



Sustainability Report 2022



Foreword

- 03 Message from the CEO
- 05 Highlights 2022

01

- 06 **Odontoprev**
- 07 Who we are
- 12 Business model
- 13 Awards and Recognitions

02

- 14 **Corporate Governance**
- 15 Governance Structure
- 20 Risk Management
- 22 Ethics and Integrity

03

- 26 **Strategy**
- 27 Competitive Advantages
- 30 Innovation
- 35 Sustainable Development

04

- 38 **Performance in the year**

05

- 40 **Relationships**
- 41 Customers
- 44 Dentists
- 47 Employees
- 58 Society
- 61 Shareholders
- 61 Suppliers

06

- 62 **Environmental Impact**
- 63 Environmental management
- 66 Clean Waves on the Road Expedition

07

- 68 **About this report**
- 70 Materiality

08

- 72 **Annexes**
- 73 Indicator Annexes
- 81 GRI and SASB index
- 86 SDG Map
- 87 Credits

Message from the CEO

GRI 2-22

We are delighted to share our Sustainability Report, presenting the value generation to our **8.3 million beneficiaries**, employees, suppliers and investors, society and the environment, during the year 2022.

The year was hallmarked by the harvest of results from our investments, **mainly those related to technology, where we expanded our productivity** but also expanded our socio-environmental actions.

We reached a **CAPEX of R\$ 71 million throughout the year, representing a 102% increase compared to 2020**. This was due to our investments in technology in recent years that aimed at greater efficiency in the Company, which allowed us to total more than 5.7 thousand hours of automated activities. We believe in the power of innovation, and proof of this is the fact that around 90% of our investments

(CAPEX) are earmarked for projects involving innovative ideas and investments in technology. Thanks to our financial results, we were able to expand our business. We increased our shareholding in MaChiron to 20%, focused on artificial intelligence and machine learning in the search for innovative dentistry solutions. We informed the market the acquisition of 100% of the control of Papaiz, a company focused on dental imaging diagnostics, and of Odontored, the company through which we operate in Mexico.

We are a socially responsible company concerned with the well-being of vulnerable people. As a result, we donated more than 10,000 dental plans and supported more than 20 institutions, directly and indirectly impacting more than 40,000 people.



Rodrigo Bacellar,
CEO.



With a focus on sustainability, we continue with our commitment to the environment, and in line with the Sustainable Development Goals (SDGs) 12 and 14, we launched, **in partnership with Sea Shepherd Brasil, the Clean Waves on the Road Expedition** (*Expedição Ondas Limpas na Estrada*) Project, which its main objective is to map the profile of waste along the entire coast of Brazil.

In almost a year of project, we already analyzed more than **214 beaches, covering more than 2,850 miles (4,600 km) of the Brazilian coast.** We promoted

102 cleaning efforts, five of which were with our employees, **collecting more than 2.2 tons of solid waste.** Due to the project and all our investments, we are pioneers in the country and one of the leaders in terms of engagement with SDG 14.

In 2022, we also maintained our **public commitment to offset 100% of Greenhouse Gas (GHG) emissions through the purchase of carbon credits from the Forest Conservation Project in the Amazon,** which avoids emissions from deforestation on the property of the municipality of Paragominas (PA).

Our efforts to care for society and our employees, and our constant pursuit of aligning ourselves with the best ESG practices in the market, bring us recognition year after year. In 2022, we made the list of the best companies to work for by the Great Place to Work. For the fourth consecutive year, we were included in the Bloomberg - Gender Equality Index, an index composed by companies committed to inclusive work environments. For the twentieth year, we won the Top of Mind HR award, being the most remembered brand by companies regarding dental care.

We aim to continue promoting quality dentistry for Brazilians based on our values and best ESG practices. Through the trust of our stakeholders and partnership with our employees, always with responsibility and investing in new technologies and solutions, we want to awaken the smile of all Brazilians.

Good reading!



RODRIGO BACELLAR,
CEO.

Highlights 2022



Clean Waves on the Road Expedition

Pioneering scientific project

 **2.2 tons**
of solid waste collected



1,726
EMPLOYEES



8.3 million
BENEFICIARIES



70%
OF WOMEN
on the staff



86.5
SATISFACTION INDEX



FORMALIZATION OF THE
Diversity
Committee



Carbon Neutral
SINCE 2020



SOCIAL IMPACT

more than
10 thousand
plans donated



UPDATE OF
Risk Matrix



+20 institutions supported



REVIEW OF THE
Code of Ethics



FINANCIAL
PERFORMANCE



R\$ 1.96 billion
NET REVENUE
(6.5% increase)



R\$ 576 million
EBITDA



R\$ 452 million
NET INCOME
(19% increase)

Odontoprev



- 07. Who We Are
- 12. Business Model
- 13. Awards and Recognitions

Who we are

GRI 2-1 | 2-6

We are Odontoprev, the leading dental benefits provider in Latin America, with more than 8.3 million beneficiaries.

With 35 years of experience, Odontoprev was born from the dream of enterprising dental surgeons who envisioned the opportunity to offer dental plans to corporate customers.

Odontoprev's model is based on three pillars:

1 Taking care of Brazilians' smiles

We make taking care of your mouth a personal satisfaction. The feeling of looking your best is our inspiration.

Our accredited network has approximately 27,000 accredited dentists in more than 2,500 Brazilian cities, with operations also in Mexico. Currently, we manage and sell dental plans to corporate customers through the benefits offered by companies and to the non-corporate group, comprising Small and Medium-Sized Companies (SMEs) and individual customers.

2 Taking care of the dentist


Our essence is dental. That is why valuing this professional is in our DNA. We offer all the support for this very important business partner.

Headquartered in Barueri (São Paulo), we have a portfolio of five brands with exclusively dental care: Odontoprev, Bradesco Dental, Brasidental, Odonto System, and Mogidonto. Each has its characteristics, enabling an increasingly diverse and assertive service to the public.

+ Learn more on [page 12](#).

3 Taking care of the sector

We believe that the sector still has a lot of opportunity for sustainable growth and value addition.

 Rebeca Silva
(Receptionist).



Smile is what unites us

At Odontoprev, we believe that a smile is a universal expression of joy and well-being: it opens doors, enchants, and says a lot in itself.

In line with our desire to awaken more and more smiles, we carried out a special launch in 2022 with the release of Odontoprev's proprietary song "Sorriso é o que nos une" performed by Diogo Nogueira.

The release was part of our 35th-anniversary celebrations.

The song addresses the importance of a smile, and Diogo Nogueira's interpretation translates the Brazilianess and lightness from Odontoprev.

+ See the music video for the song [here](#).



Purpose

Driving quality Dentistry.



Values

- A healthy ecosystem is one where everyone wins.
- Challenges are opportunities.
- Trust is built every day.
- Quality is not lip service.
- Evolving is our way of growing.

Our brands



Our operation serves the most significant number of beneficiaries, including:

- **corporate customers**, with personalized products;
- **SMEs**, with pre-formatted products;
- **and Individual customers**, through individual and family products offered by business partners and digital channels.

Odontoprev Offers coverage throughout the national territory with multidisciplinary service cells.

+ Learn more:
www.odontoprev.com.br/



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 has been part of Odontoprev's portfolio since 2018, offering a more accessible product, even for more complex treatments.

In 2020, it started an expansion process through which it began operating in Southeast states. It serves corporate and individual customers, focusing on offering essential dental services.

+ Learn more:
www.odontosystem.com.br/



In 2013, Banco do Brasil and Odontoprev created Brasildental, the company responsible for selling plans in the bank's service network.

It is present throughout the national territory. It has a team specialized in oral health and offers extensive support through different service channels.

+ Learn more:
bbdental.com.br/



Mogidonto, the operator of private dental care plans **based in Mogi das Cruzes (SP), acquired in 2021, operates in the operation, management, administration, and marketing of dental plans.**

In January 2022, Odontoprev's Extraordinary General Meeting (EGM) approved its incorporation into the Company, with authorization from the Brazilian Health Care Agency (ANS) and the Administrative Council for Economic Defense (Cade), according to current legislation.

Through the transaction, we also acquired **Boutique Dental**, a set of clinics to provide dental services, which operates primarily in serving corporate and individual customers of Mogidonto in the Alto Tietê region.

+ Learn more:
www.mogidonto.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 approximately 4 million corporate customers, small companies, and individual plans.

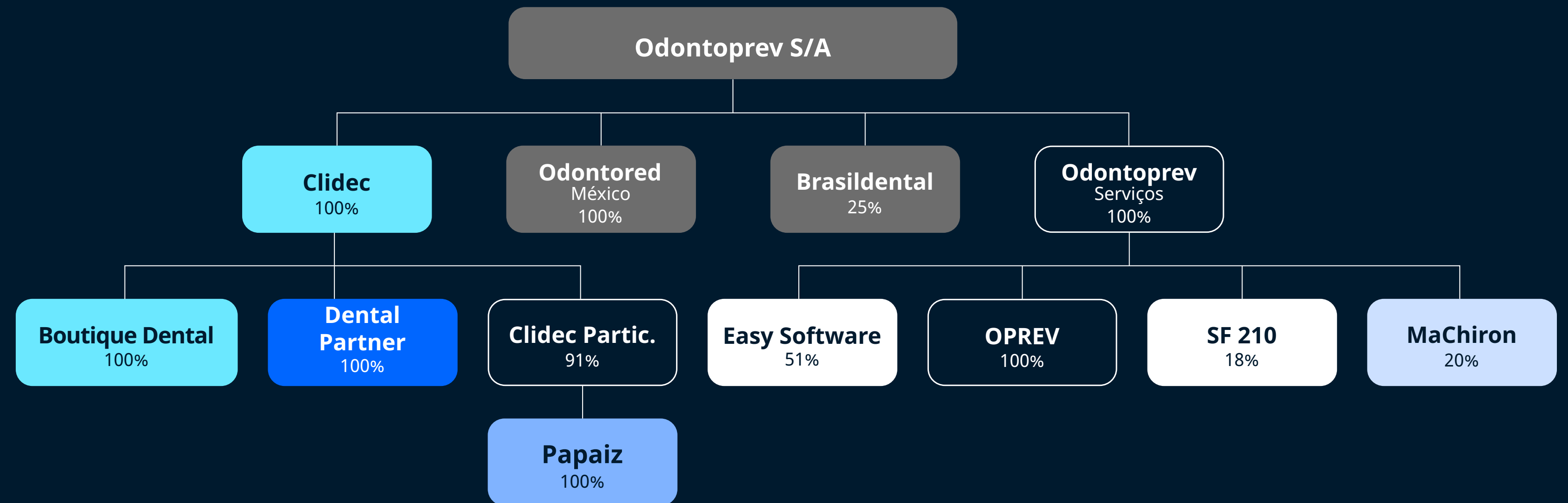
+ Learn more:
www.bradescoseguros.com.br/clientes/produtos/plano-dental



Prívian is our premium brand, created to unite quality, freedom, and excellence in high-end dental care for corporate customers.

It has an exclusive accredited network with the Prívian quality seal. It offers a differentiated solution, plans with special and exclusive services, and tools that allow total freedom of choice in using the benefit.

Other brands and businesses relevant to the dental chain are also part of Odontoprev. See our dental value chain below:

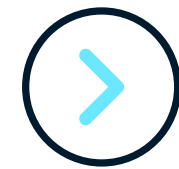


- Dental operator
- Dental materials
- Management software for clinics
- Applying AI and machine learning in clinical audit processes and IT
- Service Clinics
- Radiological imaging
- Other participations

+ Learn more:
www.privian.com.br/

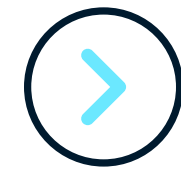
Acquisitions

GRI 2-2



In August 2022, we exercised the option to convert a loan into an equity participation of 10% of **MaChiron Desenvolvimento de Sistemas Ltda.**, which was signed in 2020. In addition, Odontoprev Serviços also made the acquisition of another 10%, bringing the total ownership of MaChiron to 20%.

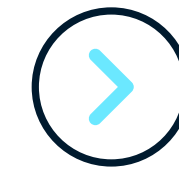
MaChiron is a healthtech founded in São Paulo in 2017 by Ph.D. researchers, specializing in integrating technologies by applying artificial intelligence (AI) and machine learning to develop innovative solutions in Dentistry.



In October 2022, we announced the purchase of the remaining shares of **Odontored**, the Company through which we operate in Mexico, intending to operate, manage, and sell dental plans.

