



**Sustainability
Report
2023**

Contents

FOREWORD

| | |
|------------------------------|----|
| Message from the CEO | 03 |
| About the Report | 04 |
| Highlights of the Year | 05 |

1. ODONTOPREV

| | |
|--|----|
| An Inclusive and Innovative Project | 07 |
| A Sustainable Business Model | 08 |
| Time to Grow | 09 |
| Association with Bradesco | 10 |
| Recent Acquisitions and Partnerships | 11 |
| 36 Years of History | 12 |
| Odontoprev Today | 13 |
| Our Brands | 14 |
| Our Competitive Advantages | 16 |
| Awards and Recognition | 18 |

2. VALUE CREATION STRATEGY

| | |
|---|----|
| Our Strategy and Business Model | 21 |
| Sustainability | 25 |
| Materiality | 26 |
| Global Compact and Sustainable Development Goals | 28 |

3. CORPORATE GOVERNANCE

| | |
|------------------------------------|----|
| Commitment to Best Practices | 33 |
| Governance Structure | 34 |
| Ethics and Integrity | 39 |
| Risk Management | 43 |
| Investor Relations | 47 |

4. PERFORMANCE

| | |
|-------------------------------|----|
| Performance in the Year | 49 |
|-------------------------------|----|

5. TECHNOLOGY AND INNOVATION

| | |
|------------------|----|
| Technology | 55 |
| Innovation | 58 |

6. BENEFICIARY-CENTERED

| | |
|--------------------------------|----|
| Beneficiary Journey | 61 |
| Omnichannel Service | 63 |
| Loyalty and Satisfaction | 66 |

7. OUR PARTNERS

| | |
|-----------------------------|----|
| Distribution Channels | 68 |
| Dentists | 70 |
| Suppliers | 78 |

8. OUR TEAM

| | |
|---------------------------------------|----|
| Employee profile | 80 |
| Employee Journey | 81 |
| Health and well-being | 87 |
| Diversity, Equality & Inclusion | 90 |

9. SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

| | |
|----------------------------------|-----|
| Positive Impact | 95 |
| Sorriso Voluntário Program | 98 |
| Social Investment | 101 |
| Environmental Management | 104 |

10. ANNEXES

| | |
|--------------------------|-----|
| Indicator Annex | 110 |
| GRI Index | 124 |
| SASB Index | 128 |
| Company Indicators | 129 |
| SDG Map | 130 |
| Credits | 131 |

Message from the CEO

GRI 2-22

It is with joy that we report to our stakeholders the Company's accomplishments and achievements over the course of 2023 through yet another edition of the Sustainability Report.

We ended the year with growth in our beneficiary base, surpassing the 8.6 million mark and a net addition of 300,000 lives. This increase is the result not only of the trust placed in our business model, but also of our commitment to expanding access to quality dentistry.

The year also saw positive financial results for the Company, with net cash of R\$ 992 million and zero debt, reflecting a solid capital structure.

Over the period, we recorded Net Revenues of R\$ 2.1 billion, with 9.2% annual growth, as well as a record net profit of R\$ 537 million, 18% higher than in 2022, with an expansion of the adjusted EBITDA Margin to 30%.

We also ended the year with a 34% increase in the Company's CAPEX, which

reached R\$ 95 million, primarily driven by investments in technology, used to strengthen our infrastructure and operational capacity.

Putting the spotlight on the standout aspects of our social pillar performance, we proceeded with a positive impact plan that involved tax incentive law expenditures in cultural and sports initiatives. With an overall impact on almost 470,000 persons, we allotted about R\$ 1.2 million.

We have strengthened our efforts by restructuring our corporate volunteer program, *Sorriso Voluntário*. In 2023, 400 employees volunteered in the Company's various social actions and, as a direct result of this engagement, we were able to impact over 14,000 people.

On the environmental side, the major milestone was the successful conclusion of the Clean Waves on the Road Expedition, carried out in partnership with Sea Shepherd Brasil. A pioneering scientific project, it covered the entire Brazilian

coastline, collecting data to assess the profile of waste dumped on our beaches.

Over the project's 16 months, 172 clean-up operations were carried out on 308 beaches in 18 states across the country, collecting over 2.4 tons of solid waste.

Given the consistency of our value creation strategy, as well as our positive operating and financial results, we move into 2024 with the determination to continue promoting quality dentistry for the Brazilian population.

While doing so, we meticulously consider how our business will benefit our beneficiaries, shareholders, employees, communities, and business partners. We also aim to grow our company in an ethical, sustainable, and inclusive manner.

Enjoy your reading!

RODRIGO BACELLAR,
Odontoprev's CEO.



About the Report

GRI 2-3 | 2-12

For yet another year, we have renewed our commitment to transparency with our stakeholders, communicating the results of our value creation proposal through the Sustainability Report.

This report not only presents the progress we have made in our purpose of boosting quality dentistry, but also includes financial, socio-environmental and governance information for the period from January 1 to December 31, 2023, covering all of the Company's businesses.

The Report's scope was defined on the basis of the Company's material topics (find out more about the process of defining topics on page 26) and its preparation followed the guidelines of the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB) and the International Integrated Reporting Council (IIRC).

The document also adopted the Global Compact Principles, the 2030 Agenda and its Sustainable Development Goals (SDGs) as guidelines.

The Report's drafting entails a collaborative effort by all the Company's departments, including the review and final approval of the IT, Marketing and Sustainability Officer, together with the CFO and IRO.

Reading Tools

Besides the linear reading of the chapters, readers can also use the following reading tools:

Global Reporting Initiative (GRI)

Indicators from the main international corporate sustainability reporting guidelines were selected based on the update of our Materiality (more on page 26).

At each chapter's opening, the GRI-XX symbol identifies which indicators the content covers.

At the end of the document, in the "Annexes" section, all the GRI indicators reported are listed. There, we refer to the pages on which the respective reporting can be found.

Sustainability Accounting Standards Board (SASB)

This is a voluntary global standard for reporting sectorized sustainability indicators. At the beginning of each chapter, we signal the reported indicators using the SASB-XX symbol. At the end of the document, in the "Annexes" section, all the reported SASB indicators are listed, allowing the reader to identify the pages on which the respective information can be found.

Sustainable Development Goals (SDGs) and Material Topics

In the chapter openings, we highlight the material topics and the United Nations (UN) Sustainable Development Goals (SDGs) that are covered in the content.

At the very end of the document, in the SDG Map section, we point out on which pages we communicate progress on each of the SDGs related to our business.

Questions about the report?

If you have any questions or suggestions regarding this publication, please contact us by e-mail:

sustentabilidade@odontoprev.com.br

or

ir@odontoprev.com.br

Highlights of the Year



Reached **8.6 million beneficiaries**, with net additions of 300,000 lives in 2023.

[Read more here.](#)



Member of **Bloomberg GEI** for the 4th consecutive year.

[Read more here.](#)



Another year of commitment to **neutralizing 100%** of our GHG emissions.

[Read more here.](#)



Dividends of **R\$ 427 million** with 95% return of annual profit to shareholders.

[Read more here.](#)



Acquisition of **100%** of Papaiz.

[Read more here.](#)



4.5 in the Odontoprev app evaluation score (Score from 0 to 5).

[Read more here.](#)



98% of CAPEX invested in technology.

[Read more here.](#)



Over **10 thousand online consultations** to support accredited dentists.

[Read more here.](#)



About **10 thousand** dental plans donated to socially vulnerable people.

[Read more here.](#)



Conclusion of the Clean Waves Expedition on the Road, with over **11 thousand km** traveled and 308 beaches visited.

[Read more here.](#)



For the **21st time** we won the **Top of Mind HR award - Dental Plan category.**

[Read more here.](#)



R\$ 2.1 billion in **NET REVENUES** (annual growth of 9.2%) and R\$ 647 million in adjusted EBITDA.

[Read more here.](#)



Obtained the **Human Rights and Diversity Seal** for the second time.

[Read more here.](#)

Odontoprev

- 07An Inclusive and Innovative Project
- 08 A Sustainable Business Model
- 09 Time to Grow
- 10 Association with Bradesco
- 11 ... Recent Acquisitions and Partnerships
- 12 36 Years of History
- 13 Odontoprev Today
- 14 Our Brands
- 16 Our Competitive Advantages
- 18 Awards and Recognition



An Inclusive and Innovative Project

Odontoprev was founded in 1987 by five dentists who felt it was necessary to popularize access to quality dentistry, both for dentists and for the general population.

The scenario at that time indicated that, on the one hand, the high costs of private care ruled out a large number of people from receiving care and, on the other, the number of dental professionals was growing year on year, demanding market expansion at the risk of facing a progressive degradation of the profession in the future.

It was imperative to bring this potential to the table and make it happen in such a way as to bring benefits to both parties: dentists and beneficiaries.

At the time, the concept of Dental Plans was gaining strength in Brazil. However, in the midst of an emerging market, it was necessary to stand out from competitors in order to gain scale. To excel, it was understood that the

success of the venture would depend on the quality of the product offered, which would only be possible with a degree of specialization and the ability to add value to the offer.

A **unique and innovative business model** was therefore created: a company that exclusively offered dental plans, initially focusing on the corporate market in order to achieve the required scale and ensure its operational viability.

This pioneering vision has allowed Odontoprev to emerge and consolidate itself as a benchmark in the sector, setting **the three core pillars of its business model: a specialized accredited network with a wide range of services, an efficient operation, supported by its own technological platform, and customer satisfaction.**

As a result, the Company has grown over the years, achieving scale to the point where, since 1997, it has established itself as Brazil's leading dental plan provider.



Dentistry can be more.



A Sustainable Business Model

Apart from its commitment to specialization and quality, the success of the Odontoprev business model also relied on **prevention** as a key factor in balancing costs over time.

Unlike medical-hospital plans, dental costs show a different pattern, with higher costs at the start of the contract due to the immediate demand for dental services.

Over time, this tendency is mitigated by the greater frequency of less complex services and the cost of service reduces until it reaches its level of maintenance, regardless of the age of the beneficiary.

This is due to a number of factors, because when compared to the medical sector, dental treatments

have relatively lower costs. This is mainly influenced by the age of the beneficiaries, which in the health sector tends to represent rising costs. In addition, constant advances in technology imply higher costs for medical treatments.

The lower demand for diagnostic resources in dentistry also contributes to greater cost predictability. Furthermore, we can count on the effectiveness of the preventive programs encouraged by Odontoprev, which play an important role in balancing these costs.

The adoption of this preventive approach has not only influenced the Company's pricing policy, but has also strengthened its relationship with the dentist network and has become an important differentiating factor for beneficiary satisfaction.

The name Odontoprev is a combination of the words **“Dentistry”** and **“Prevention”**, which represent the Company's main strategic pillars.

Time to Grow

Odontoprev's solid growth, driven by the advantages of its business model, soon drew the attention of private equity investors, who acquired control of the company in August 1998, strengthening its leadership position in the dental sector. That same year, the Company's Board of Directors was created.

With the new corporate structure, there was a renewed focus on growth, with the acquisition of companies whose features and market positioning added quality and value to our operation.

This led to the incorporation of Unidont in 1999 and Clidec the following year, further expanding Odontoprev's presence.

Going public

In 2006, the Company already had a 20% market share, paving the way for the next step in the Company's trajectory: going public.

With a wide network of more than 12,000 dentists, the Company had over twice as many beneficiaries as the second-placed company in the sector.

These credentials and the potential for expansion, given the low penetration of dental plans in Brazil, led Odontoprev to carry out a successful Initial Public Offering (IPO). As a result, the Company raised a net R\$ 171.4 million, becoming a company with diluted ownership, with more than 80% of the shares in circulation on the market.

Inorganic Growth

After going public, Odontoprev focused its efforts on growth through strategic acquisitions aimed at adding value to its client portfolio and strengthening its operation.

These acquisitions resulted in a portfolio with over 2.5 million beneficiaries and an accredited network of around 15,000 dentists in 2008.

Commercial Partners for Retail

Alongside strategic acquisitions, the Company was also looking to diversify its offer as a way of growing and adding value, exploring new business opportunities, now in the small and medium-sized enterprise (SME) market and individual plans, as a complement to its consolidated corporate base.

For this to happen successfully, the challenge was to incorporate segmentation into Odontoprev's working methodology and all the strategic, operational and commercial implications that this represented.

The Company therefore implemented a retail strategy, introducing market segmentation and establishing partnerships with large department stores.

This approach required making adjustments to the operational structure to meet the specific demands of the sector in which these companies operate, resulting in an enriching experience and lasting partnerships that have strengthened Odontoprev's presence in these new segments.

Association with Bradesco

In 2009, Odontoprev and Bradesco joined forces. This strategic union aimed to integrate their potential to offer the best in dental plans.

The partnership made it possible to combine Odontoprev's expertise with Bradesco's network and mass customer base, with no need for a capital contribution.

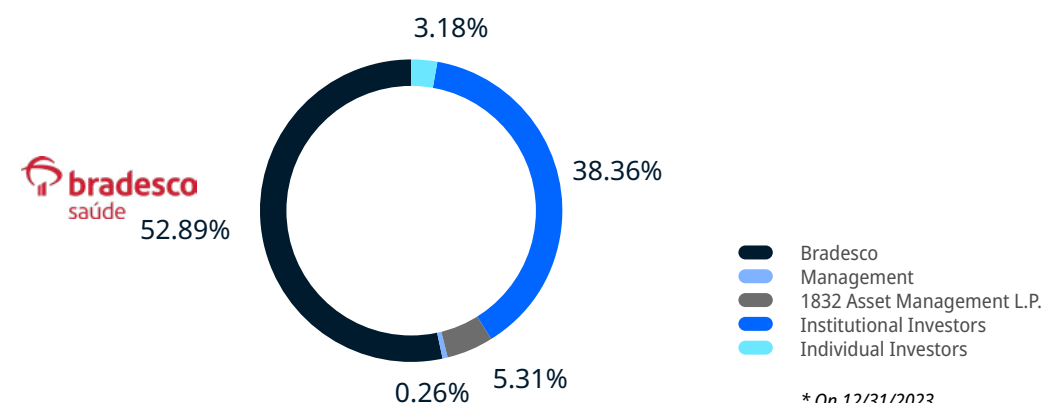
The agreement was enthusiastically received by the market, which soon realized the magnitude of the association. As a result, in less than a fortnight after the agreement was announced, Odontoprev's shares rose by 43%.

The merger also enabled a joint portfolio of 4.2 million members, opening up new opportunities in the small and medium-sized business and individual plan segments throughout Brazil.

Today, Bradesco is our controlling shareholder and owns 52.9% of the shares issued by the Company.

We also count on Bradesco as our partner in the distribution of Bradesco Dental dental plans through its several sales channels (find out more on page 68).

Shareholders *



* On 12/31/2023.

Recent Acquisitions and Partnerships

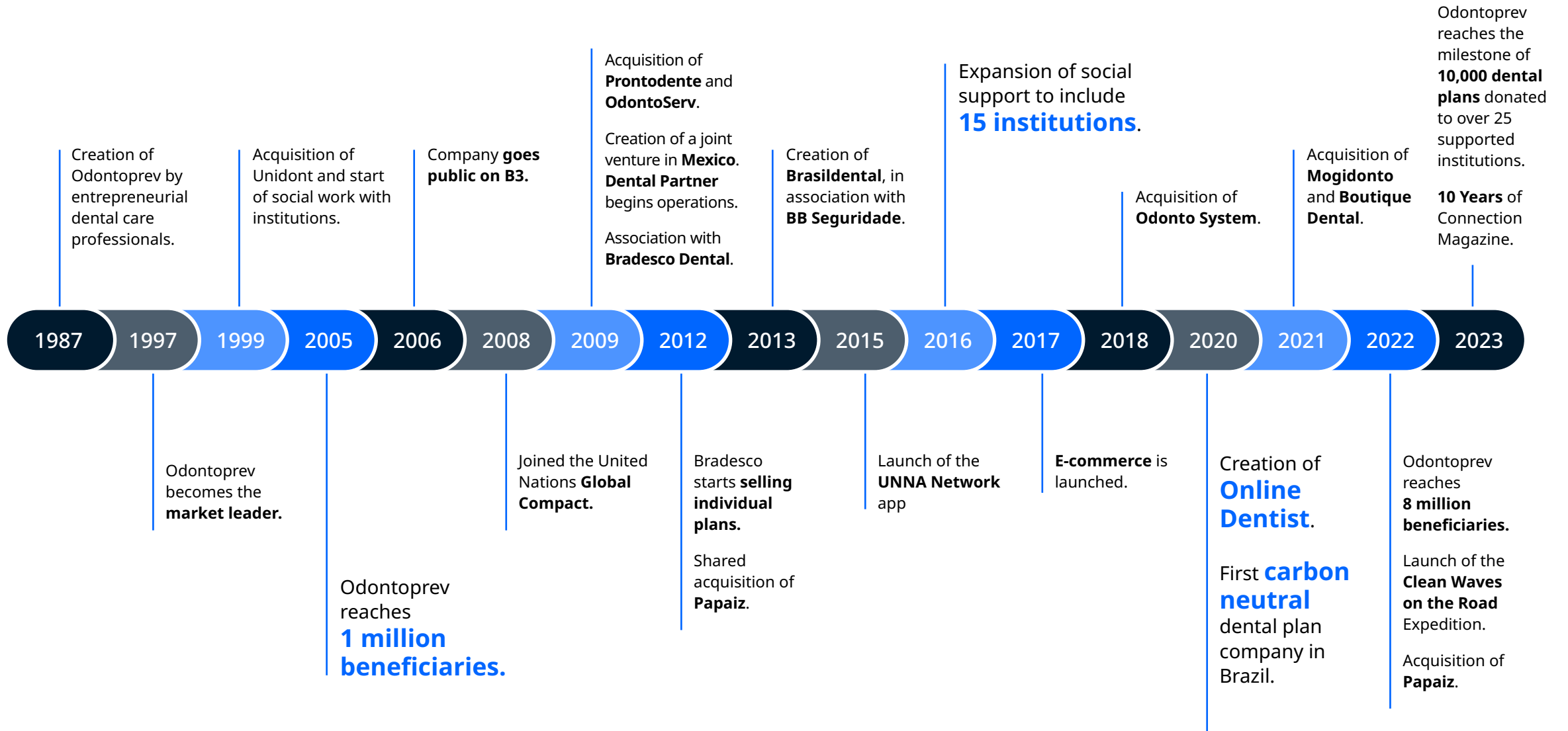
In recent years, in addition to organic growth, we have continued to grow through strategic moves, including acquisitions, partnerships and increased participation in companies. These moves have significantly enhanced our portfolio, which now includes Brasildental, Odonto System, Mogidonto, operations in Mexico through the Odontored brand, and Papaiz.

This has strengthened our position in the market with a focus on the dental chain and increased our ability to meet customer demands in an even more comprehensive and efficient way.



Roberto Simada and Natalie Paiva (Implementation).

36 Years of History



Odontoprev Today

GRI 2-1 | 2-6 | 3-3

We have reached the present day, with an established track record of 36 years of operation and as the leading Brazilian dental plan operator, taking care of more than 8.6 million beneficiaries.

Through different brands and products, we are seeking to bring a new look to oral care and thus boost quality dentistry.

In all, we have commercial brands dedicated exclusively to dental care: Odontoprev, Bradesco Dental, Prívian, Odonto System, Brasildental and Mogidonto.

Each of them has unique features that allow us to cater to different audiences in a diversified and precise way. Our more than 400 plans offer comprehensive coverage, as well as many advantages and benefits that guarantee a full experience for our beneficiaries, whether they are in the corporate, SME or Individual Plan segments.

8.6+m
beneficiaries

We have over
27 thousand
accredited dentists

Present in over
2.5 thousand
brazilian cities

over 36
years of history

Quality guaranteed in
100%
of procedures performed

Our Brands



The operation offers nationwide coverage, with multidisciplinary care cells. It also meets the different profiles of beneficiaries, including:

- **Corporate customers**, with tailor-made products;
- **SMEs (Small and Medium-sized Enterprises)**, with pre-formatted products;
- **Individual customers**, through individual and family products, made available through business partners and digital channels.

More info:
www.odontoprev.com.br/



It is the premium version of the Odontoprev brand, created with the aim of offering broader coverage, high standard dental care, freedom and excellence for corporate clients. It has an exclusive accredited network, guaranteed by the Prívia quality seal, and offers distinctive solutions, such as plans with special and exclusive service and tools that allow total freedom of choice when using the benefit.

More info:
www.privian.com.br/



Bradesco Dental dental plans are the result of integrating the activities carried out by Bradesco and Odontoprev in the dental care field. Since July 2010, through a corporate incorporation, Bradesco Dental has become an Odontoprev operation. Bradesco Dental serves a wide range of clients, including large employers, small companies and individual plans.

More info:
www.bradescoseguros.com.br/clientes/produtos/plano-dental



With a strong presence in the country's North and Northeast regions, it has proven competence and experience in over 30 years in the dental plan market.

It aims to serve both corporate and individual clients, with a focus on offering basic dental services with the best cost-benefit ratio on the market.

More info:
www.odontosystem.com.br/



In 2013, BB Seguridade and Odontoprev created Brasildental, a company responsible for selling dental plans in the bank's service network. With a nationwide presence, Brasildental has a team specialized in oral health and offers extensive support through various service channels.

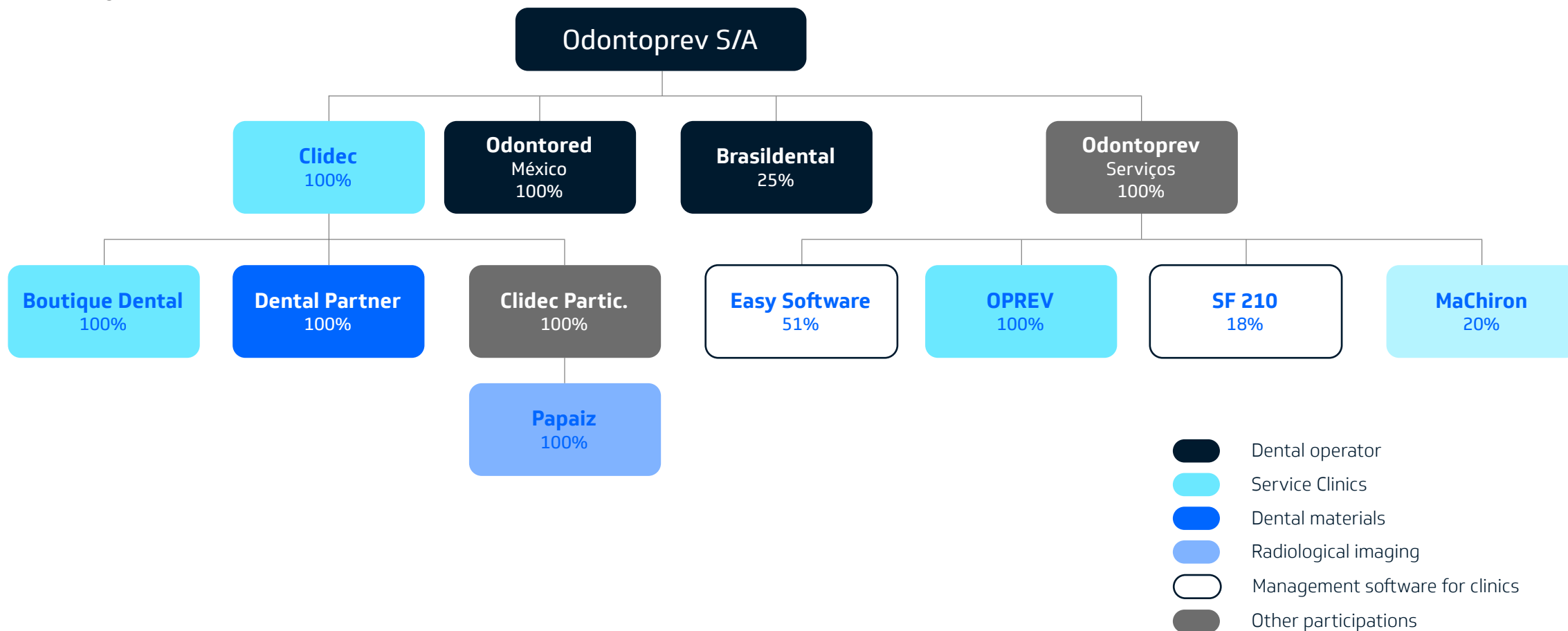
More info:
www.bbdental.com.br/



A private dental care plan operator based in Mogi das Cruzes (SP), acquired in 2021 and incorporated in 2022. Through this transaction, we also acquired Boutique Dental, a group of dental clinics that preferably serves Mogidonto's corporate and individual clients in the Alto Tietê region (SP).

More info:
www.mogidonto.com.br/

Other brands and businesses relevant to the dental chain are also part of Odontoprev. Check out our business organization chart next.



Our Competitive Advantages

Odontoprev's value proposition entails providing the beneficiary with a full dental care journey, made possible thanks to the power of our business model, which integrates technology, quality and attention into the same offer.

Learn about the advantages that make the Company a leader in the sector:

Technological proprietary platform

Launched in 1999, the platform has since undergone frequent updates and improvements. Odontoprev is the exclusive owner of this unique tool, which is not available for purchase on the market, and which makes it possible to analyze, evaluate and store images and electronic documents of treatments carried out by the accredited network.

The system aims to offer the best care to our beneficiaries, ensuring that they receive a quality service.

Find out more about the platform on page 56 and about the dental treatment quality audit process on page 73.

Extensive network of accredited dentists

We have a wide-ranging qualified network throughout the country available to our beneficiaries. We have a partnership with over 27,000 professionals in various specialties, who offer dental care in accordance with the high quality standards set by Odontoprev.

Find out more about how our accredited network generates value for beneficiaries and society on page 70.

Sales multiplatform

Our dental plans are sold through a variety of channels, including in-house teams, independent dental brokers, online sales, partnerships with department stores, banking channels and partnerships with health plans.

The purpose of this approach is to expand our value creation capacity, bringing access to quality dentistry to millions of people.

Check out details of our distribution channels on page 68.

Expansion of segments

The Company was created to serve the corporate segment, represented by the sale of dental plans through companies' benefits packages.

From 2006, in order to ensure the sustainability and continued growth of the business, Odontoprev began a process of diversifying its client base.

As a result, we began to serve SMEs and individuals with individual plans, a group we call "non-corporate market". This segment represents higher profitability than corporate clients and has increased its share of our portfolio and revenue over the years.

Find out more about the performance of the segments we operate in on page 50.

Plan diversification

One of the key factors in Odontoprev's success has been our ability to offer a wide variety of tailor-made, quality dental plans to meet the different needs of our beneficiaries. We offer over 400 plan options with more than 100 benefit structures, which enables us to attract companies and associations of all types and sizes, as well as individuals, through an appropriate cost-benefit ratio aligned with the beneficiary's profile.

Find out more on page 62.

Renowned after-sales service

We continually develop after-sales service strategies aimed at satisfying our beneficiaries. We use an omnichannel approach, designed to bring greater closeness and engagement, and we maintain regular communication to remind people of the benefits of our plans and encourage their use. We also monitor complaint rates through monthly reports, which allows us to identify the main reasons for dissatisfaction and act proactively to resolve them.

Find out more about our omnichannel service on page 63.

