inclusive Leadership Training.



**Our people**  
RD Saúde Campus

# Development and career

GRI 404-1 | 404-2 | 3-3 PEOPLE MANAGEMENT | SASB HC-DR-260b.1

We believe that investing in the personal and professional development of our teams not only drives their careers, but also strengthens our business and transforms people and the world.

**RD Saúde University** is the tool that supports us in this mission of continuous learning and transformation. Through it, we are able to offer a wide range of courses, aimed at technical improvement and professional training, as well as personal development, from interpersonal skills to self-knowledge.

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

In 2023, we accumulated 5.89 million hours of training. Among the main development programs, we highlight:

- **Health & Wellness Coaches:** In alignment with our 2030 Ambition of becoming the group that contributes most to a healthier society in Brazil, we have expanded our training programs for pharmacists and pharmaceutical managers in health and well-being. In addition to recurrent training on topics such as nutrition, sleep, physical activity, and mental health, as well as ongoing technical training in vaccine administration, customer service, medicine dispensing, beauty and wellness products, and rapid laboratory tests, the new program focuses on behavioral training for healthcare. In 2023, 1,583 professionals were trained, impacting the journey of self-care, healthcare with the team, and the customer experience at RD Saúde;

- **Our way of leading and caring:** Launched in 2023, the program introduces leadership principles, delves into the leader's role in cultural evolution, and addresses concepts and case studies that will inspire and foster the rites and practices of RD Saúde Culture, which has one of its pillars as continuous leadership development. After the awareness-raising stage with all VPs, directors, and managers, the program moved on to the face-to-face immersion, with over 120 managers and executive managers impacted in the first classes. In 2024, the expectation is to expand the audience to coordinators as well.

**+5.89 MI**

training hours, with an average of 106.32 hours per employee

## Career and opportunities

### SASB HC-DR-260b.1

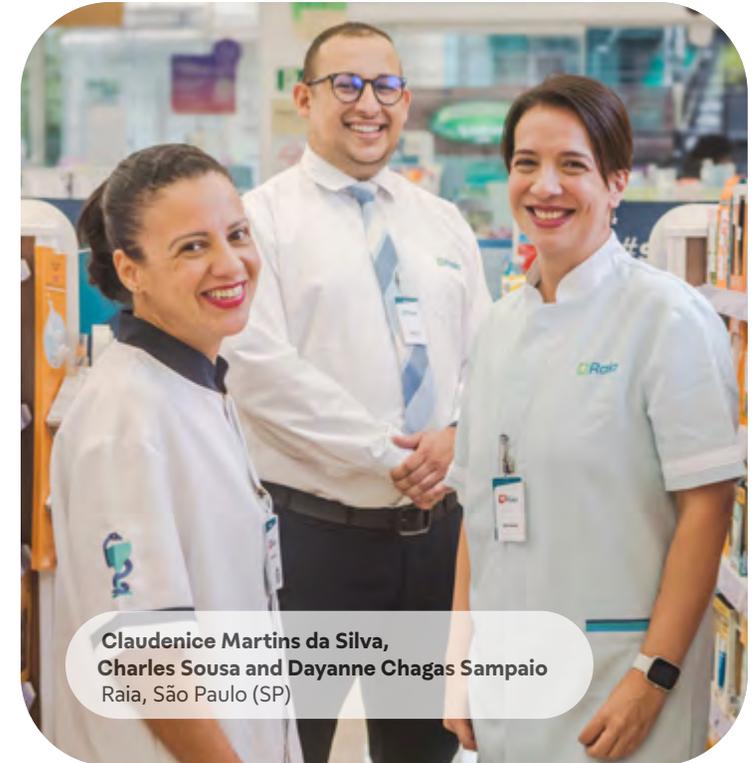
We are extremely proud to announce that 100% of our pharmacy managers and supervisors are internal RD Saúde employees who have been trained, promoted, and grown within the company.

To make this possible, we have robust career and leadership development programs. Through these programs, **we are committed to training 40 thousand professionals in initiatives that will positively impact their careers and equip them with the skills they need for the future.**

- **Trilhar Program:** a consistently structured program to enable professional development and cultural support, enabling professional growth from the base to the highest levels of the operation;
- **Progridir Program:** Six months of training for regional managers on leadership topics, soft skills, time and project management. In 2023, 17 managers graduated from the Progridir program and assumed regional manager positions, in addition to 633 new managers and pharmaceutical managers;
- **Crescer Program:** Focused on the corporate area, senior and average management of all business units (Corporate, DCs and Pharmacy Operations), evaluates the six organizational competencies as a way to drive individual and organizational development.

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

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



**Claudenice Martins da Silva,**  
**Charles Sousa and Dayanne Chagas Sampaio**  
Raia, São Paulo (SP)

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

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

Emerging talents (with potential for the future) and key people (standout performance, know-how) are also mapped out within each department, forming what we call the RD Pool. This prioritizes merit-based actions and development initiatives, which aids in employee retention and accelerates professionals' readiness to take on more complex positions.

In 2023, over 50 forums were conducted to identify successors, high-potential talents, and key personnel, with an investment of over 140 hours. Additionally, 55 successors were mapped, representing 95% of departments with an identified successor, an increase of 9 percentage points compared to the 2022 cycle.

Among the professionals mapped in 2022 and followed up on in 2023, we achieved a 93% retention rate and 91% were impacted by financial recognition or development actions. In the RD Pool, we had a 92% retention rate and 82% were impacted by financial recognition and/or development actions.

## We believe knowledge matters and care transforms.

- **Career transition assistance:** Corporate managers and directors whose employment contracts have been terminated can benefit from an outplacement program to support their career continuity.

### Encouragement of education

To fulfill our commitment to supporting the **training of 10,000 professionals in undergraduate and/or graduate courses with incentives from RD Saúde**, we offer educational grants to eligible professionals who wish to pursue undergraduate and graduate studies at private universities in Brazil.

Since 2021, we have encouraged 2,593 employees to pursue their studies with the support of exclusive scholarships and partnerships for undergraduate and graduate programs.

In addition, in 2024, we launched the first class of the Pharmacy Health undergraduate program for our people, in partnership with Unifecaf and with the support of P15 Educacional. The results of the partnership will be presented in the 2024 Annual Report.

# 2,593

professionals supported by  
RD Saúde to continue their  
studies, since 2021

## First job

### GRI 203-2

We promote and facilitate the hiring of young people between the ages of 18 and 23 who are seeking their first opportunity in the job market, enhancing the strength of our social impact. In 2023, we generated 10,377 opportunities for these young people throughout the country.

Upon joining RD Saúde, young people gain a **profession, training opportunities, and a career development plan.**

## Technology training

We remain committed to investing in the “Quero Ser Dev,” “Quero Ser Data,” and “Quero Ser QA” programs, initiatives designed to open doors for those aspiring to enter the developer career path, even without prior experience in the technology field.

To date, we have completed 12 classes of the program, including classes exclusively for women and black people. Since the beginning of the program, there have been more than 230 graduates, 105 of whom are women.

In 2023, we partnered with Movitech, a coalition of organizations working from education to technology employability, building a strong and fair sector, with inclusion and equity. Additionally, 50% of the positions in this ninth edition were reserved for black women and people over 50 years old.

## Engagement

Our Engagement Survey is a crucial tool for assessing the commitment and involvement between employees and RD Saúde, representing the alignment between our culture and the well-being and development of our people.

A highlight of the survey results was the perception of RD Saúde as an inclusive environment that provides development:

- 93% of professionals recognize our welcoming attitude towards people of different ethnicities, sexual orientations, genders, and people with disabilities;
- 87% of employees value the existing training and development offerings, making it a primary factor in their retention at RD Saúde.

In 2023, we were awarded the GPTW certification, recognized as a best place to work, and the “Healthy Practices” seal of the ranking, which highlights companies committed to the health and well-being of their teams.

The survey results were widely disseminated and the identified challenges were discussed through engagement committees established across all our boards. These groups are dedicated to developing practical and customized solutions according to the needs identified in each area.

In addition to the committees, RD Saúde has also implemented institutional initiatives aimed at developing and enhancing the skills of our leaders.

We will continue to actively listen to our teams and implement the identified actions, with the aim of continuously improving RD Saúde for all.

# Responsible chain

GRI 2-6 | 3-3 PRODUCTS AND SERVICES

## Governance

We believe in building comprehensive, transparent, and responsible relationships with our suppliers and business partners. We are proactive in strengthening our supply chain in a responsible manner through engagement, development, and joint construction of solutions to ESG-related challenges.

We recognize that the development of the supply chain is essential to our business and to the nation's economy.

Supplier governance is based on four main pillars:

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

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

Categories	Total suppliers in 2023
Private Labels	99
Direct Suppliers	746
Supply Suppliers	3,358
Special Suppliers	5,329
<b>TOTAL</b>	<b>9,532</b>
Critical Categories in ESG <sup>1</sup>	<b>2,120 (22.2%)</b>
Non-Critical Categories in ESG	<b>7,412 (77.8%)</b>

Our suppliers are further segmented into a relevance matrix, based on the transaction volume with RD Saúde, the criticality of the sector, and the frequency of payments.

Our management system is comprised of an algorithm that is highly customizable to our monitoring needs, robustly observing the history of each supplier with clear criteria.

This management approach enables efficiency in the analysis process for 100% of our supply chain.

<sup>1</sup> Supplier categories that present greater exposure to socio-environmental and compliance risks: RD Brands products, processing of personal data, provision of services with allocated third parties, distributors (B2B and B2C), waste (transport and/or treatment), personalized (inputs identified with the RD Saúde brand), suppliers who have dealings with public agents and suppliers who manufacture and sell directly to RD Saúde.

## Responsible supply chain

GRI 205-2

We conduct risk assessments of our supplier operations. This involves the annual application of self-assessment questionnaires and, for critical suppliers, on-site audits. These assessments are designed to evaluate a supplier's alignment with relevant legislation, our company's code of conduct, and respect for human rights.

We also adopted the **Supplier Code of Conduct**, with specific guidelines for this audience. All suppliers must sign a commitment to the content of this code.

To ensure ongoing engagement on issues such as human rights, the environment, climate change, and others, we maintain active communication through regular newsletters.



## Compliance

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

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

**Homologation:** Prior to contracting, all suppliers undergo homologation by the Supplier Governance team, which assesses their compliance and qualifications to meet the Company's requirements and commitments, based on a list of required documents. In 2023, 1,692 new suppliers were approved.

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

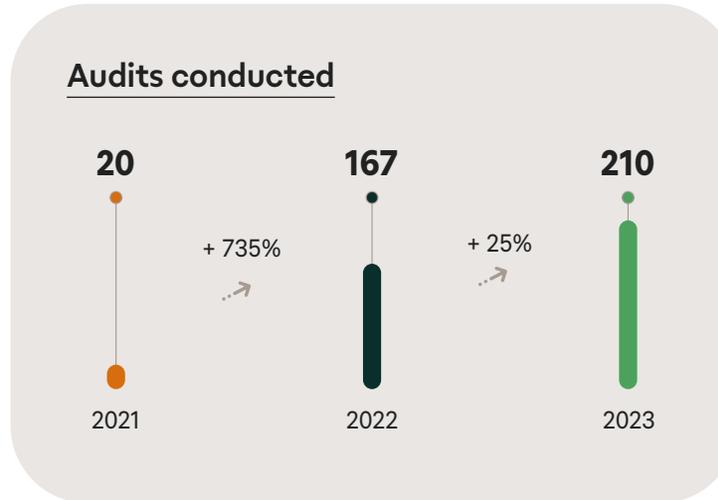
Since 2022, we have been conducting on-site monitoring audits at tier 1 suppliers using our own team of auditors. This has enabled us to significantly expand the number of audited suppliers to 210, representing 9.9% of the 2,120 critical category suppliers.

The selection of suppliers for auditing is established by prioritizing critical categories, such as RD Brands, suppliers of customized products, and construction companies involved in our projects.

During site visits, we administer a questionnaire that encompasses approximately 200 inspection points related to ESG and compliance aspects. The audits also extend to Tier 2 subcontractors, companies that provide services to RD Saúde's suppliers, broadening our monitoring scope. Following the initial audit, we also conduct follow-up audits.

The audit results generate a supplier score from A to E.

**Consequence management:** Regardless of the partner's score, every audit conducted generates an action plan. The monitoring and implementation cycles for improvements are established in accordance with the severity of the occurrence.



In 2023, no supplier contracts were terminated as a result of the audits conducted.

At its core, supplier monitoring aims to achieve continuous improvement through the engagement of companies in a consultative format conducted by the Supplier Governance team.

In cases where there is no progress on the action plan, the frequency of audits is increased and, in more critical cases, we involve the business areas to decide whether or not to keep the supplier.

- 55.28% of critical category suppliers** with ESG self-assessment (+14 p.p. compared to 2022)
- +100% of Proprietary Brand suppliers** approved and audited
- 102 audits at works** +78% compared to 2022
- +1,300 monitoring** of third parties allocated to RD Saúde
- 49 audits on subcontractors**  
21 on RD Brands, 17 on Supplies and 11 Direct

## Development

We offer our suppliers and sellers training opportunities to support them in managing their businesses towards a more sustainable supply chain.

At RD Saúde University, we offer the Supplier Development Portal, which provides training on a variety of topics and areas: conflict of interests, anti-fraud and anti-corruption, human rights and diversity, ESG practices and business management, among others. Currently, there are 2,806 companies registered on the Portal, 2,055 of which are suppliers and 626 sellers.

All new suppliers also undergo onboarding with a quiz and certificate of completion for initial alignment with our processes, practices and values.

In 2023, we held a workshop with civil construction suppliers, with the participation of more than 90 individuals. At the event, topics of working conditions and responsibilities regarding hiring service providers were discussed.

### » Responsible marketplace

Since 2022, sellers, companies that make their products available on our marketplace platform, also undergo supplier approval and monitoring.



DC Guarulhos



**Tânia Custódio Constâncio**  
Pharmacist

# Healthier planet

- »» Commitments for 2030
- »» Actions for the climate
- »» Waste management
- »» Water footprint

# Commitments for 2030

TCFD Strategy C | Metrics and Goals C



Contribute to a low-carbon and waste-free economy	
Targets	Status 2023
1. Use at least 40% recycled material in Proprietary Brand packaging by 2030 <sup>1</sup>	In 2023, 0.13% of the weight of all materials used in our packaging will be of recycled origin (Natz portfolio).
2. Zero the use of landfills in operations (RD Saúde Campus, Distribution Centers and civil construction <sup>2</sup> )	In 2023, we sent 10,368.29 tons of waste to landfills. This represented 40% of the total waste generated in the year. In addition, we reviewed our internal waste management procedures for the DCs and the RD Saúde Campus, and intensified training for the professionals involved in this process.
3. Collect 3 thousand tons of medicinal waste until 2030 (not including box and leaflet)	We collected 283.6 tons in 2023. Since 2021, we have already collected and properly disposed of 613 tons of medicinal waste.
4. Reduce absolute GHG emissions (scope 1 and 2) within the level below 1.5 °C, using 2021 as the base year	Compared to 2022, there was a 27.16% reduction in scope 1 and scope 2 emissions. This reduction was mainly due to the actions taken in transport between the Distribution Centers and the Pharmacies (page 96), and the increased consumption of energy from renewable sources (page 97).
5. Engage suppliers responsible for emissions from purchased goods and services (category 1) to have science-based targets by 2030	In 2024, we will implement a pilot with suppliers responsible for emissions from purchased goods and services to engage them in decarbonization strategies.
6. Reach 100% of the operation supplied with renewable energy	We reached 72% of the operation supplied with renewable energy.