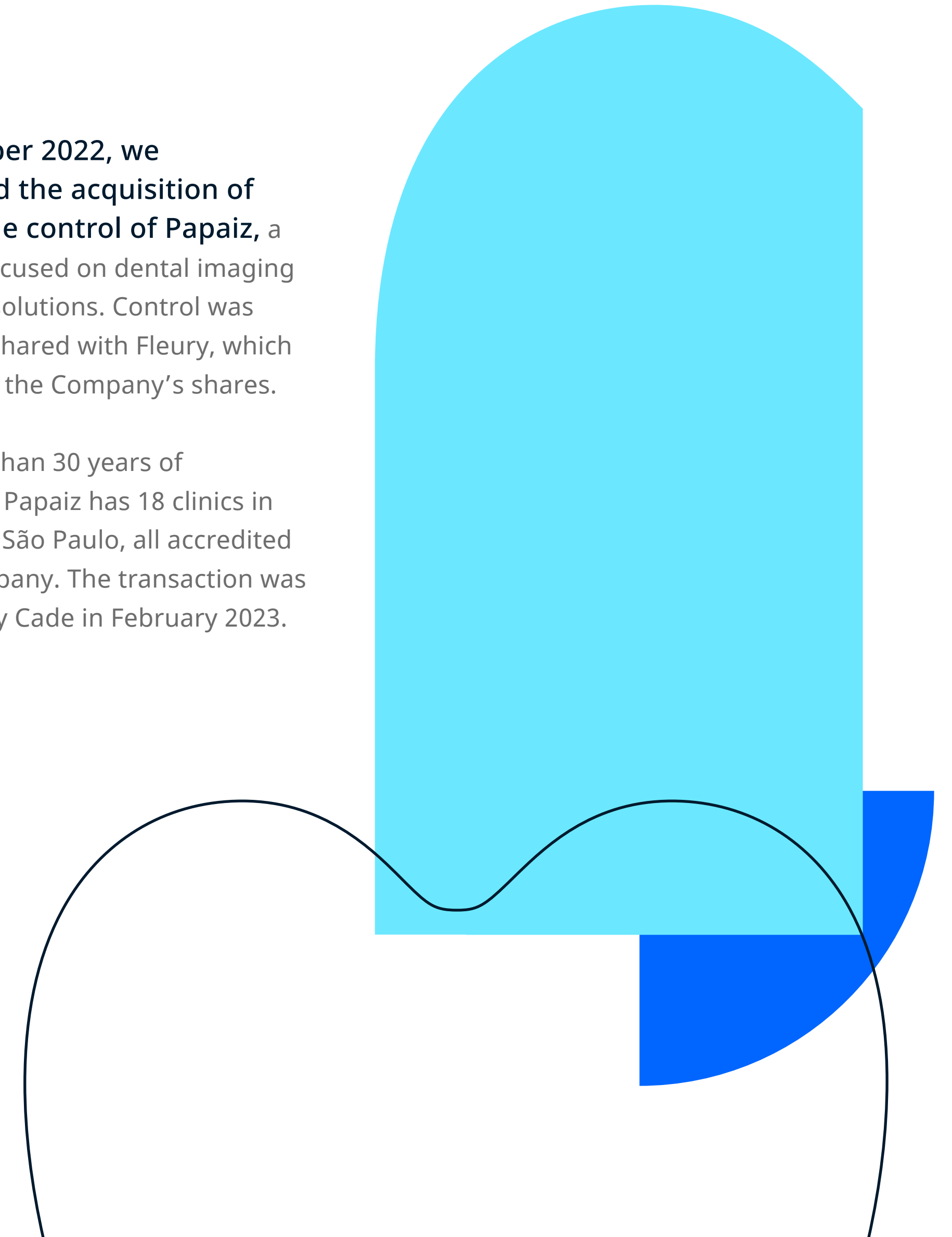
Through this operation, we also acquired all the shares of OPREV. This subsidiary provides specialized services related to accidents and illnesses and actuarial, financial, administrative, commercial, and risk management services.

Odontored was formed in 2009 in a joint venture with the Iké group, and in 2016, we took control of its operations. With the transaction, we now own all the shares of both subsidiaries in Mexico.

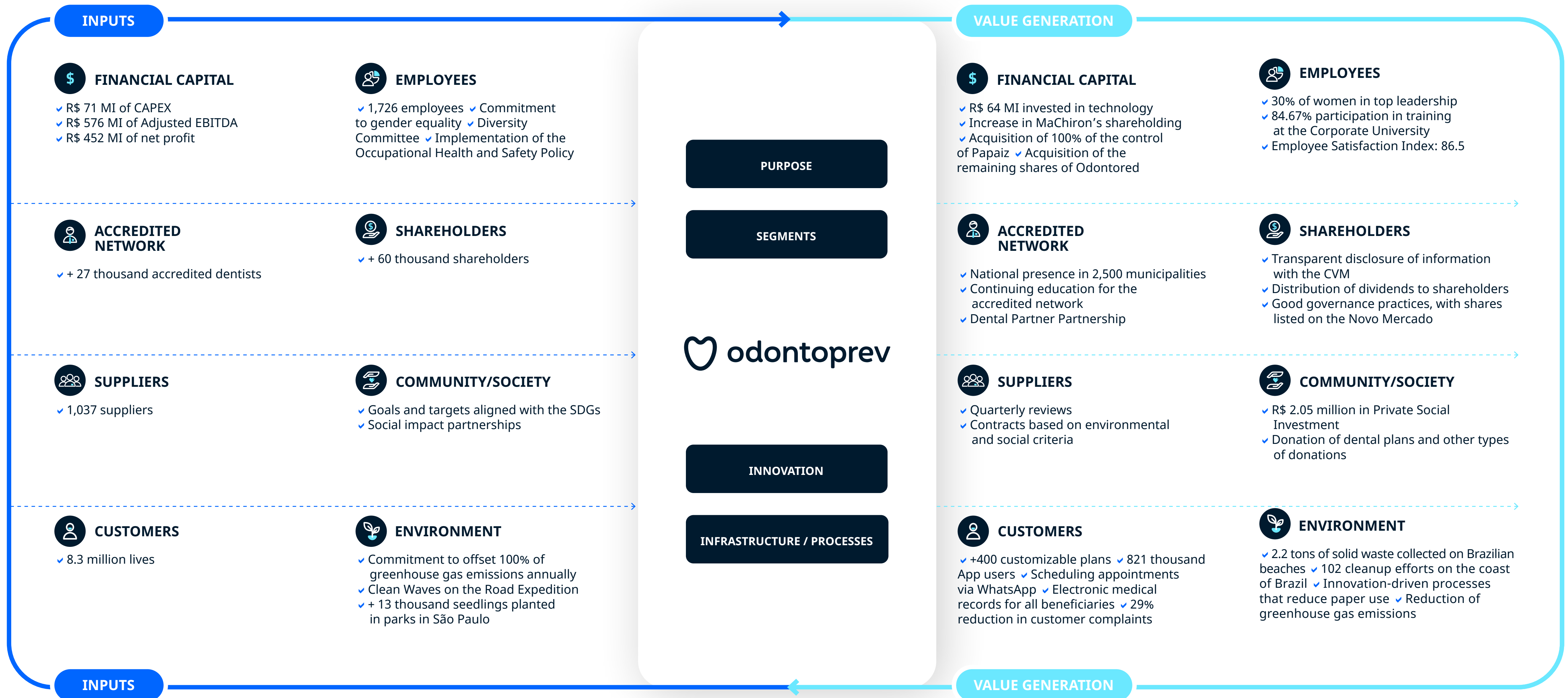


In December 2022, we announced the acquisition of 100% of the control of **Papaiz**, a company focused on dental imaging diagnostic solutions. Control was previously shared with Fleury, which held 51% of the Company's shares.

With more than 30 years of experience, Papaiz has 18 clinics in the state of São Paulo, all accredited by the Company. The transaction was approved by Cade in February 2023.



Business Model



Awards and Recognitions

Throughout 2022, our reliable performance, focusing on innovation and sustainability, was recognized through a series of awards, indexes, and rankings:

<p> Bloomberg Gender Equity Index (GEI):</p> <p> For the 4th consecutive time, we were part of the Gender Equality Index (GEI), which selects companies committed to a more egalitarian and inclusive work environment. To be part of the ranking, 484 companies based in 45 countries were selected, of which only 16 are Brazilian.</p>	<p> Best PMO Award</p> <p> For the 2nd consecutive year, our projects were recognized by the PMI PMO of the Year Award, organized by MundoPM Magazine. In this edition, we were finalists in the Corporate Project category with the <i>Cinco Estrelas</i> app, and the RPA project stood out in the Innovative Project category.</p>	<p> 25th Top of Mind HR Award</p> <p> For the 9th consecutive year and 20th time since the beginning of the award, we won the prize in the most remembered brand category in the Dental Care segment among Human Resources professionals.</p>	<p> 100+ innovators in the use of IT</p> <p> For the 3rd time, we were ranked one of the 100 most innovative companies in the use of technology in Brazil, a ranking organized by IT Mídia. The award intends to recognize companies that best use technology to carry out innovative projects, and we were awarded with a project that seeks to understand the diversity of customers of individual plans through artificial intelligence.</p>
<p> 5th Edition of the Municipal Seal of Human Rights and Diversity</p> <p> With the <i>Despertando Sorrisos</i> Project, we received the Municipal Seal of Human Rights and Diversity from the City of São Paulo in the Transversality category.</p>	<p> Best Southeast HR Award</p> <p> Odontoprev's Director of Human Resources, Rose Gabay, joined the list of Southeast's most relevant Human Resources professionals.</p>	<p> Época Negócios 360° Award</p> <p> We are among the leading companies in the Health segment in the annual Época Negócios 360 ranking, which elects the best companies in Brazil in different categories. 420 companies were evaluated according to the following criteria: innovation, vision of the future, ESG – Socio-environmental, ESG – Governance, people, and financial performance.</p>	<p> Great Place To Work (GPTW)</p> <p> The GPTW Index ranks companies considering the care of their employees. For this, companies undergo the Certification Program to recognize the organizations that value people the most.</p>

Corporate Governance

- 15. Governance Structure
- 20. Risk Management
- 22. Ethics and Integrity



Josiane Verônica da Silva Ferreira
and Talissa Jessana Pereira Zonta
(Executive Secretary).

Governance Structure

Panorama

GRI 2-9

Odontoprev has been a publicly traded company, since 2006, in the Novo Mercado segment of B3, aimed at companies that are committed to good governance practices.

Seeking to continuously ensure the generation of sustainable value, we adopted the governance practices recommended in the Code of Best Practice of Corporate Governance of the Brazilian Institute of Corporate Governance (IBGC) among other good practices adopted internally.

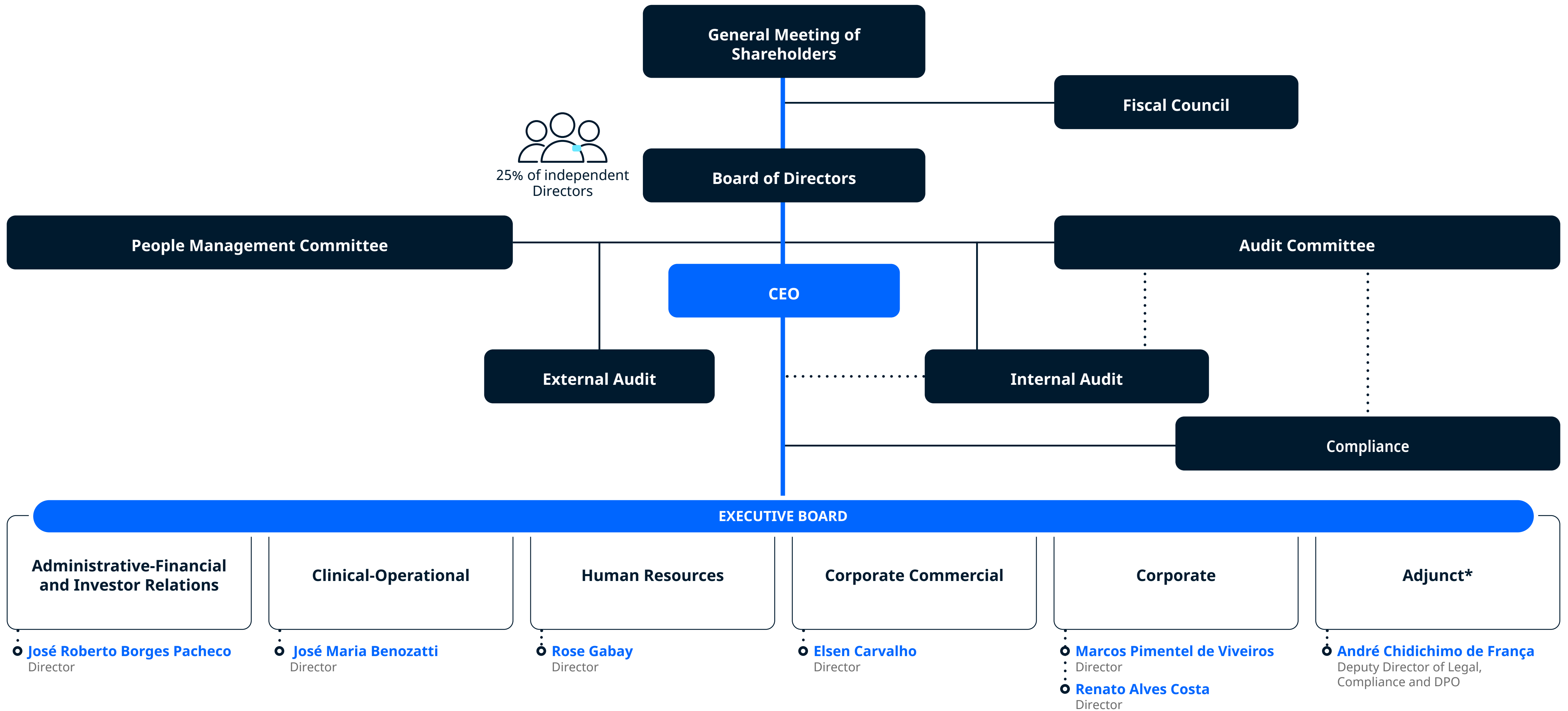
Best Practices

- ✓ **Professional and non-family management since its foundation**
- ✓ **Board without executive function**
- ✓ **25% independent BOD members (2 of 8)**
- ✓ **Internal Regulations for all management groups**
- ✓ **Distinguished CEO and Chairman of the Board of Directors**
- ✓ **Outsourced whistleblowing hotline**
- ✓ **Internal and External Audits**



Claudio Henrique Oliveira da Silva (Strategic Service Management) and Paloma de Carvalho (Marketing and Sustainability).