Awards and Recognitions

For yet another year, our performance has been recognized in important awards and indexes. Check out the highlights below:

IDIVERSA B3

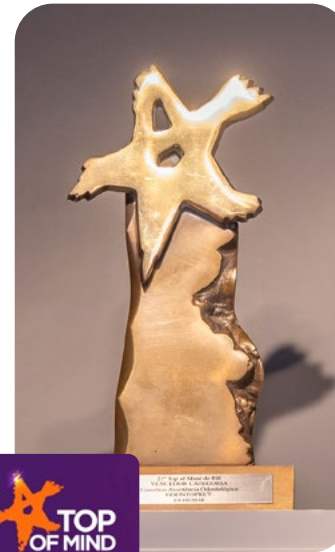
IDIVERSA B3

For the first time, **Odontoprev is one of the 75 companies included in IDIVERSA**, B3's new index that measures the performance of the shares of listed companies that stand out in terms of diversity criteria.



Bloomberg Gender Equity Index (GEI)

For the fourth consecutive time, **we are part of the Gender Equity Index (GEI)**, which selects companies committed to a more equal and inclusive working environment. Among the 484 companies in the ranking, only 16 are Brazilian.



25° Top of Mind HR Award

For the tenth consecutive year and for the 21st time, **we won the HR Top of Mind**, in the most recalled brand category in the Dental Care segment among Human Resources professionals.



Época Negócios 360° Award

For the first time, Odontoprev has been included in **Época Negócios 360°'s Best Companies** ranking. The yearbook honors companies in six challenges: innovation, vision of the future, ESG/social and environmental, ESG/governance, people and financial performance.



CONAREC Award

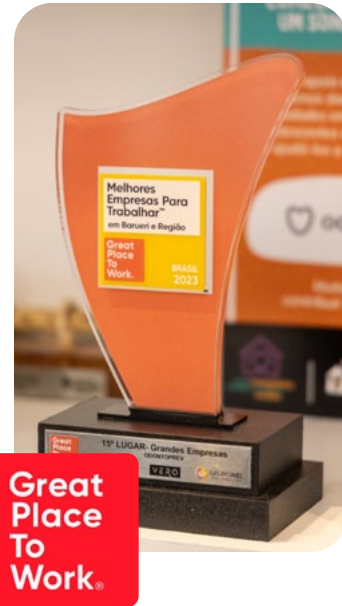
We are among the 28 winning companies of the CONAREC Award, which recognizes leading organizations in relationship management and customer service.

Awards and Recognitions



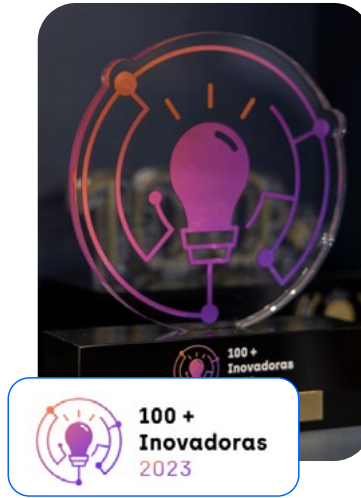
FILASA Award

We were recognized as the **Best Legal Department in Healthcare** in the 4th edition of the FILASA (Finance and Law Summit Awards). The winners are selected in two stages: a survey with the participation of the main players in the market and then 10 finalist companies fill in a careful form which is then submitted to a specialized jury.



Great Place To Work (GPTW)

Once again, the Company has earned its place in the ranking of the best companies to work for in Barueri and the region.



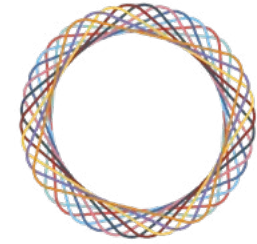
100+ Innovative IT Companies Award

For the 4th time in a row, we have made it into the ranking of the 100 most innovative companies in the use of technology in Brazil. Organized by IT Mídia, the ranking aims to recognize companies that best use technology to carry out innovative projects. The achievement recognizes the actions carried out by the Company to promote the participation of its workforce in expanding the beneficiary base and strengthening its presence in the market.

MELHOR RH THE BEST BRANDS

Best HR Survey - The Best Brands 2023 in the Dental Care category

A survey that identifies the most relevant brands for the human resources ecosystem, encouraging them to improve their value proposition through innovative practices and the development of solutions aligned with the sector's needs and challenges.



SELO MUNICIPAL DE Direitos Humanos e Diversidade 5^a Edição

Human Rights and Diversity Municipal Seal

With the Smile Project, we won the Human Rights and Diversity Seal of the São Paulo City Hall (SP) for the second time in a row, being highlighted in the "Children and Adolescents" category.

Check out our history of awards and recognitions [here](#).

Value Creation Strategy

- 21Our Strategy and Business Model
- 25 Sustainability
- 26 Materiality
- 28 Global Compact and SDGs



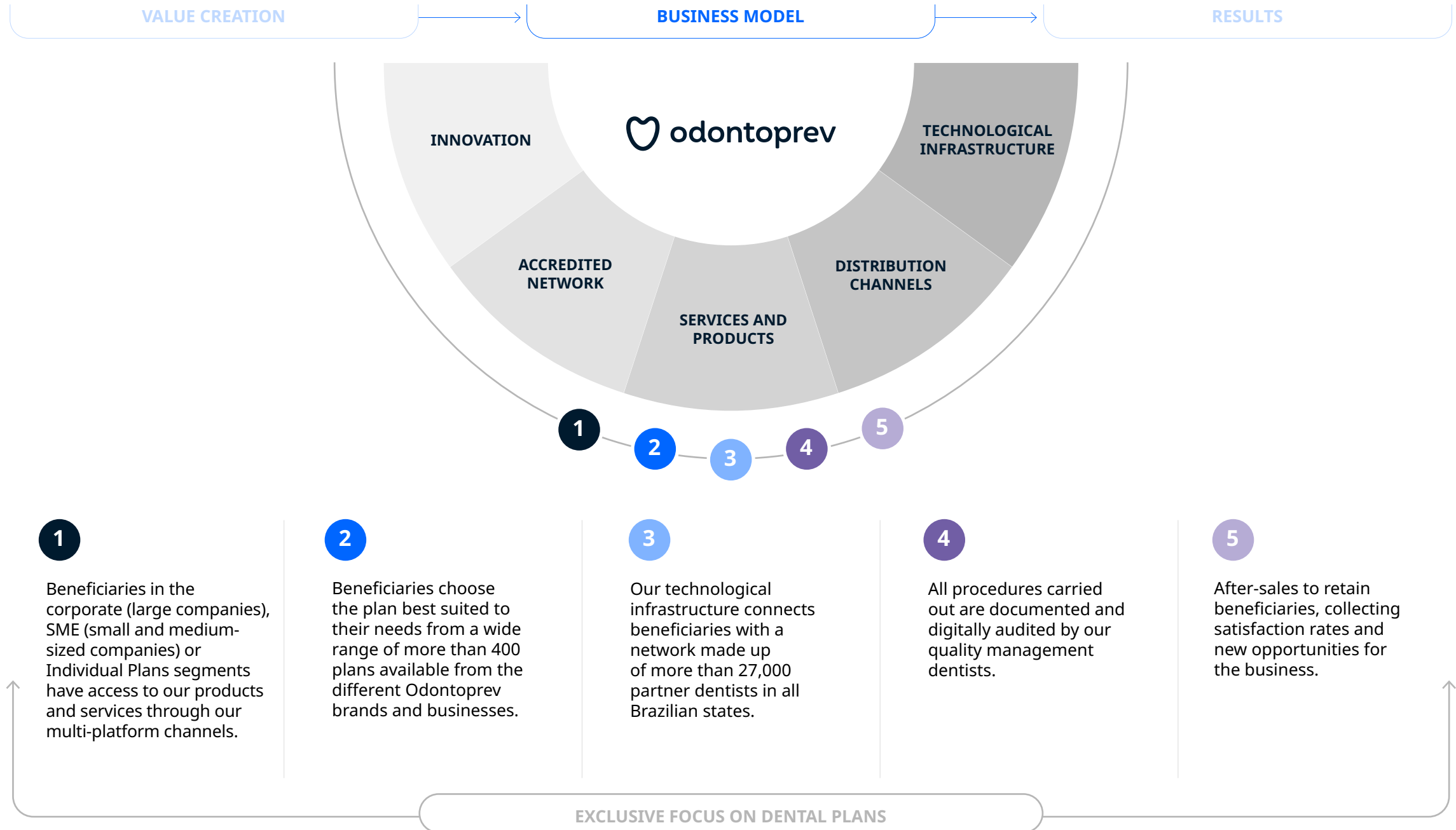
Our Strategy and Business Model

GRI 3-3

Based on our purpose of boosting quality dentistry, we have structured a value creation strategy that aligns growth with profitability, while preserving quality and sustainability. Its aim is to enable the consistent expansion of the business over time, positively impacting our stakeholders.



| | | | | | |
|-------------------------|--|--|--|--|---|
| <p>PURPOSE</p> | <p>To promote high-quality dentistry.</p> | | | | |
| <p>VALUES</p> | <p>A healthy ecosystem is one in which everyone wins.</p> | <p>Challenges are opportunities.</p> | <p>Trust is something built each and every day.</p> | <p>Quality is more than just slip service.</p> | <p>Evolving is the way we achieve growth.</p> |
| <p>RESOURCES</p> | <ul style="list-style-type: none"> ✓ R\$ 95M of CAPEX; ✓ R\$ 93M invested in technology; ✓ 1,906 employees. | <ul style="list-style-type: none"> ✓ + 27 thousand accredited dentists; ✓ + 8.6M beneficiaries; ✓ + 50 thousand shareholders. | <ul style="list-style-type: none"> ✓ + 1,300 suppliers; ✓ Goals and targets aligned with the SDGs. | <ul style="list-style-type: none"> ✓ Social impact partnerships; ✓ Commitment to offset 100% of greenhouse gas emissions annually. | |





Strategic Management Team

To ensure that our strategy is spread and multiplied among our employees, guaranteeing its effective implementation, we have a Strategic Management Team (TGE).

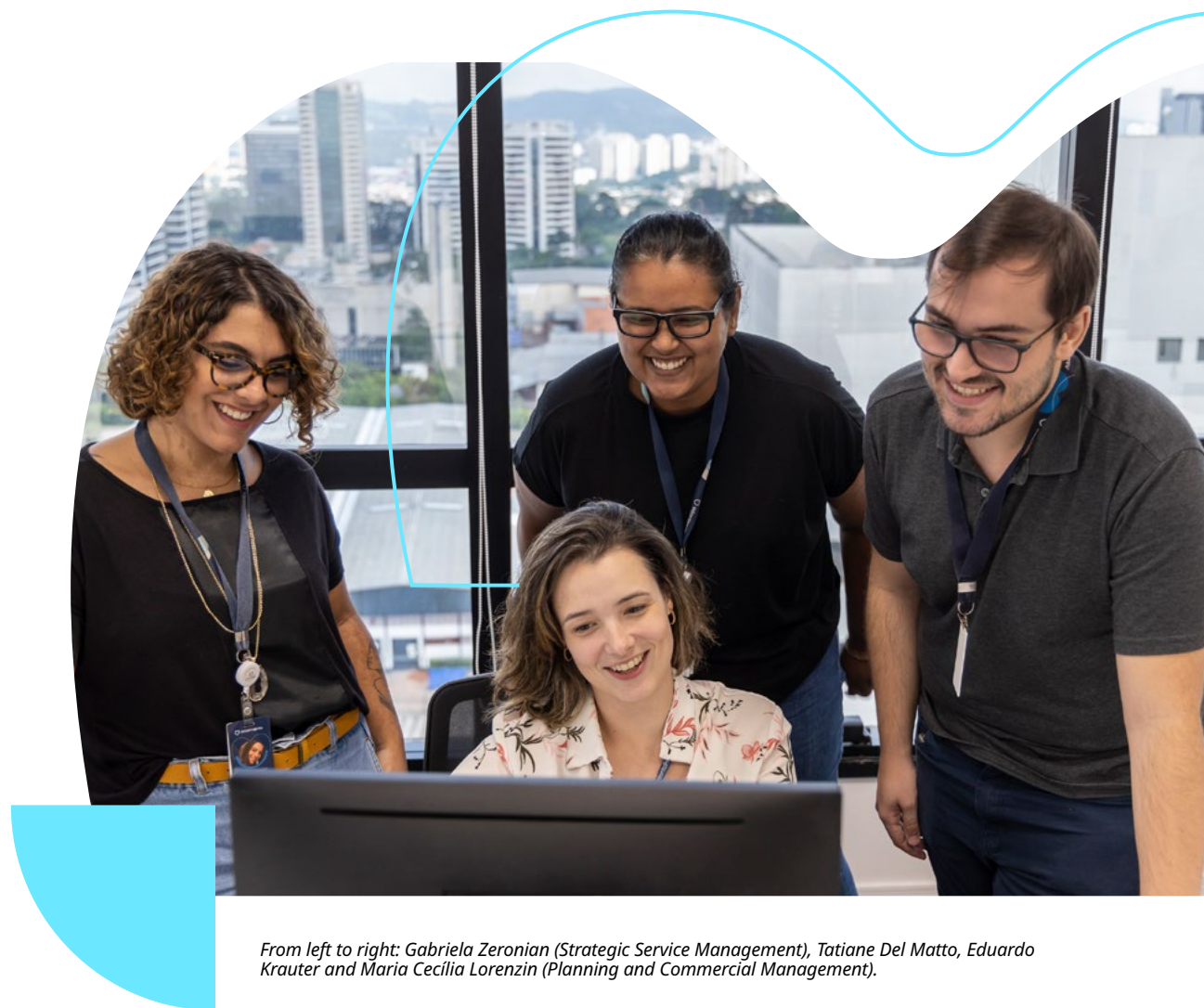
This team is a multidisciplinary group comprised of members from various departments of our business, representing all of the Company's executive departments, responsible for managing the strategic plan by monitoring indicators, initiatives and action plans, always taking into account the prospects for growth, profitability, quality and sustainability of the business.

The monitored indicators measure the business's health, and based on their performance, the initiatives and projects that will be developed to boost the expected results are defined.

Moreover, any project proposal suggested by the Company's departments, which will require investment or the use of new technologies, must be submitted to the TGE, which is responsible for analyzing the project's alignment with the strategic guidelines. Approved projects receive a quarterly evaluation with the departments to monitor their progress and, if necessary, define new action plans to achieve the targets.

Lastly, the strategic indicators and their respective projects are monitored and communicated to the entire Company through presentations to leadership and corporate communications.

This ensures that our strategy for generating value is able to achieve its objectives in the short, medium and long term, guaranteeing that our stakeholders benefit from it.



From left to right: Gabriela Zeronian (Strategic Service Management), Tatiane Del Matto, Eduardo Krauter and Maria Cecilia Lorenzin (Planning and Commercial Management).



Sustainability

GRI 2-12 | 2-13 | 2-14

Since its inception, the Company's business model has had a strong inclusive character, integrating dentists from all over the country in the mission of promoting people's access to quality oral health services, whether through corporate plans or individual plans.

To maximize the positive impact of our work, we have taken a collaborative approach involving clients, beneficiaries, a network of dentists, brokers, suppliers and employees, always guided by innovation and continuous improvement of the services offered.

We also strive to balance economic, social and environmental aspects in our operations, as a way of enforcing our commitments to generating value for the sector, society and the environment.

The set of assumptions, guidelines and governance required to guarantee the integration of sustainability into all our operations and decision-making processes are formalized in our **Sustainability Policy**, duly approved by the Board of Directors.

The document, which applies to the Company's different stakeholders, was updated in 2023. This included reference to the strategic importance of maintaining a materiality matrix to guide sound sustainability management. Additionally, the policy also began to address issues such as Occupational Health and Safety and the management of social, environmental and climate risks and their importance for the business's sustainability.

Sustainability governance

The IT, Marketing and Sustainability Department is responsible for implementing, managing and supervising the actions of the Company's ESG agenda.

Materiality

GRI 3-1 | 3-2

In 2023 we reviewed our materiality, a process carried out every two years by the Company. For the first time, the update was carried out using the dual impact materiality methodology, which assesses the priority of the topics, taking into account the financial impact they have on the business model, as well as the impact the Company has on society and the environment.

The process was conducted in four stages:

1. Strategic Scenario Assessment

We analyzed the main sustainability tools and frameworks in order to understand which issues are most relevant to Odontoprev's performance from the perspective of investors and our peers.

2. Stakeholder consultation

Based on the topics raised in the previous stage, we consulted the Company's stakeholders in order to prioritize the most relevant topics to be managed.

Also, for the purposes of prioritizing topics, at this stage, interviews were conducted with internal and external stakeholders, who, in addition to the relevance of the topics for ESG management, also pointed out the financial impact they have on the Company's business model.

STAKEHOLDERS CONSULTED



Employees



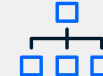
Accredited Network



Corporate clients



Brokers



Directors (Management and Board)



Individual clients



SME client



Suppliers



Civil society representatives



Shareholders and Investors



















Trade associations and regulatory bodies

3. Strategic drivers

We also assessed the synergy between the material topics and the Company's Strategic Plan. This step allowed us to verify the alignment of the strategic drivers with the most relevant topics in the opinion of the market, peers and stakeholders.

4. Definition of material topics and themes

After cross-referencing the information gathered in the previous stages, we arrived at the following material themes:

| Material Themes | Material Topics | Related SDG |
|---------------------------------|--|---|
| Quality dentistry | Access to quality dentistry |   |
| | Safety and quality of dental care | |
| Business evolution | Ethics, integrity and compliance |   |
| | Technology and innovation | |
| | Privacy and data security | |
| Relationships and trust | Customer relations |    |
| | Relationship with the accredited network | |
| Taking care of employees | Diversity and inclusion in the workplace |      |
| | Employee development | |
| | Employee health, safety and well-being | |
| Social and Environmental Impact | Community impact |     |
| | Climate change | |

Global Compact and Sustainable Development Goals

We have been signatories to the United Nations (UN) Global Compact since 2008. The initiative aims to engage organizations around the world in ten principles related to sustainable development, on topics such as Human Rights, Anti-Corruption and the Environment.

In addition to this public commitment, we also seek to align our actions with the UN's 2030 Agenda, which is articulated in 17 Sustainable Development Goals (SDGs), which include themes such as eradicating poverty, combating climate change and preserving natural resources.

Every year, we communicate progress on the SDGs that are related to our business model. Check them out next, as well as the initiatives implemented to meet each one:

SDG 3 - Good Health and Well-Being

Odontoprev strives to invest in innovation, pioneering the tele-care initiative for dentistry. Furthermore, we are committed to promoting and raising awareness of health among the Brazilian population, using a variety of channels, including social networks.

Learn more in [Beneficiary-centered](#) →

Internally, we offer our employees a medical and dental care plan, partnerships with gyms, and an app for online therapy. We also implemented health, well-being, and quality of life actions, including programs aimed at home office, home-based, and the Vida Leve program. These actions aim to encourage self-care and provide valuable health information.

Learn more in [Our Team](#) →

SDG 4 - Quality Education

We work to strengthen the technical and professional skills of our employees, to expand their growth opportunities and encourage entrepreneurship through regular training. We also contribute to quality education by supporting social institutions dedicated to education, training and after-school programs.

Learn more in [Our Team and Social and Environmental Responsibility](#) →

SDG 5 - Gender Equality

One of Odontoprev's objectives is eradicating prejudice, abuse, and gender inequality. We do this through initiatives with employees and unconscious bias training with leaders.

In 2023, we continued to strengthen our actions to promote equality through the OdontoPlural program and for the fourth consecutive year we were included in the north-american Bloomberg GEI index, recognizing our ongoing commitment to gender equality, alongside outstanding companies from around the world.

Learn more in [Our Team](#) →

SDG 8 - Decent Work and Economic Growth

We are an economically sustainable Company with results consistent with our business model, which supports the creation of value for our stakeholders. In addition, in line with our home office and home-based programs, we continue to offer adequate conditions for our employees, providing an excellent physical structure, opportunities for professional growth, and fair compensation.

Learn more in [Performance](#) →

SDG 9 - Industry, Innovation and Infrastructure

As one of the cornerstones for promoting innovation, Odontoprev values and actively supports scientific research, constantly seeking to develop and apply innovative technologies and processes in our operations. As such, we continually monitor advances and innovations in both the industry and the sector in order to incorporate best practices into our business.

Learn more in [Technology and Innovation](#) →

SDG 10 - Reduced Inequalities

We strive to help reduce inequalities by investing in actions and promoting social initiatives. We are also constantly improving the accessibility of our technological services, ensuring that everyone, regardless of their abilities, has access to the same information.

Learn more in [Social and Environmental Responsibility](#) →

SDG 12 - Responsible Consumption and Production

At Odontoprev, we value raising awareness among our employees and the accredited network about responsible consumption. For our employees, we promote internal campaigns that address issues such as the conscious use of energy, water, paper and the correct disposal of waste. For our accredited network, we provide technologies such as the uploader for x-ray images and the digitalization of procedures and requests, facilitating processes and reducing resource consumption, as well as a Sustainability Booklet, a document that includes the Company's Sustainability principles and pillars, as well as practical instructions on the sustainable disposal of dental products used in dental care.

Learn more in [Social and Environmental Responsibility](#) →

SDG 13 - Climate Action

Driven by sustainability principles, we reaffirm our commitment to continue fully neutralizing our carbon emissions through the Carbon Neutral project. By 2023, we have already offset more than 21,000 tons of CO₂ through the voluntary cancellation of carbon credits, contributing to the Amazon Forest Conservation Project.

Learn more in [Social and Environmental Responsibility](#) →

SDG 14 - Life Below Water

Aware of the ESG agenda's demands, Odontoprev concluded the Clean Waves on the Road Expedition Project in 2023, a collaboration with the non-governmental organization (NGO) Sea Shepherd Brasil. The aim was to carry out a comprehensive diagnosis of the waste situation along the entire length of the Brazilian coastline.

Learn more in [Social and Environmental Responsibility](#) →

SDG 16 - Peace and Justice Strong Institutions

Since 2006, the Company has been a member of the Novo Mercado, maintaining high standards of Corporate Governance in line with demanding international standards. We are also a signatory to the Ethos Institute's Business Pact for Integrity and Against Corruption, making a commitment to promoting a more ethical and transparent market.

In 2023, we continued this commitment by reviewing and updating various policies related to Corporate Governance, reflecting our commitment to improving our practices and procedures to ensure transparency and integrity in all our operations.

Learn more in [Corporate Governance](#) →

SDG 17 - Partnerships and Means of Implementation

Odontoprev has a partnership with A.C. Camargo Cancer Center since 2017 for the search for early diagnosis of oral cancer. We also collaborate with dental treatments in partnership with 20 institutions. In collaboration with Rede Tênis Brasil, 1,200 dental plans have been donated annually to socially vulnerable young people and children since 2021. These examples represent just a few of the many positive social practices that Odontoprev puts into practice.

Learn more in [Social and Environmental Responsibility](#) →



Children's Day social action.

Corporate Governance

- 33Commitment to Best Practices
- 34 Governance Structure
- 39Ethics and Integrity
- 43 Risk Management
- 47 Investor Relations

Material Themes



Ethics,
integrity and
compliance



Privacy and
data security



Commitment to Best Practices

We are a publicly traded company, which negotiates its shares on B3 - Brasil, Bolsa, Balcão. Since 2006, Odontoprev has been a member of the Novo Mercado, B3's special listing segment, which brings participating companies up to the highest standards of Corporate Governance.

Furthermore, Odontoprev includes in its Corporate Governance model practices recommended by the Brazilian Institute of Corporate Governance (IBGC) in its Code of Best Corporate Governance Practices.

This group of best practices aims to ensure shareholders' rights and provides greater credibility and transparency in the provision of financial information.



Governance Highlights

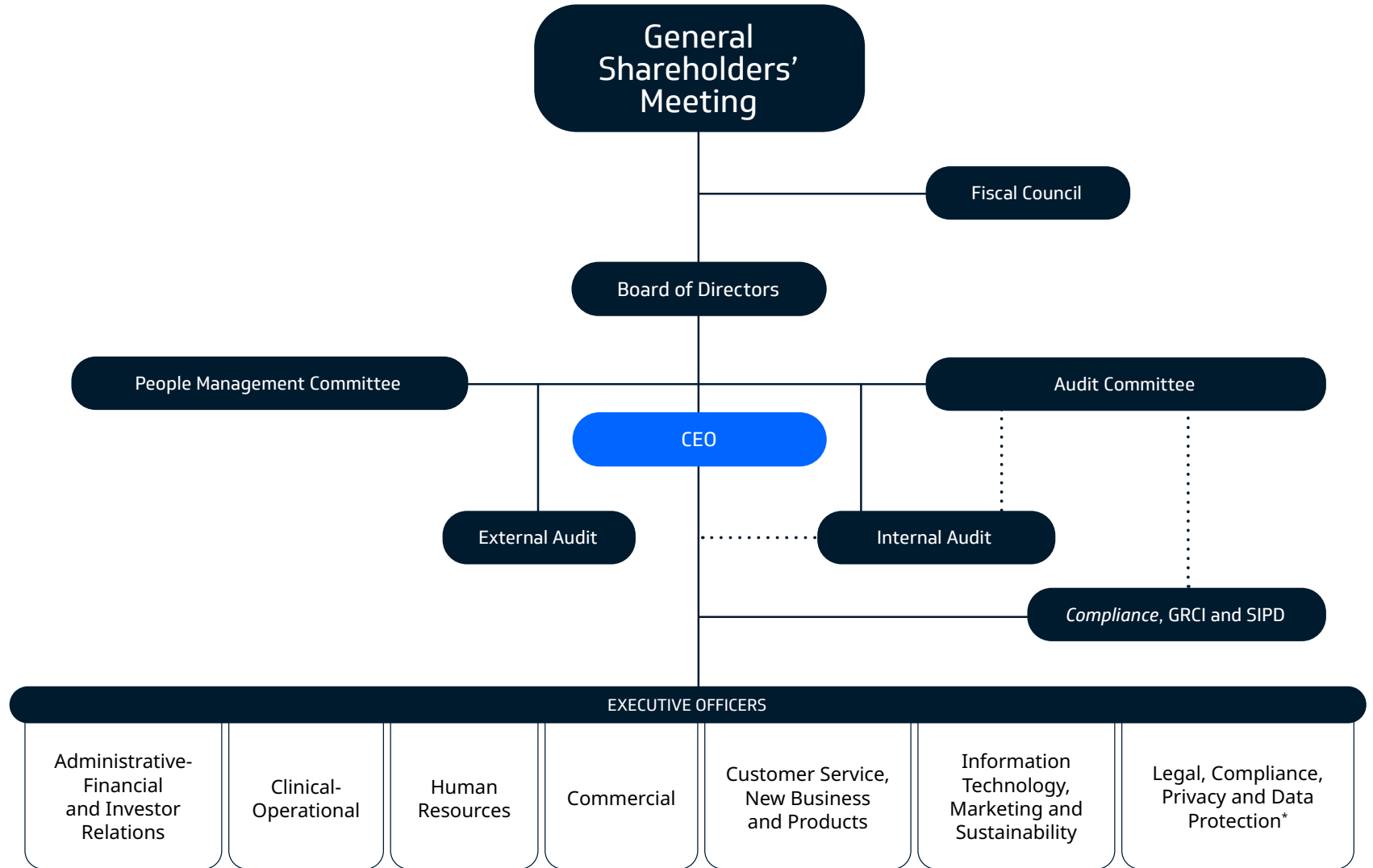
- Listed on the Novo Mercado;
- Professional and non-family management since its foundation;
- Board without executive function;
- Separate CEO and Chairman;
- We are signatories to the Business Pact for Integrity and Against Corruption;
- We do not make financial contributions to political parties;
- Taking measures to prevent unfair competition;
- Fixed and equal compensation for all Board of Directors members.