<sup>1</sup> 40% of the total packaging generated (by weight), as long as the use of recycled material is permitted by applicable legislation.

<sup>2</sup> Civil construction waste will be disposed of in accordance with technical standards, Conama resolution and relevant legislation in the municipalities where they are located.

# Actions for the climate

## GRI 3-3 - ACTIONS FOR THE CLIMATE | TCFD Metrics & Targets C

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

We remain committed to identifying pathways for absolute emissions reduction, aligned with the principles of the Science Based Targets Initiative (SBTi), which provides frameworks for establishing science-based, consistent targets.

Our Greenhouse Gas (GHG) inventory has been undergoing continuous improvement since 2018. Over the past two years, we have focused our efforts on expanding information collection for Scope 3 and enhancing our data controls. As a result of these advancements, we now have a more detailed and clear understanding of where to direct our greatest efforts to reduce emissions.

## Governance

### TCFD Governance A

Climate change governance falls under the purview of the Sustainability Committee, established in 2019 with the objective of developing and proposing guidelines and commitments related to our sustainable development. This ensures that climate-related issues are periodically brought to the Board of Directors.

Within this forum, comprised of RD Saúde leadership, the most significant risks to the business and the decarbonization strategy are discussed. Additionally, sustainability goals are established and linked to the variable compensation of our employees. For further details, please refer to page 33.

To further advance on this topic, in 2024 we will establish a thematic working group composed of key leaders from impacted areas, including sustainability, logistics, sales, and operations. This group will be responsible for implementing the decarbonization projects already approved by the Sustainability Committee.

### » Partnership with impact accelerator

In 2023, we launched the Open Innovation Program in ESG, in partnership with Quintessa. We outlined three challenges we want to solve: packaging; use of air conditioning focused on reducing emissions; and engaging customers in sustainability actions.

We selected startups capable of supporting us in solving these challenges and, in 2024, we will implement pilot projects.

## Carbon Disclosure Project (CDP) journey

### TCFD Strategy C

As part of our climate strategy, we annually respond to the CDP Climate Change questionnaire, the leading international tool used to measure the quality of corporate climate change management. In 2023, we improved our score to A-, a significant milestone for RD Saúde.

We are aware that the biggest challenges and the most significant impact of RD Saúde's decarbonization journey lie in Scope 3, within our supply chain. In 2022, we began using CDP Supply Chain as a means to engage suppliers and encourage the disclosure of their emissions, as well as other topics such as climate risks and governance.

In 2023, we worked very closely with our suppliers, actively engaging them in this initiative. Consequently, we achieved a highly satisfactory response rate, with 88% participation from a total of 50 invited suppliers, surpassing the previous year's results by 52%.



In addition, we have developed an internal climate change questionnaire and have encouraged all of our suppliers to respond in order to enhance our GHG inventory, identify opportunities for joint projects, and take action to reduce emissions.

We also strive to support and engage our Private Label suppliers in the pursuit of a low-carbon economy. To this end, we held a two-day workshop on climate change and greenhouse gas emissions inventory preparation, which was attended by 18 suppliers. Participants had the opportunity to learn hands-on how to calculate their emissions using the Brazilian GHG Protocol calculation tool.

In addition, we hosted a question-and-answer session to enable our partners to share their queries and receive more tailored guidance on reporting their operational emissions.

# Risk management

TCFD Strategy C | Risk Management A | Risk Management B

In 2020, we conducted our first climate vulnerability study, focusing on Distribution Centers. In 2022, we began integrating the issue into risk management processes linked to business governance.

**In 2023, we further deepened our study by analyzing climate risks and their impact on the business across 100% of our operations (pharmacies, DCs, and RD Saúde Campus).**

Regarding physical risks, we acknowledge that our operations are exposed to a variety of extreme events, including heatwaves, river floods, strong winds, and landslides, among others.

These situations can compromise the safety of our people, cause substantial damage to facilities, and disrupt the operations of pharmacies.

Furthermore, when considering transition risks as well, we have identified that changes in climate policies and regulations, market fluctuations, technological advancements, and reputational damage can influence our business operations and strategies.

The mapping conducted further underscores the latent need to take action on both climate change mitigation and adaptation.

Based on the studies, we have identified relevant action opportunities for RD Saúde in the face of the climate challenge, such as investments in the development of more sustainable products, services, and processes (with low emission rates) and migration to low-carbon electricity consumption.

To learn more about the methodology and results of the climate risk and opportunity study, as well as the scenarios used and the units considered, please refer to page 146.



**Our People**  
RD Saúde Campus

## Actions in pursuit of decarbonization

### TCFD Strategy C

Since 2021, we have been making progress in the use of electric trucks for B2B deliveries, i.e. the route from Distribution Centers to pharmacies. In addition, part of the fleet has switched to using S10 diesel, a less carbon-intensive fuel.

In 2023, we focused on strengthening partnerships with last-mile delivery companies to increase the use of electric motorcycles, bicycles, and tuk-tuks. We also implemented a cargo optimization project for trucks that make deliveries between DCs and pharmacies, maximizing vehicle occupancy by 20% and reducing the number of trucks required for deliveries. Additionally, we continued to reap the benefits of the driver training conducted with Fabet in 2022. The goal was to improve the driving skills of our professionals, aiming for better performance and defensive driving, which resulted in a reduction in diesel consumption.

This year, we have increased our renewable energy usage from 45% to 72% across our operations. This progress is a result of our efforts to connect more pharmacies to distributed generation plants. Our goal is to ensure that 100% of our energy consumption comes from renewable sources by 2030.

Use of **11 electric trucks** in deliveries between DCs and pharmacies and adoption of S10 diesel (less polluting fuel) for the rest of the fleet.

**Sustainable deliveries** account for **11.26%** of total deliveries, a **2.2** percentage points increase compared to the previous year.

Strengthening partnerships for the use of electric motorbikes, bicycles and tuk-tuks for **last mile deliveries**.

Increase in energy consumption from renewable sources, reaching **72%** of our operations supplied by **renewable energy**.



Emiriana Torres da Silva - driver  
DC Guarulhos

## Energy efficiency

GRI 302-1 | 302-4 | 302-5 | 3-3 RESOURCE CONSUMPTION

TCFD Strategy C

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

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

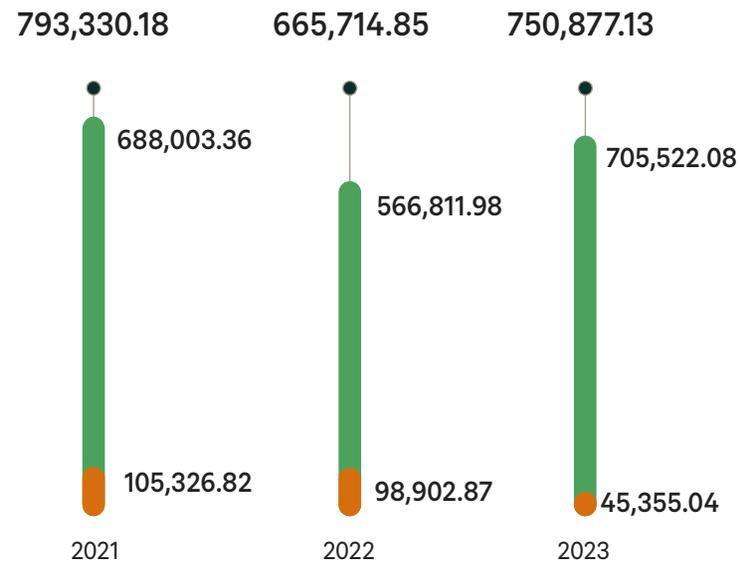
In 2023, we maintained 100% of our lighting with LED lamps and continued to implement current optimizers, which control the electrical energy consumption of pharmacies, identifying and reducing energy waste.

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

In the year, these actions resulted in an average 18% reduction in total consumption across the network’s pharmacies. We ended the year with an electricity consumption of 208,576.08 MWh.

The Company’s large consumer units (five DCs and the RD Saúde Campus) consume electricity from the free contracting environment, sourced from renewable sources, and three more units are expected to migrate in 2024. In 2023, 19,252.59 MWh of renewable energy was consumed in these units, equivalent to 93% of their total consumption. The remaining 7% (1,425.90 MWh) was consumed directly from the public grid.

### Electricity consumption within the organization (GJ)



There was no absolute reduction in electricity consumption from 2022 to 2023, reflecting the expansion and growth of our operations.

### » Certification

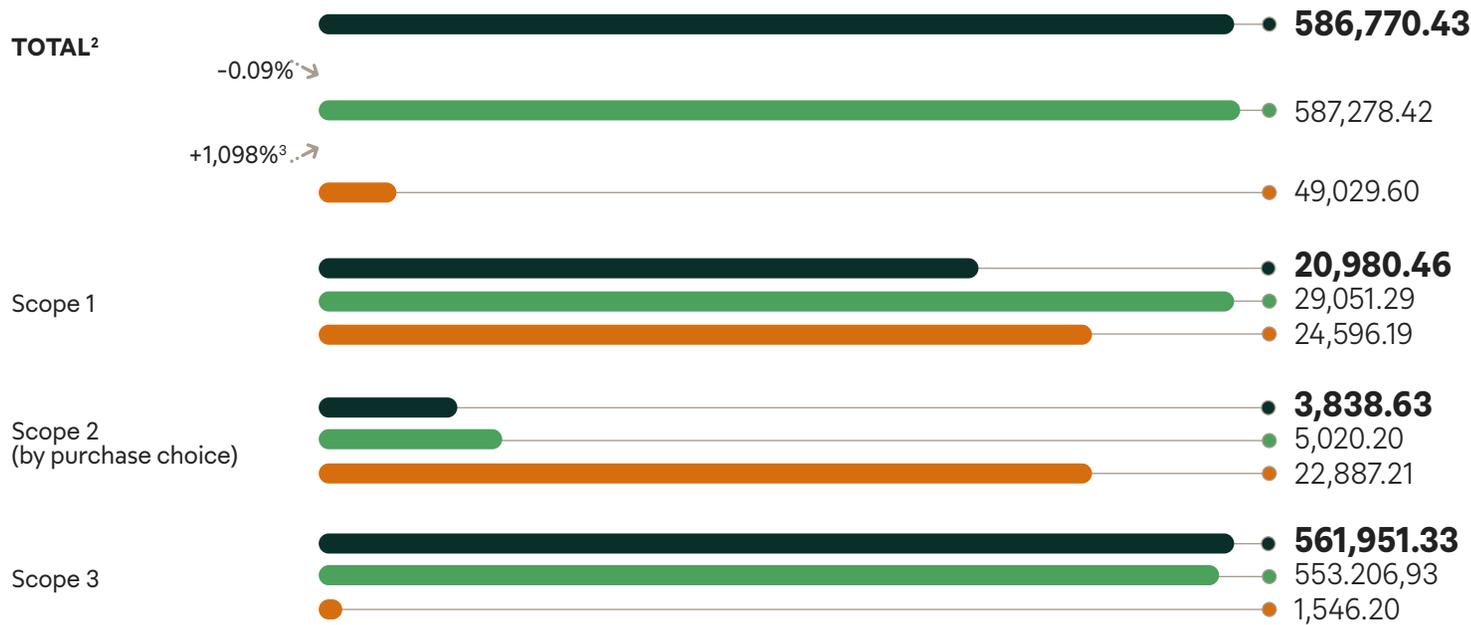
The Gravataí/Galpão 4 and Guarulhos/Galpões 3A and 3B warehouses have earned LEED (Leadership in Energy and Environmental Design) certification, which recognizes the implementation of construction practices that promote more eco-efficient and sustainable operations.

- Electricity from renewable sources
- Electricity from non-renewable sources

## Performance

GRI 305-1 | 305-2 | 305-3 | 305-4 | TCFD Metrics and Targets B

### Emissions by scope (tCO<sub>2</sub>e)<sup>1</sup>



<sup>1</sup> Includes Kyoto GHG emissions in tCO<sub>2</sub>e (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub>, HFCs and PFCs). Does not include CO<sub>2</sub> emissions from renewable sources. Non-Kyoto GHG emissions: 1,790.49 tCO<sub>2</sub>e.

<sup>2</sup> The total GHG emission only considers scope 2 per purchase choice. Scope 2 by location totaled 27,853.36 tCO<sub>2</sub>e in 2021, 7,795.26 tCO<sub>2</sub>e in 2022 and 7,962.89 tCO<sub>2</sub>e in 2023.

<sup>3</sup> In 2022, RD Saúde hired a specialized consultancy to support the improvement of the GHG emissions inventory, including a detailed Scope 3 screening process. As a result of this work, emissions increased significantly.

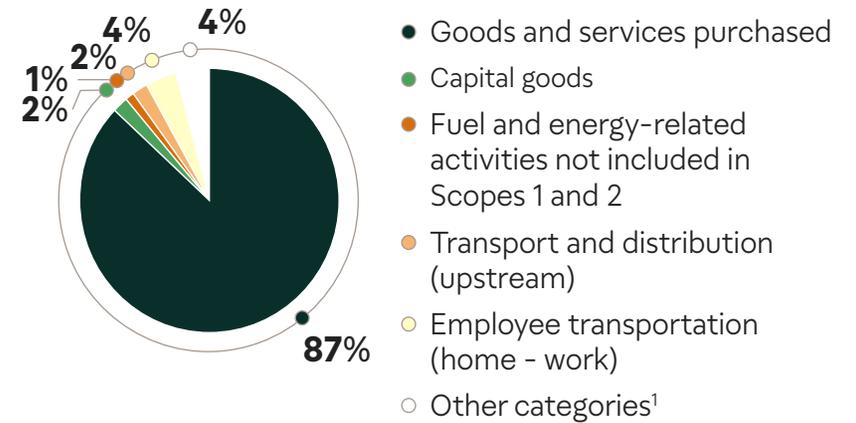
<sup>4</sup> The 2021 GHG emissions data will be recalculated - based on the review carried out in 2022 - and audited again throughout 2024. The updated figures will be published in the company's next Annual and Sustainability Report.

● 2023 ● 2022 ● 2021<sup>4</sup>



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

### Scope 3 emissions profile



# 3.86

tCO<sub>2</sub>e/t of emissions intensity<sup>2</sup> in the production of sold items, a 19% reduction compared to 2022

<sup>1</sup> It includes the categories: waste generated in operations, business travel, transport and distribution (downstream), use of goods and services sold, end-of-life treatment of products sold and investments.

<sup>2</sup> Drugs, over-the-counter (OTC) drugs, and perfumery products.