* Non-statutory

General Meeting of Shareholders

With the competence to decide on matters relevant to the business, the General Meeting of Shareholders focuses on essential topics for the Company's sustainability, growth, and continuity, such as capital increase or reduction, financial issues, mergers, and election of members of the Board of Directors and the Fiscal Council.

Board of Directors

[GRI 2-10](#) | [2-11](#) | [2-12](#) | [2-13](#) | [2-16](#) | [2-18](#) | [405-1](#)

Odontoprev's Board of Directors comprises eight effective members (two independent) and two alternates elected by the General Meeting. The term of office of Directors is two years, with the possibility of re-election. The Chairman of the Board of Directors does not have executive functions in the Company.

For appointing Directors, criteria such as diversity, independence, and relevant competencies for the impacts of the organization and for the performance of the Board and Committees, in addition to the balance of independent members, are considered. Directors are evaluated annually.

The powers and responsibilities of the Board of Directors are described in its *Internal Regulations* (only in portuguese). Among its

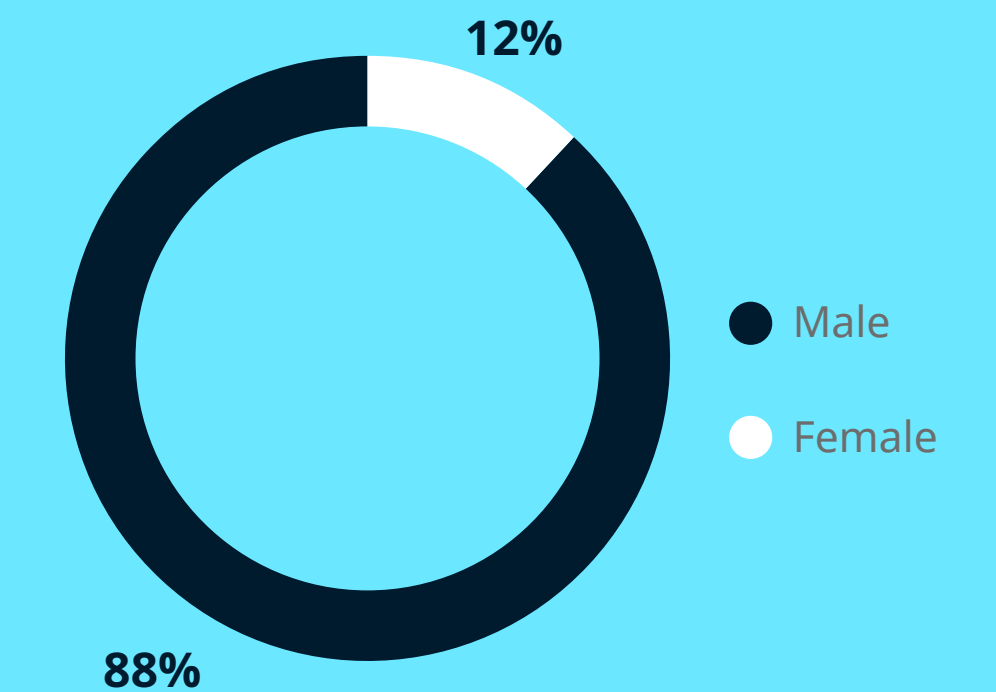
attributions are the establishment of general strategic and commercial policies, the election of executive officers, and the supervision of the management of each one of them.

The body is also responsible for preparing and approving the Purpose, Mission, and Strategy. Concerning risk management, the Risk Management, and Internal Controls department reports on the risk matrix to the Audit Committee and the Board of Directors.

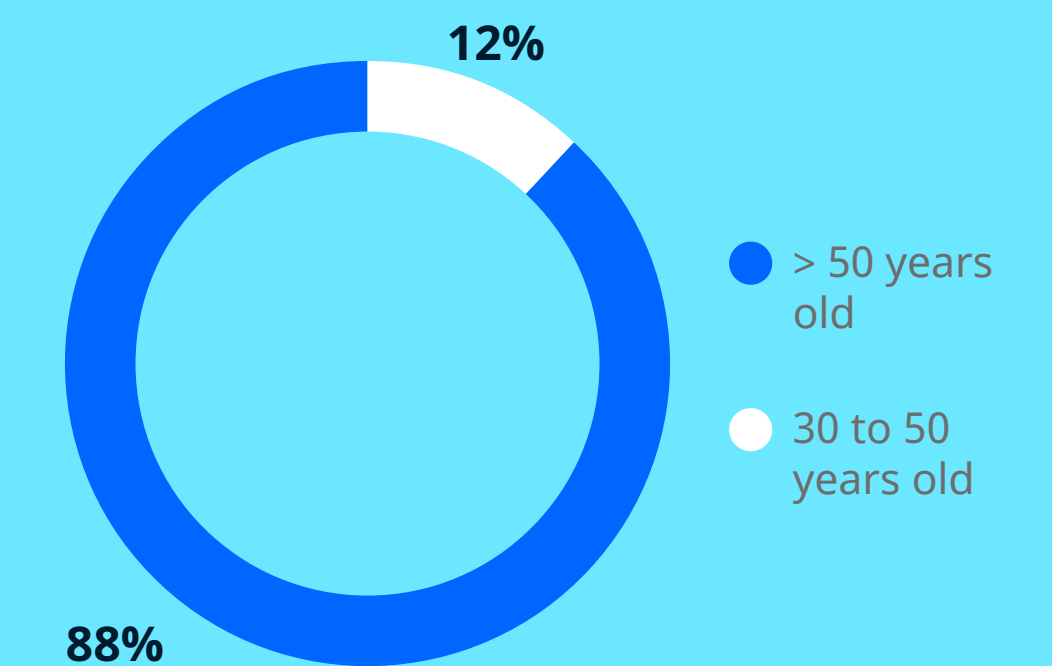
In addition, critical concerns and main points addressed in analyst reports are taken to Board meetings for reflection on strategy and business conduct.

The Board ordinarily meets once a quarter and, extraordinarily, when called by the Chairman or Vice-Chairman. In 2022, the Board of Directors met 17 times, with an average frequency of 95%, considering only effective members.

Composition of the Board of Directors, by gender



Composition of the Board of Directors, by age group



Executive Board

GRI 405-1

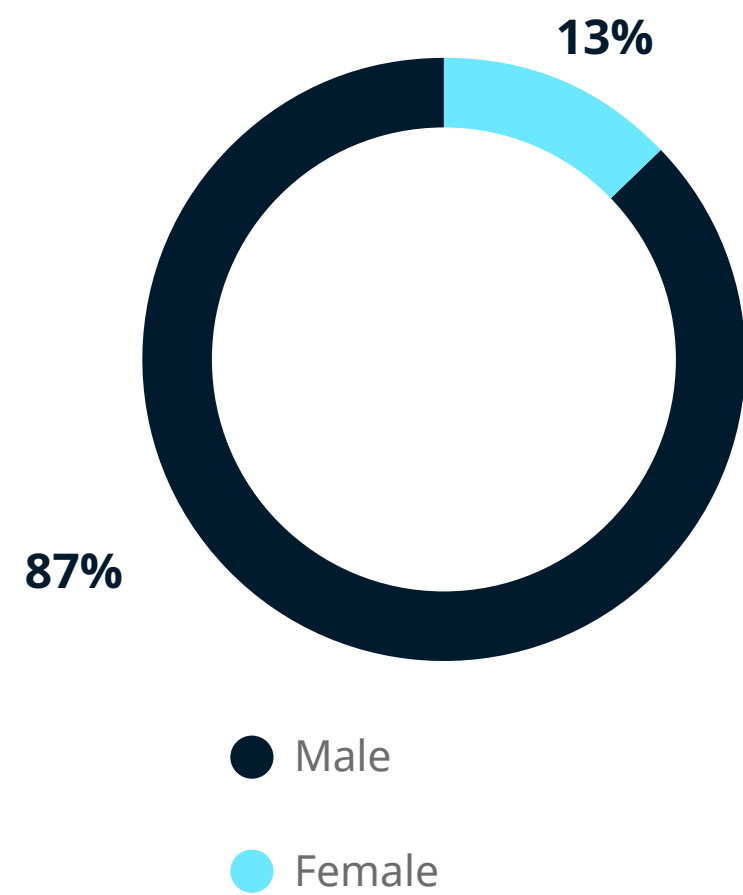
According to our Bylaws, our Executive Board is a body that may be composed of a minimum of four and a maximum of ten members.

All must be elected by the Board of Directors, with a unified term of two years and reelection permitted.

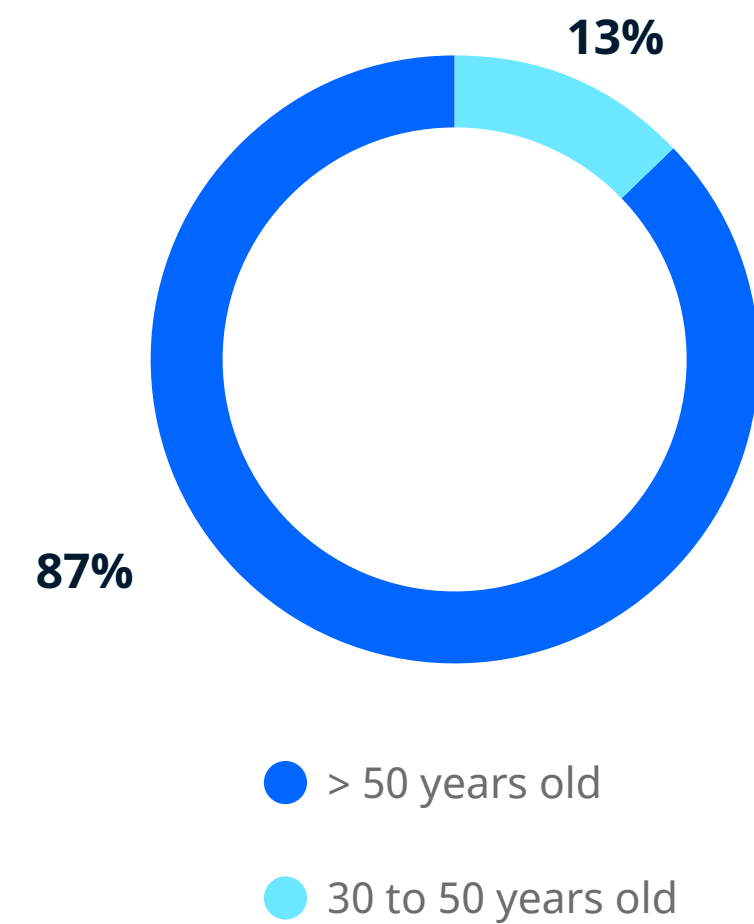
Currently, our Executive Board comprises seven statutory members and one non-statutory one.

The powers and responsibilities of the Executive Board are described in its *Internal Regulations* (only in portuguese).

Composition of the Executive Board, by gender



Composition of the Executive Board, by age group



Fiscal Council

Independent body from Management and External Audit. Its primary responsibility is supervising the administrators' acts, analyzing the financial statements, and reporting their observations to the shareholders.

The Fiscal Council is permanent, and each year's Annual Shareholders' Meeting must deliberate on its composition, elect members, and set the respective compensation following the law.

It is made up of three effective members and three alternate members.

+ To learn more about the duties and powers of the Fiscal Council, access its *Internal Regulations* (only in portuguese).

Audit Committee

Independent advisory body of the Board of Directors. It has an advisory and permanent character, acting to verify accounting information before its disclosure.

The Audit Committee meets ordinarily, quarterly, and extraordinarily, when necessary, by its own decision or at the request of any of its members.