Governance Structure

GRI 2-9 | 2-10 | 2-11 | 2-12 | 2-16 | 2-18 | 2-19 | 2-20

The Corporate Governance structure implemented by the Company is designed to guarantee business continuity and promote the creation of sustainable value over the long term. Our approach places priority on transparency, the broad discussion of issues, sustainability and the preservation of reputation, as well as ensuring the balance of all the interests involved.

As such, we have a General Shareholders' Meeting as the highest decision-making body, as well as administrative bodies including the Board of Directors and the Executive Officers. In addition, there is a permanent Fiscal Council and advisory committees set up to support the Board of Directors in decision-making. We also have internal and external audits and the areas of Compliance, Risk Management and Internal Controls (GRCI), and Information Security and Data Privacy (SIPD), which together ensure that decisions and disclosures are compliant.



*Non-statutory.

General Shareholders' Meeting

The General Shareholders' Meeting is the Company's highest decision-making body. At least once a year, it will meet to deal with matters concerning the Company's sustainability, growth and business continuity.

This includes decisions on increasing or reducing share capital, financial issues, mergers and the election of members of the Board of Directors and Fiscal Council, among others.

Board of Directors

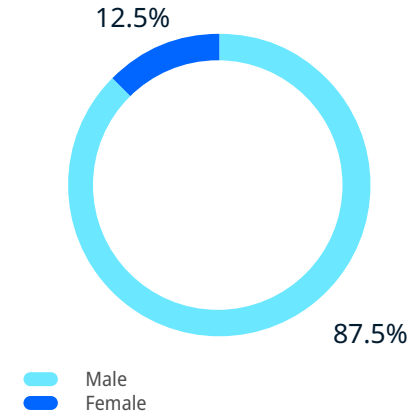
Odontoprev's Board of Directors is one of the Company's management bodies and is responsible for setting policies and strategies, including defining the Company's purpose and values. It is also responsible for electing and overseeing the management of the executive officers.

The body is currently made up of eight sitting members (two of whom are independent), as well as three alternates. All of them are elected by the General Shareholders' Meeting for two-year terms, with an average term of office of 12 years.

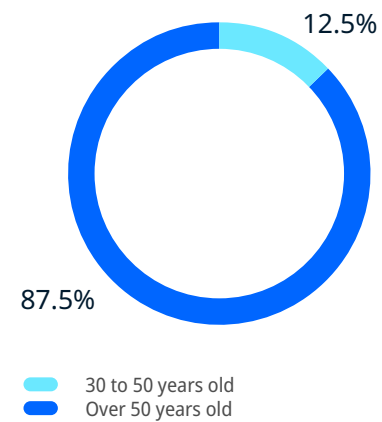
In line with best corporate governance practices, the Chairman of the Board of Directors has no executive role in the Company.

+ Learn more about the Board of Directors' duties and responsibilities in our [Internal Regulations](#).

Board of Directors composition by gender



Board of Directors composition by age group



Nomination and selection of members

When nominating board members, criteria such as diversity, independence and skills relevant to the organization's impacts and the effective performance of the Board and Committees are taken into account, while also ensuring an adequate balance of independent members.

+ Read the full text of our [Policy on the Nomination of Members of the Board of Directors, Fiscal Council, Advisory Committees and Executive Officers](#).

+ Check out the current composition of the body, as well as the professional experience and skills of our members, at the following [link](#).

Meetings

Board meetings are held on an ordinary basis every three months. However, extraordinary meetings can be called by the Chairman or Vice-Chairman.

In 2023, board members met 15 times, achieving an average attendance rate of 93%, considering sitting members.

Performance evaluation

The Board is evaluated annually by the members themselves, who fill in an evaluation form for the body as a collegiate body. The results are consolidated in a report and sent to the Board Chairman, highlighting positive points and opportunities for improvement. Based on this, an action plan is drawn up.

Critical concerns

Critical concerns are brought to the Board of Directors' meetings, including issues arising from the risk matrix, the whistleblowing channel, compliance and the main points raised in analysts' reports for reflections on strategy and business conduct.

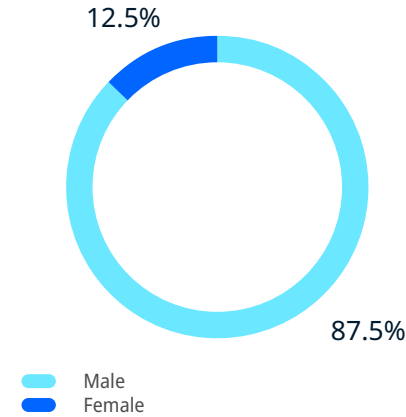
Executive Officers

The Executive Officers, together with the Board of Directors, makes up the Company's management. It is currently made up of seven members and one non-statutory member re-elected in 2023 for two-year terms.

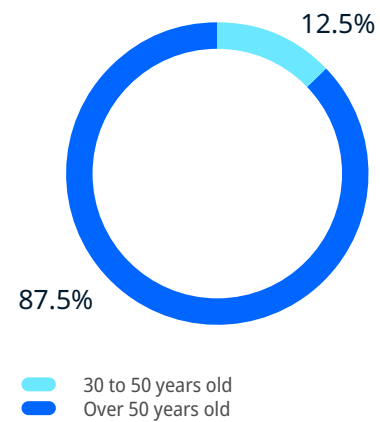
Its objective is to implement the strategies and policies defined by the Board of Directors, submitting routine reports to the body on the use of resources and business management.

+ To see the current composition of the Board of Directors, as well as the powers and responsibilities of its members, visit the following [link](#).

Executive Officers composition by gender



Executive Officers composition by age group



Fiscal Council

The Fiscal Council is permanent and acts independently of Management and the External Audit. Its main function is to supervise the management's actions and analyze the financial statements, reporting its observations to the shareholders.

Its composition is decided by the Ordinary General Meeting, and it is forbidden to elect members who are on the Board of Directors, the Executive Officers or the staff of a controlled company or a company in the same group, nor a spouse or relative of our directors. This has helped to safeguard the body's independence from the Company's administrative and operational lines.

The body is currently made up of three sitting members, elected in 2023.

+ To see the current composition of the Fiscal Council, as well as the powers and responsibilities of its members, click on the [link](#).

Advisory Committees

Odontoprev's Board of Directors is advised by the Audit Committee and the People Management Committee, which are responsible for supporting the members of the body in making decisions.

Audit Committee

This is an independent statutory advisory body to the Board of Directors, which is consultative and permanent. Its members have a one-year term of office and are responsible for verifying accounting information before it is released.

Its meetings are held regularly every two months and extraordinarily whenever necessary, at the request of any of its members. The Audit Committee is made up of three members.

+ For more information on the duties and powers of the Audit Committee, visit the [Internal Regulations](#).

Personnel Management Committee

An independent, advisory and permanent body, whose members have a one-year term of office. Its duties include supervising and reviewing management compensation policies, monitoring the Company's talent attraction and retention programs, as well as advising the Board of Directors on the election, evaluation and dismissal of the Company's officers.

Its meetings are held ordinarily every three months and extraordinarily when called by the Coordinator or at the request of any of its members.

+ For detailed information on the duties and powers of the People Management Committee, please consult the [Internal Regulations](#).

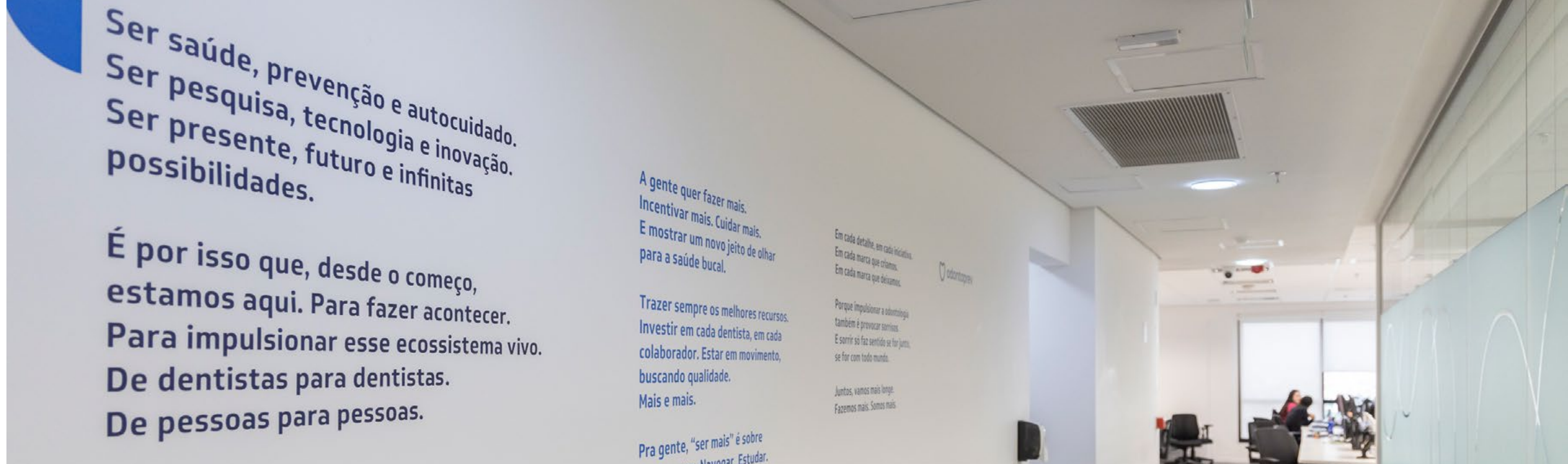
Compensation and benefits

Odontoprev has a Management's Compensation policy, the purpose of which is to ensure the setting of the compensation strategy for the members of the Board of Directors, Fiscal Council, Advisory Committees to the Board of Directors and Statutory Executive Officers.

The document establishes fixed and variable compensation, based on market research conducted by an external consultancy, recommended by the People Management Committee and approved by the Board of Directors. The overall annual compensation of the Company's managers must also be approved by the General Shareholders' Meeting.

Fixed compensation corresponds to monthly payments, while variable compensation includes the ICP (Short-Term Incentive)*, linked to the Company's annual results, individual and customer service cell performance, and the ILP

**Payment only occurs when the results of the annual targets linked to this bonus reach at least 80%.*



(Long-Term Incentive), related to meeting three-year targets, with an annual payment. Variable compensation is also associated with satisfaction surveys of the Company's stakeholders.

The following are the compensation and eligibility components of each Odontoprev governance body:

Board of Directors

- All members are paid the same amount, consisting of a fixed monthly compensation related to their job scope.

Executive Officers

- Fixed monthly compensation related to the job scope;
- Short-Term Incentive: variable portion linked to the achievement of pre-established annual targets;

- Long-Term Incentive: variable portion linked to the achievement of three-year goals, with a pre-established vesting period;
- Benefits: Medical Assistance, Dental Assistance, Meal Vouchers, Life Insurance, Fuel Vouchers, designated vehicle and parking. In addition, the Company offers a private pension plan to directors when they retire.

Fiscal Council

- Fixed monthly compensation related to the job scope.

Advisory Committees to the Board of Directors

- Members of the Audit and People Management Committees are paid for their active participation in meetings, the frequency of which is determined by the Board of Directors.

➕ For more information on our Directors' Compensation Policy, please visit the following [link](#).

Ethics and Integrity

GRI 2-15 | 2-23 | 2-24 | 2-26 | 2-29 | 3-3 | 205-1

We believe that ethics and integrity should be the foundation of our daily actions, guiding all behavior and decision-making when faced with the challenges of the modern world.

By encouraging good behavior in the corporate environment, we are helping to strengthen our brand and reputation in the eyes of the market and society, while at the same time enabling the long-term sustainability of the business, so that everyone may prosper.

We have made these commitments to sound corporate conduct formal in our **Code of Ethical Conduct**. The document serves as a practical guide to personal and professional conduct for all our managers, employees, trainees, partners and suppliers of goods and services to Odontoprev in their daily interactions and decisions.

Among the general principles that should guide the business, in line with our values, we highlight:

- Respect and appreciation of human beings and their fundamental rights;
- Adoption of effective, sustainable development practices;
- Integrity, ethical and transparent performance;
- Commitment to excellence with beneficiaries, customers, and accredited network.

Through the Code, we also formalize that the Company does not accept any behavior that is illegal or in disagreement with current laws and regulations. In this way, Odontoprev explicitly prohibits involvement in unlawful transactions, such as paying or receiving bribes, kickbacks or any form of corruption. Moreover, it rejects practices such as influence peddling,

obstruction of inspections, tax evasion, fraud in public tenders and artificial inflation of contracts, among other similar acts.

All our employees, suppliers and partners must read and sign the Code of Ethical Conduct, declaring their knowledge of the Code's guidelines and committing to comply with them.

In addition to the Code, we also have other tools and mechanisms to guide conduct, including the **Anti-Corruption and Other Unlawful Acts Policy**, which restates our rejection of acts of corruption and other unlawful acts, including fraud, as well as promoting compliance with current legislation on the subject.

To support the fight against money laundering and other frauds, we have a process for monitoring and evaluating suspicious payments.

This includes regular reporting to the Compliance team.

Apart from the set of policies and practices that regulate and guide best conduct, we also engage in external initiatives aimed at promoting ethics and integrity in the corporate environment. In 2023, we became signatories to the **Ethos Institute's Business Pact for Integrity and Against Corruption**. This is a voluntary commitment made by public and private companies, which unite to promote a more upstanding market, pledging to implement and encourage actions aimed at eliminating corrupt practices.

Conflicts of Interest

GRI 2-15 I

As an imperative for the promotion of an ethical and upstanding corporate environment, we demand that the entire Odontoprev team acts to avoid any type of situation in which actions and decisions are influenced by personal interest or which may conflict with the interests of Odontoprev or its other stakeholders.

The subject is covered in our Code of Ethical Conduct and **Related Party Transactions Policy**. In these documents, conflicting conduct is described, as well as informing employees on how to proceed if they find themselves in a conflict situation or encounter situations of this kind.

In 2023, we revised the Related Party Transactions Policy, updating its content to the rules and regulations governing the subject.

Moreover, all the departments involved in the processes relating to this issue have been remapped over the last year. As a result, we defined the Governance and Compliance departments as the centralizers of control processes.

Integrity Program

As part of our commitment to promoting a culture of integrity and responsibility in all the Company's departments, we have an **Integrity Program**.

Made up of tools, procedures and policies, the program aims to analyze, prevent, identify, denounce and remedy deviations, fraud, irregularities and illicit activities, especially those involving public administration, both domestic and foreign.

Odontoprev
News:



Compliance
Week 2023

2nd Compliance Week

In 2023, we promoted the 2nd Edition of Compliance Week, our week dedicated to disseminating the Compliance Program guidelines and principles of integrity, compliance culture and ethical conduct.

Compliance Program

Aside from the Integrity Program, Odontoprev has a Compliance Program, the aim of which is to ensure compliance with regulatory standards and internal processes.

To promote a culture of compliance and integrity, the scope of activities includes internal and external communications, updating and monitoring training in partnership with the Human Resources team, and drawing up documents that strengthen the Company's position on these issues.

On the awareness front, among the actions carried out is the drafting and distribution of customized Ethical Conduct booklets for specific audiences, such as the accredited network, brokers and suppliers, as well as the preparation of materials aimed at relations with public agents.

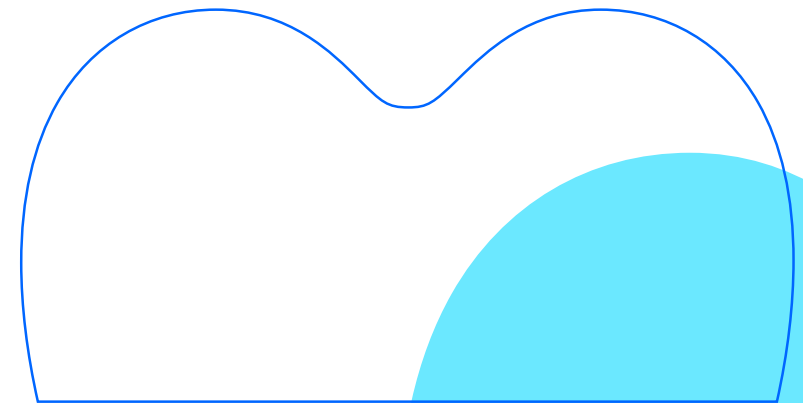
Additionally, periodic communications related to compliance risks are planned, with the aim of fostering the topic and developing teams, training them to identify and deal with ethical dilemmas, as well as operationalizing the application of laws and regulations in force.

Mandatory training, geared towards all employees, is made available through the Company's teaching platform, Odontoprev University. In 2023, we included Harassment training on the platform.

The Training area monitors employee adherence to these courses. When an employee hasn't completed the necessary refresher courses, he or she receives an e-mail informing them of the pending courses and the deadline for completion. This process ensures that the entire team is up to date and compliant with the Company's guidelines.

Percentage of mandatory training completed (%)

| | 2023 |
|-------------------------|-------|
| Code of ethical conduct | 82.37 |
| Compliance | 84.82 |
| Harassment | 57.90 |



Um ecossistema
saudável é aquele
em que todos ganham.

Desafios são
oportunidades.

Confiança se constrói
todos os dias.

Qualidade não é
da boca para fora.

Evoluir é o nosso
jeito de crescer.

Ethics Channel

One of the tools we have in place to enforce our policies and commitments to acting ethically and with integrity is the Ethics Channel.

Available to the management, employees, clients, beneficiaries, the accredited network, partners, suppliers, shareholders and the external public, the Channel is open to receive complaints and reports about behavior that does not comply with our Code of Ethical Conduct or internal rules.

Complaints, which can be anonymous if the complainant so wishes, are received by an independent and specialized company, which is responsible for safeguarding the complainant, ensuring non-retaliation and the confidentiality of the information reported.

Once the reports have been received, the Company's Compliance department takes over the investigation to identify

whether or not they are actually founded. At this stage, the complaints are analyzed through a formal process and disciplinary measures, when necessary, are applied impartially.

Once investigated, complaints are assessed by the **Investigation and Ethics Committee**. This body is made up of the main executives from the Human Resources, Legal/Compliance and Risk Management and Internal Controls areas and reports directly to the Company's CEO. If required, recommendations for process improvements are issued, as well as the imposition of sanctions on offenders.

Periodically, presentations on the reports received through the Ethics Channel are also made to the Audit Committee.

In 2023, 41 complaints were received. All of them went through the investigation process and those classified as well-founded after investigation had action plans defined

for remediation and the application of disciplinary sanctions, in line with the deliberations of the Company's Investigation and Ethics Committee.

All processes are conducted with caution and secrecy, protecting both the whistleblower and the accused.

The higher volume of complaints in 2023 compared to 2022 was due to several factors, such as constant training, awareness-raising and dissemination through communications, increasing employees' perception of the issue. More details on page 115 of the Indicators Annex.

To report non-compliance with expected conduct and corporate policies, access the Ethics Channel via the following link:

institutional website:

<https://www.odontoprev.com.br/>

Risk Management

GRI 2-24 | 3-3 | 418-1 | SASB HC-MC-230a.1 | HC-MC-230a.2 | HC-MC-230a.3









The policies and procedures that formalize Odontoprev's risk management ensure the sustainability and financial security of the business, as well as providing a solid basis for making strategic decisions regarding current and emerging risks.

Our main tools are the **Institutional and Internal Policies on Corporate Governance, Risk Management and Internal Controls**. They present the concepts, guidelines, responsibilities and risk management processes, which include the identification, categorization, assessment, treatment and monitoring of risks arising from the Company's activities.

By means of these policies and the Corporate Risk Matrix, department managers and Directors ("Risk Managers") can identify the main risks related to their respective activities and take the necessary measures to deal with them, keeping these risks within acceptable tolerance levels.

In 2023, we updated our risk policies to include reference to the Crisis Committee. This body is part of our Corporate Governance structure and manages crises that affect or could affect business continuity. The review has also outlined new procedures for Risk Managers to draw up action plans and deal with identified risks.

Monitored Risks

-  Strategic
-  Image
-  Legal
-  Subscription
-  Credit
-  Market
-  Liquidity
-  Operational

How do we manage corporate risks?

The Company's Risk Managers must identify all the risks in their areas and deal with them. The Compliance, GRCI and SIPD departments, as well as the internal and external auditors, also collaborate in identifying the Company's risks.

Formally, once a risk has been identified, it is categorized using a "Risk Dictionary" and the impact and probability of occurrence are measured in our Risk Matrix.

Some risks may require treatment measures, which may include the definition of action plans by Risk Managers. The action plans describe the improvements or corrections that will be adopted, as well as defining the deadlines and those responsible for implementing these actions.

The Compliance, GRCI and SIPD departments support Risk Managers in drawing up action plans and regularly monitor the implementation of these measures. They are also responsible for implementing the awareness and training program for managers and administrators on the culture of corporate risk management and internal controls, through educational activities of different formats and complexity levels.

Advances in risk management

In 2023, we made progress in our commitment to embracing the best risk management practices available on the market.

As part of the efforts to guarantee the execution of the action plans outlined for the risks identified, the GRCI area validated the implementation of 225 corrective actions in all of the Company's Departments. This initiative has helped to strengthen our internal controls and ensure the effectiveness of the measures adopted by Risk Managers in dealing with the risks identified.

GRCI also mapped out processes and ran adherence tests on the internal controls in several Company areas. In turn, the internal and independent audits carried out audits on various Company processes. These activities

were aimed at identifying potential unknown risks, as well as assessing the effectiveness of existing controls, making a significant contribution to more effective management of the risks faced by the Company.

In the same period, independent auditors issued a report attesting to the compliance of Odontoprev's risk management systems with Normative Resolution 518/22 of the National Supplementary Health Agency (ANS).

On top of these achievements, we carried out a thorough review of the content of the mandatory risk management training, making up-to-date materials available to managers and employees through Odontoprev University. This initiative not only enhanced the key concepts of risk management, but also contributed to the dissemination of a solid internal control culture within the organization.

Cybersecurity

Crucial to the protection of our data, risk mitigation and regulatory compliance, we have a **Cyber and Information Security Risk Management Program**. Its aim is to ensure that best practices are applied to protect the entire business. The Program is based on four principles:

- SAFETY - ensure that a cyber or information security incident does not become an accident, physically affecting human life;
- Confidentiality - ensuring that only authorized persons have access to information;
- Availability - ensuring that information is available to authorized persons whenever necessary;
- Integrity - ensure accuracy and complete information.

Apart from the Program, our cybersecurity management follows internationally recognized standards, such as NIST CSF, ISO 27.001 and CIS CONTROLS, and has a dedicated team of employees who report hierarchically to the Data Protection Officer (DPO) and functionally to the Information Security and Data Privacy Committee, a collegiate body made up of senior management members.

Also as part of our cybersecurity management strategy, we invest in educating our people in order to build the necessary understanding of the risks that exist in the cyber environment and that might affect the continuity of our business.



Douglas Sampaio, Marcel Ferreira and Kleber Zorzette (Information Technology).



Privacy and Data Protection

To handle the matter in compliance with the Brazilian General Personal Data Protection Law (LGPD), we have adopted a **Privacy Policy**, the purpose of which is to establish guidelines regarding the processing of personal data collected by the Company and its brands.

We also have a **Privacy Portal**, where we provide detailed information on the privacy and data protection of our clients and beneficiaries. This portal also offers data subjects the possibility of enjoying their rights guaranteed by current legislation.

As part of our practices, every processing activity involving personal data is duly documented in a Company inventory. This inventory covers information such as the type of personal data, processing methodology and collection points.

Our aim is to ensure the protection of this data and the safe and effective management of beneficiary information, records and history.

Whenever necessary, data sharing is only carried out with entities that have an active contract with Odontoprev and have been approved in a prior diligence process of partners and suppliers.

In conjunction with these initiatives, we also have the following practices in place to provide greater security and ensure data privacy, especially health data collected from our clients:

- Compliance, Risk Management and Internal Controls departments work together with privacy to identify, report and monitor risks;

- Corporate targets are imposed to ensure compliance with security and privacy guidelines;
- Business projects and initiatives are validated with security and privacy controls;
- The Business Continuity Program is tested annually to ensure recovery from adversity.

Thanks to all these efforts, there were **no complaints about breaches of privacy and loss of customer data in 2023**. Neither did we face any losses in the last year as a result of legal proceedings associated with this issue.

+ You can read the full text of our **Privacy Policy** [here](#) and access our [Privacy Portal](#).

Investor Relations

GRI 2-29

Through our Investor Relations (IR) department, we maintain transparent and close communication with our approximately 50,000 shareholders. We believe that this is how we build a long-lasting and trusting relationship.

We periodically disclose documents on the Investor Relations website and on the Brazilian Securities and Exchange Commission (CVM) website, upholding our commitment to accountability and to providing accurate information on the Company's financial and socio-environmental performance.

We also use other means of communicating with our shareholders, such as external mailings, meetings and calls with market analysts and investor funds, as well as channels to answer questions and suggestions.

Contact IR by e-mail:

ir@odontoprev.com.br

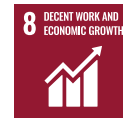
And visit our IR website:

<https://ir.odontoprev.com.br/>



Performance

49Performance in the Year



Performance in the Year

In 2023, we have continued to show the execution of our long-term strategy, with a specialized approach for each customer segment.

This has allowed us to optimize expansion opportunities and create value for our stakeholders.

We recorded an increase in revenues with a higher average ticket, while as we saw lower dental loss ratio, lower selling expenses and higher efficiency in credit risk mitigation. These initiatives resulted in an expansion of the adjusted EBITDA margin to 30%, a net profit of R\$ 537 million and dividends of R\$ 427 million, a Company record.