# Waste management

GRI 306-1 | 306-2 | 306-3 | 306-5 | 3-3 WASTE MANAGEMENT AND REVERSE LOGISTICS

## Generation and disposal

The nature of our operations generates impacts related to waste generation and disposal. In 2023, we generated 26,209.35 tons of waste, with the most representative categories being construction waste (63%, of which 56% is recyclable), recyclables (19%, not including construction recyclables), and organic waste (11%).

To support us in this management, we hire third-party companies that collect and properly dispose of waste in the operations of the DCs and RD Saúde Campus, in addition to collecting and properly disposing of hazardous items in pharmacies.

We use an information system, managed by the Sustainability area, to monitor indicators and ensure compliance with applicable regulations.

In 2023, we started a pilot project in 20 pharmacies to manage common waste generated, using zero landfill as the premise. The idea is to identify the amount of recyclable and



DC Guarulhos

non-recyclable waste generated and implement process improvements, which will result in a reduction in the amount of waste generated.

We also generate hazardous waste in our operations. These materials are collected and stored in specific bins, appropriately identified and located in places with restricted access.

At the DCs, this waste includes PPE, uniforms, cloths, tow, packaging contaminated by oil, grease, paint, solvents, fuels, lubricants, chemicals, fluorescent lamps and electronic equipment.

At the pharmacies, the waste generated is classified according to Anvisa and Conama standards, including infectious and sharp waste.

## Reverse logistics

### Drugs

Through the **Conscious Disposal Program**, we offer customers the possibility to dispose of expired or unused medicines, along with their leaflets and packaging, at 100% of our pharmacies.

All medicines collected from pharmacies are sent to DCs and later, on a scheduled date, they are collected by a company approved by the pharmaceutical industry and taken for incineration.

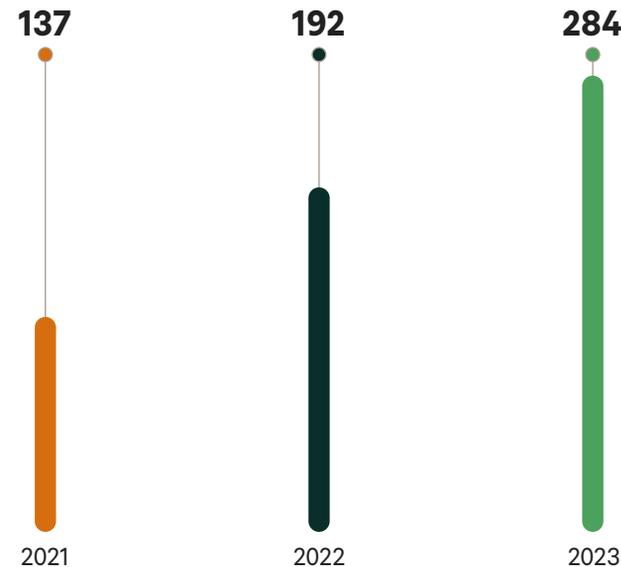
This entire reverse logistics process is regulated by Federal Decree N°. 10,388, of June 5, 2020, which establishes the guidelines and responsibilities of drug manufacturers and traders.

Providing our professionals with all the knowledge necessary to deal with this work demand in our pharmacies is also essential for the program to be successful.

We are committed to ensuring that 100% of pharmacies have access to our Conscious Disposal program and to reaching a total of 3,000 tons of collected pharmaceutical waste by 2030.



### Expired or disused medications collected (t)



 [Click here to learn more about the Program.](#)

Since 2021, we have accumulated a total of 613 tons of medication disposed of. To achieve our commitment, it is essential to engage customers and society. Therefore, we invest annually in awareness campaigns with the aim of influencing more and more people to dispose of their medications correctly.

## Cells and batteries

### GRI 306-5

Our pharmacies serve as Voluntary Delivery Points (PEV) for batteries and cells to the community, in compliance with the requirements of CONAMA Resolution No. 401, of November 4, 2008, regarding the role of retailers in collecting these items disposed of by the population.

The program is carried out in partnership with Green Eletron, a company that manages the reverse logistics of electronics, and is present in 100% of pharmacies.

After collecting and disposing of batteries for our DCs, we partner with a specialized outsourcing company for recycling purposes.

# In 2023, we totaled 9.54 tons of cells and batteries properly destined for final disposal.



## Packaging

306-5

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

Our proprietary brand Natz was launched with 100% of paper packaging (cartridges) produced with 100% recycled cardboard, with Forest Stewardship Council (FSC) certification and 30% post-consumer representation.

In mid-2022, we implemented a circularity pilot project for the brand, in which we passed on to the producer of the recycled paper used in the production of Natz cartridges the waste paper, boxes and leaflets of medicines collected in our pharmacies in the Conscious Disposal of Medications program.

In 2023, **1.2 tons of paper and cardboard** returned to the proprietary brand production chain, serving as input for the production of around 135 thousand packages.



**Pedro Henrique da Rocha**  
Drogasil, Taboão da Serra (SP)

The Vegan by Needs brand has 100% of its packaging made with recyclable material. The tubes, for example, are produced with plastic from a renewable source, a polyethylene made from sugar cane ethanol.

We also work to compensate 100% of packaging waste from our Private Labels, in collaboration with the organizations Eureciclo and Reciclar pelo Brasil. This means that, for every package sold, an equivalent is recycled, ensuring a positive and responsible environmental impact.

Another relevant front is the reduction in the use of plastic bags by customers to take purchased products home. Since 2020, we have addressed the issue and, in 2023, we focus on training our people, ensuring that they always ask customers whether the bag is necessary.

This practice is also used when issuing tax coupons. Thus, attendants act as agents of behavior change, encouraging customers to rethink their habits. We also reinforce customer engagement on the topic through educational videos published on our social networks, such as the **Toda Atitude Conta campaign**.

With all the engagement and training actions for our professionals and customers, **37% of services in 2023 were carried out without using plastic bags and 48% of tax coupon printings were avoided**.

It is worth mentioning that these two indicators (use of plastic bags and coupon printing) make up our Pharmacy Sustainability Index (ISF). Learn more on page 44.

## Construction work waste

The rapid growth of RD Saúde, which is beneficial for both the business and its people, entails further construction projects, which in turn generate more waste that needs to be disposed of.

In 2023, we generated more than 25.8 thousand tons of waste in our operations, with more than 16.4 thousand tons resulting from construction works.

In order to manage this impact, since 2020 we have partnered with Trashin to develop a project focused on waste management, from the construction site to final destination, in line with environmentally correct practices, in addition to partnerships to promote circular waste handling solutions. In 2023, the program was applied to 137 openings and renovations, which represented 30% of works in the year.

The third-party professionals involved in the works receive specialized training in best practices related to waste management, and the waste transporters have gone through a rigorous homologation process.

In total, 24 partner construction companies were involved and trained in 77 Brazilian municipalities in 26 states.

In 2023, a total of 16 thousand tons of construction waste were disposed of in an environmentally correct manner and with circular technologies, corresponding to the total waste of 30% of the Company's works.

It is worth mentioning that the contractors sign an Environmental Responsibility Term to mitigate any type of environmental risk or liability, formalizing that they are responsible for the correct disposal of waste and for the practical implementation of the concepts agreed for all RD Saúde works.



Learn more about these and other initiatives on our portal [Todo Cuidado Conta.](#)

## Taking care of people, the planet, the future.

Construction waste<sup>1</sup> (t)



<sup>1</sup> In 2023, we increased the number of works included in the new construction waste management model. Therefore, an increase compared to 2022 data is observed.

# Water footprint

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

Since the majority of our operations are retail-based, our water usage impact is minimal, limited to employee consumption, personal hygiene, and cleaning of our facilities (RD Saúde Campus, DCs, and pharmacies).

Therefore, our interaction with water takes place in a non-intensive manner, without any consumption directed to production or industrial processes and with supply made by state concessionaires, water trucks, and in two DCs (Embu and São José dos Pinhais), through an artesian well.

Even so, we continue to monitor metrics and carry out infrastructure adequacy actions and team awareness, with the goal of reducing water use and consumption.

Since 2022, we have replaced all sanitary devices at RD Saúde Campus in search of greater efficiency, and in 2023, we implemented a water reuse system also at RD Saúde Campus. Data will be available in 2024.

Our DCs in Guarulhos and Gravataí already had this technology, and in 2023, we reused 18.4 megaliters of water.

Water discharge, in turn, is carried out in the networks of sanitation companies, and where there is no public infrastructure that allows for sewage reception, pharmacies and DCs have septic tanks and/or Sewage Treatment Stations (ETEs) properly managed by specialized companies, which are kept dully clean.

## Hydrical stress

We calculate the water consumption of pharmacies in areas water-stressed areas, that is, regions where the demand for water is greater than its availability and/or capacity for renewal.

To this end, we consider the percentage of pharmacies located in water-stressed areas classified as “High”, according to the **Aqueduct Water Risk Atlas tool**, multiplied by the total consumption of this business unit.



Renata de Oliveira Lopes (right) and Nathalie Nascimento (left)  
DC Guarulhos

Water capture in megaliters		
underground water (total) <sup>1</sup>	all areas	water-stressed areas
DCs	24.02	0.00

Water consumption in megaliters		
surface water (total)	all areas	water-stressed areas
Pharmacies <sup>2</sup>	623.62	152.85 <sup>3</sup>
DCs	19.31	00.00
RD Saúde Campus	27.66	00.00
<b>TOTAL</b>	<b>670.60</b>	<b>154.35</b>

<sup>1</sup>Water collection through artesian wells in six DCs.

<sup>2</sup>For pharmacies, water consumption in water-stressed areas was calculated based on an estimate that considers the percentage of pharmacies located in water-stressed areas classified as “high”, multiplied by the total consumption of this business unit. Water-stressed areas were defined using the Aqueduct Water Risk Atlas tool (<https://www.wri.org/applications/aqueduct/water-risk-atlas/>).

<sup>3</sup>The data reported in 2022 (0.13 megaliters) was revised and the correct data is 132.87, totaling a surface water consumption of 152.85 megaliters in water-stressed areas.



# Annexes

- »» Key indicators
- »» GRI content index
- »» SASB content index
- »» TCFD recommendations
- »» Externalities map
- »» Assurance report
- »» Credits

**Jéssica Souza**  
Full Personnel Management Analyst

# Key indicators

## Information about employees

GRI 2-7

Employees by employee category and gender <sup>1</sup>														
	2021			2022			2023							
	men	women	total	men	women	total	cis men	trans men	cis women	trans women	non-binary	declines to state	not informed	total
Executive Leadership	42	15	57	41	17	58	33	-	14	-	-	-	13	60
Average Leadership	390	283	673	445	351	796	482	1	384	-	-	11	26	904
Operational Leadership	835	1,821	2,656	862	1,914	2,776	803	5	1,671	2	4	41	520	3,046
Specialist	219	197	416	238	212	450	227	-	181	-	1	3	13	425
Administrative	728	898	1,626	811	1,125	1,936	791	3	1,037	2	3	32	254	2,122
Operational	15,707	28,315	44,022	16,592	30,431	47,023	10,385	141	19,104	99	196	570	20,164	50,659
<b>TOTAL</b>	<b>17,921</b>	<b>31,529</b>	<b>49,450</b>	<b>18,989</b>	<b>34,050</b>	<b>53,039</b>	<b>12,721</b>	<b>150</b>	<b>22,391</b>	<b>103</b>	<b>204</b>	<b>657</b>	<b>20,990</b>	<b>57,216</b>

<sup>1</sup> Data for 2021 and 2022 are not available, as we only started the self-declaration process in 2023.

### Employees by contract type and gender

	2021			2022			2023'							
	men	women	total	men	women	total	cis men	trans men	cis women	trans women	non-binary	declines to state	not informed	total
Temporary	0	0	-	0	0	-	242	-	571	-	-	-	-	813
Permanent	17,921	31,529	49,450	18,989	34,050	53,039	12,721	150	22,391	103	204	657	20,990	57,216

### Employees by region and type of contract<sup>1</sup>

	2021		2022		2023'	
	permanent	temporary	permanent	temporary	permanent	temporary
North	1,316	0	1,618	0	1,970	9
Northeast	6,808	0	7,591	0	8,343	76
Mid-West	4,428	0	5,064	0	5,712	34
Southeast	32,053	0	33,285	0	35,204	616
South	4,845	0	5,481	0	5,987	78
<b>TOTAL</b>	<b>49,450</b>	<b>0</b>	<b>53,039</b>	<b>0</b>	<b>57,216</b>	<b>813</b>

<sup>1</sup> Data from temporary employees only consider biological sex, as this audience did not participate in the gender self-declaration process.

**Note:** Temporary employees are not considered when calculating the total number of employees.

# New hires and employee turnover<sup>1</sup>

GRI 401-1

Contracted employees							
by gender		2021		2022		2023	
	number	hiring rate	number	hiring rate	number	hiring rate <sup>2</sup>	
Men	7,822	48.68%	7,373	41.83%	8,080	41.92%	
Women	12,657	45.97%	13,386	43.32%	14,337	42.28%	
<b>TOTAL</b>	<b>20,479</b>	<b>46.97%</b>	<b>20,759</b>	<b>42.78%</b>	<b>22,417</b>	<b>42.15%</b>	
by age group		2021		2022		2023	
	number	hiring rate	number	hiring rate	number	hiring rate <sup>2</sup>	
Under 30 years old	15,876	55.3%	16,533	50.78%	17,137	48.85%	
Between 30 and 50 years old	4,227	30.37%	3,899	26.45%	4,812	28.71%	
Over 50 years old	376	38.68%	327	25.59%	468	34.72%	
<b>TOTAL</b>	<b>20,479</b>	<b>46.97%</b>	<b>20,759</b>	<b>42.78%</b>	<b>22,417</b>	<b>42.15%</b>	
by region		2021		2022		2023	
	number	hiring rate	number	hiring rate	number	hiring rate <sup>2</sup>	
North	602	56.26%	721	51.06%	912	50.86%	
Northeast	2,361	39.51%	2,406	34.65%	2,479	32.30%	
Mid-West	1,607	41.57%	2,298	51.23%	2,595	50.63%	
Southeast	13,324	46.82%	12,444	40.53%	13,456	40.72%	
South	2,585	61.08%	2,890	57.97%	2,975	53.62%	
<b>TOTAL</b>	<b>20,479</b>	<b>46.97%</b>	<b>20,759</b>	<b>42.78%</b>	<b>22,417</b>	<b>42.15%</b>	

<sup>1</sup> Hiring and termination data does not consider self-declaration, but rather biological sex. The self-declaration process only started in Q4 2023.

<sup>2</sup> Calculation carried out based on the average active headcount (from January to December 2023). Hiring rate = number of employees hired/average active headcount.