It comprises three members, elected and dismissible by the Board of Directors, with a one-year term.

+ To learn more about the duties and powers of the Audit Committee, access its *Internal Regulations* (only in portuguese).

Personnel Management Committee

Independent body with consultative and permanent character, whose members have a one-year term. It is responsible for supervising and reviewing management compensation policies and practices and advising on their responsibilities for electing, evaluating, and dismissing the company's Directors, among other topics.

The Committee, which reports to the Board of Directors, meets, ordinarily, once a quarter and, extraordinarily, when called by the Coordinator or at the request of any of its members.

The Personnel Management Committee comprises three members, one of which is an independent director. To learn more about the duties and powers of the Personnel Management Committee, access its *Internal Regulations* (only in portuguese).

Compensation

GRI 2-19 | 2-20 | 2-21

The compensation of the governance bodies is governed by the Management Compensation Policy, which establishes a fixed and variable compensation, following market research carried out by an external consultancy, with the recommendation of the Personnel Management Committee and approval of the Board of Directors.

Fixed compensation refers to the monthly payment. The variable compensation includes the ICP (Short-Term Incentive), focused on the annual results of the company, individual and customer service cells performance, and the ILP (Long-Term Incentive), linked to the achievement of three-year goals, yearly paid. The variable compensation is also linked to the satisfaction surveys of the Company's stakeholders. We do not have a

retirement benefit.

To the Board of Directors and the Audit Committee, we pay only the fixed compensation related to the scope of their functions. There is no compensation distinction between its members.

The Executive Board is owed fixed compensation, ICP, ILP, and benefits following market practices and our policies. Audit and Personnel Management Committees members are compensated for their effective participation in meetings.



Ana Silvia Rosiello Trojbcz,
Roberto Aparecido Simada,
Myleide Karolaine Jesus
and Nadir da Silva Brito
(Implementation Team).

Risk Management

GRI 2-12

By the Internal Policy on Corporate Governance, Risk Management, and Internal Controls, Odontoprev's risk management seeks to ensure the establishment and availability of processes, methodologies, and tools to identify, categorize, measure, treat, and monitor exposures to emerging and current risks, enabling the Company's managers and administrators to identify and learn about the principal risks of their activities, and adopt the necessary treatment measures, thus keeping such risks within acceptable tolerance levels.

After identifying a risk, its categorization and measurement are carried out from the point of view of impact. The most relevant are discussed with the Executive Board, the Audit Committee, and, if necessary, the Board of Directors. A probability and impact matrix defines the criticality of each identified and categorized risk.

Among the necessary risk treatment measures is the definition of action plans by the Company's managers and administrators. The action plans describe the actions for improvements or corrections that will be adopted, in addition to defining the deadlines and those responsible for implementing such actions.

The Compliance, Risk Management, Internal Controls, and Information Security and Data Privacy departments are part of the Company's second line of defense and support managers and administrators in defining action plans and periodically monitoring the implementation of these measures.

Every risk identified, categorized, and measured is reported to the Company's Risk Matrix through a risk management computer system. This matrix is constantly

updated through self-assessment processes, assessments carried out by the second line of defense departments, internal auditors, independent auditors, and regulatory and supervisory bodies, and when implementing action plans.

The Company's management monitors the Risk Matrix and the evolution of action plans.

Equally important, Odontoprev's risk management includes awareness and training programs for managers and administrators on the culture of corporate risk management through educational actions of various formats and complexities.

Following the rules of the Securities and Exchange Commission (CVM) and Novo Mercado, in 2022, the Company's Governance Secretariat was created, a structure linked

to the Legal department and aligned with all bodies. The Governance Secretariat meets internal demands related to providing corporate documents, information on the internal governance structure, filling out forms/questionnaires, opening/closing branches, policy approvals, support for clarifying questions on corporate, secretariat and the entire corporate governance environment, among others.



Business Risk Category



Strategic



Image



Legal



Market



Subscription



Credit



Liquidity



Operational

Cybersecurity and GDPR

[GRI 3-3 | DATA PRIVACY AND SECURITY | 418-1 |](#)
[SASB HC-DY-230a.2 | HC-DY-230a.3 | HC-DY-230a.4](#)

Since enacting the Brazilian General Data Protection Act (GDPR), Odontoprev has directed particular attention to information security, privacy, and data protection. In this sense, in 2022, we revised and republished our *Privacy Policy*, in addition to having other policies and internal rules that establish guidelines, requirements, and assertive controls for the proper security of information, as well as for the treatment of personal and sensitive data of our customers.

We have a team of employees dedicated to information security and data protection, who report hierarchically to the Data Protection Officer (DPO) and functionally to the Information Security and Data Privacy Commission, a collegiate body formed with members of senior management.

In addition, we have a *Privacy Portal* where we provide more information about the privacy and data protection of our customers and beneficiaries, enabling data subjects

to exercise their rights guaranteed by applicable regulations.

All processing activity involving personal data is documented in a Company inventory, which includes: the type of personal data, treatment methodology, collection points, possible shared use, international transfer, and the retention period necessary to achieve the purpose of determined treatment. Our goal is to ensure the protection of this data and the safe and effective management of information, records, and history of beneficiaries and investor data.

When strictly necessary, data sharing will only be carried out with entities that have an active contract with Odontoprev and are approved in the due diligence process of partners and suppliers.

The processing of information and personal data is based on the concepts of minimum privilege, segregation of functions, and minimization of information strictly necessary to achieve the determined purpose of treatment and only for the period required to achieve such a goal.

We have an Information Security Risk Policy, in addition to the Incident Response Plan, so that all departments of the Company understand the risks related to the topic and the procedures to be followed in the event of an incident.

Throughout 2022, our guideline control and assessment processes grew in maturity. We invested in an independent assessment of information security, privacy, and data protection, on an annual basis. We also reviewed all our policies related to the topic and our *Code of Ethical Conduct* to ensure privacy and data protection guidelines.

As a result of all these efforts, we have not registered any complaints regarding privacy violations and loss of customer data, nor have we had any losses resulting from legal proceedings associated with this topic.

Ethics and Integrity

GRI 2-23 | 2-24 | 3-3 | TRANSPARENCY AND ETHICS

Ethics should guide our day-to-day decisions and behavior in the face of the dilemmas and complexity of today's world.

This commitment is established in our Code of Ethical Conduct. It is a practical guide for the personal and professional conduct of all our administrators, employees, interns, partners, and suppliers of goods and services at Odontoprev in their daily interactions and decisions.

The document establishes that Odontoprev does not tolerate any criminal act or contrary to the laws and regulations in force, in addition to providing that our actions must be guided by the following:

- ✓ 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.

We have the Term of Ethical Conduct, which must be signed obligatorily by all employees, suppliers, and partners who declare knowledge of the document and undertake to comply with its guidelines.

In addition, we have the Anti-Corruption and Other Illicit Acts Policy, which reaffirms our commitment to repudiate acts of corruption and other illicit acts, including fraud, and promote compliance with current legislation on the subject.

Concerning combating money laundering and other frauds, the Finance Department has a process in which it monitors and evaluates suspicious payments, maintaining periodic reports for monitoring by the Compliance department in compliance with regulations on the subject.

In 2022, the Code of Ethical Conduct and the Anti-Corruption and Other Illicit Acts Policy were revised in line with current regulations and good practices.



In January 2023, Odontoprev became a signatory to the Business Pact for Integrity and against Corruption of the Ethos Institute, a voluntary commitment assumed by private and public companies intending to unite to promote a more open and ethical market and reduce different corrupt practices.

Conflict of Interests

GRI 2-15

Odontoprev employees and leaders must avoid situations in which their actions may be influenced by personal interest and conflict with the interests of the Company or our customers, partners, suppliers, and shareholders or may cause damage to the image and reputation.

In this sense, issues related to conflict of interest are addressed in the *Code of Ethical Conduct* and the *Policy for Transactions with Related Parties of the Company*.

Integrity Program

GRI 3-3 | TRANSPARENCY AND ETHICS | 205-1

In line with our commitment to ethics and the fight against corruption, we maintain an Integrity Program consisting of mechanisms, procedures, and policies aimed at analyzing, preventing, detecting, reporting, and remedying deviations, frauds, irregularities, and illicit acts, mainly, against the public administration, national or foreign.

Concerning monitoring, in 2022, Odontoprev had 100% of its operations submitted to risk assessments related to corruption through the Compliance Risk Assessment, and no risks associated with the subject considered significant were identified.

We also have the Compliance Program, which focuses on ensuring compliance with regulatory standards and internal processes, and has an annual schedule approved by the Compliance Officer. The program includes internal and external communications, updating and monitoring training, and preparing documents that strengthen the Company's position on integrity.

In this sense, we have Ethical Conduct booklets for specific audiences, such as the accredited network and suppliers, and materials focused on the relationship with public agents.

We also carry out training and communications related to Compliance risks, which seek to promote the theme and develop administrators and employees, enabling them to identify and deal with ethical dilemmas and operationalize the application of laws and regulations in force.

All Odontoprev administrators and employees must undergo mandatory Compliance and Ethical Conduct training. In 2022, training was updated and made available on the Company's teaching platform, the "Odontoprev University."

Among the main training sessions carried out in 2022, we can mention:

- ✓ **Compliance Training:** carried out in face-to-face models, via videoconference, or via a teaching platform; it is mandatory for all employees and administrators;
- ✓ **Ethical Conduct Training for employees and administrators:** carried out via a teaching platform, the training is available at Odontoprev University. It is mandatory for all employees and administrators, valid for two years for renewal. By March 2023, 1,616 employees had completed the course, representing 93% of the overall staff;
- ✓ **Ethical Conduct Training for Brokers:** carried out via a teaching platform, it was prepared in partnership with the Commercial area and made available to all brokers and intermediaries.

Anti-Corruption Policies and Practices

 **100%**

of employees
communicated



73%

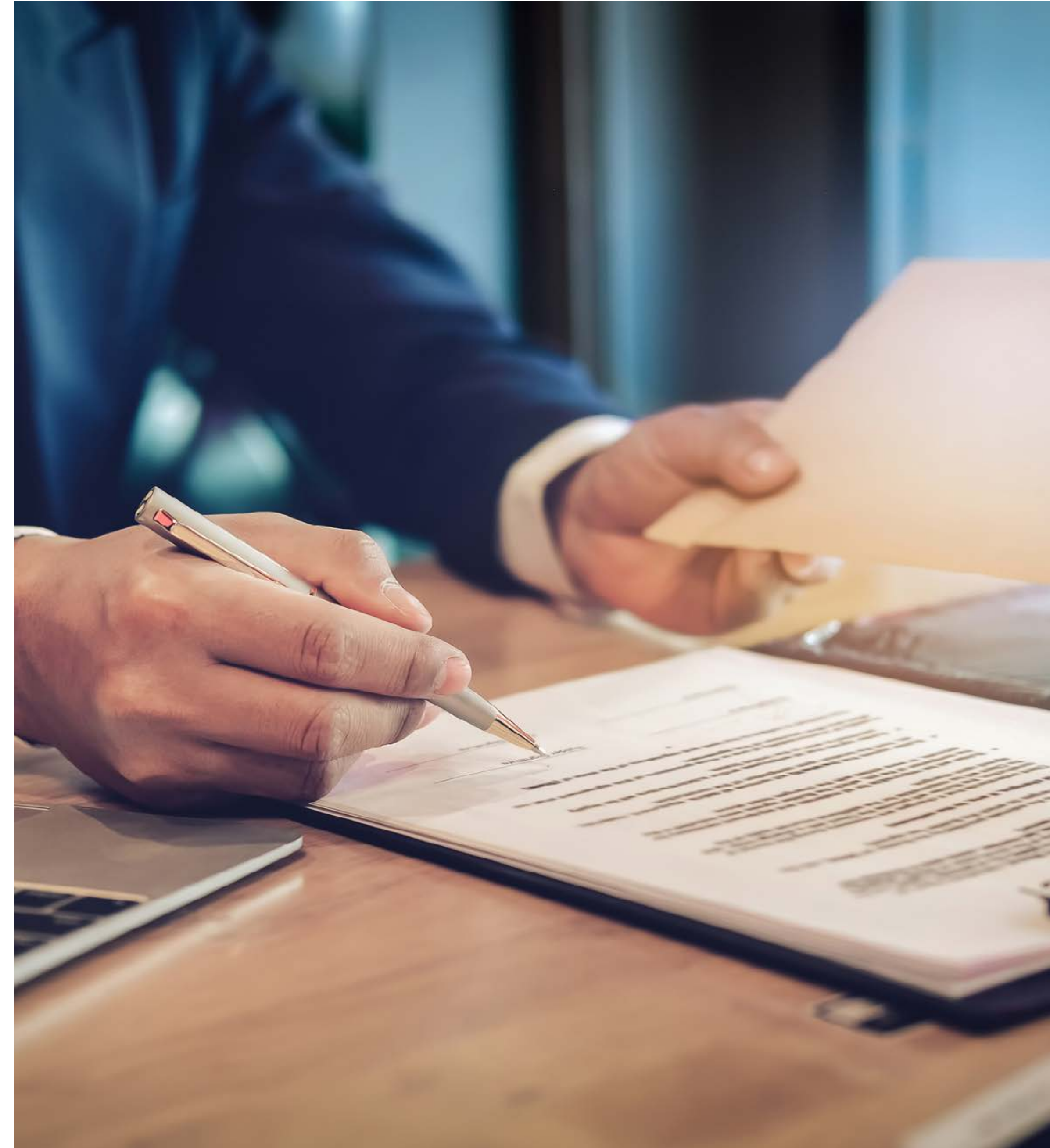
of employees trained

The management of training that is part of the Integrity Program is carried out in partnership with the Compliance and Training departments (Human Resources).