Key business metrics

| | 2023 | 2022 | 2021 |
|--|-----------|-----------|-----------|
| Net revenue (NOR) (R\$ thousand) | 2,142,695 | 1,961,685 | 1,890,588 |
| Number of beneficiaries | 8,617,993 | 8,317,964 | 7,984,293 |
| Average ticket (R\$/member/month) | 21.37 | 20.72 | 20.42 |
| Cost of services (R\$ thousand) | 849,303 | 789,345 | 724,314 |
| Dental care ratio (%) | 39.6 | 40.2 | 39.3 |
| Selling expenses (R\$ thousand) | 220,648 | 212,092 | 191,096 |
| Administrative expenses (R\$ thousand) | 386,806 | 298,406 | 332,384 |
| Adjusted EBITDA (R\$ thousand) | 647,383 | 575,972 | 581,077 |
| Adjusted EBITDA margin (%) | 30.2 | 29.4 | 31.5 |
| Net income (R\$ thousand) | 536,554 | 452,171 | 380,359 |
| Net cash (R\$ thousand) | 992,149 | 795,231 | 731,049 |

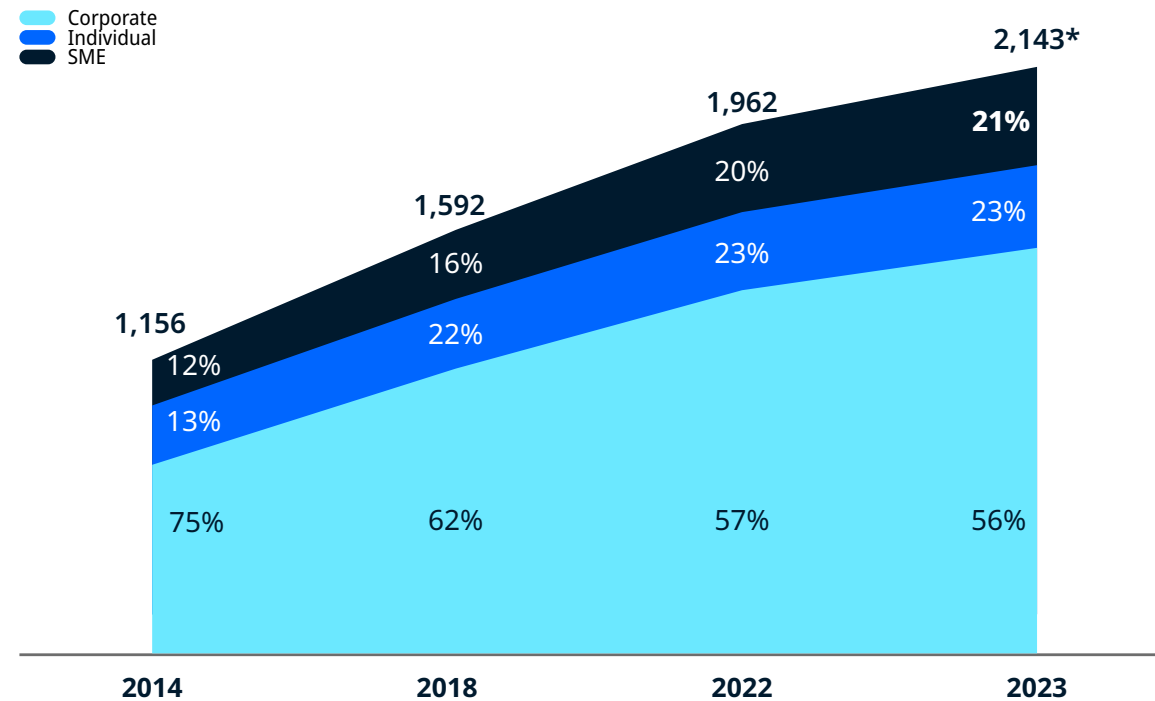
Net additions of 300,000 members in the year. Non-corporate segments accounted for 44% of consolidated revenue

In 2023, the Company reached over 8.6 million beneficiaries, with a net addition of 300,000 lives. The Bradesco Dental was the best seller, accounting for 50% of all beneficiaries.

Revenue grew by 9.2% to R\$ 2.1 billion. The non-corporate segment, SME and Individual Plans segments have seen average revenue growth of 14% per year since 2014, as shown in the following graph:

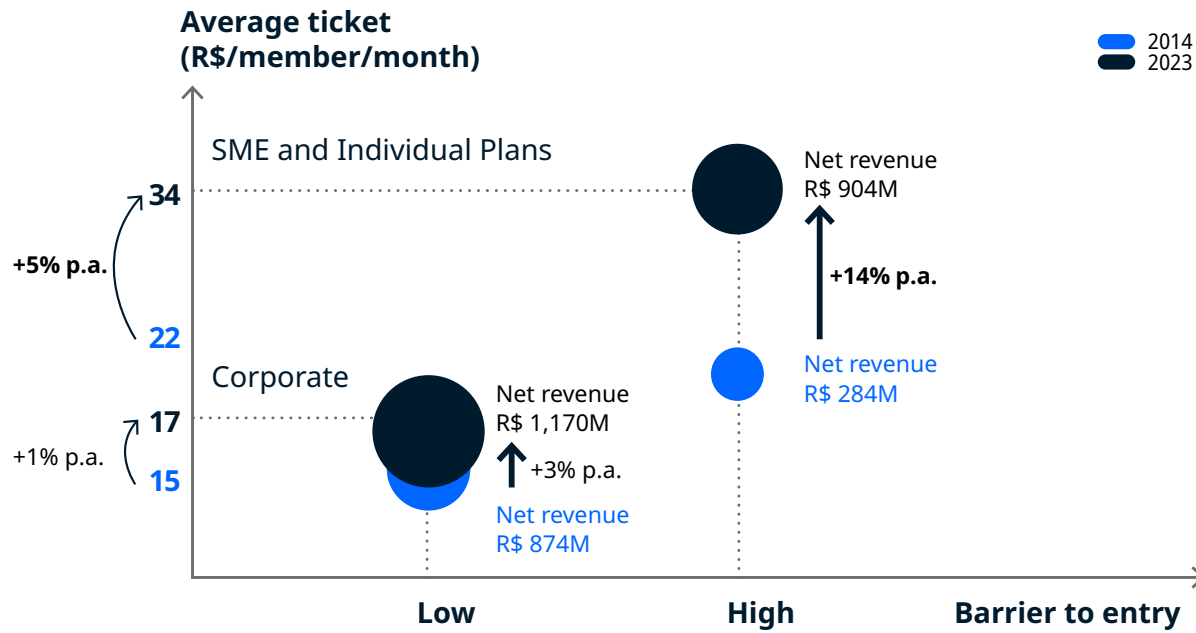
Evolution in the net revenues composition

R\$ million and %NOR

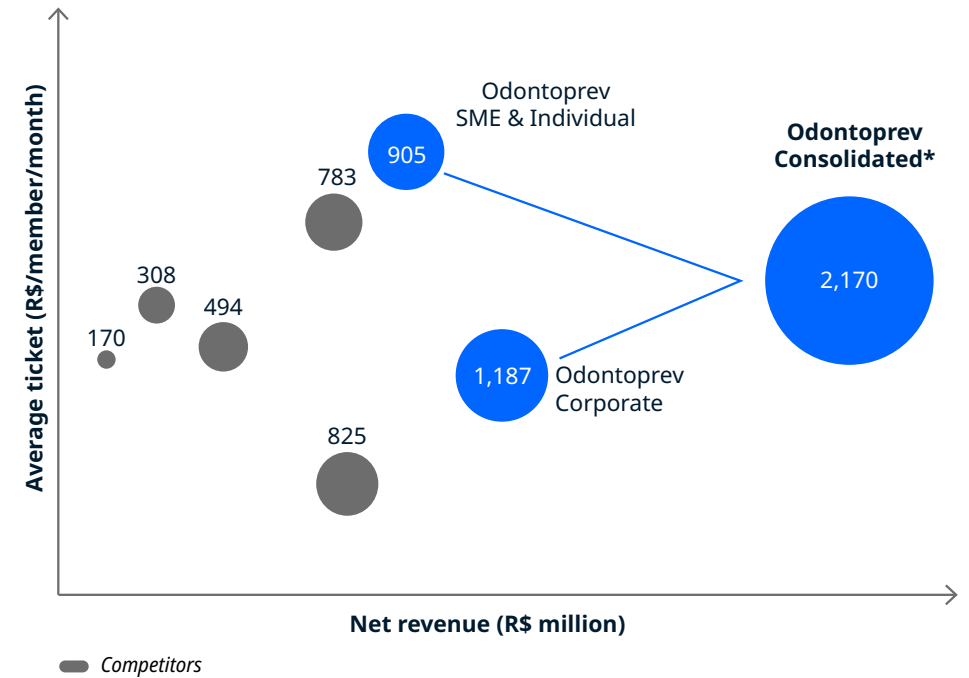


*Includes R\$ 69 million in other revenues.

Revenue segmentation and average ticket Odontoprev



Net Revenue and Average Ticket for Dental Plans in 2023

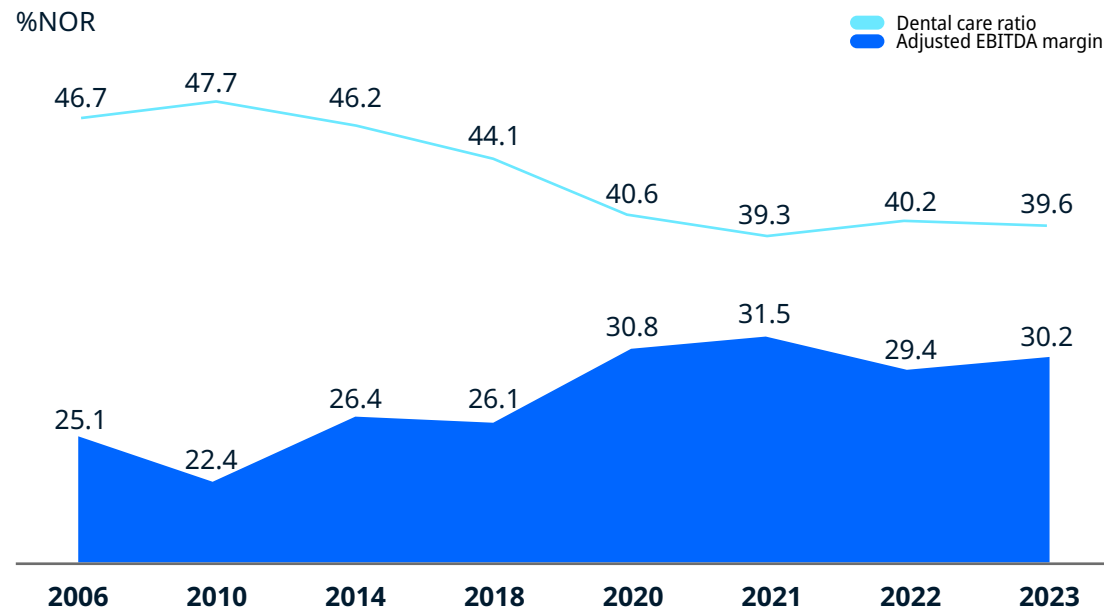


*Includes R\$ 78 million from other revenues.

The growing share of SME and Individual plans in the total portfolio justifies lower consolidated dental loss ratio

Apart from the positive impact on total revenues, the growing participation of SME and Individual plans has also contributed to lower consolidated dental care ratio, which have remained stable at 40% since 2020.

Dental care ratio and Adjusted EBITDA margin since IPO

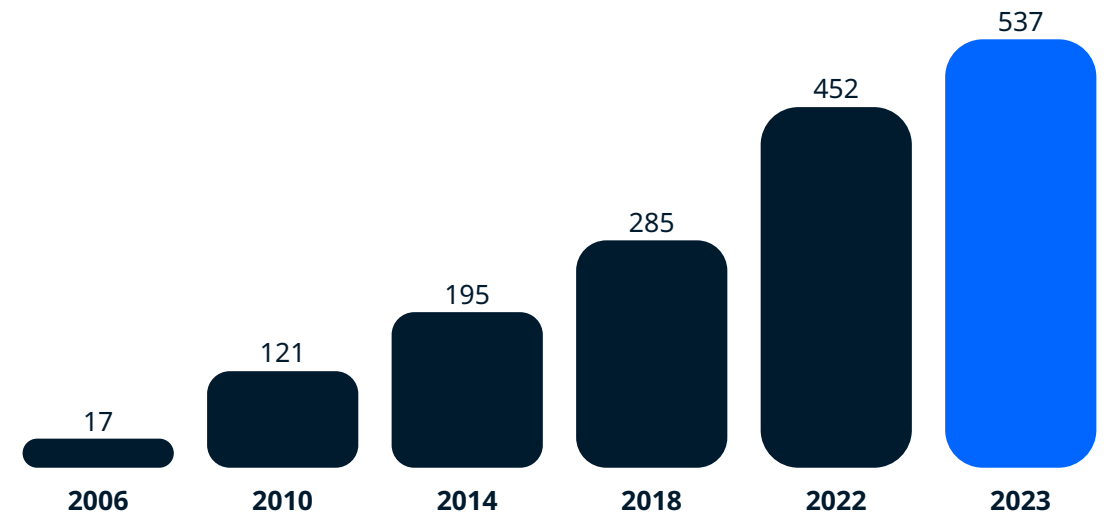


Solid capital structure and record net profit

In 2023, we reached net cash of R\$ 992 million and zero debt, evidencing a solid capital structure.

Considering the growing participation of the non-corporate segments in terms of members and revenues, together with the stability of costs, we ended 2023 with a 12% growth in Adjusted EBITDA and an expansion in its margin. We also achieved a record annual net profit of R\$ 537 million.

Net Profit Evolution (R\$ million)





Investments

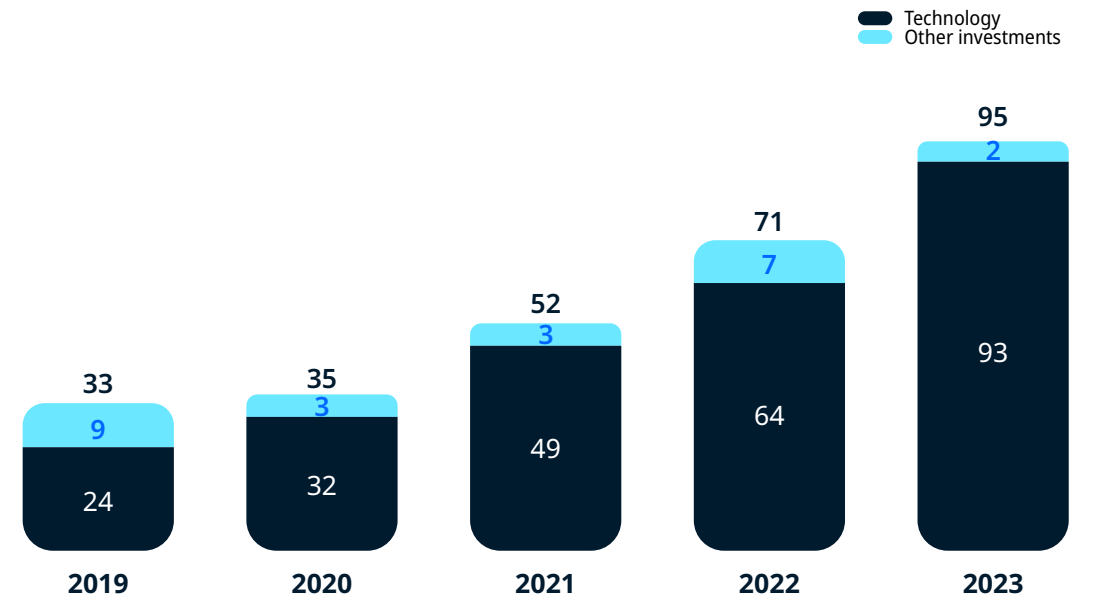
In 2023, our CAPEX amounted to R\$ 95 million, an increase of almost 34% on the previous year. The volume was driven by investments in technological projects, centered on automation and improving operational efficiency.

MORE INFO

To see the Company's full financial results, visit our

[Results Report 2023](#) →

CAPEX evolution (R\$ million)



Technology and Innovation



55..... Technology
58..... Innovation

Material Themes



Technology
and
innovation

Technology

GRI 3-3

One of the key points of our operations is taking a technology-focused approach, which is expressed either through the continuous improvement of its technological infrastructure or by launching new products and services based on society's transformations and demands.

Technology also plays a major role in the sustainability of our business, enabling operational efficiency, reducing waste and generating a positive environmental impact.

As such, we believe that investing in technology not only boosts competitiveness and the satisfaction of our beneficiaries, but is also vital to ensuring long-term sustainability by promoting a balance between economic growth and socio-environmental responsibility.

Investments in technology

In 2023, Odontoprev made a new record investment in technology, approximately R\$ 93 million.

With these investments, we have made our CRM (Customer Relationship Management) system more robust, reliable and integrative for serving our beneficiaries and business partners, bringing omnichannel from the database right through to customer service (find out more on page 63).

We also invested in the modernization of internal systems and made strides in the use of artificial intelligence in our tools, which led to greater automation of processes, allowing for greater speed and efficiency.

The investments, largely driven by the growing demand from the healthcare sector to improve customer service, have had a positive impact on several facets, including:

Customer Experience: new multi-brand customer service portals, continuous evolution and new features in our apps to make our customers' daily lives easier. In parallel, the chatbot has been redesigned, a WhatsApp service channel has been made available and refunds are now 100% digital, offering more transparency to customers.

Artificial Intelligence: an important ally in business management, being essential in the regulation of claims, churn, customer experience, combating fraud and monitoring oral health. The use of artificial intelligence has been improved on the following fronts:

- Classification of the beneficiary profile from the point of view of utilization and churn;

- Predictive model of beneficiary behavior for retaining individuals and companies with personalized offers;
- Classification of the dentist's profile, especially in the new processes for analyzing the profile and sending documentation and requests, ensuring greater assertiveness in classifying the dentist's risk profile;
- Treatment risk assessment, using strategic variables that speed up procedure analysis;
- Implementation of prescriptive and predictive models to combat fraud involving our beneficiaries and business partners.

Analytics: focused on promoting a data-driven culture, in addition to ensuring the quality and security of the data we manage, we have increased our efficiency in decision-making, presenting significant results associated with data intelligence.

We have over 70 data-oriented fronts, divided into the strategic pillars of retention, experience, growth, fraud and claims management.

Cybersecurity: On this front, we invest in the robustness of the Company's controls against cyber attacks, making our systems more stable and secure.

Proprietary technology platform

The technological platform, one of our competitive advantages, is the main tool for integrating the dental procedures carried out by accredited dentists, with our own team of dentists specializing in quality management and with our on-call consultants, making it possible, among others:

- Managing logistics and relationships with our accredited network;
- Monitoring the individual performance of each dentist,

through detailed analysis of all procedures performed and constant monitoring of the quality of services provided;

- Maintain an electronic dental record for each beneficiary;
- Monitor the oral health history of our beneficiaries and their relationship with our brands;
- Carry out proactive clinical and behavioral risk management of beneficiaries and dentists;
- Controlling the actuarial behavior of our client portfolio, keeping costs at appropriate levels;
- Risk management through fraud control.

To keep up with trends and ensure the modernization of our proprietary technology platform, in 2023 we added new modules and technologies. This allowed for more efficient and detailed management of processes, further

strengthening our commitment to excellence in beneficiary care and the quality of services provided.

This resulted in an increase in the number of users of our digital channels, with the Odontoprev app reaching 1 million people in 2023. Moreover, we saw an improvement in the app's rating, which jumped from 2 to 4.5 in terms of satisfaction.

- ➕ Learn more about the steps in the Quality Management team process on page 73.

OTHER PLATFORM HIGHLIGHTS



Digital Dental Record and Guide

- +23M of images processed
- 171 procedures performed per minute throughout Brazil
- +2M of digital exams and guides



Portfolio projects

over 15 pipelines distributed among the main audiences, with 33 projects delivered by 2023.



Fast Track

Over 1,400 annual developments delivered in fast pipelines with greater development autonomy.



App

- 4.5 app rating
- 1M active app users
- 4.2M app accesses/year



Portals

- over 2M of accesses to portals
- 10 portals
- 5 brands included



RPA

- 59 Projects
- over 70 thousand automated hours
- +8 attended departments

ERP project

The ERP project, which we call Everest, aims to update our financial and governance system by migrating the current ERP to the Oracle Cloud platform. The upgrade aims to provide more security and stability for our business.

Furthermore, the cloud platform offers comprehensive traceability of information in a single system, guaranteeing the continuity of our operations.

In 2023, we implemented the modules that support the Budgeting, Supplier Management and Contracts processes. In 2024, we expect to finalize the implementation of the other modules.



**Traceability
Reliability
Integrity**



**Operational
efficiency gains**



Business scalability



**Security and speed in operational
and legal obligations**



**Improved quality of
information**



**Mitigate business
continuity risk**



**+ Core
- Customizations**



High system availability



Brenda Silva (Clinical audit).

Innovation

Being a sector leader and remaining relevant to our more than 8.6 million beneficiaries requires us to be able to understand their needs and drive transformations that improve the services we offer and our relationship with our stakeholders.

We therefore strive to strengthen an internal culture focused on innovation, which is committed to developing and bringing relevant products and quality services to the market, capable of boosting quality dentistry for both professionals and the general population.

To make this possible, we have an area dedicated to Innovation, whose responsibility includes analyzing market trends and behaviors, thus providing a solid basis for choosing innovative projects and making decisions.

We also keep an agenda of innovation projects and programs with the aim of engaging our people in initiatives of this nature.

We also believe that creativity and innovation can be maximized by joining forces. We therefore consider it important to maintain partnerships and get closer to the rich ecosystem of startups, fostering new ideas and projects in a collaborative way.

Here are the main programs and initiatives in the area of innovation implemented in 2023:

Innovation incentive programs

Inova 360 Newsletter

To promote a culture of innovation among our employees, we offer Inova 360, our monthly newsletter dedicated to innovation content, trends and events, providing relevant insights and updates on important topics such as artificial intelligence, data-driven culture, among others.

Innovation Track

In 2023, we continued the Innovation Track, organizing a number of meetings and lectures with external guests, providing an environment to discuss essential topics of innovation, creativity and trends. With more than ten events held last year, over 350 employees took part.

Innovation Week

We launched the 2nd edition of **Innovation Week**, dedicated entirely to the theme in celebration of Innovation Day, celebrated on October 19.

During the event, we held quizzes with prizes, lectures and workshops on innovation, providing an environment of learning and interaction for our employees.

OdontoPitch

We held the 4th edition of OdontoPitch, our intrapreneurship program that allows all employees to present innovative project ideas in line with the Company's strategies.

As part of the program, we awarded prizes to the five best projects and the employees, in addition to being recognized, have the opportunity to take part in workshops to fine-tune their solutions.

- Innovative project award

In 2023, the Refer and Win project, which originated in OdontoPitch 2022, led Odontoprev to win, for the fourth consecutive year, a top spot in the prestigious ranking of the 100+ Innovators in the Use of IT. This recognition confirms our position in the market as a company committed to excellence and cutting-edge technology.

LAB resin

Our experimentation and open innovation laboratory aims to connect the Company's different departments with startups that can help solve their challenges and take advantage of new business opportunities.

In 2023, 40 connections were made with startups, seven experiments were structured and three concept demonstrations were scaled up.

Value Creation

Every year, we hold the Value Creation event, aimed at announcing the results of all the innovation and technology initiatives and projects invested in and carried out by the Company. It is also an opportunity to celebrate achievements, reflect on lessons learned throughout the year and recognize outstanding teams and projects.

Beneficiary-Centered

- 61 Beneficiary Journey
- 63 Omnichannel Service
- 66 Loyalty and Satisfaction

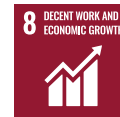
Material Themes



Access to
quality
Dentistry



Customer
relations



Beneficiary Journey

GRI 2-29

We exist to bring quality dentistry to millions of Brazilians.

Our beneficiaries are at the heart of our strategy. We strive to provide an outstanding experience to the different segments in which we operate, with the support of our technological infrastructure, as well as our team of talents and business partners.

As a result, there are over 27,000 dentists spread throughout Brazil, and over 1,900 employees, working in harmony and dedication to provide safety, quality, simplicity, well-being and health to our beneficiaries.

See below how we take care of our beneficiaries' journey, ensuring responsive, humanized and quality service in every interaction with our brands and businesses.



Contracting the Service

Odontoprev has a technological structure that enables us to operate, with the support of our business partners, in a variety of distribution channels.

- **Corporate:** A segment of large companies that offer our dental plans as a benefit to their employees. We offer an exclusive and tailor-made service, in direct contact with the Human Resources department of these institutions.
- **SME:** The services offered to small and medium-sized companies are mainly through the exclusive bank branches of Bradesco and Banco do Brasil, as well as partner brokers.
- **Individuals:** Individuals have access to our product and service portfolio mainly through distribution partners such as department stores, banking channels and health plans.

All our beneficiaries have access to an app and other digital channels for scheduling appointments, requesting reimbursements, following up on requests, among other features. Find out more in "Omnichannel Service".



Diversified Plans

We offer a wide range of plans with over 400 registered with the National Supplementary Health Agency (ANS), covering all the dental needs of our beneficiaries. Besides this, through Odontoprev's different brands and business units, we offer a range of services and products, such as aesthetic treatments, x-ray exams, points-based loyalty programs, discounts at pharmacies and universities, among others.

Our plans are diverse, ranging from basic options that include cleaning services and oral health prevention to premium alternatives, specially designed to offer high standard services.

Given the range of plan options and services, we ensure that we provide accurate and clear descriptions of each plan. In this way, we ensure that our beneficiaries and partners fully understand exactly what services are included in the contracted plans.



Accredited Network

After signing up to one of our dental plans, our beneficiaries have access to a huge network made up of more than 27,000 accredited dentists, spread across all Brazilian states.

Aiming to effectively meet the population's needs, we seek to maintain a diversified network of specialized professionals, strategically distributed to meet the specific demands of each region in which we operate.

We rely on the support of this accredited network to ensure the provision of high quality dental procedures, as well as nurturing positive relationships with our beneficiaries.

Additionally, all documentation relating to the services provided is sent by the accredited network for analysis by our own team of dentists specializing in quality management, ensuring the highest standards of care and service provision.

Omnichannel Service

We embrace an omnichannel approach to our customer relationships, integrating different communication channels into a simple, unified experience.

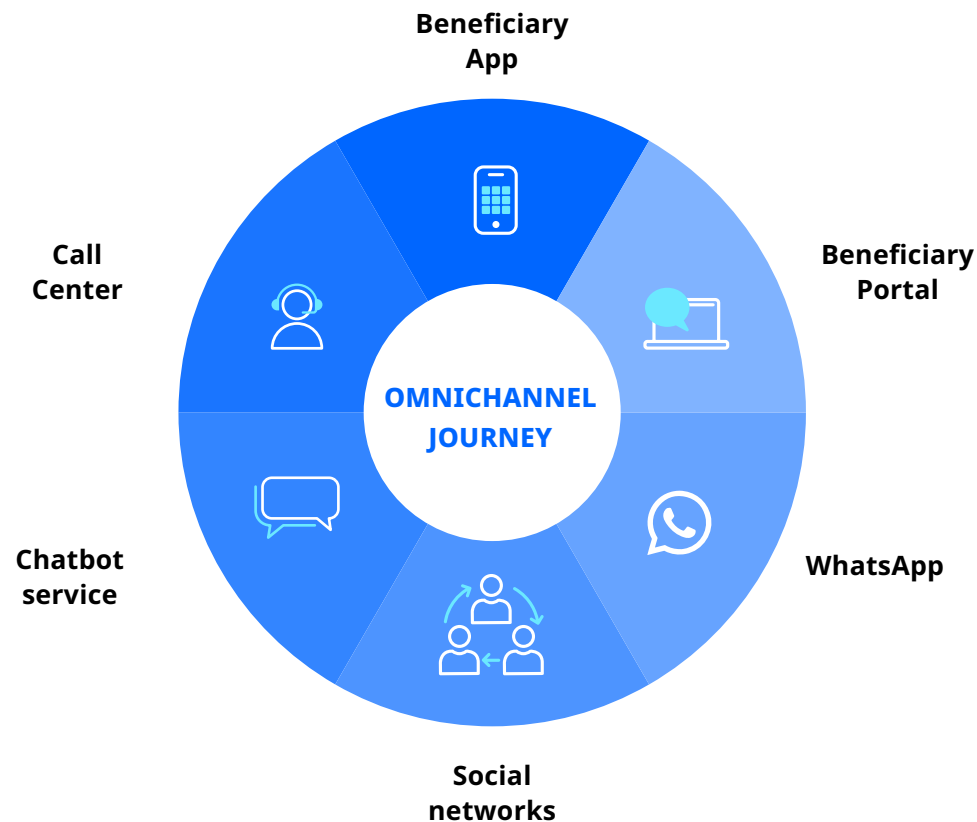
We believe that not only does this guarantee consistency, personalization and operational efficiency, but it also increases customer engagement, contributing to beneficiary loyalty to our brands.