## Employees who left the company

by gender		2021		2022		2023	
	number	turnover rate <sup>1</sup>	number	turnover rate <sup>1</sup>	number	turnover rate <sup>1</sup>	
Men	5,797	36.08%	6,541	37.11%	6,465	33.54%	
Women	8,847	33.13%	11,399	36.89%	11,761	34.68%	
<b>TOTAL</b>	<b>14,644</b>	<b>33.59%</b>	<b>17,940</b>	<b>36.97%</b>	<b>18,226</b>	<b>34.27%</b>	
by age group		2021		2022		2023	
	number	turnover rate	number	turnover rate	number	turnover rate	
Under 30 years old	10,258	35.73%	13,332	40.94%	13,137	37.45%	
Between 30 and 50 years old	4,138	29.73%	4,340	29.45%	4,782	28.53%	
Over 50 years old	248	25.51%	268	21.79%	307	22.77%	
<b>TOTAL</b>	<b>14,644</b>	<b>33.59%</b>	<b>17,940</b>	<b>36.97%</b>	<b>18,226</b>	<b>34.27%</b>	
by region		2021		2022		2023	
	number	turnover rate	number	turnover rate	number	turnover rate	
North	270	25.23%	433	30.67%	574	32.01%	
Northeast	1,266	21.19%	1,789	25.77%	1,764	22.98%	
Mid-West	1,148	29.69%	1,765	39.32%	1,964	38.32%	
Southeast	9,871	34.69%	11,458	37.32%	11,449	34.65%	
South	2,089	49.36%	2,496	50.07%	2,475	44.61%	
<b>TOTAL</b>	<b>14,644</b>	<b>33.59%</b>	<b>17,941</b>	<b>36.97%</b>	<b>18,226</b>	<b>34.27%</b>	

<sup>1</sup> Calculation made based on the average active headcount (from January to December). Turnover rate = number of employees terminated/average active headcount.

# Remuneration

GRI 405-2

## Ratio between base salary and remuneration<sup>1</sup> received by women and those received by men

	2021		2022		2023	
	base salary	remuneration	base salary	remuneration	base salary	remuneration
Executive Leadership	92.86%	86.26%	92.28%	83.63%	87.55%	81.53%
Average Leadership	96.85%	95.83%	94.25%	93.96%	92.81%	92.92%
Operational Leadership	99.97%	99.86%	100.95%	100.90%	101.79%	101.77%
Specialist	72.64%	71.74%	76.95%	76.20%	73.33%	73.69%
Administrative	79.46%	79.49%	78.53%	78.50%	76.43%	76.43%
Operational	112.23%	112.10%	110.94%	110.86%	110.69%	110.33%

<sup>1</sup> Employee remuneration takes into account benefits and the Profit Sharing Program (PPR).

# Maternity/Paternity Leave<sup>1</sup>

GRI 401-3

		2021	2022	2023
Employees entitled to leave	Men	17,921	18,989	20,601
	Women	31,529	34,050	36,615
Employees who took leave	Men	134	418	478
	Women	1,260	1,551	1,479
Employees who returned to work, in the reporting period, after the end of leave	Men	304	413	487
	Women	1,114	1,328	1,515
Employees who returned to work after leave and remained employees for 12 months after returning to work	Men	196	217	277
	Women	637	593	687
Return rate	Men	99.02%	98.33%	99.19%
	Women	97.63%	95.40%	96.44%
Retention rate	Men	69.50%	71.38%	66.43%
	Women	57.39%	56.88%	51.73%

<sup>1</sup>To calculate this indicator, we use information related to the biological sex of our people, as provided for in legislation.

# Training<sup>1</sup>

GRI 404-1

Average training hours per year, per employee			
	2021	2022	2023
Men	78.28	106.33	102.50
Women	93.82	112.62	108.47
<b>TOTAL</b>	<b>88.19</b>	<b>110.37</b>	<b>106.32</b>

Average training hours per year, per employee			
	2021	2022	2023
Executive Leadership	12.11	25.29	5.34
Average Leadership	10.99	13.45	13.77
Operational Leadership	44.16	43.49	83.80
Specialist	21.98	8.13	7.24
Administrative	13.48	26.12	11.66
Operational	95.51	120.5	114.23

<sup>1</sup> To calculate this indicator, we use information related to the biological sex of our people, as provided for in legislation.

### Compliance training<sup>1</sup> GRI 205-2

by region		2021		2022		2023	
	number	rate	number	rate	number	rate	
North	-	-	-	-	674	34.21%	
Northeast	-	-	-	-	1,934	23.18%	
Mid-West	-	-	-	-	1,496	26.19%	
Southeast	-	-	-	-	9,667	27.46%	
South	-	-	-	-	1,725	28.81%	
by functional category		2021		2022		2023	
	number	rate	number	rate	number	rate	
Executive Leadership	30	51.72%	-	-	-	-	
Average Leadership	178	26.45%	14	1.76%	39	4.31%	
Operational Leadership	884	33.28%	56	2.02%	246	8.08%	
Specialist	44	10.58%	128	28.44%	37	8.71%	
Administrative	319	19.62%	754	38.95%	196	9.24%	
Operational	27,327	62.08%	22,276	47.37%	14,978	29.57%	
<b>TOTAL</b>	<b>28,782</b>	<b>58.20%</b>	<b>23,228</b>	<b>43.79%</b>	<b>15,496</b>	<b>27.08%</b>	

<sup>1</sup> There is no data on training by region in 2021 and 2022. Compliance training is available on our internal corporate education platform (RD Saúde University) and can be accessed at any time by all employees. While these courses are regularly updated, not all trainings on the platform are refreshed annually. Therefore, if an employee has already completed a training in the previous year, it may not be necessary for them to retake it the following year, as the content remains the same. When course updates are made, internal communication is disseminated through our internal communication platform (Workplace), so that employees can take the training again. As of December 2023, over 48,000 active employees had completed the anti-corruption training.

## Career and opportunities

GRI 404-2 | 404-3

Percentage of employees who received performance evaluation by functional category <sup>1</sup>			
	2021	2022	2023
Executive Leadership	94.74%	100.00%	96.67%
Average Leadership	90.94%	98.50%	95.94%
Operational Leadership	94.65%	51.80%	95.21%
Specialist	76.44%	96%	96.80%
Administrative	71.59%	77.38%	93.75%
Operational	17.19%	19.88%	82.04%
<b>TOTAL<sup>2</sup></b>	<b>24.73%</b>	<b>25.57%</b>	<b>84.00%</b>

Percentage of employees who received performance evaluation by gender <sup>1</sup>			
	2021	2022	2023
Female	26.92%	27.09%	84.33%
Male	20.87%	22.83%	83.35%
<b>TOTAL<sup>2</sup></b>	<b>24.73%</b>	<b>25.57%</b>	<b>84.00%</b>

Business unit positions (CDs and Pharmacy Operations) are covered in the performance evaluation format called Expected Behavior Evaluation, in which they are also evaluated by functional competencies, as this evaluation is directly related to **Trilhar** (learn more on page 84). The program enables professional development and cultural sustainability, as we are undergoing a strong expansion,

opening around 275 drugstores per year, and we always have acculturated people opening new drugstores and expanding growth opportunities. As we open new drugstores, we are also expanding our logistics operation with new DCs.

<sup>1</sup> 100% of our employees have the possibility of being evaluated for their performance. The Crescer evaluation process is mandatory and includes people from RD Saúde Campus.

<sup>2</sup> In 2023, we began to consider performance management models in all data. Therefore, there is an increase in the percentage compared to previous years.

## Diversity in governance bodies and employees

GRI 405-1 | 405-2

Individuals within governance bodies in 2023 <sup>1</sup>									
governance bodies	by gender		by age group			by self-declared race identity			
	men	women	under 30 years old	between 30 and 50 years old	over 50 years old	Asian	Black	White	Brown
Board of Directors	72.7%	27.3%	0.0%	36.4%	63.6%	0.00%	0.00%	100.00%	0.00%
Statutory Board	87.5%	12.5%	0.0%	37.5%	62.5%	0.00%	0.00%	100.00%	0.00%
Fiscal Council	75.0%	25.0%	0.0%	12.5%	87.5%	0.00%	0.00%	87.5%	12.50%
Advisory Committees	66.7%	33.4%	0.0%	25.0%	75.0%	0.00%	0.00%	100.00%	0.00%

<sup>1</sup>There are no people with disabilities. 100% of the members of the bodies are self-declared as heterosexual.

Diversity by functional category in 2023 <sup>2</sup>								
	by gender					by age group		
	cis men	trans men	cis women	trans women	non-binary	under 30 years old	between 30 and 50 years old	over 50 years old
Executive Leadership	70.21%	0.00%	29.79%	0.00%	0.00%	0.00%	80.00%	20.00%
Average Leadership	55.59%	0.12%	44.29%	0.00%	0.00%	9.73%	84.40%	5.86%
Operational Leadership	32.31%	0.20%	67.24%	0.08%	0.16%	29.22%	69.93%	0.85%
Specialist	55.50%	0.00%	44.25%	0.00%	0.24%	20.24%	73.41%	6.35%
Administrative	43.08%	0.16%	56.48%	0.11%	0.16%	50.42%	47.69%	1.89%
Operational	34.70%	0.47%	63.84%	0.33%	0.65%	68.73%	28.32%	2.96%
<b>TOTAL</b>	<b>35.76%</b>	<b>0.42%</b>	<b>62.95%</b>	<b>0.29%</b>	<b>0.57%</b>	<b>64.58%</b>	<b>32.53%</b>	<b>2.89%</b>

<sup>2</sup>The data is based on the self-declaration of employees, which may lead to variations compared to what was reported in GRI indicator 2-7 (62% of the total reported in the indicator). The data on this page considers the average number of employees from January to December. The percentages were calculated based on the total number of peoples who answered the questionnaire and who provided a gender option for this question. Those who did not answer the questionnaire (20,990 people) or those who declined to answer (657) were not considered.

### Individuals within governance bodies in 2022

governance bodies		
	men	women
Board of Directors	70%	30%
Statutory Board	80%	20%
Fiscal Council	75%	25%

### Diversity by functional category in previous years

	2021		2022	
	men	women	men	women
Executive Leadership	73.6%	26.3%	70.6%	29.3%
Average Leadership	57.9%	42.0%	55.9%	44.1%
Operational Leadership	31.4%	68.5%	31.0%	68.9%
Specialist	52.6%	47.3%	52.8%	47.1%
Administrative	44.7%	55.2%	41.8%	58.1%
Operational	35.7%	64.3%	35.2%	64.7%
<b>TOTAL</b>	<b>35.7%</b>	<b>64.3%</b>	<b>35.8%</b>	<b>64.2%</b>

## Worker health promotion

GRI 401-2 | 403-6

Benefits offered to employees <sup>1</sup>			
benefit	all employees	from leadership	legal dependents
Life insurance	X	X	
Health Plan	X	X	X
Maternity/paternity leave extended to six months and 20 days, respectively, also applicable to adopters of children up to 12 years old	X	X	
Dental care	X	X	X
Day care allowance granted as provided for in a collective agreement	X	X	
Clube RD – partner companies offer discounts to employees	X	X	
Pharmacy agreement – concession of benefit through Universe	X	X	X
Payroll loan - granting of payroll loan for partner banks where the employee is an account holder	X	X	
Transportation vouchers	X	X	
Chartered for professionals work-ing in DCs and corporate	X	X	
Annual checkup <sup>2</sup>		X	
Agreement with gyms (Gympass)	X	X	
Cafeteria at the headquarters and DCs with a monthly discount of 20% on the value of the local meal	X	X	
Services mall at RD Saúde Campus	X	X	
Travel insurance		X	
H1N1 vaccines funded by the Company <sup>3</sup>	X	X	
LevelRD: granting leave in the month of birth of the corporate employee and DCs	X	X	
Profit Sharing Program (PSP)	X	X	
Long-term variable compensation (shares) <sup>4</sup>		X	

<sup>1</sup>At RD Saúde, there is no distinction between the offer of benefits for employment contracts. Therefore, part-time professionals are also eligible for the list. <sup>2</sup>Benefit eligible from the management position. <sup>3</sup>Benefit eligible from the executive management position. <sup>4</sup>Benefit eligible from the corporate management position.

## Operations with significant negative impacts on local communities

GRI 413-2

### 1. Cyberattacks that could compromise electronically stored health information, along with customers' financial and personal data

- Impact applicable to pharmacy and corporate activities. It has the potential to impact active customers, and not the community as a whole. Despite the potential impact, we take all necessary steps to mitigate risks, as mentioned on page 37.

**2. Water consumption** - The resource is not directly related to the main retail operations. However, it is used for consumption, personal hygiene, and cleaning in all our units. Therefore, we consider that the impact applies to units located in water stress areas, representing a risk of water shortage for the surrounding community. We monitor consumption on a monthly basis and have actions in place to prevent waste, as detailed on page 104.

**3. Turnover of our people, mainly in the pharmacy service area** - The impact applies to customers, since the turnover of professionals in pharmacies can compromise service.

To prevent the materialization of this impact, we have training procedures for new employees, in addition to

trained leaders to guide them, as described on page 83. Additionally, we offer a variety of career development opportunities for our employees, as detailed on page 84.

**4. Greenhouse gas and other pollutant emissions** - Applicable to pharmacies and DCs, mainly due to product transportation activities, which results in the emission of pollutants into the atmosphere, potentially impacting the community surrounding these operations. We have initiatives to reduce emissions, as detailed on page 96.

**5. Injuries, illness or death due to the consumption of offered products and services (errors in the marketing of pharmaceutical products and in the provision of pharmaceutical services)** - Applicable to pharmacy activities and can have an impact on customers. We have operational procedures to guide the pharmacy team in dispensing medicines and providing pharmaceutical services, as mentioned on page 67.

**6. Social impacts on the supply chain (child labor, slavery-like labor and sexual exploitation, occupational health and safety, labor and remuneration practices)** - We have over 9 thousand suppliers. As such, the social impacts on the supply chain have a moderate probability of occurrence. In order to reduce this probability, 100% of suppliers in critical categories undergo a socio-environmental assessment, as mentioned on page 88.

**7. Technology system failures and disruptions** - Technology is utilized in some stage of all RD Saúde processes. Consequently, failures and disruptions can have an impact on service provision. We conduct vulnerability analyses that could impact the business and take the necessary measures to prevent such occurrences, as mentioned on page 42.

This information was obtained based on the impact assessment of the Company's materiality process. The materiality process involves consulting with a variety of stakeholders, including customers, employees, and suppliers, among others. To determine the significance of the impacts, a probability and severity analysis was conducted.

# Energy

GRI 2-4 | 302-1 | 302-3 | SASB HC-DR-130A.1

Energy consumption within the organization (GJ) <sup>1</sup>			
	2021	2022	2023
<b>Total - fuels from non-renewable sources</b>	<b>204,740.24</b>	<b>250,363.92</b>	<b>194,357.83</b>
Aviation kerosene	10,316.64	8,625.98	10,243.99
Gasoline (regional)	4,993.07	5,148.85	4,915.58
Diesel oil (logistics and generators)	189,201.04	236,392.00	178,420.02
GLP	229.49	197.09	778.24
<b>Total - Fuels from renewable sources<sup>2</sup></b>	<b>26,682.43<sup>1</sup></b>	<b>25,960.58</b>	<b>27,186.57</b>
Biodiesel (logistics and generators)	23,863.19	23,639.20	24,330.00
Etanol (regional)	2,819.24	2,321.38	2,856.57
<b>Energy consumed - electricity</b>	<b>793,330.18</b>	<b>665,714.85</b>	<b>750,877.13</b>
Electricity from non-renewable sources	105,326.82	98,902.87	43,852.26
Electricity from renewable sources	688,003.36	566,811.98	707,024.86
<b>Energy sold - electricity</b>	<b>17,740.90</b>	<b>12,184.16</b>	<b>534.83</b>
<b>TOTAL</b>	<b>1,024,752.85<sup>1</sup></b>	<b>942,039.35</b>	<b>972,421.53</b>

<sup>1</sup> Change in values in relation to what was reported in 2021. <sup>2</sup> To calculate fuel consumption, we considered a proportion of 12% biodiesel in diesel and 27.5% ethanol in gasoline.