In 2022, we held the first edition of Compliance Week, with a week dedicated to disseminating the Compliance Program, integrity, compliance culture, and ethical conduct.

Among the actions carried out, we highlight the following:

- ✓ **Lecture for Board of Directors and guests:** With themes of Compliance and Ethical Conduct in the scope of ESG.
- ✓ **Announcements:** During the week, announcements were made on the main topics of Compliance and our Control departments (Information Security and Data Privacy and Risk Management and Internal Controls).
- ✓ **Coffee with Compliance:** Event jointly with the departments of Information Security and Data Privacy, Risk Management, and Internal Controls, with the participation of 172 employees of the Company.
- ✓ **Compliance Quiz:** Interactive quiz on the topics covered in the week's communications and discussed during the "Coffee with Compliance" event. From the answers, the employees with the best score were awarded.



Ethics Channel

GRI 2-26 | 406-1

As part of the Integrity Program, Odontoprev encourages all its employees to report any suspected irregularity in the work environment or non-compliance with the Code of Ethical Conduct, laws, or internal rules.

For this, we have the Ethics Channel, open to all our audiences – administrators, suppliers, shareholders, beneficiaries, accredited network, partners, and external public. It is a secure means of communication that guarantees anonymity (if the person so desires), protection, and non-retaliation to the reporters.

The Ethics Channel is managed by the Company's Compliance department, responsible for coordinating the investigation of all whistleblowing received and that have evidence of authorship and materiality.

Whistleblowing is analyzed formally, and the necessary measures are taken impartially. After being verified, the whistleblowing is evaluated by the Investigation and Ethics Committee, and, if necessary, recommendations for improvements in processes are issued, and sanctions against transgressors are applied. The committee reports to the Company's CEO. Periodic presentations are also made on the Ethics Channel to the Audit Committee.

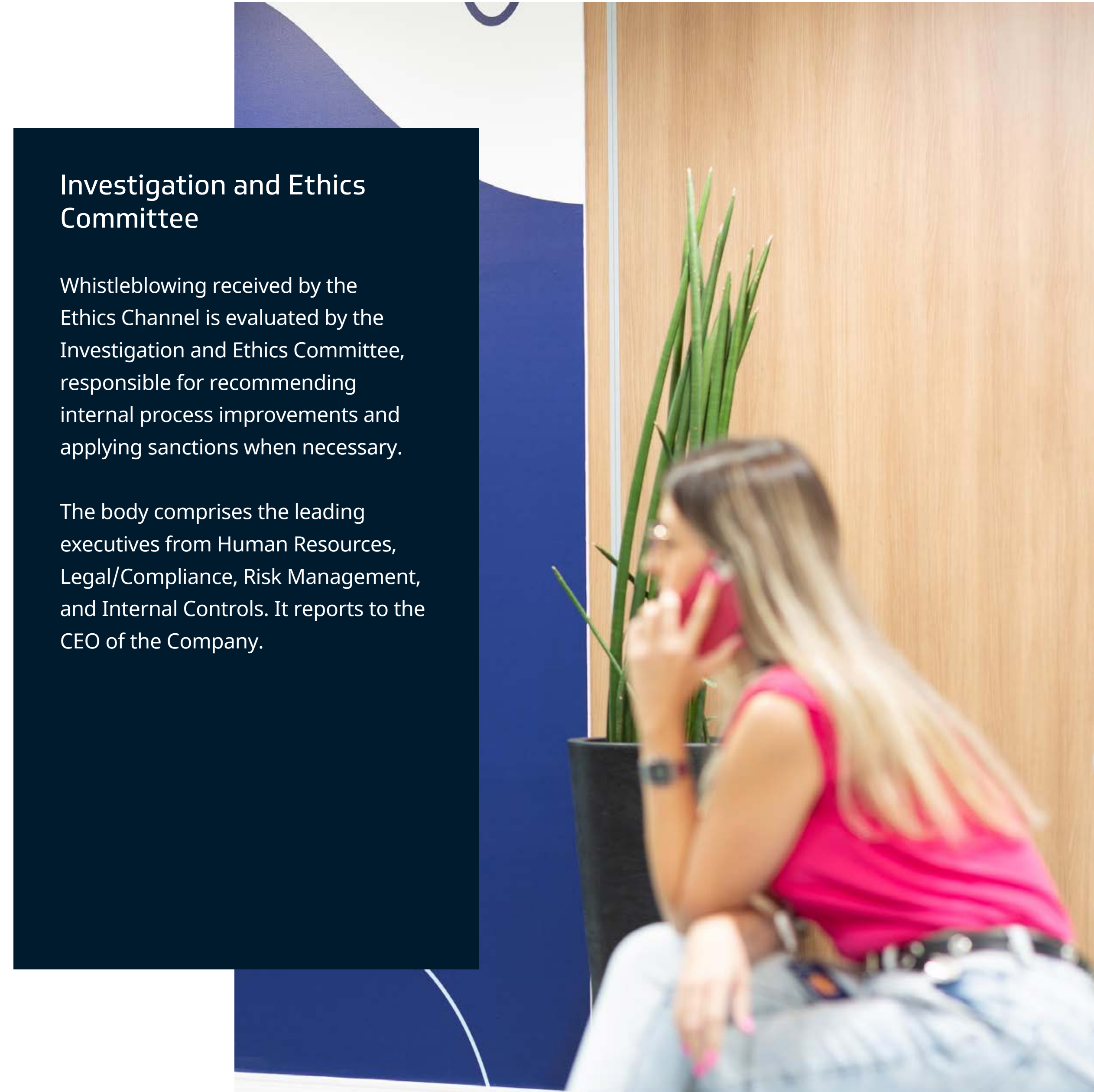
+ **Complaints can be made through the *institutional website*.**

In 2022, 100% of discrimination-related allegations or whistleblowing were investigated, and applicable corrective measures were adopted.

Investigation and Ethics Committee

Whistleblowing received by the Ethics Channel is evaluated by the Investigation and Ethics Committee, responsible for recommending internal process improvements and applying sanctions when necessary.

The body comprises the leading executives from Human Resources, Legal/Compliance, Risk Management, and Internal Controls. It reports to the CEO of the Company.



Strategy



**A odontologia
pode ser mais.**

- 27 Competitive Advantages
- 30 Innovation
- 35 Sustainable Development

Strategy

To put into practice its Purpose of boosting quality dentistry, Odontoprev has a strategy designed to conduct business in the short, medium, and long term, focusing on consolidating leadership in the dental plans sector in Brazil, generating attractive rates of return for its shareholders.

The main elements of the strategy are:

- ✓ **Exclusive focus on dental plans:** we focus all our resources and efforts on just one activity. Allied with our specialized management, this gives us a deep knowledge of the market, maximizing the quality and reliability of the services we provide, essential factors for the success of our business. Additionally, we were able to benefit from the unique characteristics of this sector, such as lower individual costs compared to medical-hospital plans and greater predictability of dental treatment events.

- ✓ **Presence throughout the value chain:** obtaining economies of scale, cost efficiency, maximum quality, and reliability of the services provided are essential factors for the sustainability of the business.

- ✓ **Multiple vectors of growth and value addition:**

- **Inertial growth:** due to new members' free membership and corporate customers' growth.
- **Organic growth:** through its own sales team, external brokers, and digital sales channels.
- **Selective acquisitions:** observing the potential for synergy and the level of value addition in the dental plan ecosystem.
- **Commercial partnerships and new distribution channels:** opening access to markets with low penetration of dental plans and a high potential for expansion.



Awards received in 2022.



Competitive Advantages

Odontoprev is the largest network of dental plans in the country, focused on taking care of the smile of Brazilians, dentists, and the sector. For this, we invest and use the best tools to deliver the best service, with increasing quality, trust, and integrity, to our beneficiaries.

For the sustainability and continued growth of the business, we must have a diversified and not concentrated customer portfolio, with a focus on corporate and non-corporate

customers. This way, our customers offer us an attractive combination of scale and growth prospects.

We present below these and other differentials that make the Company the number one operator in dental plans in Brazil. As a result of this work, we were elected "Top of Mind in Human Resources" 20 times among professionals in the Dental Assistance Agreement category.



Technological proprietary platform

Allows the assessment of images and electronic documents of treatments performed by the accredited network. The system aims to offer the best service to its beneficiaries, ensuring that the patient receives a quality service following the best dental practices.

Our proprietary technology platform allows us to:

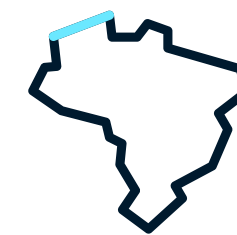
- ✓ **manage logistics and the relationship** with our Accredited Network;
- ✓ **monitor the performance** of each dentist
- ✓ maintain an **electronic medical** record for each beneficiary;
- ✓ monitor the **oral health history of our beneficiaries** and their relationship with our Company;
- ✓ carry out **proactive management** of the clinical and behavioral risks of associates and dentists;
- ✓ **closely monitor** the quality of services provided;
- ✓ **review all procedures** performed;
- ✓ **control the actuarial behavior** of our customer portfolio, keeping the loss ratio at adequate levels; and
- ✓ **risk management** through fraud control.

Processes are conducted by specialist dentists, focused on analyzing and supporting the network's work. The Company also relies on the Digital Convergence sector, which computerizes all images sent over the network using internally developed digitalization equipment.



Wide accredited network and service capillarity

We have a vast qualified nationwide network available to our beneficiaries. We have more than 27,000 professionals from various specialties who follow the high-quality standard established by Odontoprev, which is digitally monitored.



Distribution channels throughout Brazil

Our dental plans are sold through various channels, including direct teams, independent brokers, an online channel, and partnerships with department stores, medical associations, and health plans. This facilitates corporate, SME, and individual customer access to Odontoprev and its brands.

Multiple distribution channels, throughout Brazil



Direct sales
Own team



Exclusive Banking
Platforms

 bradesco  BANCO DO BRASIL



Independent brokers



Internet



Department store
partnerships

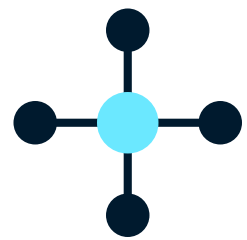


Medical Organizations
and Healthcare Plans



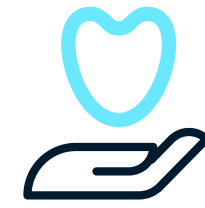
Exclusive banking platforms

In addition to the various distribution channels, Bradesco (our shareholder) and Banco do Brasil also use their platforms as sales channels for Odontoprev dental plans under their respective brands (Bradesco Dental and Brasildental). This allows us to further increase the national distribution capacity of our product.