In 2023, we restructured our Customer Service Department, focusing on the strategic management, evaluation and improvement of existing channels, as well as the development of new channels.

As part of this reorganization, we have put in place a superintendence dedicated to various subdivisions, including Non-Corporate After-Sales teams (Individuals and Legal Entities), Contact Center, Customer Service Information Management and Strategic Customer Service Management. This has enabled a more comprehensive and specialized approach to the different customer service aspects.

This change not only improved the effectiveness of our communication channels, but also helped to implement measures to achieve and make customer service more omnichannel by guaranteeing the beneficiary a more integrated and fluid experience, regardless of the point of contact chosen.

Beneficiary
-Centered



Strategic Service Management

We have developed a unique service approach for each segment, establishing service islands dedicated to different audiences, such as dentists, beneficiaries and brokers.

Furthermore, acknowledging the importance of the diversity of contact points, we maintain channels such as SAC and Ombudsman to deal with regulatory issues and complaints, ensuring transparency and compliance with industry standards.

One of Odontoprev's main competitive advantages is the ability to transfer to human service during online interactions, whether by phone, chat or WhatsApp.

This omni approach has been successful, reflected in an 80% satisfaction rate with 10-point scores, demonstrating the value we place on quality and excellence in customer service.

In 2023, we incorporated WhatsApp as an integral part of our service platform, offering customers more options to interact with us conveniently and efficiently.

Digital Experience

All stages of the beneficiary journey are constantly being improved to make it more digital and thus more efficient, accessible and person-centered.

During 2023, we made technological improvements, investing in promoting self-service by giving beneficiaries greater autonomy, accessibility and convenience in their interactions with our products and services.

Odontoprev Apps

Launched in 2019, Odontoprev's own app has been constantly improved with the aim of providing an increasingly satisfying and functional experience for our users.

For the second time, our app was chosen as the most well-known, preferred and used channel by beneficiaries, according to the IGS (General Satisfaction Index).

We have also celebrated a 20% growth in active users of the Beneficiaries app, reaching a historic milestone of 1 million active users in January 2024, earning recognition from specialized reports in the sector.

Other Odontoprev app highlights

During 2023, we introduced more than ten new features to the app, including:



Odontoplay

a gamification approach to promote oral health, offering users reminders to schedule appointments and change their toothbrushes.



Grace period counter in Coverage

a tool that allows users to follow a countdown of the days remaining for the release of procedures.



Indique e Ganhe (Refer and Win)

Odontoprev brand referral program that rewards customers for sharing their link with friends, collecting points that can be redeemed at Liveló.

New Products

In 2023, we undertook comparison studies with our competitors to position our products more competitively. The next steps include implementing innovations in dental plans to continue offering unique solutions to our customers.

Last year, we also launched new products, strengthening our portfolio. Among the launches, we highlight:

Mais Sorrisos Line

Aimed at the Individual plans segment in Bradesco's banking channels, the product introduces an innovative concept by offering progressive discounts for family plans.

Wellness Line

The *Bem Estar* line of Individual plans has been launched, replacing the previous plans and offering more coverage at competitive prices.

Available through the Call Center, E-commerce and Broker channels, the plans cater for all age groups, with basic, orthodontic, prosthetic and whitening options.

Relaunch of the Prívan I Plan

The plan was relaunched at the turn of 2023 and is marketed to corporate clients with 30 or more lives.

Offering comprehensive orthodontic and cosmetic whitening coverage, the plan reinforces the Group's premium image in the market and among direct competitors.

Loyalty and Satisfaction

GRI 2-25 | 3-3

With the aim of increasingly evolving our service to our clients' demands and needs, we regularly monitor their satisfaction with our services through our relationship channels.

We also monitor the effectiveness of the initiatives implemented to promote the loyalty of our customer bases, which allows us to understand their pains and concerns and transform them into improvements and more adherent solutions.

We operate on two strategic retention fronts: the maintenance of corporate contracts and direct service to final beneficiaries.

As part of our service to SMEs, we focus on after-sales strategies and offer a dedicated service to companies, guaranteeing ongoing customer satisfaction. For end beneficiaries, we adopt an omnichannel approach, including the use of WhatsApp

to promote greater proximity and engagement.

We also develop initiatives throughout the customer relationship, keeping up regular communication to remind them of the plan's benefits and encourage their use.

The effectiveness of these strategies is evidenced by the retention of more than 25% of customers who seek to cancel the plan, thanks to the work of our retention department, which uses artificial intelligence to offer personalized and attractive proposals.

Complaint procedures

Odontoprev provides service channels for complaints and administrative issues through the Company's official website, ombudsman or through the ANS and Consumidor.gov mechanisms.

Complaints are managed by our Integrated Service Center (CIA), which analyzes them, forwards them to the area responsible and provides feedback.

To promote continuous improvement in our processes, all customer complaints are carefully classified internally. This process not only helps us to improve our services, but also contributes to the composition of Odontoprev's Complaint Index (IR).

We also closely monitor complaint rates through monthly reports drawn up by an independent department. This practice allows us to identify the main reasons for dissatisfaction and act proactively to resolve them.

In 2023, the Complaint Index (IR) fell within the defined target, with customer demands being handled with quality and within the regulatory deadlines.

Our Partners



68Distribution Channels
 70 Dentists
 78Suppliers

Material Themes



Access to quality Dentistry



Safety and quality of dental care



Relationship with the accredited network

Distribution Channels

GRI 2-29

We sell our more than 400 dental plans through a robust infrastructure that makes up our **sales multiplatform**.

We have a market strategy based on intelligent segmentation, a multi-channel approach to ensure that our products and services are accessible at various points of contact with consumers throughout the country,

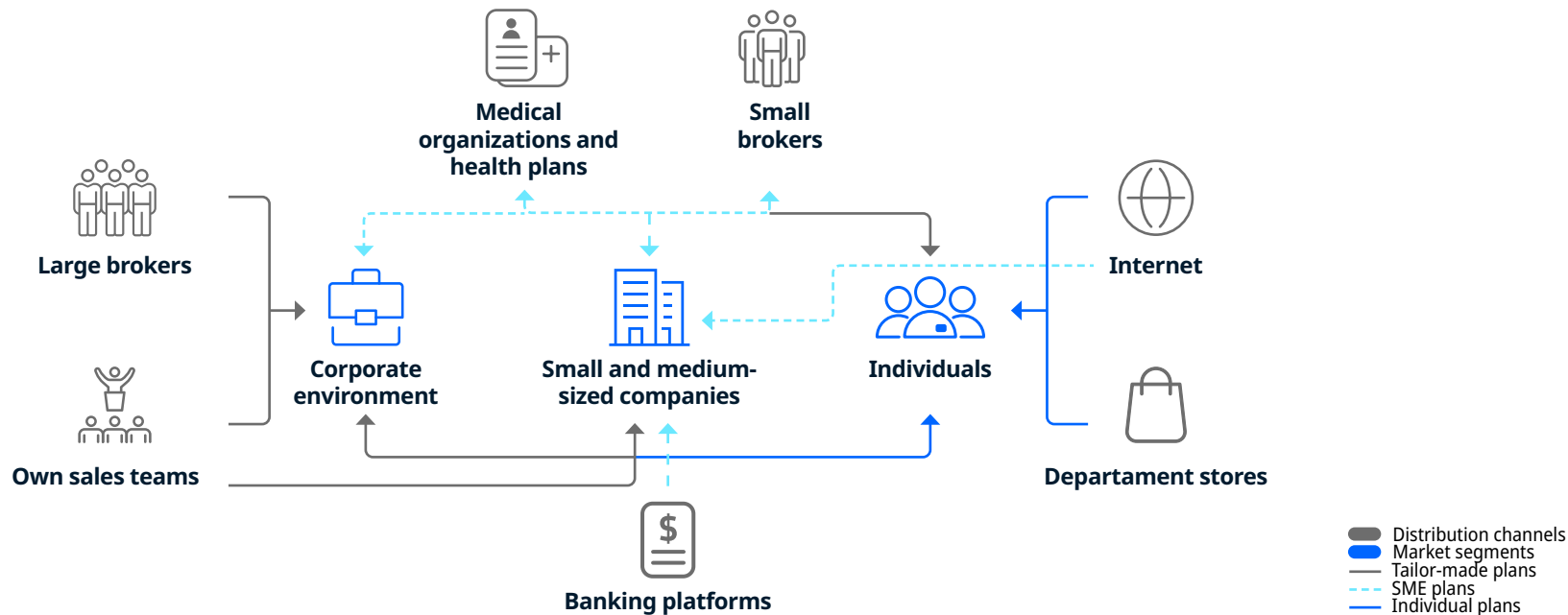
from online channels to physical merchants and commercial partners. This not only expands our market presence, but also offers convenience and flexibility, allowing consumers to choose the purchasing method that best suits their needs and preferences.

The diversification of distribution channels is also an important factor that boosts our sales, helping to increase the generation of business value and strengthen our relationship with beneficiaries. It also helps to create an integrated and consistent experience across all commercial channels

Distribution partners

We also maintain strategic partnerships with distributors and banking platforms, especially Bradesco, our controlling shareholder and one of the main sales partners for Bradesco Dental plans.

Our Partners



Own sales team

Focused on corporate and SME clients and with no need for a consultant, it offers personalized and consultative solutions to promote beneficiary loyalty.

Exclusive banking platformss

Bradesco and Banco do Brasil sales channels for the Bradesco Dental and BB Dental dental plans, respectively. These services are available in branches, internet banking, through brokers and through the call center.

Independent brokers

Independent brokers who sell on a commission basis and act in sales as an intermediary, a legal and commercial representative.

Department stores

Using the extensive reach of points of sale in the retail sector to market Odontoprev products to individuals.

Internet

Websites, applications and social networks aimed mainly at Individual and SME Plans.

Medical organizations and health plans

Partnerships with health operators to distribute dental plans.

Technological improvements

Throughout 2023, we made technological improvements to the platforms used by our distribution partners, aiming to improve efficiency and user experience.

Brokers

Improvements were implemented on the Broker Portal, including the availability of a report for brokers to consult the payment history of Bradesco Dental brand clients, to ensure greater security and accuracy in financial information.

Also, we created a dental portal within the business portal, offering a transparent view of the commissions paid on dental plans for individuals.

Individuals

To make the sales process even more streamlined and digital, the Company

has introduced digital acceptance for individuals in the app, making the purchase journey for Bradesco Dental Individual plans easier.

Corporate

We made improvements to the platforms of our HR clients, the Bradesco Companies Portal and Multibrand Companies, in the corporate segment, to ensure a simpler, more visual and more secure experience.

On the Bradesco Companies Portal, we improved the structure, layout and login, offering registration handling services and a financial module for companies' HR.

On the Multibrand Companies Portal, we have adjusted the registration movement rules based on customer feedback and provided reports on active and inactive beneficiaries, with the aim of facilitating operations and providing greater security and autonomy for users of these tools.

Dentists

GRI 2-29 | 3-3 | ODPV-3 | ODPV-4

Accredited network

We connect our beneficiaries to the country's largest network of dentists. In all, there are over 27,000 professionals in 2,500 municipalities in all states of the country, offering treatment in all specialties of dentistry. This figure

corresponds to 319 beneficiaries per dentist, well above the level recommended by the Federal Council of Dentistry (CFO), of one dentist for every two thousand inhabitants, proving Odontoprev's care for the beneficiary, in terms of service reach and delivery.

Accredited dentists have full autonomy to manage their schedules, since they have no employment relationship with the Company, but rather a partnership relationship, in which they benefit on several fronts, including:

- The accredited dentist has a **flexible and personalized compensation**, system that values experience, professional qualifications and individual performance;
- **Access to dental supplies at reduced costs.** Using a points program, dentists build up credits for each service they provide to Odontoprev beneficiaries and can exchange them for materials from the Dental Partner store. This partnership guarantees the provision of supplies at no extra cost, thus ensuring continuity of treatment;
- **Participation in continuing education programs** that serve thousands of accredited members every year, promoted by the most prestigious trade associations throughout the country (find out more on page 76);
- **Broad access to beneficiaries' clinical information** (virtual medical records) and support from specialists in drawing up treatment plans;
- **Clear and detailed reports and statements**, informing every stage of the dentist's relationship with the Company;
- **Discount for purchasing Easy Dental software**, which helps with dental practice management and digital dental records.

Evolution of the Accredited Network

| | 2023 | 2022 | 2021 |
|--------------------------------------|-----------|-----------|-----------|
| Beneficiaries (n°) | 8,617,893 | 8,317,964 | 7,984,293 |
| Number of beneficiaries per dentist* | 319 | 308 | 319 |

*The Federal Council of Dentistry (CFO) suggests that the ideal ratio is one dentist for every two thousand inhabitants.

Accredited network management

Our accredited network is managed by the **Clinical-Operational Director**, which is responsible for coordinating and organizing the many areas involved in service and relationships, ensuring that Odontoprev's hallmark quality and excellence standards are met. Among the dedicated departments are:

Quality Management: is responsible for delivering excellence in dental treatment through clinical analysis performed by 85 specialists in several areas of dentistry. In order to do this, the team uses internally developed technologies, from the pre-approval of complex procedures to the consolidation of payment slips.

The department is also tasked with identifying and monitoring any non-conformities, organizing events aimed

at promoting health and carrying out actions to develop our accredited network. Find out more on page 76.

Network operations: Responsible for ensuring service quality in the municipalities through the accredited network in Brazil. Responsibilities include relationships with dentists, contract management, negotiating prices, qualifying the network and ensuring service availability.

Internal Consulting: Focused on providing excellent service to members, this department deals with a variety of demands, offering support for treatments and administrative guidance in a swift and efficient manner. Find out more on page 72.

Accreditation Support: Strategic management of requests and processes related to accredited dentists, ensuring a solid and

efficient partnership. This includes everything from managing proposals to keeping the register up to date, ensuring a streamlined and efficient process.

Clinical Operational Intelligence (ICO): Department responsible for analyzing strategic treatment data and the accredited network, with the aim of developing and improving strategies to optimize dental care, reducing unnecessary costs and promoting preventive interventions.

Process and Quality Management: This department focuses on compliance, efficiency and continuous improvement, and works to ensure that processes and quality standards are aligned with established norms, contributing to operational excellence.



*Ana Paula Tchakerian
(Internal Units).*



Bruno Sorge (Dental surgeon), Ana Paula Tchakerian (Internal Units), Marcelo Oricchio (Dental surgeon) and Dulcilia de Moraes (Dental surgeon).

Consultants

Dedicated to supporting the accredited network, we have our own management and relationship consultancy team, made up of dentists. This team is committed to providing partner dentists with support in managing their practices and in all processes related to serving beneficiaries.

Through face-to-face and virtual visits to the network's offices, we provide information on the service routine and feedback on the procedures carried out. Our team of consultants is available 24 hours a day through our specialized call center, offering technical and administrative support free of charge.

During the visits, our team of consultants is prepared to discuss the service indicators of the accredited companies. As part of this routine, we include a monthly analysis of the indicators for reimbursement, disallowance, occurrences and beneficiary satisfaction, which are taken into account when prioritizing the selection of accredited companies to visit.

We also monitor clinical, behavioral and abnormality indicators using the **SorrIA Platform**. This is a tool that uses artificial intelligence and helps us analyze variables related to the beneficiaries' disease risk profile and the impact of the accredited service provider's service.

In 2023, we conducted over 12,000 face-to-face visits and around 27,000 online visits, including accreditation and relationship visits.

The satisfaction of the accredited dentists visited was also evaluated. Last year, we received more than 13,000 feedbacks, scoring 9.51 in face-to-face visits and 9.3 in online visits, on an evaluation scale ranging from 0 to 10.

Managing the quality of care provided by the network

At Odontoprev we value the quality of our services, both to guarantee the health and safety of our beneficiaries and to maintain solid partnerships with distributors. This aspect is part of our brand and is one of our business model advantages.

The Quality Management department plays an important role in this, being responsible for evaluating the treatments carried out by the dentists in the accredited network, ensuring that beneficiaries always get a high quality service, in line with the best practices in dentistry.

Our Quality Management team is made up of 85 specialized dentists who are responsible for evaluating 100% of the more than 21,000 treatments carried out every day.

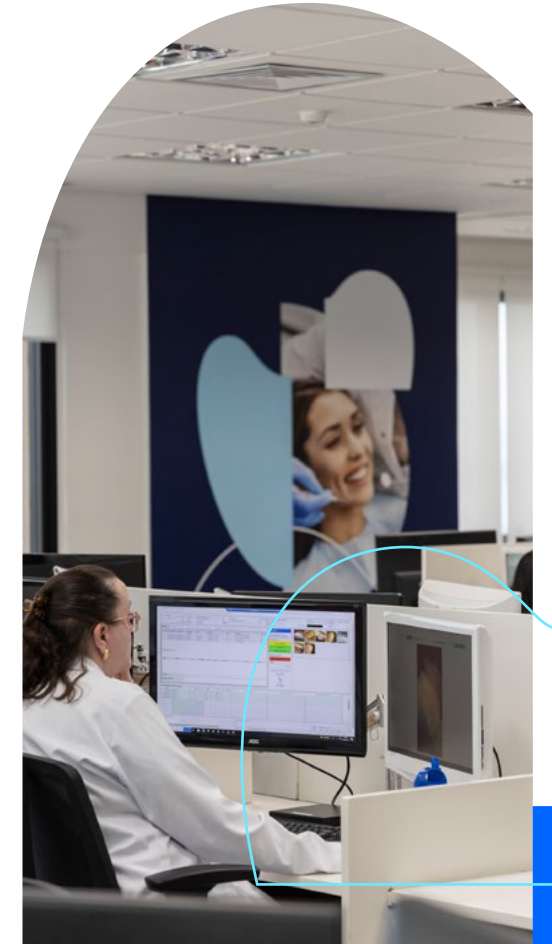
The department's work is organized into the following stages:

- **Document sending:** The accredited network sends images and electronic documents of treatments to Odontoprev;
- **Digitization:** The Digital Convergence sector digitizes all images;
- **Evaluation:** The Quality Management department technically assesses all the procedures carried out by the

accredited network. Auditors receive training so that the analysis is standardized according to criteria established by Evidence-Based Dentistry (OBE);

- **Quality:** Treatment is evaluated by the Quality Management department. When the treatment does not meet the required standard, the dentist must redo the procedures at no cost to the patient;
- **Traceability:** Evaluations remain in the patient's and dentist's records.

To maintain excellence, we carry out periodic training and evaluations to align the actions of our quality management dentists with the required quality criteria. These initiatives ensure that our professionals remain up-to-date and in synergy with the highest quality standards in all clinical audits.



Clinical Audit Sector.

In 2023, we implemented a risk rating for accredited dentists, identifying those most prone to errors. The most critical cases are carefully reviewed by specialized teams and, if necessary, are taken to a review committee. Dentists have the right to justify their practices before any decision is made to de-accredit them.

Digital processes that boost service quality

To ensure efficient and accurate auditing processes, we use digital processes through our own technology platform.

In this way, when dental procedures are completed, our partner dentists record the procedure in detail and electronically document all the steps taken using the Accredited Member Portal.

The treatment form, together with the electronic image of the treatment, are then sent to Odontoprev, using the app, post or an envelope with the Bradesco branch.

Every day, we process over ten thousand procedures across Brazil, and all the forms relating to the treatments carried out are sent to the Company to begin the quality audit process.

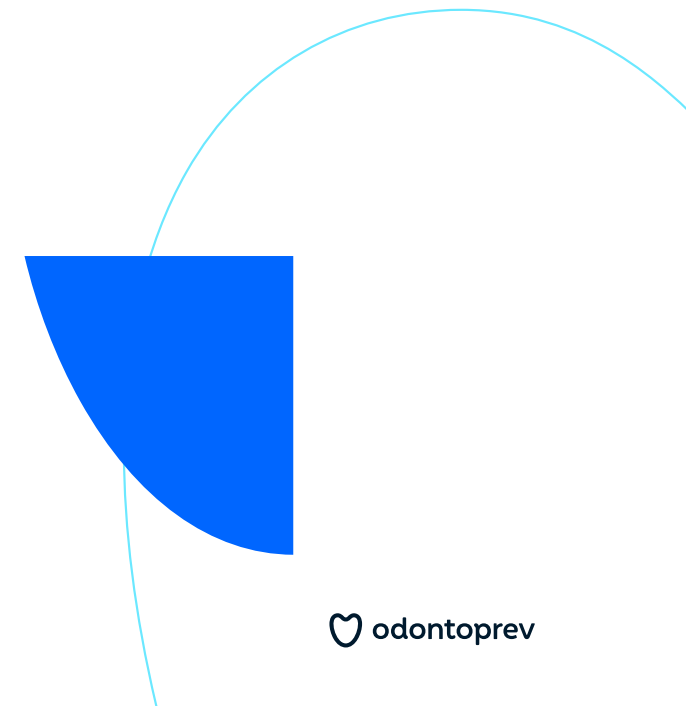
To ensure that the documents sent arrive in an organized and digitized form to our quality department, we rely on the support of the Digital Convergence department. This team's job is to convert the physical documents into digital versions, receiving the material, separating the Dental Treatment Guides (GTO) and digitizing the x-ray exams, in order to update the beneficiary's medical records.

They are also responsible for filing the dental treatment forms, with a traceability control system to guarantee the security and integrity of the documents.

These procedures are the basis for ensuring transparency, efficiency and excellence in our dental care, guaranteeing the quality of services and the safety of beneficiaries against claims and fraud.

In 2023, we implemented a new feature for signing the GTO, which offers dentists and beneficiaries a fully digital method for filling in and signing the forms. With this tool, it is no longer necessary to print the forms, which saves natural and financial resources.

The accredited dentist uses the feature via the Accredited Portal app, which also allows the beneficiary to digitally sign following the procedure performed by the dentist. After signing, the form is automatically sent for analysis, avoiding the need for paper. This improvement speeds up document submission, reducing waiting times and increasing efficiency in our workflow.



Digital Experience

In 2023, we continued to implement improvements and introduced new digital solutions to serve our accredited network. This contributes to our process modernization, but also provides a more efficient and satisfying experience for our partner professionals. Check out the highlights.

- Improvements to the Dentist App and the OSClínicas system: the apps now have a new layout and added features;
 - The new Accredited Member Portal has undergone enhancements in terms of usability, making it easier for dentists to access and use its functionalities;
 - The evolution of Dentist's AI has made it possible to analyze dentists' profiles, with a focus on detecting anomalies and contributing to claims control;
- Digital Signature has led to paper savings and greater process security;
 - Radiological images are now classified using Artificial Intelligence, speeding up diagnosis and treatment;
 - The accreditation process for new dentists is now completely digital, using the DocuSign signature platform and online documentation submission;
 - We offer the Online Consultant and Online Dentist options for digital service to both audiences, with highly trained consultants available to solve demands and dentists guiding beneficiaries through remote guidance.



Development of the accredited network

We invest in training the dental professionals in our accredited network through our continuing education programs.

We provide a range of educational resources through our newsletters, which cover a variety of topics relevant to the practice of dentistry.

Odontoprev also has, and makes available in digital format to the accredited network, the Patient Safety Manual. The document consolidates up-to-date information produced by recognized institutions on conduct to reduce the risk of incidents harmful to the beneficiary during dental care.

We also provide podcasts, which offer a convenient and accessible way to learn by discussing topics pertinent to the dental field.

Odontoprev also shares the **Sustainability Booklet** with its accredited network, a document that includes the Company's Sustainability principles and pillars, as well as practical instructions on the sustainable disposal of dental products used in dental care. By doing so, Odontoprev engages and educates its dental chain about its impact on the environment.

Partnership with Fundecto

In partnership with Fundecto, the Faculty of Dentistry (FFO) of the University of São Paulo (USP), for over a decade we have provided the accredited network with professional training content, tips and guidance on dental procedures, as well as the latest news in the sector.

Furthermore, all professionals in the network have access to exclusive discounts of 20 to 30% on the courses offered by Fundecto.

Connection Magazine



Launched in 2013 and published quarterly in digital format, the journal aims to provide our accredited network with relevant and up-to-date content on dental practices and techniques.

Its Editorial Board, made up of members of the Operational Clinical Department in Brazil and Mexico, works to offer the accredited network knowledge based on scientific evidence that underpins the best practices in dentistry.

In 2023, the magazine celebrated its tenth anniversary with a special edition celebrating 40 issues. Over the years, 170 experts have been consulted to produce 120 reports and 80 technical articles based on Evidence (OBE).

Access the commemorative edition, as well as the other editions of the magazine at [link](#).

Engagement

Reinforcing our commitment to quality and a good relationship with our network of professional dentists, we carry out annual satisfaction surveys, setting targets for satisfaction and quality of service.

In recent years, data has shown a growing increase in the network's satisfaction. Continuing this trend, in 2023, the IGS Network index, which measures accredited dentists' satisfaction, grew by 280 basis points compared to 2022.

Partnership against oral cancer

In cooperation with important institutions such as Fundecto, the Cancer Hospital and the A.C. Camargo Cancer Center, Odontoprev has started to support professionals from its accredited network in the early diagnosis of oral cancer.

Using an app specially designed for this purpose, professionals from the accredited network photograph suspicious lesions, which are then sent to specialists at the A.C. Camargo Cancer Center.

The specialized Oncology Center, in turn, offers a second opinion service for evaluating suspicious lesions in the oral cavity, enabling early diagnosis of oral cancer and treatment to begin.

*Analice de Jesus
(Digital convergence).*



Suppliers

GRI 2-6 | 2-24 | 2-29 | 205-2

Our Partners

Our relationship with suppliers is based on transparency and integrity, promoting long-lasting partnerships capable of generating mutual benefits.

In 2023, we had 1,301 Brazilian suppliers and four international suppliers in our base, made up mainly of consultancies specializing in IT, HR, Marketing and Building Maintenance services. Most of the Brazilian suppliers are based in the Southeast, especially in the states of São Paulo, Rio de Janeiro and Minas Gerais.

In all, approximately R\$ 200 million was spent on suppliers last year.

Approval and registration of suppliers

Our supplier approval and registration process is conducted by a third-party partner, who carries out audits, following specific rules adapted to the risk and individual features of each bidder. During the evaluations, we automatically consult several public databases to obtain information on suitability, compliance with labor obligations, financial restrictions, government relations, processes related to money laundering, media exposure and other relevant aspects.

In 2023, we began approving the suppliers of two new merged companies: Papaiz and Lumax.

Also, our contracts take into account environmental and social criteria, based on best labor and human rights practices. All suppliers must sign up to our Code of Ethics and Anti-Corruption Policy.

Evaluations and development of the base

We actively mitigate environmental impacts in our supply chain, carrying out social and environmental assessments in accordance with our Supplier Management Policy.

MORE INFO

We provide our suppliers with educational materials, such as the Sustainability and Ethical Conduct Booklets for Suppliers;




<https://www.odontoprev.com.br/fornecedores> →



Our Team

- 80 Employee profile
- 81 Employee Journey
- 87 Health and well-being
- 90 Diversity, Equality & Inclusion

Material Themes

- 
 Diversity and inclusion in the workplace
- 
 Employee development
- 
 Employee health, safety and well-being



Augusto Bascchera and Thais Savian (Marketing and Sustainability).