Energy intensity rate (GJ/total built area in m <sup>2</sup> ) <sup>1</sup>		
	2022	2023
Total energy consumption within the organization (GJ) <sup>2</sup>	944,972.36	972,421.53
Total built area (m <sup>2</sup> )	963,406.52	1,111,878.97
<b>Energy Intensity</b>	<b>0.98</b>	<b>0.87</b>

<sup>1</sup> This indicator began to be reported in 2022. <sup>2</sup> Electricity used for lighting, refrigeration, and equipment operation in pharmacies, DCs, and offices. Within electricity, we also consider the energy generated by diesel generators that are used when there is any insufficiency or problem in the supply of electricity from the local power distributor.

# Emissions

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

Emission per Scope (tCO <sub>2</sub> e)				
	2021	2022	2023	Variation (2022 x 2023)
Scope 1	24,596.19	29,051.29	20,980.46	-27.78%
Scope 2 (by location)	27,853.36	7,795.26	7,962.89	2.15%
Scope 2 (by purchase choice)	22,887.21	5,020.20	3,838.63	-23.54%
Scope 3	1,546.20	553,206.93	561,951.33	1.58%
<b>TOTAL<sup>1</sup></b>	<b>49,029.60</b>	<b>587,278.42</b>	<b>586,770.43</b>	<b>-0.09%</b>

<sup>1</sup>Total calculated considering scope 2 by "purchase choice".

Biogenic Emission per Scope (tCO <sub>2</sub> e)				
	2021	2022	2023	Variation (2022 x 2023)
Scope 1	1,760.04	1,629.70	1,602.08	-1.69%
Scope 2 (by location)	-	-	-	-
Scope 2 (by purchase choice)	1,032.92	-	2,787.73	-
Scope 3	240.96	8,650.36	7,093.38	-18.00%
<b>TOTAL</b>	<b>3,033.92</b>	<b>10,280.06</b>	<b>11,483.19</b>	<b>11.70%</b>

# Materials

GRI 2-4 | 301-1

Materials used <sup>1</sup> (t)				
type	source	2021	2022	2023
Green PE	Renewable	3.7	-	-
PE (polypropylene)	Renewable	-	162.93	220.22
PE (polyethylene)	Non-renewable	315.00	344.41	114.97
PET	Non-renewable	252.00	109.96	133.30
Cardboard	Non-renewable	126.00	3.43	-
Paper	Renewable	-	351.59	333.49
Other plastics	Renewable	262.00	176.99	321.17
Glass	Non-renewable	42.00	35.90	75.92
Aluminum	Renewable	24.00	17.50	37.19
Other metals	Non-renewable	-	0.34	0.78
<b>TOTAL</b>		<b>1,024.70</b>	<b>1,203.05</b>	<b>1,219.04</b>

<sup>1</sup> All types of materials used come from products and packaging.

## Waste generation and disposal

GRI 2-4 | 306-3 | 306-4 | 306-5

Hazardous waste disposal (t)				
	type of waste	2021	2022	2023
Recycling	Cells	13.76	7.28	9.54
	Lamps	18.33	0.00	1.40
	Civil construction (class D) <sup>1</sup>	0.00	3.25	0.00
Incineration	Expired or unused medicines collected within the Conscious Disposal Program	137.21	192.17	283.65
	Health waste <sup>2</sup>	131.43	89.66	68.91
	Inappropriate	37.72	34.86	36.49
Landfill	Civil construction (class D) <sup>1</sup>	0.00	1.36	0.00
Inert's landfill	Civil construction (class D) <sup>1</sup>	0.00	5.00	0.00
<b>TOTAL (scope: RD Saúde Campus and DCs)</b>		<b>338.45</b>	<b>333.58</b>	<b>399.99</b>

Non-hazardous waste disposal (t)				
	type of waste	2021	2022	2023
Recycling	Paper, cardboard, plastic, ferrous and non-ferrous metals, wood, tires, glass, styrofoam	4,587.23	5,072.80	4,961.50
	Civil construction <sup>2,4</sup>	0.00	3,822.82	6,290.80
Landfill	Organic <sup>3</sup>	930.35	865.06	2,822.02
	Civil construction <sup>2,4</sup>	115.34	65.47	169.48
Inert's landfill	Civil construction <sup>4</sup>	0.00	6,280.35	7,376.79
Coprocessing	Inappropriate	1,605.26	1,469.86	1,452.20
Composting	Organic	0.00	28.71	113.22
Other final destinations	Civil construction	-	-	2,623.34
<b>TOTAL</b>		<b>7,238.18</b>	<b>17,605.07</b>	<b>25,809.35</b>

<sup>1</sup> In 2023, RD Saúde's partner construction companies began allocating paint and solvent cans from construction sites to Pro Lata, which reuses these materials. As a result, we have achieved zero hazardous construction waste (class D) destined for final disposal.

<sup>2</sup> Adjusted 2022 data. We had previously considered a portion in kg.

<sup>3</sup> The increase is due to the implementation of the composting process for waste from the RD Saúde Campus cafeteria, which occurred in the second half of 2022. As a result, we are considering the entire disposal cycle for the first time. In addition, in 2023 we had a significant increase in the number of employees using the RD Saúde Campus facilities, due to the post-pandemic return and the growth in the number of employees hired.

<sup>4</sup> In 2023, we expanded the construction waste management project with Trashin, which is why the numbers are higher.

### Recycling of hazardous and non-hazardous waste (t)

type of waste	2021	2022	2023
Paper <sup>1</sup>	189.60	117.89	100.19
Cardboard	3,937.43	4,626.39	4,328.09
Plastic	300.22	208.63	431.99
Ferrous metals	18.82	13.08	1.66
Wood	99.12	95.61	78.48
Civil construction <sup>2</sup>	-	7.07	6,290.80
Others (non-ferrous metals, tires, glass, Styrofoam, electronics) <sup>3</sup>	42.03	11.20	26.37
Cells and lamps <sup>2</sup>	32.09	7.28	10.94
<b>TOTAL<sup>2</sup></b>	<b>4,619.31</b>	<b>5,087.15</b>	<b>11,268.52</b>

<sup>1</sup> Includes data from boxes and leaflets collected in pharmacies through the Conscious Disposal Program.

<sup>2</sup> Adjusted 2022 data.

<sup>3</sup> We now consider electronics and printer toners.

## Indicators of subsidiaries<sup>1</sup>

Diversity by gender		
	subsidiaries	
	female	male
Executive Leadership	21	34
Average Leadership	31	33
Operational Leadership	39	30
Specialist	41	63
Administrative	126	85
Operational	280	159
<b>TOTAL</b>	<b>538</b>	<b>404</b>

Diversidade by age group			
	subsidiaries		
	under 30 years old	between 30 and 50 years old	over 50 years old
Executive Leadership	2	50	6
Average Leadership	11	59	7
Operational Leadership	8	59	6
Specialist	40	53	2
Administrative	117	125	2
Operational	269	207	10
<b>TOTAL</b>	<b>447</b>	<b>563</b>	<b>33</b>

Diversity by race					
	subsidiaries				
	Asian	White	Indigenous	Brown	Black
Executive Leadership	0	37	0	6	0
Average Leadership	0	23	0	3	3
Operational Leadership	2	51	0	10	6
Specialist	1	56	0	27	4
Administrative	5	79	0	39	7
Operational	1	190	0	98	34
<b>TOTAL</b>	<b>9</b>	<b>436</b>	<b>0</b>	<b>183</b>	<b>54</b>

<sup>1</sup> The reported data is consolidated for RD Saúde subsidiaries, including: 4bio, Amplimed, Healthbit, Raia Manipulação, Drogasil Manipulação, RD ADs, Safepill and Vitat.

**Note:** Diversity data by race in some of the subsidiaries is not available, and therefore, the total does not add up to 942 people. We are working so that in the coming years we will have this information for all companies.

### Diversity by vulnerable group

	subsidiaries					
	women	Black people	People with Disabilities	LGBTI+	Indigenous	50+
Executive Leadership	21	0	1	0	0	6
Average Leadership	31	3	1	0	0	6
Operational Leadership	40	6	0	2	0	6
Specialist	41	4	0	1	0	2
Administrative	126	3	3	11	0	1
Operational	190	34	6	1	0	8
<b>TOTAL</b>	<b>449</b>	<b>50</b>	<b>11</b>	<b>15</b>	<b>0</b>	<b>29</b>

**Note:** Diversity data by race, sexual orientation and disability in some of the subsidiaries is not available, and therefore, the total does not add up to 942 people. We are working so that in the coming years we will have this information for all companies

### Employees by region, type of contract and working hours

	subsidiaries				
	North	Northeast	Mid-West	Southeast	South
Permanent employees	12	39	5	856	131
Temporary employees	0	0	0	0	0
Employees without guaranteed working hours	0	0	0	0	0
Full-time employees	12	39	5	839	131
Part-time employees	0	0	0	17	0
Operational Leadership	40	6	0	2	0
<b>TOTAL</b>	<b>449</b>	<b>50</b>	<b>11</b>	<b>15</b>	<b>0</b>

**Note:** Diversity data by race, sexual orientation and disability in some of the subsidiaries is not available, and therefore, the total does not add up to 942 people. We are working so that in the coming years we will have this information for all companies

Benefit/Company	4BIO	Amplimed	HealthBit	Manipulaê	RD Ads	SafePill	Vitat
Life insurance	X	X	X	X	X	X	X
Health Plan	X	X	X	X	X	X	X
Maternity leave according to legislation	X	X		X		X	X
Agreement with gyms (Gympass)	X	X		X	X		X
Paternity leave according to legislation		X		X		X	X
Discount at pharmacies (Univers)	X			X	X		X
Extended paternity leave	X		X		X		
Birthday day-off	X			X			X
PPR/PLR	X				X		X
Dental Plan	X			X			X
Food/Meal Voucher			X		X		X
Extended maternity leave			X		X		
Telemedicine	X			X			
Home office allowance			X				X
Daycare allowance			X		X		
Share acquisition plan	X <sup>1</sup>						X <sup>2</sup>

<sup>1</sup> For partner managers and directors.

<sup>2</sup> For directors.

**Note:** In addition to these benefits, 4BIO offers day-off and Alelo benefit on the child's birthday, discount platform (New Value), Fuel Voucher, Day Spa after maternity leave, Alelo benefit at Christmas for employees and children, and Pregnant Women Support Program. HealthBit offers mental health assistance and the Prime Medicine benefit. Manipulaê employees also have a Flash card with flexible benefits and discounts on company products. RD Ads offers baby kits and disability assistance. Finally, Vitat offers education subsidies, free company services and access to Sesc for its employees.

### Average training hours carried out by the organization's employees during the period covered by the report, broken down by gender

gender	total number of employees by gender	total number of training hours offered to employees by gender	average training hours by gender
Male	440	18,194	41.35
Female	603	23,607	39.15

### Greenhouse gas (GHG) emissions

Emission per scope (tCO <sub>2</sub> eq)	subsidiaries		
	2021 <sup>1</sup>	2022	2023.
Scope 1	-	50.22	5408
Scope 2 (by location)	65.68	28.42	57.49
Scope 3	10.00	6,550.97	14,478.35
<b>TOTAL</b>	<b>75.44</b>	<b>6,629.61</b>	<b>14,589.92</b>

<sup>1</sup>The 2021 data only includes 4Bio's GHG emissions. From 2022 onwards, we started monitoring the emissions of all subsidiaries.

# GRI content index

RD Saúde has reported the information cited in this GRI content index for the period January 1<sup>st</sup>, 2023 to December 31<sup>st</sup>, 2023 with reference to the GRI Standards.

Code	Indicator description	Material theme	Page / Direct response
<b>Universal standards</b>			
<b>GRI 2: General Disclosures 2021</b>			
<b>The organization and its reporting practices 2021</b>			
2-1	Organization details	-	Page 04, 05, 11 and 27.
2-2	Entities included in the organization's sustainability reporting	-	The document includes information from RD Saúde (Raia Drogasil S.A.). The reports of RD Saúde's 100% subsidiaries are available on page 124.
2-3	Reporting period, frequency and contact point	-	Financial reporting is carried out on a quarterly basis, following accounting practices adopted in Brazil. The Sustainability Report with consolidated data is published on an annual basis. Find out more on page 5.
2-4	Restatements of information	-	The data for indicator 301-1 was reformulated as it had been presented in grams (learn more on page 121). The data for indicator 301-3 also underwent reformulations, as described on page 135. 2021 data from indicator series 302 (energy) has been changed, as described on page 119. The data for indicators 306-3, 306-4 and 306-5 were also reformulated, as they had been presented in kilograms (learn more on page 100).
2-5	External assurance	-	Page 05 and 150.
<b>Activities and collaborators</b>			
2-6	Activities, value chain and other business relationships	-	The products we sell are purchased from approximately 840 suppliers (740 direct and 100 RD Brands). The operating concept encompasses all RD Saúde business units (Corporate, DCs and Pharmacy Operations). Downstream entities include customers and other Group companies (4Bio, Vitat, Cuco Health, Manipulaê, RD Ads, Amplimed, Healthbit, and SafePill). Other business relationships include two joint ventures (JVs): Stix, a points and rewards platform created in partnership between RD Saúde (33.3% stake) and GPA (66.7% stake). The second JV is Labi Exames, which focuses on laboratory tests, check-ups, and vaccines, and has physical units as well as home care services (we hold a 23.61% stake). There were no significant changes compared to the previous year. Further details can be found on pages 19.

Code	Indicator description	Material theme	Page / Direct response
2-7	Employees	-	On page 12, we present the total number of employees on 12/31/2023. The historical series is presented on page 106. We are considering all individuals with an employment relationship with RD Saúde under the CLT (Brazilian Labor Code), encompassing all positions, from the president to apprentices. Relationships of other natures are not considered, such as third parties, self-employed individuals, interns, counselors, and pensioners. During the reporting period, we increased our workforce by approximately 8%, supporting the Company's expansion strategy. The variations in the reported numbers are not considered significant, as they are related to common personnel adjustments, hires, or terminations.
2-8	Workers who are not employees	-	In December 2023, we had 513 interns, 1,465 young apprentices, and approximately 5,944 third-party contractors. The vast majority of these contractors provide cleaning and security services in our pharmacies, Distribution Centers, and RD Campus. No significant variations were identified within the reporting period or compared to the previous period.
<b>Governance</b>			
2-9	Governance structure and composition	-	The governance structure and its composition are shown on pages 28. The Advisory Committees are mentioned on pages 29. There is no representation of stakeholders in the composition of the highest governance body and its committees.
2-10	Nomination and selection for the highest governance body	-	Pages 29 and 31.
2-11	Chair of the highest governance body	-	Page 30.
2-12	Role of the highest governance body in overseeing the management of impacts	-	Page 29 and 30.
2-13	Delegation of responsibility for managing impacts	-	The Sustainability Committee meets approximately once a month throughout the year, with the exception of January and July, and extraordinary meetings. In 2023, the group held ten regular meetings and two extraordinary meetings. Further details are shown on pages 29 and 30.
2-14	Role of the highest governance body in sustainability reporting	-	Page 05.
2-15	Conflicts of interest	-	Page 34.
2-16	Communication of critical concerns	-	Pages 36 and 41.