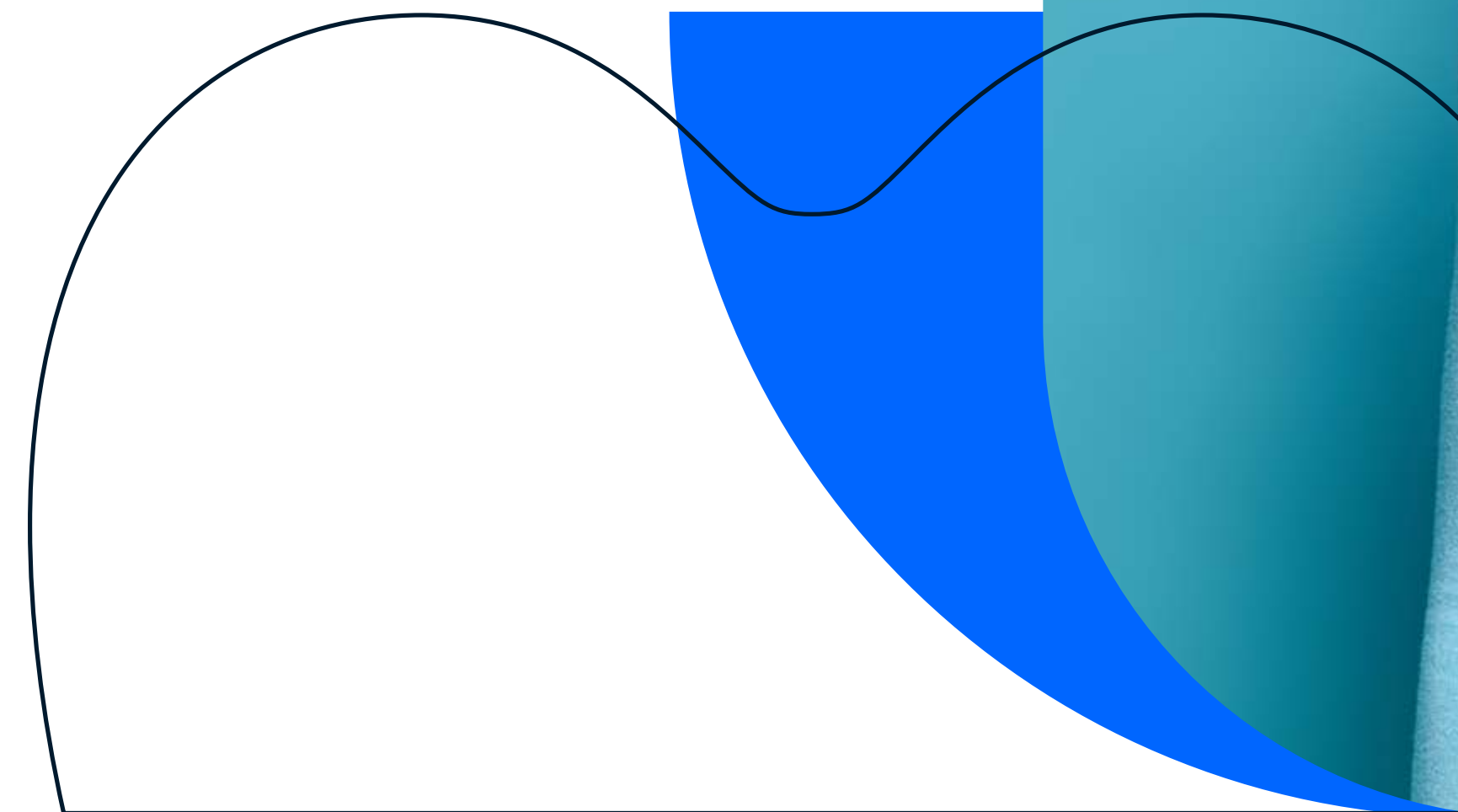
Diverse and high-quality product portfolio

We can offer various personalized and quality dental plans and meet our customers' different needs. We offer more than 400 plans with more than 100 benefit structures, which allows us to attract companies and associations of all types and sizes through an adequate cost-benefit ratio.



Performance of the non-corporate segments

Although Odontoprev was created to meet the needs of the corporate market, since 2011, we have made plans available for small and medium-sized companies and individual customers. This group, called "non-corporate," represents better profitability than the corporate customer, and its share within our membership base and revenue has been growing over the years.



Innovation

GRI 3-3 | TECHNOLOGY AND INNOVATION

As a company that believes in the power of technology, innovation, and creativity, Odontoprev always seeks to align itself with the main changes in society and the needs of beneficiaries, approaching innovation as a means to leverage and achieve essential results in the dental market.

In this sense, some of our main challenges are to promote and strengthen the culture of internal innovation, innovate in products, processes, and services, and promote innovation in favor of greater sustainability and customer satisfaction.

For this, we have an Innovation department responsible for analyzing market trends and behavior and supporting decision-making within the Company.

One of our focuses is the evolution of the technological systems used to promote the digital inclusion of the accredited network and beneficiaries, including digital transformation strategies, such as the use of applications and tele-guidance.

The evolutions in our proprietary technological platform ([learn more on page 28](#)) result from these efforts, promoting better service to beneficiaries and in the relationship with dental surgeons.

Throughout 2022, we intensified our processes and invested in artificial intelligence and machine learning through our health tech MaChiron ([learn more on page 11](#)). One of the objectives is to improve and automate internal processes, making the Company more efficient and helping to combat fraud.

Our focus on the subject is evident when we note that 90% of Odontoprev's CAPEX is directed towards innovation and technology projects.



These investments' results are evaluated at two stages of the project: three months before its closure and at the end of twelve months when the Measurement of Value is carried out. The presentation of these results is held annually at the Value Generation Event (learn more on page XX), in addition to being included in an e-book released with the projects of the year and the best in each category, which will be released internally in 2024. Our mission is to care for our investments, which is why we have our own framework to optimize the allocation of these resources, reducing waste and maximizing results through a healthy, people-centered environment.

Beyond our internal horizon, we seek to promote open innovation, which aims at the collaborative development of the innovation ecosystem based on connections with other corporations and startups.

For employees, we have Inova 360, our monthly newsletter on innovation. In addition, we have the Innovation Trail and monthly meetings with external guests to address innovation-related issues.

Over the following few pages, find out our top programs and initiatives in innovation.

Innovation incentive programs

OdontoPitch

The program focused on intrapreneurship, through which employees can present ideas for innovative projects, individually or in groups. The initiative has meetings, workshops, and awards to engage the team. In the 2021/2022 cycle, the program gained a new methodology, with the possibility of investments to implement the innovative ideas presented.

Resin Lab

Our experimentation and open innovation laboratory aims to connect the areas to startups that can help solve their challenges and meet new opportunities. In this way, the process begins with validating hypotheses through quick tests and then evaluates the scale of the

solution. In 2022, 33 connections were made with startups in the ecosystem, and we structured three trials.

Value Generation event

The Value Generation event takes place annually to disclose the results of all innovation and technology initiatives and projects carried out in the Company, celebrate achievements, reflect on lessons learned, and promote recognition of outstanding teams and projects. As part of the event, we held a debate panel involving renowned people from the market.



♥ Erika Aparecida Melo Domiciano, Mariana Andrade de Souza, Cristiano de Moraes, Felipe Anderson Anacleto da Silva, Rodrigo Faria de Carvalho and Matheus Távora de Miranda Jacobini (Project Office Team).

In 2022, we had the direct involvement of 200 employees. We presented 33 completed projects in Value Generation, which involved the participation of 21 teams.



Hackadonto

The Odontoprev Innovation and Creativity marathon had its first edition in 2022. It aims to idealize, develop, and prototype solutions for our day-to-day challenges by focusing on different professional profiles inside and outside the Company. In 2022, six ideas were presented, which generated connections with startups and directions for internal departments to apply the solutions in operation.

+ Watch the video of the event [here](#).



Gabriel de Deus Rocha, Vanessa Ferreira de Jesus and Fernanda Bachman (Innovation Team).

Innovative projects

Online dentist

Our communication portal with the dentist, by video call or message, to answer questions and provide guidance on dental procedures in real-time. Implemented during the pandemic in 2022, it underwent an update process to become more efficient and, above all, more accessible to people who are not as keen on apps and technology.

Assistance to beneficiaries

We continue to invest in omnichannel service, enabling customers to decide at any time which is the best way to communicate with the Company. In this sense, we progressed throughout the year in channels such as the beneficiary application, the Call Center, the Beneficiary Portal, and service via chatbot.

Connection with startups

In 2022, we partnered with the startup Nuvidio, which offers a video service and video commerce solution. The platform helps us improve management and customer experience. For the agency area, the tool brought more management and the possibility of using data for the operation. For customers, it delivered a humanized service on a reliable and easily accessible platform.

Robotization

In recent years, Odontoprev has started to invest in robotization to add value to the operation in the sense of automating procedural and repetitive flows, especially those that require speed and precision.

The Company uses the Robotic Process Automation (RPA) system, and in 2022 we adopted more than 50 new robots, which enabled us to automate 5,700 hours of activities in 24 areas of the Company.

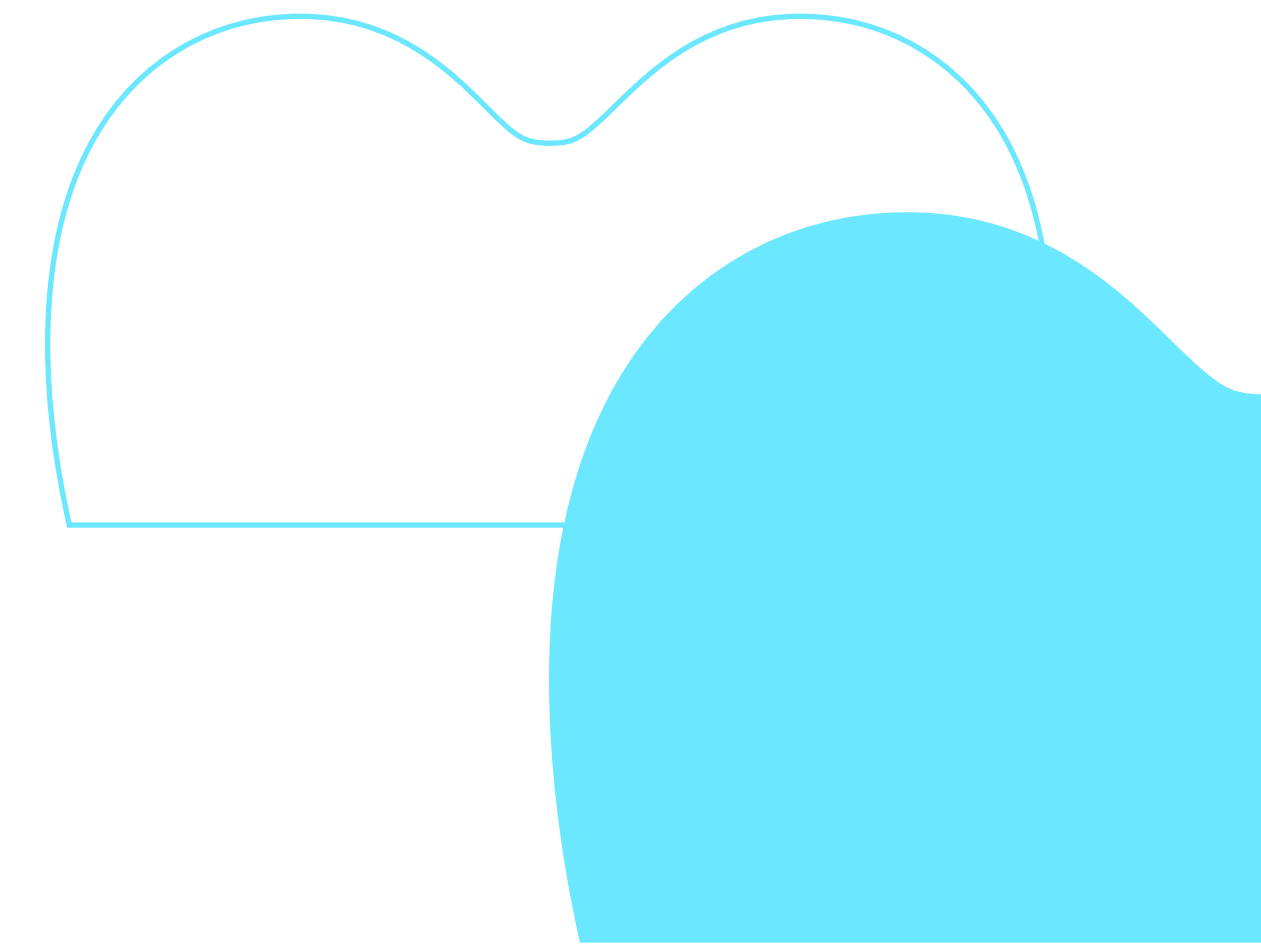
Member Get Member

Along the lines of “indicate and win,” the program was created based on OdontoPitch ([learn more on page 31](#)). The initiative allows Odontoprev employees to indicate a plan to their acquaintances via the application, with a return for each converted life. For each conversion, the person who nominated receives points to exchange for benefits on the Liveloo platform. Until February 2023, we had the participation of 90 employees and 61 nominations.

Digital Guides

Currently, our Digital Dental Records (GTO) can be made 100% digitally through our application. In addition to being practical and agile, this process helped us save money on graphic printing, postage of correspondence to clinics, and storage. In 2022, 61.4% of GTOs were sent digitally, corresponding to more than 2 million guides in the year.

In addition to facilitating the Company’s daily routine, the Online Request (SOL) for Radiological Examinations and the Digital Dental Records also bring other benefits. These are processes that, in digital format, avoid printing, contributing to the economy of paper and, consequently, collaborating with reducing CO₂ emissions in the atmosphere. In 2022, we recorded more than three million online exam requests.



Digital Guides

	2022				2021				2020			
	Exam requests	%	Savings on sheets of paper	Trees saved	Exam requests	%	Savings on sheets of paper	Trees saved	Exam requests	%	Savings on sheets of paper	Trees saved
System	1,086,973	28.6%	543,487	25	1,080,838	36.7%	540,419	25	954,648	46.0%	477,324	22
Digital GTO	2,334,823	61.4%	2,334,823	106	1,574,360	53.5%	1,574,360	72	820,740	39.6%	820,740	37
Total	3,421,796	90.0%	2,878,310	131	2,655,198	90.2%	2,114,779	97	1,775,388	85.6%	1,298,064	59

Note: Sheets of paper and trees were saved by sending documents via the system and digital GTO.