Employee profile

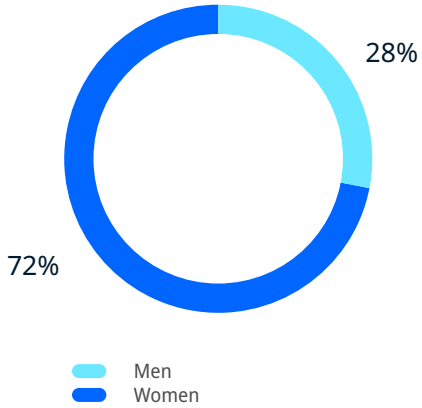
GRI 2-7

Our Team

We have become a market reference thanks to the dedication of our team, who, throughout our 36-year history, have believed in our mission to facilitate access to dentistry for both dental professionals and the general population.

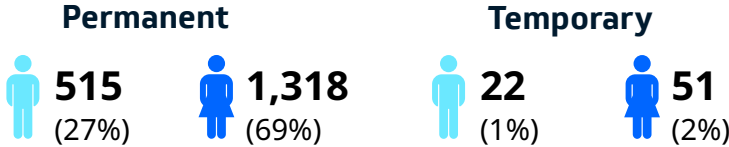
So that our team remains engaged, taking us even further forward, we have adopted a people management model that encourages the creation of a thriving work environment, ensuring that our employees feel belonging, valued, respected and supported in their professional and personal development.

Percentage of employees by gender

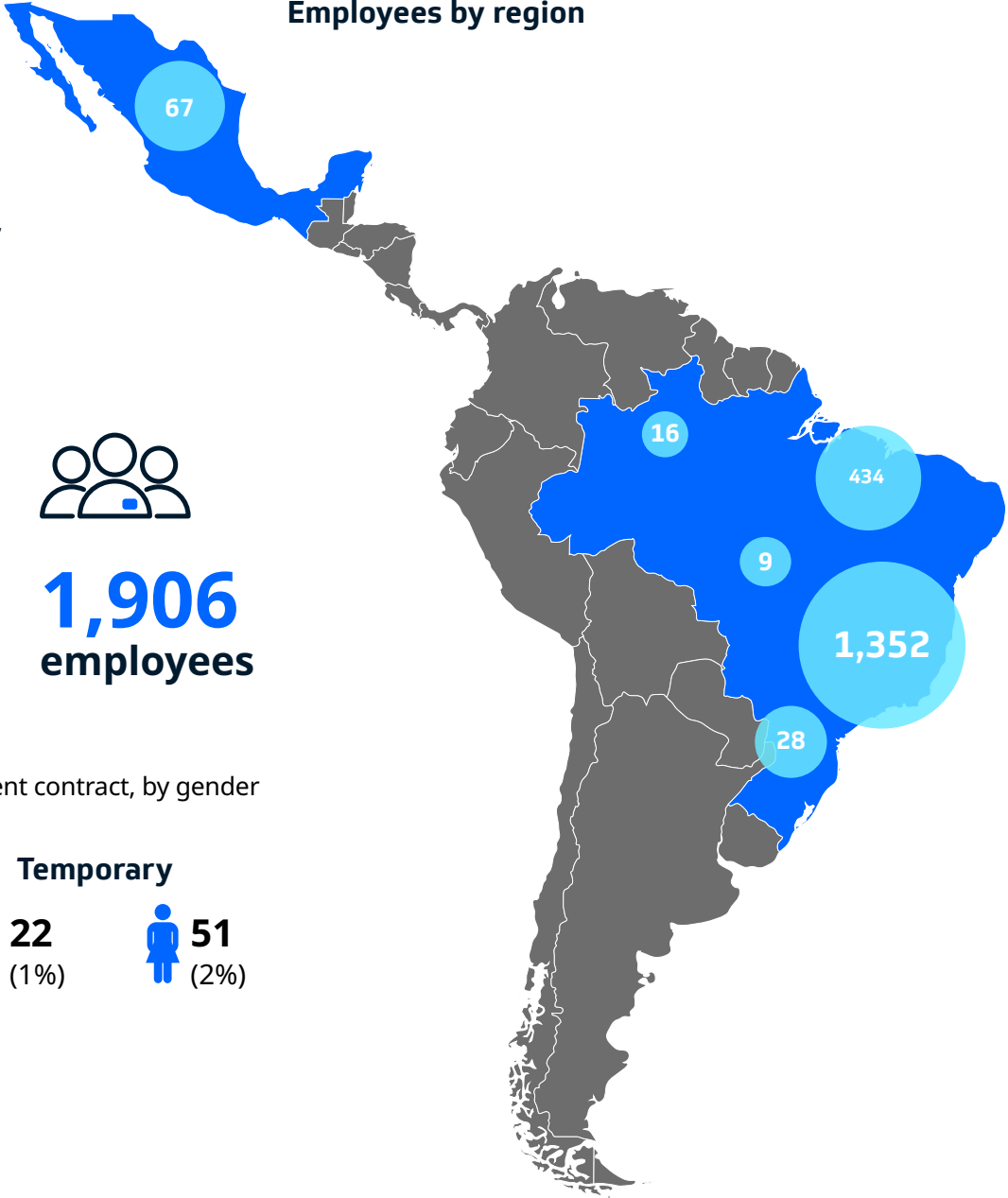


1,906
employees

Total number of employees by employment contract, by gender



Employees by region



Employee Journey

GRI 2-24 | 3-3 | 404-1 | 404-2 | 404-3

Attracting and Retaining Talent

We believe that only with the support of a dedicated, trained and valued team will we continue to be ahead of the market, growing in a sustainable way, bringing innovation and quality to our beneficiaries and to the accredited network.

To this end, we have structured and implemented a set of attraction and retention programs and initiatives, which reinforce our employer brand and position us as an important player, capable of attracting and retaining talent that perceives the Company as an environment conducive to developing their careers, while at the same time boosting organizational growth.

To find new talent, we rely on specialized consultants who support us throughout the recruitment process, advertising vacancies on the main websites and social networks.

We also have internal recruitment initiatives, which value our people by offering the possibility of changing departments and career transitions.

Moreover, we have several entry-level programs with a strong inclusive bias, developed to generate employability opportunities for minority groups, as well as to increase diversity within the Company.

Take a look at the main talent attraction and retention initiatives implemented by Odontoprev in 2023.



Ane Caroline dos Santos, Gabriela Cassiano, Marcelo Rossi, Kamille Silva, Felipe da Silva and Nathaly Barbosa (Human Resources).

Internship Program

With a focus on participant diversity, the program is free of filters that could restrict access. In this sense, we want to attract diverse candidates from various socio-economic backgrounds, supporting them in gaining their first job, as well as personal and professional growth.

Throughout the program, we offer training and workshops on various topics, including technical and behavioral skills.

Participating interns are also challenged to propose a structured project to be developed over the course of the program and are closely monitored by the Human Resources department.

To support the development process, participants have their performance assessed by managers and receive recurring feedback from the professionals who monitor them.

In 2023, we registered a total of 1,609 people enrolled in the program, 22 of whom were hired.

Laboratória

The Laboratória Project is a non-profit organization that trains women to work in technology, thus increasing female participation in this still predominantly male field.

Odontoprev participates in the project with financial support, as well as supporting the training of the students.

The vacancies were available for women interested in joining the technology sector. The program lasted around six months and, subsequently, the 31 participants went through a selection process which led to the hiring of five of them and the reinforcement of our IT team.

The new hires took part in the institutional integration process

conducted by the Human Resources and Information Technology departments and were closely followed up with a development trail to help them build their skills.

Young Entrepreneurs Program

The Young Entrepreneurs Program is designed to fast-track young professionals who have recently graduated, focusing on training new leaders at the Company.

The program, which had 1,755 applicants, encourages young people to develop a systemic and comprehensive view of Odontoprev by exposing each of them to important and strategic Company challenges.

In 2023, we hired five young people to lead multidisciplinary projects and participate in strategic decision-making processes. Initially, they took part in coaching sessions, which contributed to the development of

behavioral skills, preparing them to take on new challenges.

Participants also received mentoring from 20 senior executives, including the CEO. On this occasion, the young people had the opportunity to exchange experiences and learn tips and guidelines to improve their skills and support the development of their careers.

Odontoprev Onboarding

The onboarding process at Odontoprev, which is essential for the adaptation and productivity of newcomers to the Company, goes beyond a simple presentation of the organization, as it seeks to create an environment in which new employees feel part of the team from day one.

The welcoming process for newcomers begins immediately after they are formally hired, including a welcome email and participation in institutional integration meetings conducted by the training area. These meetings are split into two main blocks and cover information about the Company, its policies and organizational culture.

The first block is dedicated to presenting the organization's history, values and structure, as well as relevant data about the dental sector. The second block covers our organizational chart, development programs, diversity and quality of life, as well as

communication tools. There is also a monthly agenda for presentations from various business areas.

After 45 and 80 days since being hired, new employees take part in surveys to evaluate their initial experience. The answers are kept confidential and processed exclusively by the Human Resources department, and are used as a basis for improvement throughout the process.

In 2023, the overall satisfaction score with the onboarding program had a score of 4.83 on a scale of 1 to 5. Moreover, the Net Promoter Score (NPS) reached 95 in the D45 survey and 91 in the D80 survey, indicating that we are in the enchantment zone (with scores from 91 to 100).

Internal Recruitment Program

Apart from external recruitment processes, we also offer career transition or progression opportunities for employees who have already experienced our culture. Through the Internal Opportunity Program (OPI), employees can apply for available positions.

In 2023, the OPI underwent an update, which included a more precise detailing of the job requirements, as well as clearer and more efficient communication with employees and managers at each stage of the process.

During the period, 40 internal opportunities were made available, 42% of which were covered by employees who moved on to take on new challenges in other Company areas.

Training and Development

We rely on various training and qualification initiatives as a way of developing our talents and improving their skills and competencies. These actions, as well as helping employees to grow personally and professionally, also help to drive the business towards achieving its strategic objectives.

Over recent years, the Company has expanded its development options with virtual events. These represented a significant change in the offer and format of training, allowing employees spread across Brazil to also take part. Thus, through Odontoprev University, our distance learning platform, we offer a range of courses and learning tracks.

For newcomers, there are mandatory tracks, which include training on the Code of Ethical

Conduct, Combating Moral and Sexual Harassment, Compliance, GRCI, LGPD and Sustainability.

Training and development was provided to 85.6% of workers in 2023. More on mandatory training on page 41.

Training Needs Diagnosis

To identify demands for external training, we carry out an annual Training Needs Diagnosis (DNT). This process involves the collaboration of the Company's leaders, who map out the development needs of their respective teams, aligning these needs with the Individual Development Plans (IDP) of each employee.

The department responsible for training management then consolidates this information, which is then assessed by the directors. The approved training courses are then contracted and made available to employees.

Average Training Hours

| Gender | 2023* | 2022 | 2021 |
|----------------------------|-------|-------|-------|
| Men | 19.98 | 27.93 | 18.35 |
| Women | 19.20 | 18.10 | 10.82 |
| Functional category** | | | |
| Statutory | 15.72 | 25.89 | 41.75 |
| Management/Superintendence | 25.65 | 22.77 | 31.65 |
| Supervisory | 29.36 | 25.03 | 44.24 |
| Administrative | 23.15 | 24.77 | 16.02 |
| Operational | 14.48 | 18.70 | 7.39 |
| Apprentice/Trainee | 48,42 | 18,19 | 28,60 |

*The reduction in the average number of training hours in 2023 was due to the new content formats made available for better employee accessibility.

** Changes have been made to the functional categories used in previous years' reports. Therefore, for comparison purposes (old vs. current): Executive Officers = Statutory; Managers/Superintendents = Management/Superintendence; Supervisors = Supervision; Analysts/Specialists = Administrative; Auxiliaries/Assistants = Operational; Apprentice/Trainee = Apprentice/Trainee.

| | |
|----------------------------|--------------------------|
| Statutory | Executive Officers |
| Management/Superintendence | Managers/Superintendents |
| Supervisory | Supervision |
| Administrative | Analysts/Specialists |
| Operational | Auxiliaries/Assistants |
| Apprentice/Trainee | Apprentice/Trainee |

Leadership Development Program (PDL)

The Leadership Development Program (PDL) is a tradition at Odontoprev, and supports the achievement of the Company's strategic goals and objectives, as well as creating a thriving work environment for teams.

In 2023, the program was revamped with the transition to an approach centered on the skills that leaders need to develop in order to face real challenges in people management. This change was supported by the pillars of humanized leadership, valuing diversity and strengthening team development.

As a result, the meeting formats were changed and the participation scope broadened to include all leadership levels in the meetings, including leaders, supervisors, managers, superintendents and directors.

In this context, new online courses were made available and podcasts were developed with the participation of the organization's leaders, as well as conversation circles and content pills.

The process enabled leaders from across the organization to share their experiences on a range of topics such as creating a safe environment, the importance of diversity in leadership, developing high-performance teams and conducting challenging dialogues.

Results!

4.89

Overall satisfaction

34 thousand

Investment

4.83

Satisfaction with content

28

Average number of survey respondents

5.00

Highest rated meeting

Team development strategy

1,279h

Training hours

Performance evaluation

In 2023, we consolidated the Culture Rocks platform to improve our performance management process, providing resources that promote the continuous development of employees.

Through this tool, we carry out comprehensive performance evaluations, including assessment of goals and competencies. Furthermore, 1:1 meetings allow for constant alignment between leaders and subordinates, while monitoring the PDI and formalizing feedback and praise are made easier.

Last year, we launched a campaign on the value of feedback, preparing both leaders and subordinates for this process. In the first half of the year, we recorded 610 feedbacks, while in the second half, this number increased to 2,339, totaling 2,949 feedbacks over the year.

We also have a space for “Compliments” on the platform, where they are published and can be viewed by all employees, promoting the connection between the compliments received and our organizational values.

During 2023, 314 people shared 1,035 compliments and 729 employees were recognized for the excellent work they do on a daily basis. We also promoted this practice internally, with periodic communications on the subject on our official communication channels.

We also saw improvements in our PDI process, with 90% of our employees formally submitting their individual development plans on the platform.

These initiatives reflect our commitment to our team’s ongoing growth and development, promoting a culture of feedback, recognition and professional improvement.

Goal evaluation

| | 2023* | 2022 | 2021 |
|------------------------------|--------------|--------------|--------------|
| Gender | | | |
| Men | 410 | 395 | 376 |
| Women | 1,069 | 1,022 | 973 |
| Total | 1,479 | 1,417 | 1,349 |
| Functional category** | | | |
| Statutory | 7 | 7 | 7 |
| Management/Superintendence | 69 | 66 | 57 |
| Supervisory | 87 | 82 | 79 |
| Administrative | 479 | 440 | 369 |
| Operational | 837 | 822 | 837 |
| Total | 1,479 | 1,417 | 1,349 |

*The evaluations did not include the recently incorporated Papaiz, trainees and apprentices, and employees hired after September 30, 2023. The 2023 data now includes Mexico employees.

**Changes have been made to the functional categories used in previous years’ reports. Therefore, for comparison purposes (old vs. current): Executive Officers = Statutory; Managers/Superintendents = Management/Superintendence; Supervisors = Supervisory; Analysts/Specialists = Administrative; Auxiliaries/Assistants = Operational; Apprentice/Trainee = Apprentice/Trainee.

Health and well-being

GRI 3-3 | 403-1 | 403-2 | 403-3 | 403-6 | ODPV-7 | ODPV-9

To ensure our workforce's well-being, we have developed comprehensive initiatives dedicated to promoting a healthier and safer working environment.

Management

To manage this theme, we have an **Occupational Health and Safety Policy**. Its purpose is to establish the guidelines for creating a healthy, safe and sustainable working environment, reducing the occupational risks associated with Odontoprev's business.

To support management, we have implemented a **Management Program** that provides guidelines and procedures for identifying, investigating and mitigating health and safety risks.

The Program gathers key tools for preserving the health and physical integrity of employees, making it possible to anticipate, recognize,

evaluate and consequently control the occurrence of environmental risks that exist or may exist in the workplace.

All the tools implemented to manage the theme cover all health and administrative service activities in Brazil and comply with the Consolidation of Labor Laws (CLT), as well as other regulatory provisions, such as laws, decrees and ordinances.

Vida Leve Program

Aimed at promoting a healthy balance between our employees' personal and professional spheres, the Vida Leve program is structured around five pillars - mind, nutrition, body, finances and smile.

As part of the program, employees are offered a range of activities and resources that tackle health and well-being, as well as regular actions aimed at each of the pillars. This includes informative talks, bioimpedance

measurement sessions to assess body composition and health campaigns such as Yellow September and Pink October.

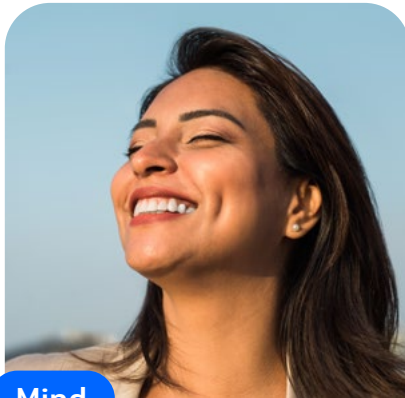
Facilitating the team's access to health services

To help our people access health services, we have:

- OrienteMe: 100% free, online, individual psychological care platform;
- Espaço Saúde (SaúdeID): Odontoprev's medical team available to employees;
- On-site actions: vaccination and health awareness campaigns.



VIDA LEVE PROGRAM INITIATIVES IN 2023



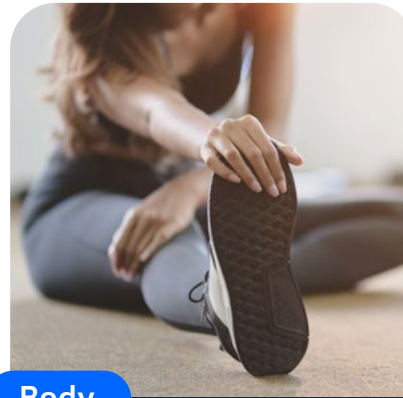
Mind

- Lectures on mental health;
- Track for managers on mental health and psychological safety;
- Mental health and changing habits;
- Stress and Burnout; Anxiety;
- Techniques for dealing with anxiety.



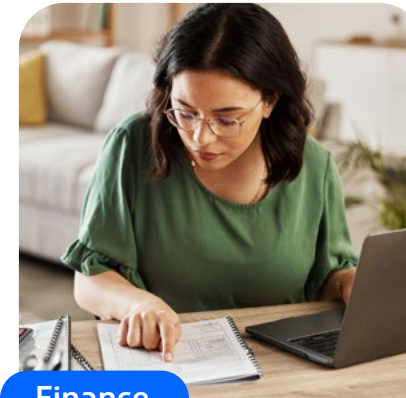
Nutrition

- Nutrition workshop.



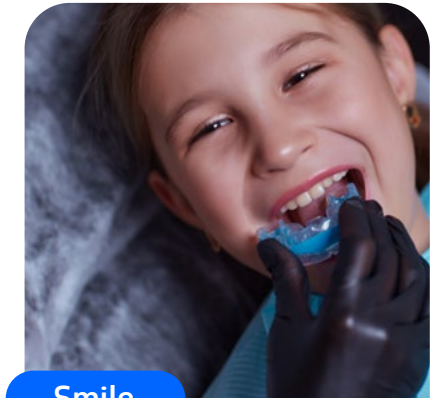
Body

- Bioimpedance measurement;
- Monthly campaigns (White January, Golden August, Yellow September, Pink October, Blue November);
- Content on physical activity and mental health;
- Stretching practices;
- Care in high temperatures.



Finance

- Lecture on financial planning in practice;
- Financial planning.



Smile

- World Oral Health Day and World No Tobacco Day campaigns;
- Odontophobia;
- Children's oral health;
- Elderly oral health;
- Wisdom teeth care.

Benefits

At Odontoprev, we give priority to our talents because we know that a motivated team is essential to our business success. That's why we strive to offer a broad spectrum of benefits aimed at promoting the well-being and personal and professional development of our people. Apart from the Medical Assistance, Dental Assistance, Meal Vouchers and Life Insurance benefits, the Company also offers Private Pension Plans to all employees when they retire.

Odontoprev also recognizes the significance of maternity and paternity in our employees' lives. That's why it offers a range of benefits and support from the time a pregnancy is announced to the return from maternity or paternity leave, ensuring that both mothers and fathers feel supported.

We offer an on-site breastfeeding center, daycare assistance, medical care and a mother and baby care booklet, as well as specific materials on maternity and paternity leave.

We also invest in preparing managers to welcome fathers and mothers back from leave, offering training programs that address sensitivity, empathy and flexibility in team management.

As part of our initiative to promote health and well-being, we also offer a number of other benefits to support our employees' families, such as: extended daycare for parents of children with disabilities, 20 days' paternity leave, a medical and dental plan subsidy for dependents, mental health services, a gym for dependents and legal and financial advice for women.

Employee satisfaction

In an effort to understand employees' perceptions of the Company and its people management strategies, we carry out an annual Engagement and Organizational Climate Survey.

Conducted by a specialized external consultancy, we ensure total confidentiality in the process, allowing employees to express their opinions freely and provide valuable insights for improving the work environment.

In 2023, we achieved 92%* team participation and 89.5% satisfaction among those surveyed, a three percentage point increase on the previous year.

* All active employees with at least three months' service participate in the survey.

Diversity, Equality & Inclusion

GRI 3-3 | ODPV-5

Our Team

We believe that by promoting the creation of inclusive and prejudice-free work environments, we are not only contributing to society, but also boosting our capacity for innovation and value generation.

By welcoming the diversity present in the Brazilian population and attracting diverse talent, we bring a variety of perspectives and ideas into the Company, enriching our environment and strengthening our creative potential.

We have formalized our commitment to diversity, equity and inclusion in our Sustainability Policy and our

Code of Ethical Conduct, both of which respect and value people and reject any form of discrimination.

To move forward along this path, we have OdontoPlural, our diversity program, which includes initiatives such as leadership development, promoting accessibility for people with disabilities (PwDs), benefits extended to employees, programs aimed at women, specific communication strategies and strengthening our whistleblowing channel.

IDIVERSA B3

In 2023, for the first time we were selected to make up the portfolio of the 75 companies included in IDIVERSA, B3's new index that measures the performance of the shares of listed companies that stand out in terms of diversity criteria.

Bloomberg Gender Equality Index

In 2023, in recognition of our efforts in Diversity, we were included in the Bloomberg Gender-Equality Index (GEI) for the 4th consecutive year. Only 16 of the 484 companies selected that are committed to gender equality are Brazilian.

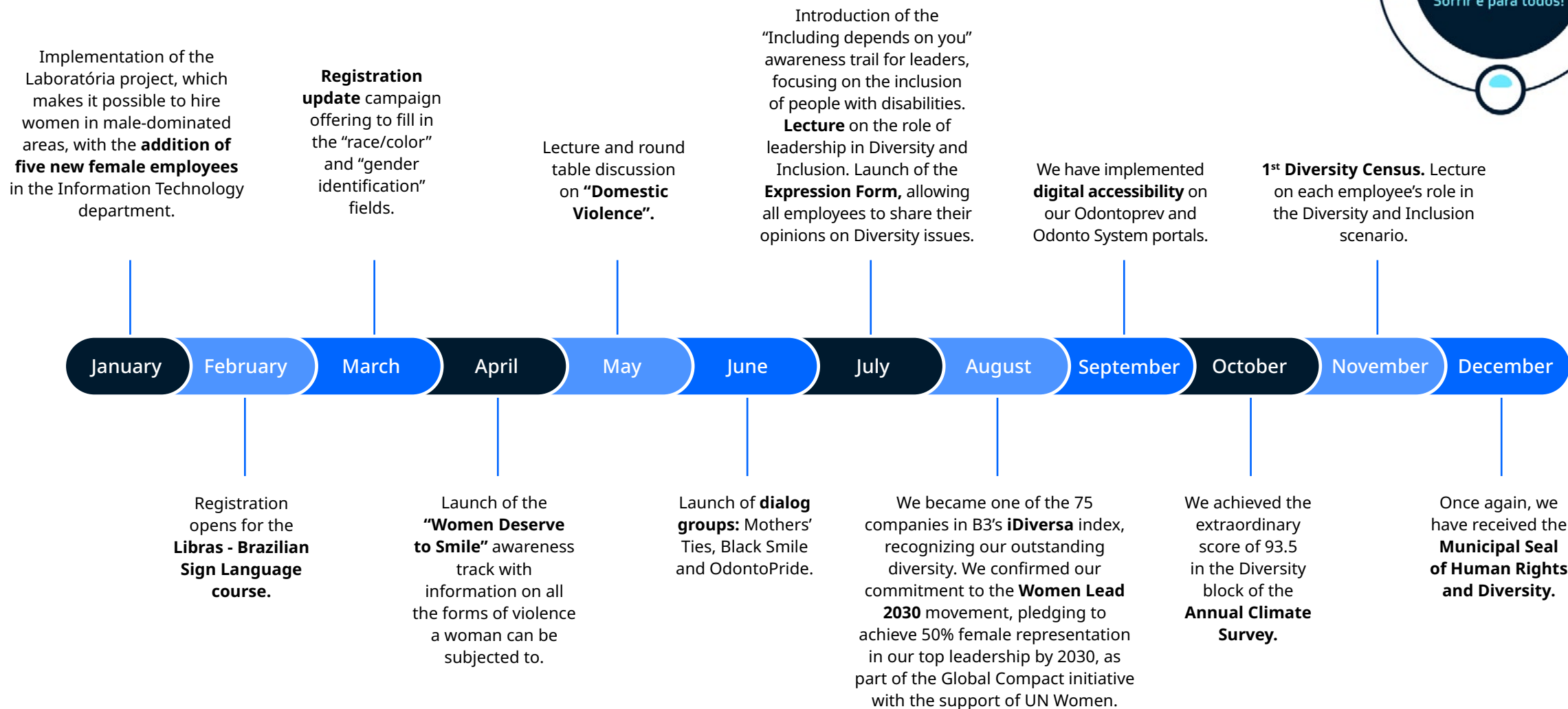
We participate in the Diversity Committee of the National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies (CNseg).

Participation in the Committee is an opportunity to share the practices adopted by Odontoprev, as well as to learn about initiatives implemented by other companies.

OdontoPlural retrospective



Our Team



Diversity Census

In 2023, Odontoprev carried out its first Diversity Census. This initiative allowed us to better understand our team of employees and identify opportunities to improve our actions to promote diversity, equity and inclusion, encouraging more welcoming and pluralistic environments.

With a 63% response rate, the survey was carried out using a form that ensured the confidentiality of responses, guaranteeing that employees could share their experiences and perspectives in a confidential fashion.



Dialog Groups

In 2023, we made progress in managing the theme by setting up dialogue groups, which provide spaces for sharing experiences, challenges and ideas for new initiatives by different groups: mothers, black people and the LGBTQIAPN+ community.

The bimonthly online meetings last one hour and are led by facilitators, Diversity Committee members responsible for promoting a safe, respectful and active listening environment.

Diversity & Inclusion public targets

Apart from the actions already described, we are a Company committed to public targets for increasing female participation in senior leadership.