Code	Indicator description	Material theme	Page / Direct response
2-17	Collective knowledge of the highest governance body	-	The <b>Bylaws</b> outline the responsibilities of the Vice President of People, Culture, and Sustainability in relation to sustainable development. In the same vein, the <b>Board of Directors' Internal Regulations</b> emphasize 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 aspects. Additionally, members of the aforementioned Committee have held meetings with sustainability experts on specific topics to gain further knowledge on these matters and integrate them into the Company. Finally, it is worth noting that the <b>Policy for the Nomination and Appointment of Members of the Board of Directors</b> highlights that knowledge in sustainability will be considered as a selection criterion for members.
2-18	Evaluation of the performance of the highest governance body		Find out more about assessments on page 31. After the results obtained in the evaluations, the People Committee holds a preliminary discussion and presents the results and development plans to the Board of Directors. Overall, the results of the last evaluation, carried out in December 2022, showed important and consistent developments, such as the general dynamics of the Board and its interactions. The size and composition of the body were considered effective, especially the mix of skills that was added with the election of new members.
2-19	Remuneration policies		Pages 32 and 33.
2-20	Process for determining remuneration		Page 32.
2-21	Annual total compensation ratio		The ratio between the total annual remuneration of the highest paid individual and the average total annual remuneration of other employees was 327 times. The ratio between the percentage increase in the highest paid individual's total annual remuneration and the average percentage increase for other employees was 18%. The following premise was used to prepare the answers: for "total remuneration" the base salary of the last month of the year was considered x 13 salaries for president and vice-presidents and 13.33 for other hierarchical levels, adding up the Program Profit Sharing (PPR) paid and Long-Term Incentives (ILP) granted, free of charge.

Code	Indicator description	Material theme	Page / Direct response
<b>Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	-	Page 06.
2-23	Policy commitments	-	<p>Learn more about the People's Code on page 34. The document is not based on internationally recognized intergovernmental instruments and does not provide for due diligence, but is based on the application of the precautionary principle, as it is concerned with addressing issues that could cause harm to society, the environment, or people and institutions with which we have relationships. In addition to the People's Code, we are advancing our commitment to protecting human rights (learn more on page 35).</p> <p>Details of the Conflict of Interest Policy are also available on page 34. The level at which each policy commitment is approved is defined in the Policy Development Policy, and each approval can be consulted on the Investor Relations website. The commitments apply to the Company and its subsidiaries, and communication is made from the time of admission and through internal communication channels, such as Workplace and RD Saúde Health University. When it comes to supplier-focused policies, communication takes place through emails, training on the RD Saúde Healthcare platform, and annual workshops.</p>
2-24	Embedding policy commitments	-	Pages 34, 35 and 53.
2-25	Processes to remediate negative impacts	-	Learn more on pages 34, 35 and 147. We track the effectiveness of complaint mechanisms by monitoring indicators to identify the volume of complaints and the effectiveness of the measures taken. In addition, we send feedback to reporting stakeholders, regardless of the investigation outcome. The directors participating in the Ethical Affairs Committee represent the organization's main business areas, areas that commonly receive complaints and act directly on cases, dealing with the people involved and promoting process improvement.
2-26	Mechanisms for seeking advice and raising concerns	-	Page 36.
2-27	Compliance with laws and regulations	-	There were no cases of non-compliance with laws and regulations during the reporting period.
2-28	Membership associations	-	Page 55. We also participate in the following industry associations: IDV - Instituto para Desenvolvimento do Varejo; Programa Empresa Cidadã da Receita Federal; Abrafarma - Associação Brasileira de Redes de Farmácia e Drogarias.

Code	Indicator description	Material theme	Page / Direct response
<b>Stakeholder Engagement</b>			
2-29	Approach to stakeholder engagement	-	The categories of stakeholders with which we engage and the purpose are mentioned on page 46. We seek to ensure meaningful engagement also through public meetings, forums, community events, phone calls, interviews, surveys and other spaces in which interested parties are encouraged to express their opinions. Access the Stakeholder Engagement Policy <a href="#">here</a> .
2-30	Collective bargaining agreements		
<b>GRI 3: Material Topics 2021</b>			
3-1	Process to determine material topics	-	Page 46.
3-2	List of material topics		Page 46.
3-3	Management of material topics		Page 47.
<b>Specific standards</b>			
<b>Economic disclosures</b>			
<b>GRI 201: Economic Performance 2016</b>			
201-1	Direct economic value generated and distributed	Local Development	Page 25.
201-2	Financial implications and other risks and opportunities due to climate change		Page 43.
201-3	Defined benefit plan obligations and other retirement plans		RD Saúde does not offer a retirement plan to its employees. The Company makes the monthly payment of the Social Security contribution to its employees, destined to the National Institute of Social Security (INSS), which is responsible for the retirements and other benefits payment to Brazilian workers (Law No. 8,213 , July 24 <sup>th</sup> , 1991).
201-4	Financial assistance received from government		None.

Code	Indicator description	Material theme	Page / Direct response
<b>GRI 202: Market Presence 2016</b>			
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Local Development	The lowest salary paid by RD Saúde in 2023 for male and female employees was BRL 1,412.00 compared to the Brazilian minimum wage, of BRL 1,320.00. This represents a ratio of 1.07 for both genders. Salaries are determined based on either the minimum wage or the collective bargaining agreement floor wage, to which the professionals are linked. In cases where different minimums can be used as a reference, the value used is BRL 1,769.00. For third parties, the ratio is 1.00 for both men and women.
202-2	Proportion of senior management hired from the local community		RD Saúde considers the entire country to be a "local community", as we operate throughout the national territory. Therefore, 100% of the executive leadership (directors, vice-presidents and president) are hired from the local community.
<b>GRI 203: Indirect Economic Impacts 2016</b>			
203-1	Infrastructure investments and services supported	Local Development	Pages 16 and 77.
203-2	Significant indirect economic impacts		Pages 48, 53, 67, 68 and 86.
<b>GRI 204: Purchasing Practices 2016</b>			
204-1	Proportion of spending on local suppliers	Local Development	In 2023, 97.67% of the purchasing budget was spent with local suppliers, considering the entire Brazilian territory as "local", due to our operations. The concept of "Important operational units" refers to the RD Campus, Distribution Centers and pharmacies.

Code	Indicator description	Material theme	Page / Direct response
<b>GRI 205: Anti-corruption 2016</b>			
<b>205-1</b>	Operations assessed for risks related to corruption	Ethics, Compliance, and Data Privacy and Security	We evaluate 100% of operations. In the “Unethical Conduct” risk category, we monitor the following risk factors: 1. acts of corruption carried out by employees or third parties on behalf of RD Saúde; 2. lack of ethical conduct procedures with subsidiaries; 3. lack of guidelines for relationships with public agents; 4. conflicts of interest for one’s own benefit and/or the Company’s; 5. lack of disclosure/acclturation by the Company on topics related to moral or sexual harm/harassment and acts of discrimination of any nature; 6. lack of procedures to combat corruption and money laundering; 7. lack of procedures/guidelines regarding receiving gifts/presents and participation in external events subsidized by suppliers/third parties that may influence decision-making power; and 8. non-effectiveness/reliability of the Conversa Ética Channel.
<b>205-2</b>	Communication and training on anti-corruption policies and procedures		In 2023, 24 members of governance bodies (100%) and 57,216 employees (100%) were informed about anti-corruption policies and procedures. There was no training on the topic for members of governance bodies. Find out details about the training offered to employees by functional category on page 113. Moreover, 100% of business partners were informed about the topic as this policy is published on all RD Saúde digital channels, and all partners who do business with us accept our policies in the supplier governance system.
<b>205-3</b>	Confirmed incidents of corruption and actions taken		In 2023, there were no confirmed incidents of corruption in RD Saúde.

Code	Indicator description	Material theme	Page / Direct response
<b>Environmental disclosures</b>			
<b>GRI 301: Materials 2016</b>			
301-1	Materials used by weight or volume	Waste management and reverse logistics	Page 121.
301-2	Recycled input materials used		Currently, the Natz brand, launched in September 2022, is the only RD Saúde proprietary brand that uses recycled materials in its packaging. The boxes and leaflets collected in pharmacies through the Conscious Disposal Program are sent to our DCs, where they undergo meticulous sorting and are subsequently sold to our paper recycling supplier, who manufactures our Natz packaging - 100% recycled and with 30% of post-consumer material. In 2023, we used 1,238,852 kg (=1.2 tons) of 100% recycled cardboard in Natz packaging. This volume corresponds to 0.13% of the total weight of packaging sold by Private Labels (excluding product categories in which the use of recycled materials is not permitted by regulation).
301-3	Reclaimed products and their packaging materials		100% of the waste generated by Private Labels in 2022 was offset in 2023 through the Eureciclo (for the brands Caretech, Nutrigood, B-Well, Raia, Drogasil and Natz) and Reciclar pelo Brasil (for the Needs brand) entities. Information is collected by extracting an annual sales report, which results in a spreadsheet of product components and their respective materials. This practice has been in place since 2022, however, in the 2022 Sustainability Report, we had published the indicator information in SKUs <sup>1</sup> sold. In 2023, we understand monitoring data by weight (in kg) of each product sold as a best practice.
<b>GRI 302: Energy 2016</b>			
302-1	Energy consumption within the organization	Resource consumption	Page 97 and 119.
302-2	Energy consumption outside the organization		We do not control energy consumption outside the organization. Therefore, the information is unavailable.
302-3	Energy intensity		Page 119.

1. Stock Keeping Unit.

Code	Indicator description	Material theme	Page / Direct response
302-4	Reduction of energy consumption	Resource consumption	The energy reductions included in this report are derived from electricity consumption. Two calculation methods were employed to determine the reductions: 1. Practical Reduction: the electricity consumption in 2023 was compared to that of 2022 for units (pharmacies) that underwent equipment modernization projects: replacing air conditioning units with inverter technology, adopting an automation model for air conditioning operation, and utilizing LED lighting technology. 2. Theoretical reduction/ avoided consumption: pharmacies equipped with electron aligners (current optimizers that save energy by reducing losses) avoid consuming a volume of energy that is not effectively utilized (this is an avoided consumption). In these cases, the current year (2023) is used as the basis for calculating the consumption avoided due to the adoption of this equipment in the current year. The calculation tool employed incorporates sustainability monitoring indicators and the methodology developed by E3 Brasil, a consulting firm. The achieved results are presented on page 97.
302-5	Reductions in energy requirements of products and services		The bases for the calculation and the calculation standards, methodologies and assumptions are the same as those reported in indicator 302-4.
<b>GRI 303: Water and Effluents 2018</b>			
303-1	Interactions with water as a shared resource	Resource consumption	Interactions with water are addressed by RD Saúde taking into account the necessary infrastructure adjustment efforts to ensure a reduction in consumption. In 2021, we replaced all sanitary devices at RD Saude Campus with more efficient models (low-flow toilets and automatic-shutoff faucets). In 2023, we implemented a water reuse system at RD Saúde Campus and will start monitoring the results from 2024. For the Guarulhos and Gravataí Distribution Centers, in which we already have water reuse systems implemented, we had a pooled consumption of 18.4 thousand m <sup>3</sup> .
303-2	Management of water discharge-related impacts		Page 104. Water disposal in DCs is carried out through their own wastewater treatment plants (WWTPs), the condominiums' WWTPs, or the public sewage system, through local sanitation companies. In the Embu and Aparecida de Goiânia DCs, we have septic tanks for the disposal of effluents.
303-3	Water withdrawal		Data is collected through condominiums for DCs that are within this condition; for the others, data made available by the water supply companies in each location are collected.
303-4	Water discharge		There is no need to monitor priority substances of concern, for which there is disposal treatment, as waste water is for personal use.
303-5	Water consumption		There were no changes to water storage as it was not identified as causing a significant water-related impact.

Code	Indicator description	Material theme	Page / Direct response
<b>GRI 305: Emissions 2016</b>			
305-1	Direct (Scope 1) GHG emissions	Actions for the climate	Pages 98 and 120.
305-2	Energy indirect (Scope 2) GHG emissions		Pages 98 and 120.
305-3	Other indirect (Scope 3) GHG emissions		Pages 98 and 120.
305-4	GHG emissions intensity		Pages 98 and 120.
305-5	Reduction of GHG emissions		Pages 98 and 120.
305-6	Emissions of ozone-depleting substances (ODS)		Pages 98 and 120.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Pages 98 and 120.
<b>GRI 306: Waste 2020</b>			
306-1	Waste generation and significant waste-related impacts	Waste management and reverse logistics	Page 99.
306-2	Management of significant waste-related impacts		Page 99.
306-3	Waste generated		Pages 99 and 122. The data is obtained monthly through the destination information contained in the reports of partner companies and in the MTRs issued. After inserting information and evidence from each unit, the data is compiled by the Sustainability or SGI area.
306-4	Waste diverted from final disposal		Page 122.
306-5	Waste sent for final disposal		Pages 99, 101, 102 and 122.
<b>GRI 308: Supplier Environmental Assessment 2016</b>			
308-1	New suppliers that were screened using environmental criteria	Ethics, Compliance, and Data Privacy and Security	Page 88.
308-2	Negative environmental impacts in the supply chain and actions taken		Learn more on page 88. In 2023, we terminated relationships with 0.05% of our suppliers due to evaluations related to environmental issues.

Code	Indicator description	Material theme	Page / Direct response
<b>Social disclosures</b>			
<b>GRI 401: Employment 2016</b>			
401-1	New employee hires and employee turnover	People management	Page 108.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		"Important operational units" refers to the RD Campus, the DCs and the pharmacies. Learn more on page 117.
401-3	Parental leave		Page 111.
<b>GRI 403: Occupational health and safety 2018</b>			
403-1	Occupational health and safety management system	Comprehensive health and safety of employees	Page 63.
403-2	Hazard identification, risk assessment and incident investigation		Page 63.
403-3	Occupational health services		Page 63.
403-4	Worker participation, consultation, and communication on occupational health and safety		Page 63.
403-5	Worker training on occupational health and safety		In addition to the training programs described on page 65, we offer a variety of specific training to ensure the safety and proper performance of our operations. This training includes safe access to the cold room for employees who handle thermolabile medicines, safe operation of equipment such as pallet jacks, pallet trucks and forklifts, as well as programs such as NR 35 for activities at heights, SEP and NR10 for electricians, Fire Brigade, CIPA, DDS (Daily Safety Dialogue), injection training for pharmacists and supervisors, training on the use of PPE (NR 06) and biological risk management (NR 32) and training on labor relations and occupational health for pharmacy employees.
403-6	Promotion of worker health		Page 117.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		Page 63.
403-8	Workers covered by an occupational health and safety management system		The data was compiled based on Third Party Control, considering that the Management and Audit process encompasses everyone. The other covered employees include all employees at the DCs and RD Saúde Campus. Learn more on page 63.