Everest

The project aims to carry out the systemic migration of ERP Odontoprev to Oracle ERP Cloud. With this change, we started using a more technologically modern solution with artificial intelligence, digital assistants, and intelligent automation.

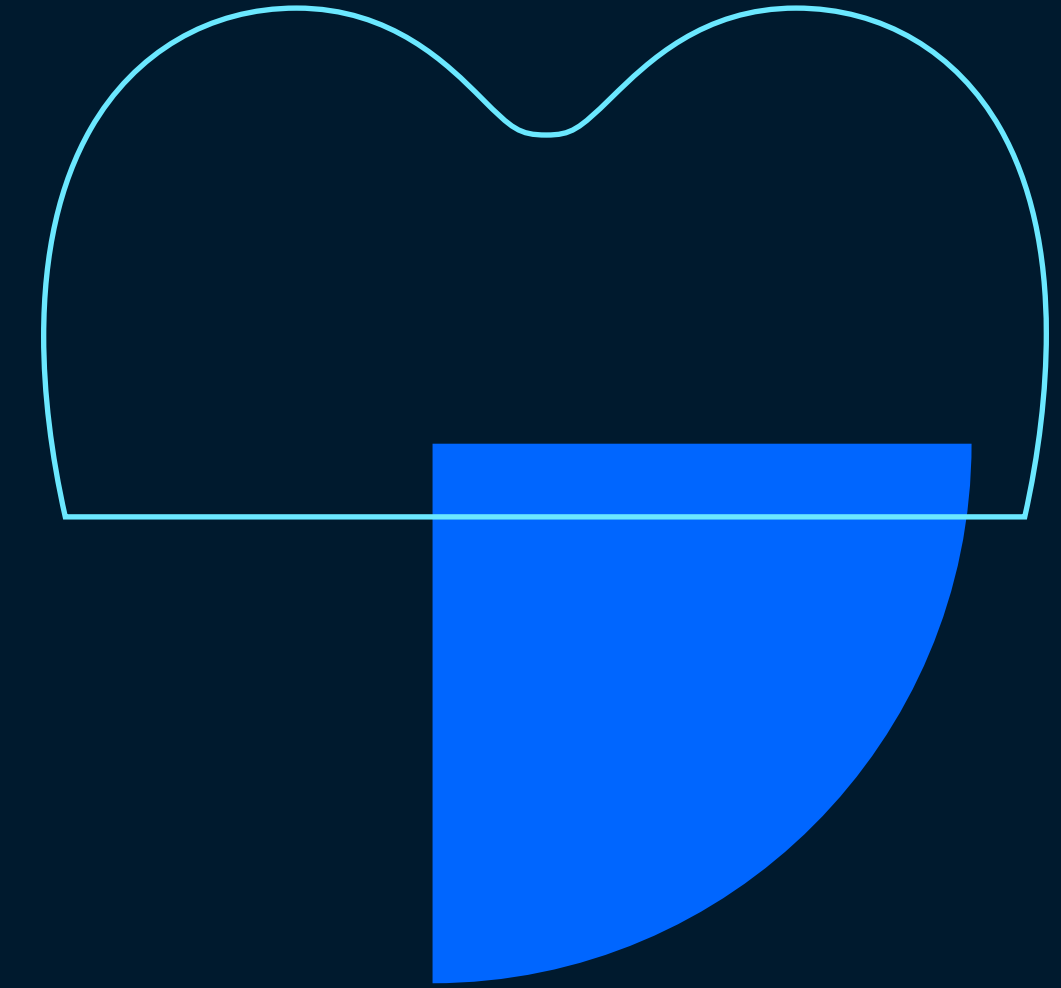
The platform allows us to trace the information in a single system and guarantees our business continuity. Its implementation affects 100% of the Company, including areas based in Mexico.

Artificial Intelligence

Since 2019, we have invested in using and evolving artificial intelligence in our processes, relying on efficiency, quality management, and robotization of treatment analysis and monitoring of the beneficiaries' oral health.

The continuous use of technology increased productivity and assertiveness in the analysis of treatments and procedures, in addition to guaranteeing the security of Odontoprev's data and processes. Artificial intelligence also enables a second opinion, with competence equal to or greater than an expert's.

In addition, in 2022, we carried out a series of internal initiatives related to the topic:



Practice Community

Promoting the exchange of experiences and best practices in projects

- ✓ 16 meetings and 17 hours
- ✓ Average of 40 participants
- ✓ Satisfaction of 4.8 (0 to 5)



Workshops and Training

Meetings open to all IT, with subjects that are relevant to the market

- ✓ 15 meetings and 19 hours
- ✓ Average of 50 participants
- ✓ Satisfaction of 4.7 (0 to 5)



Certification Trails

Preparation meetings for those interested in agile certifications

- ✓ 4 meetings and 35 hours
- ✓ 107 participants
- ✓ 31 official certifications provided

Sustainable Development

GRI 2-12 | 2-13

At Odontoprev, we believe that companies play a fundamental role in promoting sustainable development by monitoring and reducing the environmental impacts caused by their activities and expanding their positive social impact.

Therefore, we are committed to sustainability, seen as a continuous process of value generation that seeks balance between the economic, social, and environmental spheres to positively impact the sector, society, and the environment.

We seek to do this collaboratively with our customers, beneficiaries, network of dentists, brokers, suppliers, and employees, always guided by innovation and continuous improvement of our services.

With this objective in mind, we have a [Sustainability Policy](#) approved by the

Board of Directors, establishing the Company's sustainability assumptions, guidelines, and governance. The document aligns our business strategy with our obligations to society, ensuring sustainability is inherent in all decision-making processes.

As for the management of topics, the Technology, Marketing, and Sustainability Board reports directly to the CEO.

In this sense, we aim to promote quality dentistry, encouraging care for Brazilians' mouths and smiles, a social issue of extreme relevance in our trajectory. This objective is even more critical when we identify that only 15% of Brazilians have a dental plan. This number is disproportionate to the wide range of dental services available in the country.

Still related to our social impact, we take measures that include good practices concerning human rights, labor issues,

environmental management, and anti-corruption measures. In 2021, we created our Diversity Committee, formally established in 2022, which also represented a significant milestone for the Company ([learn more on page 48](#)).

In addition, since our foundation, we have also sought to adopt measures to protect the environment. Throughout 2022, we continued to neutralize 100% of our Greenhouse Gas (GHG) emissions through carbon credits, representing a differential for the Company regarding ESG practices ([learn more on page 63](#)).

During the year, we also launched the Clean Waves on the Road Expedition Project in partnership with Sea Shepherd Brazil, contributing to the generation of pioneering scientific data on the situation of waste on the Brazilian coast. ([learn more on page 66](#)).



Gustavo Mattos Liboa (Information Technology), Ismaelita Silva Santos (Registration), Thais Metidieri Piellusch Savian (Marketing and Sustainability) and Francisco Freire da Cunha Pereira (Marketing and Sustainability).

Global Compact and Sustainable Development Goals

Since 2008, Odontoprev has been a signatory to the United Nations (UN) Global Compact. This initiative aims to engage organizations worldwide in favor of ten principles related to sustainable development on topics such as Human Rights, Combating Corruption, and the Environment.

In our Sustainability Policy, we are also committed to aligning our actions with the UN's 2030 Agenda, which aims to engage countries, companies, institutions, and civil society to support the 17 Sustainable Development Goals (SDGs). They include eradicating poverty, combating climate change, and conserving natural resources.

Below, check out how our actions relate to the SDGs:



SDG 3 - Good Health and Well-Being

Considering applying access to oral health, Odontoprev seeks to invest in innovation, pioneering the teleservice initiative for dentistry.

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 *Vida Leve*. In this way, we promote self-care and disseminate health information.

+ Learn more at [Relationships](#).



SDG 4 - Quality Education

As a Company, we seek to leverage technical and professional skills and competencies to increase growth opportunities and motivate our employees to become entrepreneurial.

Training is carried out frequently to keep professionals informed and generate value for our business.

+ Learn more at [Society](#).

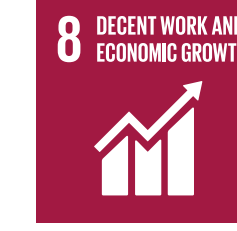


SDG 5 - Gender Equality

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 2022, we will continue with the OdontoPlural program for the search for Equity. Also, that year, we were listed for the 20th time on the Bloomberg GEI index, which selects companies from around the world recognized as references in gender equality.

+ Learn more at [Employees](#).



OSDG 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 at [Performance](#) and [Relationships](#).



SDG 9 - Industry, Innovation and Infrastructure

Having innovation as one of the main incentives, the Company encourages strengthening scientific research. It seeks to develop and apply processes and technological solutions in its processes. In this way, we continuously monitor industry and sector developments and innovations so that we can implement them in our business.

+ Learn more at [Innovation](#).



SDG 12 - Responsible Consumption and Production

Odontoprev values the awareness of its employees and accredited network regarding responsible consumption. To its employees, the Company offers internal campaigns on energy consumption, water, paper, and waste disposal. To the accredited network, we offer uploader technology for X-ray images and digitization of procedures and requests.

+ Learn more at [Dentists](#).



SDG 13 - Climate Action

With sustainability as a guiding principle, we continue neutralizing 100% of our emissions through our carbon-neutral project. Around 17,700 tCO₂ have already been offset by 2022 through the voluntary cancellation of carbon credits through the Forest Conservation Project in the Amazon. In 2022, we launched the Clean Waves on the Road Expedition Project to scientifically map the waste profile along the Brazilian coast.

+ Learn more at [Environmental Impact](#).



SDG 14 - Life Below Water

Attentive to the movements of the ESG agenda, Odontoprev launched the Clean Waves on the Road Expedition Project in partnership with Sea Shepherd to diagnose the situation of waste along the Brazilian coast.

+ Learn more at [Environmental Impact](#).



SDG 16 - Peace and Justice Strong Institutions

The Company has been part of the Novo Mercado since 2006 and maintains good corporate governance practices in line with strict international standards. Furthermore, we are also signatories of the Business Pact for Integrity and Against Corruption, of the Ethos Institute, committing ourselves to the promotion of a more ethical market.

+ Learn more at [Corporate Governance](#).



SDG 17 - Partnerships for the Goals

Odontoprev has a partnership with A.C. Camargo Cancer Center since 2017 for the search for early diagnosis of oral cancer and, in addition, we offer dental treatments in collaboration with 20 institutions, in addition to supporting the Turma do Bem. In partnership with Rede Tênis Brasil, 1,200 dental plans are currently donated to young people and children in the network. These are just some examples of good social practices that Odontoprev implements.

+ Learn more at [Society](#).



Performance in the Year



Dulcea
Aparecida Alves
Datilo (Facilities)
and Tamara
Beitum da Silva
(Purchasing).

Performance in the year

Odontoprev ended 2022 with net revenue of R\$ 1.96 billion, representing an increase of 6.5% compared to 2021.

In 2022, we reached the mark of 8.3 million beneficiaries, with a net addition of 334 thousand beneficiaries. The composition of our portfolio of beneficiaries was 71% in the corporate segment and 29% in the non-corporate segment of SMEs and Individual Plans. The average ticket for the year was R\$ 20.72.