We have already achieved one of the targets proposed for 2025, which consists of having 30% of women in senior leadership positions. Now, we want to achieve gender parity, reaching 50% of women in these positions by 2030.

Women Lead 2030 movement

We are signatories of the Women Lead 2030 Movement, a UN initiative that promotes gender parity in the top leadership of corporate institutions.

Learn more about this commitment [here](#).

Inclusion of People with Disabilities (PwDs)

In 2023, we implemented an agenda of initiatives aimed at encouraging the inclusion of people with disabilities.

These include:

- We kept the Diversity Committee focused on promoting discussion and improving practices related to people with disabilities. During the year, we added people with disabilities to the committee, as well as members of the Human Resources department and other areas and representations;
- We developed awareness-raising materials and educational talks for Company leaders;
- We have set clear targets for hiring people with disabilities, in an effort to increase the representation of these professionals in our team;
- We have created a specific talent pool for future positions;
- We have established strategic partnerships with institutions such as the National Enterprise System (SINE) in Fortaleza (CE) and Barueri City Hall (SP) to make it easier to attract professionals with disabilities;
- We have implemented exclusive vacancies for people with disabilities, ensuring job opportunities that are accessible and suited to their needs;
- We offer ongoing support for the professional development of people with disabilities, with dedicated support from the Human Resources department.

Accessibility mapping

To ensure safe and accessible spaces for everyone, we began a mapping process of all our units.

We started at our head office, located in Barueri (SP), with the support of the specialist team from the local Subprefecture.



Social and Environmental Responsibility

- 95..... Positive Impact
- 98..... *Sorriso Voluntário* Program
- 101..... Social Investment
- 104..... Environmental Management

Material Themes



Community impact



Climate change



Volunteering at the Rio Branco indigenous village in Itanhaém (SP).

Positive Impact

GRI 3-3

Since its inception, our business has had a strong social element, seeking to expand access to quality dentistry.

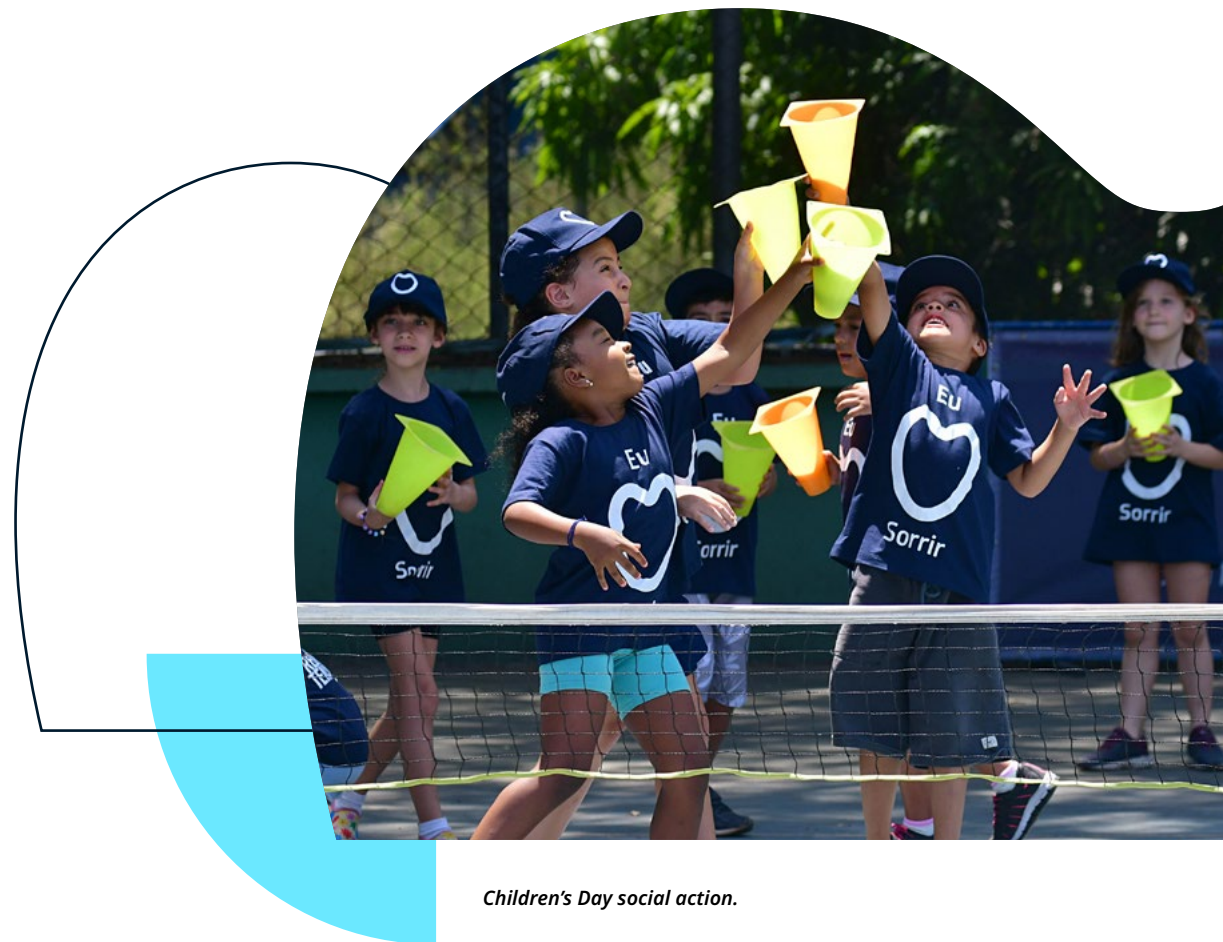
Today, 36 years after we were founded, we have reached over 8.6 million beneficiaries across the country, increasing the population's access to services and oral health care. However, we understand that despite the range of affordable plans on offer, there is still a portion of the population who do not have the opportunity to access corporate options or who are unable to purchase and maintain their own individual plan.

For this reason, aware of our social role and responsibility in democratizing access to oral health care, we donate around ten thousand dental plans to socially fragile people and over five thousand oral hygiene kits every year.

Moreover, we hold talks with volunteer dentists, promote communications and keep the dialogue channel open with the institutions we support in order to understand their needs.

To increase our positive impact on society, we launched our Corporate Volunteering Program, *Sorriso Voluntário*, which annually promotes an agenda of actions that improve the lives of thousands of people.

Apart from these actions, our strategy for increasing our positive impact includes supporting third sector institutions through Private Social Investment, either directly or via Tax Incentive Laws.



Children's Day social action.

In 2023 we contributed R\$ 1.8 million through Private Social Investment.

The following are the main social and environmental actions developed or supported by Odontoprev throughout its history.

A HISTORY OF SOCIAL INITIATIVES

Social And Environmental
Responsibility





Volunteer action at the inauguration of the Sustainability Center in Limeira (SP).

Health promotion

Approximately two years ago, we moved forward in structuring the Health Promotion department, setting up a formal structure to develop communication materials, lectures and other actions aimed at disseminating dental knowledge on several fronts and to different publics, promoting healthy habits and disease prevention.

During 2023, we intensified our health promotion actions, reaching out to our

Human Resources clients, beneficiaries and the general public.

We used channels such as YouTube and Spotify to spread our educational materials, and used email, WhatsApp, social networks and the intranet to disseminate information. We highlighted relevant topics such as oral cancer, World No Tobacco Day, the July Neon Campaign, odontophobia and oral health care during pregnancy and in the elderly.

Health promotion on social media

Total posts
78

Views
2,855,032

Reach of
2,996,307

Engaging
115,173

MORE INFO

Access the QRCode to check out our health promotion content:



Sorriso Voluntário Program

GRI 413-1

Sorriso Voluntário (Volunteer Smile) is our corporate volunteer program, whose purpose is to stimulate employee engagement and increase the positive impact generated by Odontoprev in the community, promoting social well-being, the development of the regions where we operate and strengthening the bond between the Company and society.

The Program, which until then was called the Odontoprev Volunteer Program, was renamed Sorriso Voluntário in 2023 - a name chosen directly by our employees. Apart from the new name, the program underwent a makeover, with a new motto "We do more. We are more." with the aim of attracting more people to get involved.

The changes made it possible for the team of 13 branches, spread over nine states and 12 cities, to actively participate in the actions promoted by the Program.



06
supported
institutions.



400
volunteer
employees.



09
actions
held.



1,275
hours
of volunteering.



1,305
people
directly impacted.



4,264
items
donated.



97.3%
Satisfaction
Index
of actions.



14,220
people
indirectly impacted.

Last year, we supported six institutions thanks to the voluntary participation of 400 employees, who dedicated a total of 1,275 hours to the actions. The result of this collaboration was a positive impact on over 14,000 people.

The program has also enabled us to work on and develop skills and abilities that are important for our employees' professional growth, such as leadership, creativity and innovation, teamwork, critical thinking and problem-solving.

Next, we highlight the main actions carried out by Sorriso Voluntário in 2023:



Educational Campaign

We held a back-to-school event in which we collected school supplies to donate to the Tide Setubal Foundation. The delivery event was highlighted by a lecture given by a volunteer dentist, followed by a game organized by the volunteers. We also delivered school kits and oral hygiene kits, providing educational support and essential care for the children served by the foundation.

Volunteers: 10 employees.
People benefitting: 305 young people.

Book Donation

We ran a book collection campaign as a way of promoting reading and celebrating World Book Day. Out of the books donated, 241 went to the Instituto Ser+ and 20 were reserved for the decompression room at Odontoprev's head office.

People benefitting: 241 young people.
Donation: 261 books.

Clean Waves on the Road Expedition Task Force

We held a clean-up campaign on Santos Beach (SP) to mark the end and celebrate the success of the Clean Waves Expedition on the Road project, in partnership with the renowned institution Sea Shepherd Brasil.

Volunteers: Over 60 employees.
People benefitting: 3,000 people indirectly.

Boost Day Maternity and Career

In partnership with the Crossing Stories Institution, we promoted a special initiative centered on the theme of "Motherhood and Career". We began with an informative talk, followed by a collective mentoring session, in which Odontoprev volunteers acted as mentors.

In this chat, each volunteer offered assistance to other women, sharing experiences on how to reconcile motherhood with professional development.

Female Volunteers: 11 female employees.
People benefitting: 300 people.



Volunteering action in the Rio Branco indigenous village in Itanhaém (SP).

Gol de Cidadania

We supported the Gol de Cidadania event, promoted by the Gol de Letra Foundation. During the event, we gave children access to a socio-educational game, offered a brushing room for oral care and donated 300 oral hygiene kits. This event, held in the North Zone of São Paulo (SP), was specially designed and organized to offer a variety of activities to socially vulnerable families. Besides the aforementioned initiatives, the event featured several activity stations, such as face-painting, dance classes, the issue of a duplicate ID card, among others, with the aim of promoting well-being and community integration.

Volunteers: Sustainability Team.

People benefitting: 560 people in total, 110 of whom took part in Odontoprev's activities.

Children's Day

Odontoprev teamed up with the Rede Tênis Brasil Institute to celebrate Children's Day in a special way, providing an unforgettable moment for its employees and their families. As event sponsors, we organized various activities, including talks on oral hygiene for parents and guardians, a socio-educational game focused on oral health, storytelling on emotional intelligence for the children, sports activities and an exclusive tennis clinic for Odontoprev volunteers.

Volunteers: 67 volunteers

People benefitting: 70 children and 40 parents or guardians.

Ações do Bem Christmas

We organized a special Volunteering Action in celebration of Christmas, in partnership with the Ações do Bem institution. This initiative took place in four indigenous villages located in Itanhaém (SP), where we distributed oral hygiene kits, food packages, personal hygiene products and Christmas presents to children and adults.

Volunteers: 30 employees.

People benefitting: 165 direct beneficiaries.



Back-to-school volunteer action.

Social Investment

As part of our commitment to corporate social responsibility, we support third sector institutions through Private Social Investment. This approach encompasses both direct financial contributions and the use of Tax Incentive Laws, making it possible to reach a greater social impact.

We also support these institutions by donating dental plans and oral hygiene

kits, as well as promoting talks given by our volunteer dentists.

In 2023, we invested R\$ 1.2 million in social actions via Incentive Laws, directly and indirectly impacting over 345,000 people.

Transparency

In total, around 1.8 million reais were contributed, of which:

- R\$ 650,000 linked to the Culture Incentive Law (Rouanet);
- R\$ 505,000 linked to the Sports Incentive Law;
- R\$ 650,000 in direct funding.

Over 20 initiatives carried out.

Around 40 institutions supported.

103,251 people impacted directly.
422,004 people impacted indirectly.

Other impact initiatives



Lower Rio Negro Expedition (AM)

We supported the Associação Médicos da Floresta (AMDAF) in the Lower Rio Negro Expedition, an initiative whose main focus was to provide medical care to the populations living in the riverside areas of the Rio Negro, in Amazonas. The hospital boat used during the expedition was equipped with all the necessary structure to offer a wide range of health services, including highly complex procedures, helping to improve the health and well-being of people living in these isolated regions. Additionally, 700 oral hygiene kits were donated.

People benefitting: 700 indigenous people.

Women's Day

On Women's Day, we organized a special talk with Bia Diniz, Founder of Instituição Cruzando Histórias, who shared her career and experiences. The aim was to celebrate the date and promote reflection on the importance of women's role in society, as well as inspiring women to recognize their achievements and the challenges they have overcome.

Participants: 91 people.

Instituto Unimed

We supported the Instituto Unimed in Belo Horizonte (MG) at the graduation of the 2023 Young Professionals Program by donating 300 oral hygiene kits, with the aim of promoting oral health among the participants. We also provided a photo booth during the event and, to recognize the participants' merit and effort, we awarded a laptop to the program's outstanding student.

People benefitting: 300 young people.

Action with A.C.Camargo

We held a talk aimed at raising awareness about recycling household items, especially toothbrushes, as well as emphasizing the importance of oral health. During the event at the Dona Carolina Tamandaré Program, which aims to train young people undergoing cancer treatment or in situations of social vulnerability, we donated dental plans to the project's beneficiaries, with the aim of ensuring access to adequate dental care. We also distributed oral hygiene kits to reinforce the importance of oral hygiene in preventing diseases.

People benefitting: 40 people.

Liga Solidária's July Party

July Party held at the Liga Solidária institution which featured more than 12 performances by the project's beneficiaries, providing moments of integration for the whole community. As a form of support, we sponsored part of the event and donated

oral hygiene kits, reinforcing the importance of oral health for all the participants.

People benefitting: 9 thousand people.

Handover of the Sustainability Center

We sponsored the SAB3R: Sustainability Center project, carried out by the Engineers Without Borders organization in Limeira (SP). The project focused on renovating an old rural school into a center for socio-environmental activities. At the end of the project, we made a socio-educational game about oral hygiene.

People benefitting: 80 children.

McHappy Day 2023

We bought 800 McDonald's meal combo tickets to support the Ronald House in Moema (SP). We also chose to donate these tickets to the Gol de

Letra Foundation, which distributed them among its beneficiaries. As part of this support, we organized a sales event at our headquarters, where Casa Ronald had the opportunity to sell its items. All the proceeds from this event were used to keep the institution's projects running.

People benefitting: 800 children and young people.

Instituto Ronald Lecture

We invited the Instituto Ronald for an inspiring talk on ESG and the role of the third sector. During the event, we highlighted the 24-year partnership between the Institute and Odontoprev, looking at how companies can make major positive impacts through this type of collaboration.

Participants: 57 employees.

Swell 2023 Christmas Project

We collaborated with the Swell 2023 Christmas event, promoted by the Swell Surf Baía Formosa Association. The event was dominated by a table of food and sweets, various games, gift-giving and the presence of Santa Claus, providing moments of joy and enchantment for the children served by the project.

People benefitting: 70 children.

Rede 2023 IUBH Solidarity Christmas

We supported the Solidarity Christmas in Rede 2023 initiative promoted by the Unimed Institute in Belo Horizonte (MG), where we donated oral hygiene kits and delivered educational talks on brushing to the children taking part.

People benefitting: 1,200 children.

Environmental Management

GRI 3-3 | 201-2 | 302-1 | 305-1 | 305-2 | 305-3 | HC-MC-450a.1 | ODPV-2

Although Odontoprev's operations are mainly digital and do not have a significant environmental impact, the Company is committed to taking proactive action to avoid and mitigate impacts, in addition to complying with legal requirements and available standards, striving to maintain an eco-efficient operation.

This commitment is expressed in our **Sustainability Policy**, which outlines the guidelines for environmental management, including actions to promote the efficient consumption of natural resources and the reduction and neutralization of greenhouse gas (GHG) emissions.

To make this possible, we have adopted an approach aimed at integrating technology, sustainability and innovation, implementing digital transformation projects which, in recent years, have resulted in a reduction in reliance on natural resources in the day-to-day running of the business.

ENVIRONMENTAL IMPACT HIGHLIGHTS

- Sustainability Policy, governing actions;
- Commitment to the Carbon Neutral project to neutralize GHG emissions;
- 47% reduction in physical GTOs;
- Reporting of our emissions inventory to the Brazilian GHG Protocol Program;
- Progress in our CDP rating, from D to B-, above the global average.



Climate change

We are the first healthcare operator to make a public commitment to neutralize 100% of its emissions every year.

This decision was made in 2021, with the launch of the Carbon Neutral project. Thanks to this initiative, we have offset 100% of the Company's GHG emissions since it was founded in 1987 until 2020, totaling 17.7 thousand tCO₂.

In addition to historical compensation, we are committed to neutralizing the Company's emissions every year by purchasing carbon credits. In doing so, we use the Reducing Emissions from Deforestation and Forest Degradation (REDD) method of the Amazon Forest Conservation Project, which avoids emissions from deforestation on a property in the municipality of Paragominas (PA).

Monitoring

Since 2008, we have been monitoring our emissions, considering Scopes 1, 2 and 3, and for the fourth consecutive year we have reported the volumes emitted to the Brazilian GHG Protocol Program (PBGHG) and the CDP.

In 2023 we were awarded the silver seal by the PBGHG, an improvement on our previous classification, when we held the bronze seal.

Obtaining the silver seal means that we have progressed in monitoring and reporting by including all of the Company's direct emissions (Scopes 1 and 2). This included Scope 2 emissions from the other business units, as well as our head office.

Emissions (in tCO₂e)*

| | 2023 | 2022 | 2021 |
|--|---------------|---------------|---------------|
| Total direct emissions (Scope 1) | 11.27 | - | 8.60 |
| Biogenic CO ₂ emissions (Scope 1) | - | - | 0.10 |
| Total indirect emissions (Scope 2) | 42.19 | 5.80 | 91.00 |
| Total other indirect emissions (Scope 3) | 305.02 | 241.80 | 210.00 |
| Biogenic CO ₂ emissions (Scope 3) | 13.30 | 9.70 | 8.70 |
| Total | 371.78 | 257.30 | 318.40 |

**The emissions rise in 2023 is due to the reintegration of Scope 1 emissions (related to diesel oil consumption by generators at the Head Office), the inclusion of business units (Scope 2) and the addition of a new emissions category in Scope 3 (related to waste disposal).*

Energy consumption

Odontoprev's energy consumption takes place mainly in the offices of our business units.

As a way of demonstrating our commitment to sustainability and efficient energy management, in 2023 we acquired the ENEL Renewable Energy Certificate (REC Brazil), ensuring that all our units' energy consumption comes from renewable sources, such as solar.

Energy consumption within the organization (in GJ)*

| | 2023 | 2022 | 2021 |
|---------------------------------|-----------------|---------------|-------------------|
| Non-renewable fuels | 151.13 | - | 99,671.08 |
| Diesel | 151.13 | - | 11.40 |
| Natural gas (LPG) | - | - | 99,659.68 |
| Electricity consumption | 4,098.82 | 384.97 | 2,402.41 |
| Concessionaire | 4,098.82 | 384.97 | 2,402.41 |
| Total energy consumption | 4,249.95 | 384.97 | 102,073.49 |

**After the Head Office moved to Barueri (SP) in 2022, the condominium where the Company is currently based does not use LPG to generate energy. In addition, the increase in electricity consumption is due to the inclusion of the other business units.*

Clean Waves on the Road Expedition

In 2023, we concluded the Clean Waves on the Road Expedition Project. This pioneering initiative not only highlighted us on the environmental agenda, but also reinforced our commitment to the issue and the preservation of ecosystems.

Carried out in partnership with Sea Shepherd Brasil - a non-profit marine conservation organization - the project aimed to scientifically map the profile of waste found on the Brazilian coast. Our bus, which began its journey in Chuí (RS), covered a total of 308 beaches until it reached Oiapoque (AM).

The project was divided into three main pillars:

- Assessment of urban and deserted beaches by volunteer scientists aboard the Guardiã da Costa (a bus donated by Odontoprev), covering the entire Brazilian coastline. On this front, scientific coastal and underwater clean-ups were carried out, collecting waste, microplastics and sand. The methodology for this analysis was developed in conjunction with USP's Oceanography Institute, a world reference in the field;
- Promoting environmental education for the coastal population, encouraging the right behavior to preserve the ocean;
- Offering free mobile dental care to the waste pickers of the cooperatives engaged in recycling the materials collected, as a way of aligning the action with our purpose.



After the project had been running for 16 months, we had carried out 172 clean-ups on 308 beaches in 18 states across the country. In all, we collected over 2.4 tons of solid waste, covering 30 km² of beach area analyzed to detect microplastics and 6 km of beaches to collect macro waste.

Overview by material type



107,714
plastic items (63.07% of the total)



9,155
styrofoam items (5.36% of the total)



5,743
fishing equipment (3.36% of the total)



5,380
paper items (3.15% of the total)



4,373
metal items (2.56% of the total)



2,345
fabric items (1.37% of the total)



2,171
glass items (1.27% of the total)



1,259
rubber items (0.74% of the total)

32,633
other items found
(19.11% of the total)

Other key results

- 32 visits to organizations and educators focused on environmental protection;
- 46 days of tours on the Guardian of the Coast bus;
- Over 600 students from six public schools and a federal university visited the bus;
- 29 interviews with people involved in changing waste-related habits;
- 39 recycling cooperatives/ companies visited and impacted.

Annexes

110..... Indicator Annex
124..... GRI Index
128..... SASB Index
129..... Company Indicators
130..... SDG Map
131..... Credits



Indicator Annex

GRI 2-1 | 2-2 | 2-6 | 2-28 | 201-1 | 201-2 | 205-2 | 303-5 | 306-3 | 401-1 | 405-2 | SASB HC-MC-000.A

Organization Details

Odontoprev operates in Brazil and Mexico, in the private dental care plans, covering their administration, marketing and availability to both legal entities and individuals.

Odontoprev companies

The following companies were included in the report: Odontoprev Serviços Ltda., Easy Software S.A., Dental Partner Comércio de Produtos e Equipamentos Odontológicos Ltda., SF 210 Participações Societárias S.A., Clidec Participações S.A., Machiron Desenvolvimento de Sistemas S.A., Brasildental Operadora de Planos Odontológicos S.A., Clidec - Clínica Dentária Especializada Cura D'ars Ltda., Boutique Dental Ltda., Papaiz Associados Diagnóstico por Imagem S.A., Lúmax Radiologia e Tomografia Odontológica Ltda., Odontored CV Sociedad Anônima de Capital Variable and Oprev Administradora Sociedad Anônima de Capital Variable.

Participation in Associations

Odontoprev plays a significant role in a number of associations, in which it is a member of internal committees dedicated to discussing issues relevant to the dental sector:

- Fenasaúde (National Federation of Supplementary Health);
- Sinog (National Union of Enterprises of Dental Group);
- IESS (Institute of Supplementary Health Studies): Rodrigo Bacellar, CEO of Odontoprev, is part of the IESS board of directors.

Regulatory bodies

The main regulatory bodies in the sector in which the Company operates and their respective functions are as follows:

- **National Supplementary Health Agency (ANS):** defends the public interest in supplementary health care, working with operators and beneficiaries to ensure the rights and duties of both parties;
- **Brazilian Securities Commission (CVM):** regulates, supervises and develops the Brazilian securities market;
- **Regional Dental Councils (CRO's):** supervise dental professionals;
- **Federal Dentistry Council (CFO):** supervises dental ethics throughout the country, ensuring the good reputation of the profession.

Client Profile

- **Corporate:** over 200 beneficiaries, correspond to 6,108 thousand clients in our portfolio;
- **SME:** between three and 199 beneficiaries, representing 1,551 thousand clients in our portfolio; and
- **Individual:** monthly and annual plans marketed to individuals represent 959,000 clients in our portfolio.

Beneficiary profile

| | 2023 | % Brand in segment | 2022 | % Brand in segment | 2021 | % Brand in segment |
|-------------------------|------------------|--------------------|------------------|--------------------|------------------|--------------------|
| Corporate | 6,107,844 | 100% | 5,888,572 | 100% | 5,670,031 | 100% |
| Bradesco Dental | 2,699,292 | 44% | 2,546,508 | 43% | 2,367,665 | 42% |
| Brasildental | 356,979 | 6% | 362,494 | 6% | 391,717 | 7% |
| Other ¹ | 3,051,573 | 50% | 2,979,570 | 51% | 2,910,649 | 51% |
| SME | 1,551,266 | 100% | 1,400,272 | 100% | 1,251,473 | 100% |
| Bradesco Dental | 1,153,307 | 74% | 1,058,184 | 76% | 904,884 | 72% |
| Brasildental | 50,812 | 3% | 56,103 | 4% | 57,951 | 5% |
| Other ¹ | 347,147 | 22% | 285,985 | 20% | 288,638 | 23% |
| Individual Plans | 958,783 | 100% | 1,029,120 | 100% | 1,062,789 | 100% |
| Bradesco Dental | 433,807 | 45% | 445,268 | 43% | 388,813 | 37% |
| Brasildental | 56,517 | 6% | 66,066 | 6% | 73,320 | 7% |
| Other ¹ | 468,459 | 49% | 517,786 | 50% | 600,656 | 57% |
| Total | 8,617,893 | 100% | 8,317,964 | 100% | 7,984,293 | 100% |
| Bradesco Dental | 4,286,406 | 50% | 4,049,960 | 49% | 3,661,362 | 46% |
| Brasildental | 464,308 | 5% | 484,663 | 6% | 522,988 | 7% |
| Other ¹ | 3,867,179 | 45% | 3,783,341 | 45% | 3,799,943 | 48% |

¹ Includes, in Corporate and SME, Odontoprev, Odonto System and Mogidonto. Individual plans also include retail channels.