Code	Indicator description	Material theme	Page / Direct response
403-9	Work-related injuries	Comprehensive health and safety of employees	When considering third parties working within RD Saúde units, we identified one serious accident (rate of 0.50) and eight accidents requiring mandatory reporting (rate of 3.98). There were no fatalities during the period. Data calculated based on 2,009,040 hours worked. The monitoring metrics are the same as those practiced with employees, as described on page 66.
403-10	Work-related ill health		In 2023, there were no work-related illnesses that resulted absences or fatalities of employees and workers who are not employees, but whose work and/or workplace is controlled by the organization. As outlined on pages 63 and 65, hazards are identified through the Risk Management Program (RMP); however, no hazards related to psychosocial aspects and work-related mental disorders were identified. We offer a Mental Health Journey to all employees and their dependents (Learn more on page 60) and conduct mental health mapping twice a year (Learn more on page 61).
<b>GRI 404: Training and Education 2016</b>			
404-1	Average hours of training per year per employee	People management	Pages 83 and 112.
404-2	Programs for upgrading employee skills and transition assistance programs		Pages 83 and 114.
404-3	Percentage of employees receiving regular performance and career development reviews		Page 114.
<b>GRI 405: Diversity and Equal Opportunities 2016</b>			
405-1	Diversity in governance bodies and employees	Promotion of diversity and inclusion	Page 115.
405-2	Ratio of basic salary and remuneration of women to men		Learn more on page 110. "Important operational units" refers to the RD Saúde Campus, the DCs and the pharmacies.

Code	Indicator description	Material theme	Page / Direct response
<b>GRI 406: Non-Discrimination 2016</b>			
406-1	Incidents of discrimination and corrective actions taken	Promotion of diversity and inclusion	<p>In 2023, 209 cases were registered regarding the topic “discrimination”, of which 182 have already been analyzed and closed, including: 77 valid and partially valid; 91 invalid; 12 inconclusive; 2 with insufficient data; and 27 reports under investigation.</p> <p>The measures taken in relation to the 182 completed calls include: written warning (17), verbal warning (5), dismissal for just cause (10), dismissal without just cause (37), guidance to the leader and/or subordinate (23), response/request to the reporter (4), transfer of the workplace (1), suspension (1) and cases of unsubstantiation - no action taken (84).</p> <p>All reports of discrimination are investigated by the Compliance team and reported to the Ethics Committee. Actions are taken against the offender and reparations are made to the victim. Victims who accept reparations receive support from the Employee Support Center. This work is monitored by the Compliance team and reported to the leadership. The offender, depending on the severity of the offense, may be dismissed with just cause, without just cause, suspended, or warned.</p>
<b>GRI 410: Security practices 2016</b>			
410-1	Security personnel trained in human rights policies or procedures	People management	98%, considering 15 own employees and other third parties.
<b>GRI 413: Local Communities 2016</b>			
413-1	Operations with local community engagement, impact assessments, and development programs	Healthy customers	<p>RD Saúde implements local development programs based on the needs of local communities in 29% of its operations, as described on page 71. We have an institutional email address - <a href="mailto:investimentosocial@rd.com.br">investimentosocial@rd.com.br</a> - for stakeholders to contact us. However, no complaints from local communities have ever been confirmed through this email. The other requirements of the indicator are not met by RD Saúde.</p>
413-2	Operations with significant actual or potential negative impacts on local communities		Page 118.

Code	Indicator description	Material theme	Page / Direct response
<b>GRI 414: Supplier Social Assessment 2016</b>			
414-1	New suppliers that were screened using social criteria	Ethics, Compliance, and Data Privacy and Security	In 2023, 1,692 new suppliers were selected based on social criteria, which represents 100%.
414-2	Negative social impacts in the supply chain and actions taken		In 2023, 9,531 suppliers were evaluated against social criteria. Among them, 2,120 were identified as causing actual and potential negative impacts. Non-conformities were identified in 176 related partners, mainly related to the requirements for providing occupational health exams, the use of PPE, the payment of overtime worked, and labor requirements provided by law. In 2023, no relationships with our suppliers were terminated due to evaluations related to social issues.
<b>GRI 415: Public Policies 2016</b>			
415-1	Political contributions	Ethics, Compliance, and Data Privacy and Security	We do not make political contributions.
<b>GRI 416: Consumer Health and Safety 2016</b>			
416-1	Assessment of the health and safety impacts of product and service categories	Products and services	100% of our Proprietary Brand products undergo safety and efficacy studies before launch.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		Four incidents of non-compliance were identified in 2023. Two of them were with voluntary codes (Spray Kids Bee Própolis and Soro Fisiológico Rioquímica) and the other two resulted in warnings (Pomada Capilar Avenca and Soro Fisiológico LBS).
<b>GRI 418: Customer Privacy 2016</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Ethics, Compliance, and Data Privacy and Security	Page 38. In 2023, there were no personal data breaches or leaks.

# SASB content index

## Topics and accounting metrics for sustainability disclosure | Health Sector | Industry: Retail de medication

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 (%)	Page 119. (2) 47% grid electricity; (3) 94% renewable energy.
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)	Page 38.
	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	There were no breaches or leaks of personal data.
	HC-DR-230a.3	Total amount of monetary losses resulting from legal actions related to data security and privacy	Data privacy-related actions are recent, and in most cases, an agreement is sought in the judicial process. We have not had any significant losses on 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	On a monthly basis, the Supply Chain area conducts a mapping of the main Loss Forecasts of the DCs. Another area of focus is the identification of products lost due to short shelf life, which makes it possible to negotiate reimbursement or other actions with our business partners. On this front, we have also implemented improvements to the Registration Management system, allowing the inclusion of product shelf life information. In addition, we have created a quality deviation and recall flow, accelerating the removal of these items from stock. In 2023, a process that gained momentum was the transfer between DCs in the state of São Paulo, where the largest volume of our products is concentrated. One of the main objectives is stock balancing, which avoids repurchasing products. In pharmacies, we have implemented a transfer process between branches, where a pharmacy with an excess of a certain product transfers it to another unit with a sales history. Pricing actions are also carried out, prioritizing items that have not been sold for over ten months. Two other actions that continue to help reduce losses in pharmacies are: handling excess products not reimbursed by commercial partners, in which case we evaluate the time that items have been in excess and carry out promotional actions to reduce possible losses; and promotional action (for our in-store customers) of products with a short shelf life, which reduces losses and the incidence of incineration. Finally, we have the DOA Project, which aims to donate products with minor packaging damage or close to their expiration date, but still suitable for use. Such products are intended for partner organizations (learn more on page 76).
	HC-DR-250a.2	Number of drug recalls issued, total units recalled, percentage of private label products	In 2023, we recalled 36 products, none of which from Private Labels. These cases consider both voluntary recalls by manufacturers and those required by Anvisa. We do not have control over the number of units collected.
Controlled substances management	HC-DR-260a.1	Percentage of controlled substance prescriptions dispensed for which a prescription drug monitoring program (PDMP) database was queried	In Brazil, there is no procedure for consulting prescription drug monitoring programs. The standard stipulates registration of products in an electronic book system and such information is transmitted to the system controlled by Anvisa, called SNGPC (National System for Controlled Product Management). Currently, the system is suspended for adjustments.

SASB theme	code	description	response
Patient health outcomes	HC-DR-260b.1	Adherence rate at first completion (%)	As part of career programs aligned with the strategy of transforming the pharmacy into a place to promote integral health, we train all employees on an ongoing basis, as described on pages 83 and 84. As part of our development programs, we began to offer the pharmacotherapeutic telephone monitoring service free of charge, as described on page 67. We also started offering the option to subscribe to digital channels. Through this tool, customers can choose medications and how frequently they wish to receive them. Learn more on page 50. Finally, we invested in startups that feed the business with technological solutions and processes to accelerate growth. Among them, we have Cuco Health, a B2B company focused on developing digital solutions for access and adherence to treatment for the pharmaceutical industry. Learn more on page 19.
	HC-DR-260b.2	Description of policies and practices to prevent prescription dispensing errors	We have a Manual of Good Pharmaceutical Practices through which pharmacists are instructed to evaluate the following aspects in the prescription: readability and absence of erasures and amendments, user identification, medication identification, concentration, dosage, pharmaceutical form and quantity, dosage, treatment duration, place and date of issue, signature and identification of the prescriber with the registration number with the respective professional council. Also, when dispensing, pharmacists must check the medicine identification, expiration date and the packaging integrity. If there is a need to clarify any problems or doubts detected when evaluating the prescription, the prescriber is contacted, in accordance with RDC nº 44/2009. The dispensing of generic and/or similar medication, with regard to interchangeability, is carried out in accordance with the provisions of specific legislation. In accordance with RDC nº 52, of November 14, 2013, the Unique Registration number, issued by the Ministry of Health (RMS), pursuant to paragraph 3 of art. 16 of Law No. 12.871/2013, is information capable of replacing the registration number with the Regional Council of Medicine (CRM) in prescription notifications, special control prescriptions, antimicrobial prescriptions or in any other situations in which such registration number is required by health standards.
	HC-DR-260b.3	Total amount of monetary losses resulting from lawsuits associated with prescription dispensing errors	In 2023, we identified 18 cases of medication dispensing errors, which generated monetary losses equivalent to around BRL 43,000.00. We mapped cases in which prescriptions were falsified; in such situations, there is no legal obligation for RD Saúde to act, but we may be asked to assist in possible investigations.
Activity metrics	HC-DR-000.A	Number of pharmacies	Page 11.
	HC-DR-000.B	Total sales area	Page 11.
	HC-DR-000.C	Number of prescriptions filled, percentage of controlled substances	We sold 297,561,375 medicines without prescription retention and 76,641,202 with prescription retention, including controlled substances and antibiotics. Therefore, 20% of drug sales are controlled substances.
	HC-DR-000.D	Number of pharmacists	10,699 pharmacists.

# TCFD recommendations

Recommendations	Response
<b>GOVERNANCE</b>   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 is advised by the Sustainability Committee, which meets at least ten times a year to evaluate the evolution of actions and the performance of our sustainability strategy – which includes our climate change mitigation and adaptation plan. The consideration of these meetings is forwarded to the Board members. In addition to the fixed agendas, Committee members meet frequently with the Sustainability Board to delve deeper into the climate agenda, understand business risks and opportunities, analyze scenarios and create a short, medium and long-term strategy on the topic. Learn more on pages 29, 43, 53 and 93.
b) Describe the role of the Board in assessing and managing risks and opportunities related to climate change	In recent years, RD Saúde has made strides on its climate agenda and its integration into the routine analysis of scenarios and factors that may impact the Company, positively or negatively. The Risk Committee, which advises the Board, identifies, measures, and monitors climate risks and opportunities together with business areas, in addition to defining processes to respond to risks through control mechanisms and action plans. Risks with high and very high criticality are periodically reported to the Board of Directors. Learn more on page 41.
<b>STRATEGY</b>   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.	In 2023, we deepened our analysis of climate change-related risks and opportunities across all operations. The study aimed to identify the main physical and transition risks, as well as the main opportunities for the Company aligned with a low-carbon strategy. For physical risks, seven threats were considered: heatwaves, river floods, vector proliferation, windstorms, landslides, sea level rise, and fires. For pharmacies, windstorm and heatwave threats presented the largest number of assets at critical risk. Regarding DCs and the RD Saúde Campus, the most critical threats were windstorms, heatwaves, and fires. As for transition risks, the major were: pressure to adopt voluntary decarbonization targets; carbon pricing; and responsibility for actions by suppliers and/or service providers without climate and ESG targets. The main opportunities identified were: investments in the development of more sustainable products, services and processes (low emission rates); development of electric vehicle charging points in pharmacies; and migration to low-carbon electricity consumption.
b) Describe the impacts of risks and opportunities related to climate change on the organization's business, strategy, and financial planning	Climate risks and opportunities have influenced the construction of the Company's long-term vision, particularly in the definition of sustainability commitments for 2030, which impact and guide the strategy of our operations. Short, medium, and long-term financial planning related to direct and indirect expenses has also been influenced by climate risks and opportunities. The acquisition of electric trucks and the adoption of more energy-efficient measures, for example, demand investments that are calculated and budgeted for in the organization's annual budget. In addition, several areas, such as Expansion, Engineering, Insurance, and Pharmacy Operations, already have action plans in place to monitor, prevent, and address climate events, as described on pages 41 and 42.
c) Describe the resilience of the organization's strategy, taking into account different climate-related scenarios, including a 2°C or less scenario.	RD Saúde has developed a consistent mitigation and adaptation strategy (page 95), which brings resilience to the business in the face of climate change: we have a high percentage of electricity consumption from renewable sources and have implemented energy efficiency solutions (page 96); we invest in training our own drivers and optimizing processes to increase vehicle efficiency (page 96); we increased the volume of last-mile deliveries carried out using less polluting modes (page 96); we acquired electric trucks for our fleet (page 96); we have worked closely with our suppliers to engage them in the climate agenda (page 94); and adopted public targets for reducing emissions and engaging the value chain (page 92).

Recommendations	Response
<b>RISK MANAGEMENT  </b> 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.	We conducted a comprehensive climate risk identification and assessment study that covered all operational units in 2022 (RD Saúde Campus, 11 DCs, and 2,697 pharmacies). Physical and transition risks were identified with business areas and assessed based on their impact and probability, and classified according to the Company's impact scale. The study considered SSP1-2.6 and SSP3-7.0 scenarios for 2030 and 2050. As an action plan for 2024, we will update and expand the analysis to units opened in 2023. Learn more on page 43.
b) Describe the processes used by the organization to manage risks related to climate change.	Risk review and monitoring at RD Saúde, including climate-related risks, are primarily conducted by the Risk Management Committee, an advisory body to the Board of Directors, which establishes regular and specific meetings to monitor risks according to their nature. This phase involves tracking key risk indicators (KRIs), the progress of action plans previously defined by those responsible for managing the respective risks and the definition of new actions for management and/or mitigation. High and very high risks are permanently on the agenda of the Risk Management Committee for monitoring and are reported to the Audit Committee according to their criticality. Medium and low risks are discussed as needed. Additionally, the Company maintains continuous monitoring activities conducted by the Risk Management and independent evaluations performed by the Internal Audit area or by outsourced companies (external audit). With the involvement of the Executive Board, Audit Committee, and Board of Directors, an annual risk review is also conducted to reassess alignment with the Company's strategy and to ensure continuous verification of the implementation and results of mitigation measures. Learn more on page 93.
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 42). The Risk Management team promotes continuous alignment with the Sustainability area and the business areas directly involved to address and monitor climate risks.
<b>METRICS AND GOALS  </b> 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.	We evaluate risks and opportunities taking as parameters the impact on business and the probability of risks and opportunities materializing. Therefore, risks are classified by a combination of impact and probability, according to RD Saúde Campus of risks and opportunities defined by the Company. The impact assessment considers quantitative (financial) and qualitative (image and reputation, health and safety, compliance and ESG) criteria. The impact of the risk/opportunity can be classified as "Very High", "High", "Medium" and "Low". The probability of materialization presents the same classifications, considering the short, medium and long-term time horizons defined by the company. Learn more on page 95.
b) Report the Scope 1, Scope 2 and, if applicable, Scope 3 greenhouse gas emissions and the risks related to them	Learn more on page 98. Risks associated to GHG emissions include: i) physical risks: heat waves, river floods, vector proliferation, windstorms, landslides, rising sea levels and fires; ii) transition risks: carbon pricing, cost of fossil fuels, exposure to climate litigation, non-compliance with climate-related financial disclosure requirements, non-compliance with emissions disclosure requirements and replacement of refrigerants with lower emission technologies, liability by actions taken by suppliers and/or service providers without climate and ESG targets, and pressure for the adoption of voluntary decarbonization targets.
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 sustainability commitments for 2030 and updated our climate-related goals. We made the following commitments: i) reduce scope 1 and scope 2 GHG emissions below the level of 1.5°C, using 2021 as the base year; and ii) engage suppliers responsible for emissions from purchased goods and services (Category 1) to have science-based targets by 2030 (Learn more on page 94). In addition to these commitments, in 2023 we also had as goals for the Company the performance improvement in the CDP climate change questionnaire and remaining in the Corporate Sustainability Index (ISE B3) portfolio, both linked to the variable remuneration of all corporate employees. Some areas also had specific goals, such as the Sustainability team, which had goals related to climate change mitigation and adaptation, and the Engineering team, with goals related to the acquisition of energy from renewable sources. Learn more on page 93.