Training

Communication on anti-corruption policies and procedures

| | | 2023 | | 2022 | | 2021 | |
|------------------------|-------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Functional Category | | Communicated | Trained | Communicated | Trained | Communicated | Trained |
| Executive Officers | Number | 8 | 8 | 8 | 8 | 7 | 7 |
| | Percentage | 100% | 100% | 100% | 100% | 100% | 100% |
| Management | Number | 75 | 73 | 73 | 59 | 80 | 57 |
| | Percentage | 100% | 97% | 100% | 81% | 100% | 71% |
| Technical/ Supervision | Number | 93 | 91 | 268 | 202 | 90 | 73 |
| | Percentage | 100% | 98% | 100% | 75% | 100% | 81% |
| Administrative | Number | 487 | 441 | 538 | 422 | 728 | 554 |
| | Percentage | 100% | 91% | 100% | 78% | 100% | 76% |
| Operational | Number | 1,171 | 923 | 749 | 502 | 822 | 580 |
| | Percentage | 100% | 79% | 100% | 67% | 100% | 71% |
| Trainee | Number | 5 | 5 | 6 | 6 | 7 | 7 |
| | Percentage | 100% | 100% | 100% | 100% | 100% | 100% |
| Total | Number | 1,839 | 1,541 | 1,642 | 1,199 | 1,734 | 1,278 |
| | Percentage | 100% | 84% | 100% | 73% | 100% | 74% |

Economic value generated and distributed

Economic value (R\$ thousand)

| | 2023 | 2022 | 2021 |
|--|-----------|-----------|-----------|
| Direct economic value generated | 2,141,275 | 1,960,117 | 1,890,588 |
| Revenues | 2,141,275 | 1,960,117 | 1,890,588 |
| Distributed economic value | 1,167,197 | 966,183 | 865,439 |
| Personnel and charges (Employee wages and benefits) | 232,681 | 193,922 | 186,491 |
| Taxes, Fees, and Contributions (Government Payments) | 383,846 | 304,155 | 305,453 |
| Compensation of third-party capital | 13,920 | 16,745 | 15,036 |
| Compensation of own capital | 536,750 | 451,361 | 381,340 |
| Retained economic value | 974,078 | 993,934 | 1,025,149 |

Environmental Management

Water consumption

As far as water consumption is concerned, the commercial condominium at the new headquarters is supplied by Sabesp, but also buys water by tank truck.

The consumption survey is carried out directly by the company that manages the condominium, since the volume is calculated for the entire building, and a proportional apportionment is made for all the floors.

In 2023, there was a greater incentive for employees to come to the office (Head Office), which contributed to the increase in water consumption when compared to 2022.

Water consumption (in mL)

| | 2023 | 2022 | 2021 |
|--|-------------|-------------|-------------|
| Total water consumed in all areas | 3.11 | 2.01 | 3.23 |
| Total water consumed in water-stressed areas | 0 | 0 | 0 |
| Total | 3.11 | 2.01 | 3.23 |

Waste generated

The data on waste generated is based on the generation of the condominium where Odontoprev's head office is located. In this way, the data is calculated on the basis of a proportional apportionment, taking into account the number of floors the Company uses.

Waste Management (ton)*

| Non-hazardous waste | 2023 | 2022 | 2021 |
|---------------------|--------------|--------------|-------------|
| Paper | 1.34 | 1.54 | 0.96 |
| Plastic | 0.10 | 0.12 | 0.54 |
| Aluminum | 0.03 | 0.03 | 0.00 |
| Glass | 0.02 | 0.01 | 0.00 |
| Organic | 22.84 | 10.76 | 0.75 |
| Total | 24.32 | 12.46 | 2.25 |

*The Company does not generate hazardous waste. The increase in waste generation in 2023, compared to the previous year, was due to the greater presence of employees at the Head Office.

Climate risks and opportunities

So far we have carried out a preliminary analysis considering the Company's business model and its operating context, identifying climate risks that could affect our ability to generate value in the future.

Climate risk can be classified into transition risks and physical risks. Within the context of Odontoprev, physical risks arise from changes in the intensity and frequency of weather events. According to Odontoprev's activity, physical risks can threaten the integrity of structures and assets and/or directly or indirectly affect operations and their chain.

For transition risks - the development of economic, legal and technological aspects - Odontoprev invests heavily in technological and innovation initiatives, increasingly fostering operations with a low environmental impact and low emissions and waste generation.

Furthermore, the climate risks and opportunities analysis, which began in 2023, will have a deeper analysis throughout 2024.

Ethics Channel

Evolution of incidents

| Completed Investigations | 2023 | 2022 |
|-----------------------------------|-----------|-----------|
| Well-founded complaints | 16 | 11 |
| Partially well-founded complaints | 4 | 0 |
| Unfounded/Filed Complaints | 21 | 15 |
| Total | 41 | 26 |

Type of incident

| Classification of incidents | 2023 | 2022 |
|----------------------------------|-----------|-----------|
| Moral harassment | 22 | 4 |
| Sexual harassment | 2 | 3 |
| Racism/discrimination | 1 | 1 |
| Fraud/bribery | 1 | 0 |
| Employee misconduct | 5 | 13 |
| Irregular conduct by an employee | 0 | 3 |
| Internal rules | 3 | 2 |
| Job deviation | 7 | 0 |
| Total | 41 | 26 |

Employees

GRI 2-7: Empleados

Employees, by employment contract*

| | 2023 | | | 2022** | | | 2021 | | |
|---------------------------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Permanent | 515 | 1,318 | 1,833 | 472 | 1,162 | 1,634 | 456 | 1,204 | 1,660 |
| Temporary | 22 | 51 | 73 | 59 | 33 | 92 | 33 | 41 | 74 |
| Contracts with no minimum hours | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 537 | 1,369 | 1,906 | 531 | 1,195 | 1,726 | 489 | 1,245 | 1,734 |

Employees, by employment contract and region*

| | 2023 | | | | 2022** | | | | 2021 | | | |
|--------------|--------------|-----------|-----------------------|--------------|--------------|-----------|-----------------------|--------------|--------------|-----------|-----------------------|--------------|
| | Permanent | Temporary | With no minimum hours | Total | Permanent | Temporary | With no minimum hours | Total | Permanent | Temporary | With no minimum hours | Total |
| North | 16 | 0 | 0 | 16 | 5 | 0 | 0 | 5 | 3 | 0 | 0 | 3 |
| Northeast | 416 | 18 | 0 | 434 | 464 | 28 | 0 | 492 | 435 | 20 | 0 | 455 |
| Midwest | 9 | 0 | 0 | 9 | 2 | 0 | 0 | 2 | 7 | 0 | 0 | 7 |
| Southeast | 1,298 | 54 | 0 | 1,352 | 1,068 | 63 | 0 | 1,131 | 1,137 | 52 | 0 | 1,189 |
| South | 27 | 1 | 0 | 28 | 33 | 1 | 0 | 34 | 18 | 0 | 0 | 18 |
| México | 67 | 0 | 0 | 67 | 62 | 0 | 0 | 62 | 60 | 2 | 0 | 62 |
| Total | 1,833 | 73 | 0 | 1,906 | 1,634 | 92 | 0 | 1,726 | 1,660 | 74 | 0 | 1,734 |

*As of 2023, the employee data includes employees hired with the acquisition of Papaiz.

** The 2022 data has been updated to adapt it to the premise used in 2023. Therefore, we now disregard the Number of Board Members.

Employees, by employment contract*

| | 2023 | | | 2022** | | | 2021 | | |
|--------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Full-time | 401 | 886 | 1,287 | 385 | 759 | 1,144 | 347 | 699 | 1,046 |
| Part-time | 136 | 483 | 619 | 120 | 462 | 582 | 142 | 546 | 688 |
| Total | 537 | 1,369 | 1,906 | 505 | 1,221 | 1,726 | 489 | 1,245 | 1,734 |

Employees, by employment contract and region*

| | 2023 | | |
|--------------|--------------|------------|--------------|
| | Full-time | Part-time | Total |
| North | 14 | 2 | 16 |
| Northeast | 276 | 158 | 434 |
| Midwest | 6 | 3 | 9 |
| Southeast | 912 | 440 | 1,352 |
| South | 12 | 16 | 28 |
| Mexico | 67 | 0 | 67 |
| Total | 1,287 | 619 | 1,906 |

*As of 2023, the employee data includes employees hired with the acquisition of Papaiz.

** The 2022 data has been updated to adapt it to the premise used in 2023. Therefore, we now disregard the Number of Board Members.

Hiring

| | 2023* | | 2022 | | 2021 | |
|-------------------------|------------|-------------|------------|-------------|------------|-------------|
| | Total | % | Total | % | Total | % |
| Men | 127 | 27% | 260 | 63% | 129 | 43% |
| Women | 352 | 73% | 154 | 37% | 174 | 57% |
| Total | 479 | 100% | 414 | 100% | 303 | 100% |
| Up to 30 years old | 259 | 54% | 204 | 49% | 163 | 53% |
| From 30 to 50 years old | 204 | 43% | 196 | 47% | 128 | 42% |
| More than 50 years old | 16 | 3% | 14 | 3,4% | 12 | 5% |
| Total | 479 | 100% | 414 | 100% | 303 | 100% |
| North | 2 | 0,4% | 1 | 0,2% | 6 | 2% |
| Northeast | 130 | 27% | 111 | 27% | 84 | 27% |
| Midwest | 1 | 0,2% | 0 | 0% | 0 | 0% |
| Southeast | 318 | 66% | 293 | 71% | 209 | 69% |
| South | 7 | 1% | 9 | 2,2% | 2 | 1% |
| Mexico | 21 | 4% | 0 | 0% | 1 | 1% |
| Total | 479 | 100% | 414 | 100% | 303 | 100% |

*Figures refer to 12/31/2023.

Termination

| | 2023* | | 2022 | | 2021 | |
|-------------------------|------------|-------------|------------|-------------|------------|-------------|
| | Total | % | Total | % | Total | % |
| Men | 288 | 73% | 168 | 35% | 80 | 34% |
| Women | 109 | 27% | 307 | 65% | 156 | 66% |
| Total | 397 | 100% | 475 | 100% | 236 | 100% |
| Up to 30 years old | 147 | 37% | 207 | 44% | 202 | 86% |
| From 30 to 50 years old | 219 | 55% | 250 | 53% | 34 | 14% |
| More than 50 years old | 31 | 8% | 18 | 3.8% | 0 | 0% |
| Total | 397 | 100% | 475 | 100% | 236 | 100% |
| North | 2 | 1% | 2 | 0.4% | 0 | 0% |
| Northeast | 129 | 32% | 136 | 29% | 27 | 12% |
| Midwest | 0 | 0% | 0 | 0% | 0 | 0% |
| Southeast | 247 | 62% | 316 | 67% | 209 | 88% |
| South | 4 | 1% | 6 | 1.3% | 0 | 0% |
| Mexico | 15 | 4% | 15 | 3.2% | 0 | 0% |
| Total | 397 | 100% | 475 | 100% | 236 | 100% |

*Figures refer to 12/31/2023.

Proportion of base salary and compensation received by women and men by functional category*

| Functional Category** | 2023 | | 2022 | | 2021 | |
|----------------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|
| | Base salary | Total Compensation | Base salary | Total Compensation | Base salary | Total Compensation |
| Management/Superintendence | 86% | 86% | 83% | 86% | 86% | 86% |
| Supervisory | 82% | 92% | 83% | 91% | 93% | 99% |
| Administrative | 78% | 93% | 81% | 95% | 81% | 84% |
| Operational | 96% | 108% | 95% | 105% | 93% | 94% |

* The premises have been unified for comparative purposes. Considers only employees hired or transferred from companies incorporated over a year ago, does not consider terminations. It does not take into account apprentices, trainees or those on retirement. Compensation considers actual amounts paid in fixed compensation, benefits and Profit Sharing Program (PPR), target amounts for Long Term Incentives (ILP). Moreover, since there is only one director in the "Statutory" category, we felt it would be sensible to present the salary ratio for this category.

**Changes have been made to the functional categories used in previous years' reports. Therefore, for comparison purposes (old vs. current): Executive Officers = Statutory; Managers/Superintendents = Management/Superintendence; Supervisors = Supervisory; Analysts/Specialists = Administrative; Auxiliaries/Assistants = Operational; Apprentice/Trainee = Apprentice/Trainee.

Diversity of governance bodies by gender, age and race/color*

| | 2023 | | | | 2022 | | | | 2021 | | | |
|-------------------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|
| | Board of Directors | % | Executive Officers | % | Board of Directors | % | Executive Officers | % | Board of Directors | % | Executive Officers | % |
| Men | 7 | 87.5% | 7 | 87.5% | 7 | 87.5% | 7 | 87.5% | 8 | 100% | 6 | 85.7% |
| Women | 1 | 12.5% | 1 | 12.5% | 1 | 12.5% | 1 | 12.5% | 0 | 0% | 1 | 14.3% |
| Total | 8 | 100% | 8 | 100% | 8 | 100% | 8 | 100% | 8 | 100% | 7 | 100% |
| Up to 30 years old | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| From 30 to 50 years old | 1 | 12.5% | 1 | 12.5% | 1 | 12.5% | 1 | 12.5% | 1 | 12.5% | 1 | 14.3% |
| More than 50 years old | 7 | 87.5% | 7 | 87.5% | 7 | 87.5% | 7 | 87.5% | 7 | 87.5% | 6 | 85.7% |
| Total | 8 | 100% | 8 | 100% | 8 | 100% | 8 | 100% | 8 | 100% | 7 | 100% |
| White | 7 | 87.5% | 8 | 100% | 7 | 87.5% | 8 | 100% | 7 | 87.5% | 7 | 100% |
| Black and Brown | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Indigenous | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Asian | 1 | 12.5% | 0 | 0% | 1 | 12.5% | 0 | 0% | 1 | 12.5% | 0 | 0% |
| Total | 8 | 1 | 8 | 1 | 8 | 1 | 8 | 1 | 8 | 1 | 7 | 1 |

* For the Board of Directors, only sitting members were considered.

Diversity of employees, by gender*

| | 2023 | | | 2022 | | | 2021 | | |
|----------------------------|------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Statutory | 7 | 1 | 8 | 7 | 1 | 8 | 6 | 1 | 7 |
| Management/Superintendence | 49 | 38 | 87 | 48 | 37 | 85 | 45 | 34 | 79 |
| Supervisory | 24 | 68 | 92 | 27 | 57 | 84 | 23 | 59 | 82 |
| Administrative | 217 | 424 | 641 | 206 | 402 | 608 | 185 | 375 | 560 |
| Operational | 218 | 787 | 1,005 | 184 | 665 | 849 | 198 | 735 | 933 |
| Apprentice/Trainee | 22 | 51 | 73 | 33 | 59 | 92 | 32 | 40 | 72 |
| Total | 537 | 1,369 | 1,906 | 505 | 1,221 | 1,726 | 489 | 1,244 | 1,733 |

Diversity of employees, by age group*

| | 2023 | | | 2022 | | | 2021 | | |
|----------------------------|--------------------|-------------------------|------------------------|--------------------|-------------------------|------------------------|--------------------|-------------------------|------------------------|
| | Up to 30 years old | From 30 to 50 years old | More than 50 years old | Up to 30 years old | From 30 to 50 years old | More than 50 years old | Up to 30 years old | From 30 to 50 years old | More than 50 years old |
| Statutory | 0 | 2 | 6 | 0 | 2 | 6 | 0 | 3 | 4 |
| Management/Superintendence | 0 | 58 | 29 | 1 | 58 | 26 | 3 | 55 | 21 |
| Supervisory | 6 | 70 | 16 | 7 | 65 | 12 | 9 | 61 | 12 |
| Administrative | 128 | 425 | 88 | 121 | 408 | 79 | 130 | 361 | 69 |
| Operational | 354 | 578 | 73 | 283 | 501 | 65 | 353 | 519 | 62 |
| Apprentice/Trainee | 73 | 0 | 0 | 89 | 3 | 0 | 68 | 4 | 0 |
| Total | 561 | 1,133 | 212 | 501 | 1,037 | 188 | 563 | 1,003 | 168 |

*Changes have been made to the functional categories used in previous years' reports. Therefore, for comparison purposes (old vs. current): Executive Officers = Statutory; Managers/Superintendents = Management/Superintendence; Supervisors = Supervisory; Analysts/Specialists = Administrative; Auxiliaries/Assistants = Operational; Apprentice/Trainee = Apprentice/Trainee.

Diversity of employees, by race

| | 2023 | 2022 | 2021 |
|-----------------|--------------|--------------|--------------|
| Not declared | 91 | 68 | 68 |
| Asian | 26 | 11 | 10 |
| White | 1,020 | 978 | 993 |
| Indigenous | 3 | 2 | 2 |
| Black and brown | 766 | 667 | 661 |
| Total | 1,906 | 1,726 | 1,734 |

GRI Index

| Indicators | Page/Direct answer |
|---|---|
| Universal Standards | |
| General Disclosures | |
| The organization and its reporting practices | |
| 2-1 Organizational details | Pages 13, 110 and 131. |
| 2-2 Entities included in the organization's sustainability reporting | Page 110. |
| 2-3 Reporting period, frequency and contact point | Page 4. |
| 2-4 Restatements of information | To improve understanding, facilitate the comparison of indicators, and allow for greater interconnection with other reports/questionnaires, the functional categories have been adjusted, impacting the historical series data. |
| 2-5 External assurance | No external assurance. |
| Activities and workers | |
| 2-6 Activities, value chain and other business relationships | Pages 13, 78 and 110. |
| 2-7 Employees | Pages 80 and 116. |
| 2-8 Workers who are not employees | Odontoprev has a total of 48 outsourced workers, 36 of whom work in the Facilities department and 12 in administrative areas. |
| Governance | |
| 2-9 Governance structure and composition | Page 34. Out of the Board of Directors' members, 25% are independent, while the Advisory Committees have 33% independent members. The professional experience of the Board of Directors' members is described on Page 139 of the Reference Form . |
| 2-10 Nomination and selection of the highest governance body | Page 34. |
| 2-11 Chair of the highest governance body | Page 34. |
| 2-12 Role of the highest governance body in overseeing the management of impacts | Pages 4, 25 and 34. |
| 2-13 Delegation of responsibility for managing impacts | Page 25. |
| 2-14 Role of the highest governance body in sustainability reporting | The Board of Directors does not participate directly in the approval processes for the Materiality and the Sustainability Report's content. In turn, the review and approval of the document is the responsibility of the IT, Marketing and Sustainability Director in conjunction with the Administrative-Financial and IR Director. |
| 2-15 Conflicts of interest | Pages 39 and 40. |

| Indicators | | Page/Direct answer |
|---|--|---|
| 2-16 | Communication of critical concerns | Page 34. |
| 2-17 | Collective knowledge of the highest governance body | At the Board of Directors meetings, ESG topics are discussed based on updates to ESG report notes and ratings. By doing so, we raise awareness of relevant issues to be considered in future strategic decisions. |
| 2-18 | Evaluation of the performance of the highest governance body | Page 34. |
| 2-19 | Remuneration policies | Page 34. |
| 2-20 | Process to determine remuneration | Page 34. |
| 2-21 | Annual total compensation ratio | The highest paid individual in the Company earns, on average, 65 times the average of the rest of the employees. The percentage growth in the compensation of the highest-paid individual in the Company between January and December 2023 was 30%. In the same period, the average growth in the compensation of all the other individuals in the Company (except the highest paid) was 23%. The ratio of the compensation increase was 1.3 times. |
| Strategy, policies and practices | | |
| 2-22 | Statement on sustainable development strategy | Page 3. |
| 2-23 | Policy commitments | Page 39. |
| 2-24 | Embedding policy commitments | Pages 39, 43, 78 and 81. |
| 2-25 | Processes to remediate negative impacts | Page 66. |
| 2-26 | Mechanisms for seeking advice and raising concerns | Page 39. |
| 2-27 | Compliance with laws and regulations | We had no cases of non-compliance with laws and regulations in the reporting period. |
| 2-28 | Membership associations | Page 110. |
| Stakeholder engagement | | |
| 2-29 | Approach to stakeholder engagement | Pages 39, 47, 61, 68, 70 and 78. |
| 2-30 | Collective bargaining agreements | All our employees are covered by collective bargaining agreements. |
| Material Topics | | |
| 3-1 | Process to determine material topics | Page 26. |
| 3-2 | List of material topics | Page 26. |
| 3-3 | Management of material topics | Pages 13, 21, 39, 43, 55, 66, 70, 81, 87, 90, 95 and 104. |
| Material Theme: Ethics, integrity and compliance | | |
| Anti-corruption | | |
| 205-1 | During the period, 100% of complaints or claims related to discrimination were investigated and the applicable corrective measures were adopted. | Page 39. With regard to monitoring, in 2023 Odontoprev had 100% of its operations monitored in relation to the risks associated with corruption by means of Compliance processes, and no significant risks related to the issue were identified. |

| Indicators | Page/Direct answer | |
|---|---|--|
| 205-2 | Communication and training about anti-corruption policies and procedures | Pages 78 and 110. In 2023, the Company's directors did not undergo anti-corruption training. |
| 205-3 | Confirmed incidents of corruption and actions taken | In 2023, we recorded no cases of corruption. |
| Material Theme: Employee development | | |
| Employment | | |
| 401-1 | New hires and employee turnover | Pages 110 and 118. |
| Training and Education | | |
| 404-1 | Average hours of training per year per employee | Page 81. |
| 404-2 | Employee skill enhancement and career transition assistance programs | Page 81. |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | Page 81. |
| Material Theme: Diversity and inclusion in the workplace | | |
| Diversity and Equal Opportunity | | |
| 405-1 | Diversity of governance bodies and employees with percentage of individuals by gender, age group, minority or vulnerable groups and other indicators of diversity | Page 121. |
| 405-2 | Ratio of basic salary and remuneration of women to men | Page 120. |
| Non-discrimination | | |
| 406-1 | Incidents of discrimination and corrective actions taken | During the period, 100% of complaints or claims related to discrimination were investigated and the applicable corrective measures were taken. |
| Material Theme: Safety and quality of dental care | | |
| Customer Health and Safety | | |
| 416-1 | Assessment of customer health and safety impacts of product and service categories | In 2023, the Company did not carry out this type of assessment on its products and services. |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | In 2023, we recorded no cases of non-compliance with laws or voluntary codes relating to the impact of our products and services on health and safety. |
| Material Topic: Data privacy and security | | |
| Customer Privacy | | |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Page 43. |

| Indicators | Page/Direct answer |
|--|---|
| Material Theme: Employee health, safety and well-being | |
| Occupational Health and Safety | |
| 403-1 Occupational health and safety management system | Page 87. |
| 403-2 Hazard identification, risk assessment, and incident investigation | Page 87. |
| 403-3 Occupational health services | Page 87. |
| 403-6 Promotion of worker health | Page 87. |
| 403-9 Work-related injuries | There were 8 work-related injuries in the period, 4 of which were commuting accidents. The accident rate was 0.47. The calculation considered 3,372,127 hours worked. |
| Material Theme: Community impact | |
| Local Communities | |
| 413-1 Operations with local community engagement, impact assessments, and development programs | Page 98. |
| Material Theme: Climate Change | |
| Economic performance | |
| 201-2 Financial implications and other risks and opportunities due to climate change | Pages 104 and 110. |
| Energy | |
| 302-1 Energy consumption within the organization | Page 104. |
| Emissions | |
| 305-1 Direct (Scope 1) of GHG emissions | Page 104. |
| 305-2 Energy indirect (Scope 2) GHG emissions | Page 104. |
| 305-3 Other indirect (Scope 3) GHG emissions | Page 104. |
| Additional Content | |
| 201-1 Direct economic value generated and distributed | Page 110. |
| 303-5 Water consumption | Page 110. |
| 306-3 Waste generated | Page 110. |

SASB Index

| Indicators | Page/Direct answer |
|--|--|
| Managed Care | |
| HC-MC-000.A Number of enrollees by plan type | Page 110. |
| HC-MC-230a.1 Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII) | Page 43. |
| HC-MC-230a.2 (1) Number of data breaches, (2) percentage involving (a) personally identifiable information (PII) only and (b) protected health information (PHI), (3) number of customers affected in each category, (a) PII only and (b) PHI | Page 43. |
| HC-MC-230a.3 Total amount of monetary losses as a result of legal proceedings associated with data security and privacy | Page 43. |
| HC-MC-240a.1 Medical Loss Ratio (MLR) | Not applicable. |
| HC-MC-240a.2 Total amount of rebates accrued and paid due to non-compliance with the Patient Protection and Affordable Care Act for Medical Loss Ratio (MLR) | Not applicable. |
| HC-MC-240a.3 Percentage of proposed rate increases receiving "not unreasonable" designation from Health and Human Services (HHS) review or state review | In 2023, we had no fee increases for our services that were not accepted by the government. |
| HC-MC-250a.1 Average Medicare Advantage plan rating for each of the plan types | Not applicable. |
| HC-MC-250a.3 Percentage of claims denied that were appealed by customers and ultimately reversed | In 2023, we registered 11 cases of re-examination with the Ombudsman, with a favorable outcome for the beneficiary. In addition, we would like to point out that the management model for dental plans is different from that for medical-hospital plans. In dentistry, there are no restrictions on access within the contracted coverage, as long as there is a clinical indication for the procedure. |
| HC-MC-250a.4 Plan enrollee grievance rate | In 2023, the complaint index (IR) of the beneficiaries of our plans, with the exception of BBDental and considering Mogidonto as of April, was within the target set for the year 2023. |
| HC-MC-260a.1 Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2) exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other | Not applicable. |
| HC-MC-260a.2 Total coverage for preventive health services | Not applicable. |
| HC-MC-260a.3 Number of customers receiving care from Accountable Care Organizations or enrolled in Patient Centered Medical Home programs | Not applicable. |
| HC-MC-450a.1 Discussion of the strategy to address the effects of climate change on business operations and how specific risks presented by changes in the geographic incidence, morbidity, and mortality of illnesses and diseases are incorporated into risk models | Page 104. Odontoprev does not generate significant social and environmental impacts due to its predominantly online nature. Despite this, the Company is committed to adopting preventive approaches to environmental challenges and promoting environmental responsibility in its operations. |

Annexes

Company Indicators

| Indicators | Page/Direct answer |
|---|---|
| Material Theme: Technology and innovation | |
| ODPV-1 % of CAPEX allocated to innovation | In 2023, 74% of the Company's CAPEX was allocated to innovation. |
| ODPV-2 % of digital medical records | Page 104. |
| Material Theme: Accredited network relationship | |
| ODPV-3 Continuing education programs for the accredited network | Page 70. |
| ODPV-4 Number of technical visits to the dentist | Page 70. |
| Additional Content | |
| ODPV-5 Time-bound action plan with targets to increase women's representation in the Company and in leadership positions | Page 90. |
| ODPV-6 Time-bound action plan to eliminate the gender pay gap | The Company has no action plan for this theme. |
| ODPV-7 Family support services or subsidies provided by the Company | Page 87. |
| ODPV-8 Average age of corporate governance body members | Board of Directors: average age 67. Fiscal Council: average of 64 years. Executive Officers: average age 56. Audit Committee: average age 57. People Management Committee: average age 60. Overall average: 61 years. |
| ODPV-9 Satisfaction and engagement rates (participation) in the Climate Survey | Page 87. |
| ODPV-10 Beneficiary satisfaction rates | Beneficiary satisfaction is measured by the IGS index (General Satisfaction Index), conducted through a survey carried out by Odontoprev, using its own methodology and the support of a third-party institute, in which various aspects such as customer service, network and digital channels are analyzed in depth. The IGS is one of the variable compensation indicators applicable to all employees, including the Executive Officers. In 2023, the IGS of beneficiaries reached 90% of its target. |

SDG Map



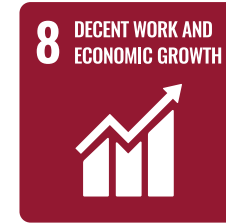
Pg. 60, 67, 79 and 94.



Pg. 67, 79 and 94.



Pg. 79.



Pg. 48, 60, 67 and 79.

Annexes



Pg. 32 and 54.



Pg. 79 and 94.



Pg. 94.



Pg. 94.



Pg. 94.



Pg. 32 and 54.



Pg. 67 and 94.

Credits

GRI 2-1

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