# Externalities map GRI 2-25 | 3-3

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"> <li>1. generation of indirect jobs;</li> <li>2. development of the associated value chain;</li> <li>3. new products with sustainability and/or health attributes;</li> <li>4. taxes paid.</li> </ol>	<ol style="list-style-type: none"> <li>1. air, water, and soil pollution;</li> <li>2. use of natural resources;</li> <li>3. greenhouse gas emissions and other pollutants;</li> <li>4. impacts on biodiversity;</li> <li>5. waste generation.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Society</li> <li>2. Suppliers and partners</li> <li>4. Employees</li> <li>5. Customers</li> <li>6. Government</li> <li>7. Environment</li> </ol>
Pharmacies	<ol style="list-style-type: none"> <li>1. generation of direct local jobs;</li> <li>2. local development;</li> <li>3. taxes paid;</li> <li>4. offer of products and services to consumers.</li> </ol>	<ol style="list-style-type: none"> <li>1. generation of domestic effluents and waste;</li> <li>2. energy and water consumption;</li> <li>3. increased vehicle traffic;</li> <li>4. impact on urban mobility;</li> <li>5. interference in historical and cultural heritage.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Employees</li> <li>2. Customers</li> <li>3. Society</li> <li>4. Government</li> <li>5. Environment</li> </ol>
Logistics and Transport	<ol style="list-style-type: none"> <li>1. availability of products to consumers in a timely manner;</li> <li>2. generation of direct and indirect jobs;</li> <li>3. support for conscious disposal projects (bring the medicines);</li> <li>4. drivers as agents of transformation and protection against sexual exploitation;</li> <li>5. promotion of employees' integral health.</li> </ol>	<ol style="list-style-type: none"> <li>1. consumption of fossil fuels and dependence on this input;</li> <li>2. greenhouse gas emissions;</li> <li>3. contribution to climate change;</li> <li>4. sexual exploitation of children and adolescents on the roads;</li> <li>5. SSO practices and accidents;</li> <li>6. impacts on road, bridge, and other infrastructure.</li> </ol>	✓	✓		<ol style="list-style-type: none"> <li>1. Society</li> <li>2. Most vulnerable communities</li> <li>3. Employees and third parties</li> <li>4. Government and/or highway concessionaires</li> <li>5. Environment</li> </ol>
DC Operations	<ol style="list-style-type: none"> <li>1. generation of direct local jobs;</li> <li>2. greater employability for young people (without experience and early career);</li> <li>3. reduction in product displacement distance, reducing fuel consumption and greenhouse gas emissions;</li> <li>4. investments in renewable energy consumption;</li> <li>5. local development;</li> <li>6. promotion of the integral health of employees;</li> <li>7. donation of inappropriate products to vulnerable groups.</li> </ol>	<ol style="list-style-type: none"> <li>1. truck traffic in specific regions;</li> <li>2. noise nuisance and pollution concentrated in surrounding communities;</li> <li>3. power generation through diesel-powered generators, with higher carbon emissions;</li> <li>4. workstations with a higher risk of accidents at work (with loads and ergonomics);</li> <li>5. generation of organic waste (food) and recyclables (paper and cardboard);</li> <li>6. employee accidents on the way to the DCs (eg motorcycles);</li> <li>7. generation of hazardous waste.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Society</li> <li>2. Employees and third parties</li> <li>3. Local communities</li> <li>4. Environment</li> </ol>

Business Area	Positive Externality	Negative Externality	Social Impact	Environmental Impact	Economic Impact	Impacted stakeholders
Administrative Areas	<ol style="list-style-type: none"> <li>1. generation of jobs;</li> <li>2. local development;</li> <li>3. promotion of employees' integral health.</li> </ol>	<ol style="list-style-type: none"> <li>1. generation of organic and recyclable waste (paper and plastic);</li> <li>2. consumption of fossil fuels for employee commuting (Home – Work);</li> <li>3. consumption of natural resources such as water and energy.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Employees and third parties</li> </ol>
Expansion and engineering	<ol style="list-style-type: none"> <li>1. greater capillarity and accessibility to health products and services for the entire population;</li> <li>2. presence in places with little access to public health;</li> <li>3. generation of direct jobs in distant locations and far from large capitals (with development plan);</li> <li>4. movement of the local economy (purchase of materials and others);</li> <li>5. investment in renewable energy generation (distributed generation) and adoption of technologies to reduce energy consumption;</li> <li>6. real estate development.</li> </ol>	<ol style="list-style-type: none"> <li>1. generation of civil construction waste;</li> <li>2. emission of greenhouse gases and other pollutants;</li> <li>3. noise pollution in regions concentrated during construction;</li> <li>4. risks of violating human rights at construction sites;</li> <li>5. SSO practices and accidents;</li> <li>6. interference in historical and cultural heritage;</li> <li>7. impact on the microentrepreneur / reduction of competition;</li> <li>8. removal of tree species.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Customers</li> <li>2. Vulnerable communities</li> <li>3. Employees and third parties</li> <li>4. Environment</li> </ol>
Health Business	<ol style="list-style-type: none"> <li>1. new business models to take care of customers' health;</li> <li>2. actions to bring health to the population with low access to public health;</li> <li>3. patient health through adherence to treatment;</li> <li>4. cost reduction to the public health system;</li> <li>5. amplification of access to health.</li> </ol>	<ol style="list-style-type: none"> <li>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).</li> </ol>	✓		✓	<ol style="list-style-type: none"> <li>1. Customers</li> <li>2. Society and or communities most vulnerable</li> <li>3. Public Health</li> </ol>
Merges and acquisitions	<ol style="list-style-type: none"> <li>1. growth in the offer of services and products to society for health and well-being;</li> <li>2. efficiency gain;</li> <li>3. job creation;</li> <li>4. increased economic opportunities – generating more business chain opportunities.</li> </ol>	<ol style="list-style-type: none"> <li>1. potential market concentration.</li> </ol>			✓	<ol style="list-style-type: none"> <li>1. Customers</li> <li>2. Society</li> <li>3. Competitive market</li> <li>4. Suppliers</li> <li>5. Employees</li> </ol>

Business Area	Positive Externality	Negative Externality	Social Impact	Environmental Impact	Economic Impact	Impacted stakeholders
Pharmacy Operations	<ol style="list-style-type: none"> <li>1. generation of local and direct jobs;</li> <li>2. career plan and professional growth;</li> <li>3. availability of health care and wellness products;</li> <li>4. investments in renewable energy;</li> <li>5. investments in low energy consumption technologies;</li> <li>6. availability of reverse logistics for drugs and batteries;</li> <li>7. social investment with micro donation from customers;</li> <li>8. promotion of the integral health of employees.</li> </ol>	<ol style="list-style-type: none"> <li>1. power consumption (lighting and cooling);</li> <li>2. exposure of employees to COVID (pandemic context only);</li> <li>3. generation of hazardous waste (drugs and application room).</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Society</li> <li>2. Own employees</li> </ol>
Multi-channel	<ol style="list-style-type: none"> <li>1. greater access to products and services (online and for audiences with special needs);</li> <li>2. service to a greater number of customers;</li> <li>3. reduction in fuel consumption;</li> <li>4. flexibility and exposure reduction for customers (pandemic);</li> <li>5. generation of indirect jobs in delivery logistics;</li> <li>6. development of opportunities in the value chain.</li> </ol>	<ol style="list-style-type: none"> <li>1. generation of packaging waste;</li> <li>2. emission of greenhouse gases in the logistics process.</li> </ol>	✓	✓		<ol style="list-style-type: none"> <li>1. Customers</li> <li>2. Society</li> <li>3. Suppliers</li> </ol>
Commercial	<ol style="list-style-type: none"> <li>1. generation of indirect jobs;</li> <li>2. access to affordable medicines in low-income regions;</li> <li>3. expansion of the supply of healthy products to the population;</li> <li>4. payment of taxes.</li> </ol>	<ol style="list-style-type: none"> <li>1. generation of inappropriate products (expired and damaged);</li> <li>2. waste generation in supplier operations;</li> <li>3. inbound carbon footprint.</li> </ol>	✓	✓	✓	<ol style="list-style-type: none"> <li>1. Society</li> <li>2. Environment</li> <li>3. Customers</li> <li>4. Suppliers</li> </ol>

# Assurance report

## GRI 2-5

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### Independent auditors' limited assurance report on the non-financial information included in the 2023 Annual and Sustainability Report

To the Board of Directors and Management of  
**Raia Drogasil S.A.**  
 São Paulo - SP

**Introduction**  
 We were engaged by Raia Drogasil S.A. ("Company") to present our limited assurance report on the non-financial information included in the 2023 Annual and Sustainability Report of Raia Drogasil S.A. ("Report") for the year ended December 31, 2023.

Our limited assurance does not extend to prior period information or to any other information disclosed together with the 2023 Annual and Sustainability Report, including any images, audio files or embedded videos.

#### Responsibilities of the Management of Raia Drogasil S.A.

The Management of Raia Drogasil S.A. is responsible for:

- Selecting and establishing proper criteria for preparing the information included in the 2023 Annual and Sustainability Report;
- preparing information according to the Global Reporting Initiative (GRI - Standards) criteria and guidelines; and
- designing, implementing and maintaining internal controls over the information that is relevant for the preparation of the information included in the 2023 Annual and Sustainability Report to be free from material misstatement, whether due to fraud or error.

#### Independent auditors' Responsibilities

Our responsibility is to express a conclusion on the non-financial information included in the Report, based on the limited assurance engagements conducted in accordance with NBC TO 3000 (revised) - Assurance Engagements other than Audits and Reviews issued by the CTC - Federal Association of Accountants, which is equivalent to international standard ISAE 3000 (revised) - Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require the planning of work and perform procedures to obtain limited assurance that the non-financial information included in the 2023 Annual And Sustainability Report of Raia Drogasil S.A., taken as a whole, is free from material misstatement.

Our firm applies the Brazilian Quality Management Standard (NBC PA 01), which requires that the firm plan, implement and operate a system of quality management, including policies or procedures regarding to compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. We have complied with independence and other ethical requirements of the Accountant's Professional Code of Ethics and Professional Standards (including Independence Standards) based on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

A limited assurance engagement performed in accordance with the revised NBC TO 3000 (ISAE 3000 revised) basically consists of inquiring the management of Raia Drogasil S.A. and other professionals of Raia Drogasil S.A. who are involved in the preparation of the information and applying analytical procedures to obtain evidence that enables us to conclude, in the form of a limited assurance, information taken as a whole. A limited assurance engagement also requires additional procedures to be performed when the independent auditor gets to know about issues that lead him to believe that the information disclosed in the 2023 Annual and Sustainability Report taken as a whole may have material misstatements.

The selected procedures are based on our understanding of the issues related to the compilation, materiality and presentation of the information included in the 2023 Annual and Sustainability Report, of other circumstances of the engagement and of our consideration about the areas and processes associated with the material information disclosed in the 2023 Annual and Sustainability Report, in which material misstatements could exist. The procedures consisted of, among others:

- planning the work, considering the relevance, the amount of quantitative and qualitative information, as well as the operating and internal control systems that supported the preparation of the information included in the 2023 Annual and Sustainability Report;
- understanding the calculation method and procedures followed for compiling indicators by making inquiries and holding interviews with the managers in charge of gathering information;

- applying analytical procedures to quantitative information and inquiring about qualitative information and its correlation with the indicators disclosed in the information included in the 2023 Annual and Sustainability Report;
- when non-financial data correlate with financial indicators, these indicators are cross-checked against financial statements and/or accounting records;
- analyzing the procedures followed for preparing the 2023 Annual and Sustainability Report of the Company and its structure and content, in accordance with the Content and Quality Principles set by the Standards for Global Reporting Initiative - GRI Sustainability Report; and
- assessment of sampled non-financial indicators.

The limited assurance engagements also covered compliance with the guidelines and criteria of the GRI - Standards framework applicable to the preparation of the information included in the 2023 Annual Report.

#### Scope and limitations

The procedures performed in a limited assurance engagement vary in terms of nature and timing from and are less in the extent than in a reasonable assurance engagement. Consequently, the level of security obtained in a limited assurance engagement is substantially lower than that obtained had a reasonable assurance engagement performed. Had we performed a reasonable assurance engagement, we could have identified other issues and possible misstatements which may exist in the information included in the 2023 Annual And Sustainability Report. Accordingly, we do not express an opinion on that information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate this data. Qualitative interpretations of materiality, relevance and accuracy of data are subject to individual assumptions and judgments. Moreover, we did not perform any procedures on data informed for prior periods, or about future projections and goals.

The preparation and presentation of sustainability indicators followed GRI-Standards criteria and therefore do not have the purpose of ensuring compliance with social, economic, environmental or engineering laws and regulations. However, those standards provide for the presentation and disclosure of possible violations to these regulations when significant sanctions or fines are imposed. Our assurance report should be read and understood accordingly, inherent to the selected criteria (GRI- Standards).

#### Conclusion

We believe that the evidence we have obtained in our work is sufficient and appropriate to provide a basis for our limited conclusion.

Based on the procedures performed and described in this report and the evidence obtained, nothing has come to our attention that causes us to believe that the non-financial information included in the 2023 Annual and Sustainability Report for the year ended December 31, 2023 of Raia Drogasil S.A. has not been prepared, in all material respects, in accordance with the Global Reporting Initiative - GRI (GRI-Standards) criteria and guidelines.

São Paulo, May 24, 2024

KPMG Auditores Independentes Ltda.  
 CRC 2SP-014428/O-6

Anderson Linhares de Oliveira  
 Accountant - CRC MG-086685/O-8

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**RDsaúde**

for a healthier society.