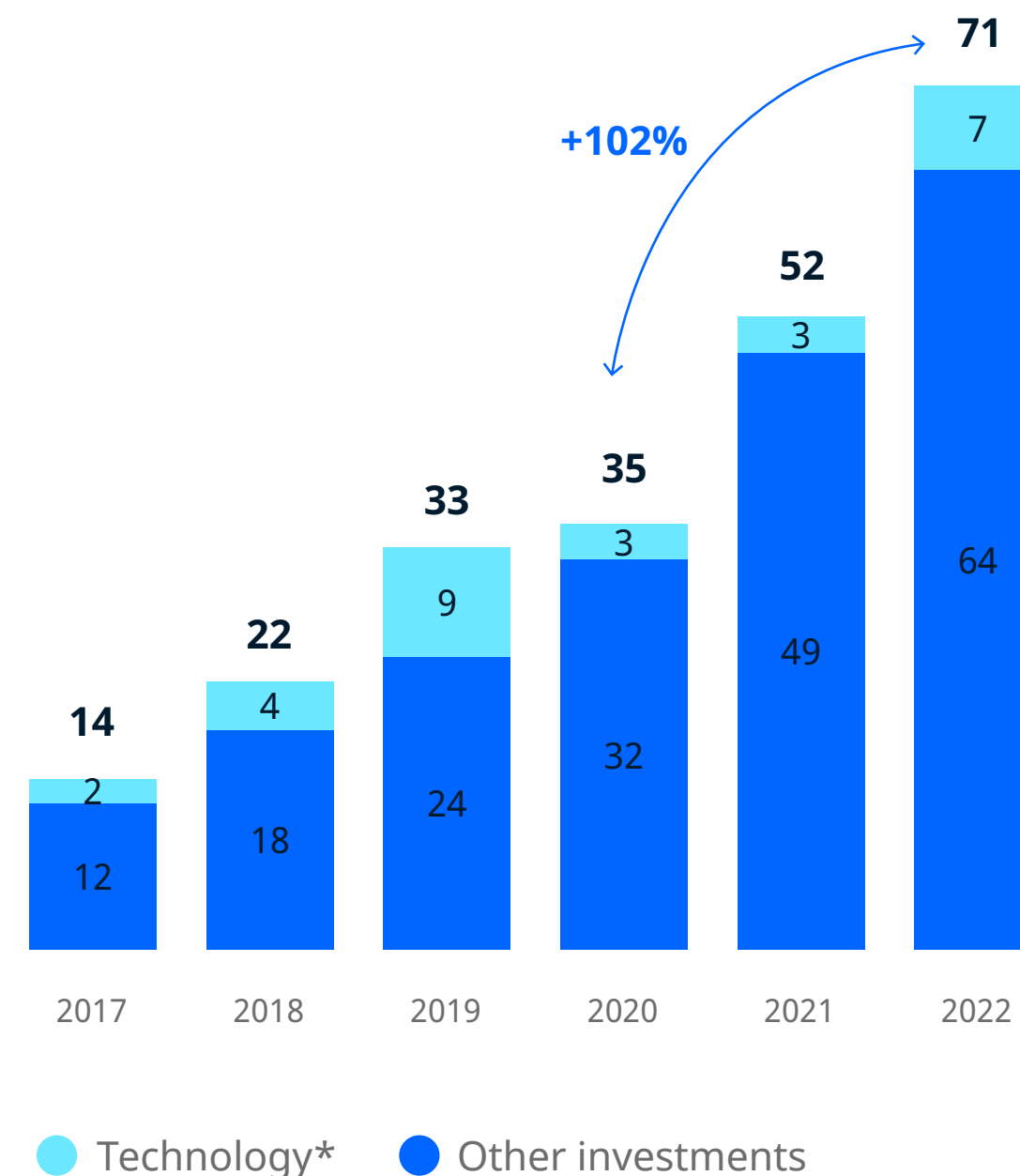
The cost services represented 40.2% of revenue, in line with the level observed in 2020 and 2021.

Adjusted EBITDA reached R\$ 576 million, with EBITDA margin of 29.4%. The Company's net income was R\$ 452 million, a growth of 19% compared to 2021.

Our CAPEX was R\$ 71 million, a 102% increase compared to 2020, due to investments in technology projects aimed at automation and better efficiency at the Company. Historically, investments

in technology have been a priority for Odontoprev, representing 90% of CAPEX and one of our competitive advantages [\(learn more on page 27\)](#).

CAPEX evolution over time (R\$ million)



* Systems development, acquisition and licensing of software and computer equipment.

At the end of the period, Odontoprev reached a market value of R\$ 5.1 billion, 23% lower than that recorded in 2021. Total shareholders return since the IPO was 12% per year versus 8% per year for the IBX-100.

In line with the first Share Buyback Program approved in 2021, we launched

a second program with 10 million shares, fully concluded. In 2022, the Board of Directors approved a third Share Buyback Program of up to 18 million shares, and will run up to October 2023.

We ended the year with 56,800 individual shareholders and 543 institutional investors.

GRI 201-1

Economic value

	2022	2021	2020
Direct economic value generated	1,960,117	1,890,588	1,812,815
Revenues	1,960,117	1,890,588	1,812,815
Distributed economic value	966,183	865,439	836,424
Personnel and charges (Employee wages and benefits)	193,922	186,491	167,352
Taxes, Fees, and Contributions (Government Payments)	304,155	305,453	298,460
Compensation of third-party capital	16,745	15,036	10,891
Compensation of own capital	451,361	381,340	359,721
Retained economic value	993,934	1,025,149	976,391

Relationships

41	Customers
44	Dentists
47	Employees
48	Culture
58	Society
61	Shareholders
61	Suppliers



Andre Luis Fonseca da Silva (Project Office), Gustavo Mattos Lisboa (Information Technology), Erika Aparecida Melo Domiciano (Project Office) and Ismaelita Silva Santos (Registration).

Customers


GRI 2-29 | 3-3 | CUSTOMER RELATIONSHIP


We exist to bring quality dentistry to the population, taking care of the smile of millions of Brazilians. Through our dental plans, we connect our customers to a network of 27,000 dentists nationwide, bringing safety, quality, simplicity, well-being, and health to your life.


The customer, therefore, is at the center of our strategy. We seek to take care of every detail of their journey at the Company, from the quality of our distribution and service channels to the development of products better suited to their needs.

In this sense, we seek to provide agile, humanized, and quality service and practical and accessible management of customer demands. Our platform is technological, and our team of employees is dedicated to supporting the simplification and reduction of bureaucracy in the relationship, essential points for us to remain the number one company in the dentistry sector in the country.

For large companies, we provide an exclusive and personalized service in direct contact with their Human Resources departments, offering plans and relationship channels designed according to their needs.

 **821 thousand**
App users, a 30% growth compared to 2021

 **More than 243**
improvements and new features in the App

 **Class-leading App**
rated 4.4 (on a scale of 1-5)

For Small and Medium Enterprises (SMEs), we offer more than 400 customizable plans, allowing users to choose the one that best meets their needs. Plans can be purchased quickly and conveniently in the most diverse sales channels, from exclusive Bradesco and Banco do Brasil bank branches, retail chains, or our online channels.

Scheduling via WhatsApp

Driven by improving the experience on our digital channels, in 2022, we launched scheduling via WhatsApp on the App. After carrying out the search, the beneficiary must click on the WhatsApp button to talk directly to the professional who has the registered number.

Since its implementation, there have been more than 300,000 clicks.





Patient health and safety

To fulfill our purpose, we seek to provide the beneficiaries of our plans with quality treatments throughout the accredited network supported by the best practices of dental science.

To guarantee excellence in treatments, we have a qualified network ([learn more on page 44](#)), and we have developed a protocol through which dentists, who are

part of Odontoprev's staff, evaluate the procedures performed.

Our technological platform supports this analysis with indicators to monitor the performance of each dentist and the quality of the services provided, with 100% of the treatments performed being audited. In addition, we have an electronic medical record of more than

8 million beneficiaries, with treatment history and data ([learn more on page 21](#)).

In addition, intending to act on the oral health of beneficiaries in a preventive and proactive way, we maintain a continuous dissemination of content aimed at all our customers and their families. These actions have a team of dentists responsible for preparing the

technical content and for giving lectures and training, which can be requested by the companies we serve.

In 2022, we worked on topics such as the relationship between people and their pets, diseases transmitted through saliva, preventive dentistry, social actions in dentistry, oral cancer, food, and its impact on oral health, among others.

Satisfaction Index

GRI 2-25

To continually evolve our service to the demands and needs of customers, we regularly monitor their satisfaction with our services through relationship channels.

Through monthly reports produced by an independent area, we monitor the volume and primary reasons for complaints against the Company. We also have the Integrated Service Center, which is responsible for meeting second level demands and managing complaints.

The Complaint Rate (IR) is presented to all departments of the Company so that they can assess the points identified and prepare improvement plans. In this sense, we are committed to keeping the IR within appropriate standards and handling customer demands within regulatory deadlines with the necessary quality.



Throughout the year, we continued to record a decline in customer complaints. Compared to 2021, we ended the year with a 29% reduction in complaints related to the top ten reasons for complaints.

We also recorded progress in all points evaluated by the *Reclame Aqui* website, scoring 7.5, which classifies Odontoprev as “Good”. We are committed to answering all complaints on the platform, with an issue resolution rate of over 80.5%.



Julia Soares Casse, Isabelle Silva Costa and Ângela Messias Toffoli (Accreditation Team).

As a result of the initiatives developed by the Company, we achieved constant reductions in the indicator in recent years. As a highlight, we can mention the “task force” of more than 10 areas at Odontoprev to resolve friction points and dissatisfaction with our customers in their daily routines.

Dentists

GRI 2-29 | 3-3 | ACCREDITED NETWORK TRAINING | SASB HC-DY-330a.2

Our business model is based on boosting dentistry in Brazil, connecting our beneficiaries with the largest network of dentists in the country. In this way, we generate value by caring not only for the smile of Brazilians but also for professional dentists, offering support so that they can continuously evolve in their work.

Currently, we have an accredited network of more than 27 thousand dentists in 2,500 municipalities in all states of the country who offer treatments in all specialties of dentistry. The accredited network is free to manage its own agenda since professionals do not have an employment relationship with the Company but a partnership relationship.

For dentists, in addition to access to a unique range of patients in the national market, we seek to promote a series of benefits that create a healthy ecosystem

and generate value in the relationship between us, each dentist, and the beneficiaries of our products, such as:

- ✓ a flexible and personalized compensation system that recognizes the experience, professional qualification, and individual merit of the dentists;
- ✓ offer of dental supplies at reduced costs;
- ✓ participation in continuing education programs that annually serve thousands of accredited professionals, promoted by the most prestigious professional associations across the country ([learn more on page 46](#));
- ✓ broad access to the clinical information of beneficiaries (virtual medical record) and support from specialists in the elaboration of treatment plans;
- ✓ clear and detailed reports and extracts, informing each stage of the dentist's relationship with the Company;
- ✓ discount for the acquisition of Easy Dental software, which helps manage the office and digital medical records.



Márcia Roberti da Silva
(Internal Audit).

Supply of Dental Supplies

We have a points program for replacing dental materials used by professionals. For each procedure performed, the dentist receives credits that can be used to replace the supplies used in treatments at no cost. The program is carried out in partnership with Dental Partner, and materials are delivered at no additional cost.

Consultants

In addition, we have a team of management and relationship consultants, made up of dentists, dedicated to supporting the accredited network in all processes related to serving the beneficiaries of our products and managing the offices. We conduct on-site and virtual visits to the network's offices, taking information about the service routine and providing feedback on the procedures performed.

Our team of consultants is also available 24 hours a day by telephone in our specialized call center, free of charge, which offers technical and administrative support to the dental surgeon.

In 2022, we carried out 38,482 technical visits to dentists, of which 12,224 were on-site, an increase of 65% compared to the previous year. Although the total number of visits fell by 18.5%, the number of on-site visits rose by 64.8% due to the

end of restrictions caused by the Covid-19 pandemic.

The return of on-site visits impacted the satisfaction of the accredited network, and the Consultant's General Satisfaction Index (IGS) reached its highest score in the Company's history.

The team of consultants is prepared to talk about accredited service indicators during the visits. In this routine, we foresee a monthly analysis of the transfer indicators, disallowance, occurrences, and beneficiary satisfaction, which are considered in prioritizing the selection of the accredited ones to be visited.

We also monitor clinical, behavioral, and abnormality indicators through an artificial intelligence tool, the SorrIA Platform, which allows us to analyze variables related to the risk profile of the beneficiaries and the impact of the accredited service.

The implementation of this platform will be completed in 2023 and allows us to identify risks of procedures and dentists, automate and guide the claim assessment process, and, thus, reduce the risk of anomalies. In 2022, the first year after the implementation, which covered 50% of all services, we achieved cost savings.

We value those who make it happen.



Valorizamos quem
faz acontecer.



Quality management department

Comprised of 85 specialized dentists, the quality management department evaluates 100% of the treatments in technical dentistry, using digital processes in its own technological platform. The department work is organized into five stages:

- ✓ **Submission of documents:** The accredited network sends images and electronic documents of treatments to Odontoprev;
- ✓ **Digitization:** The digital convergence sector digitizes all images;
- ✓ **Assessment:** The Quality Management sector technically assesses all procedures carried out by the accredited network. Auditors receive training so that the analysis is standardized according to criteria established by the Evidence-Based Dentistry (OBE) approach;

- ✓ **Quality:** Assessment of the treatment carried out by the quality management department. When treatment does not reach the established standard, the dentist must redo the procedures at no cost to the patient;

- ✓ **Traceability:** The assessments are in the history of the patient and the dentist.

In 2022, almost 8 million files were audited, which represents an increase of 4.6% compared to the previous year.

Accredited network development

To keep our accredited dentists constantly updated on technical and academic issues, we offer courses in our continuing education program. In this way, in addition to investing in developing skills that will improve our beneficiaries' oral health, we generate value for the professionals who develop regularly.

The content is produced in partnership

with Fundecto from the School of Dentistry (FFO) of the University of São Paulo (USP). It has varied content and access through an e-learning tool.

Connection Magazine

The Connection Magazine is an essential means of communication between the Company and the accredited network. Created in 2013 and published quarterly, digitally, it has an editorial staff that presents the best and most up-to-date content on the universe of dentistry, addressing innovations in the sector, studies, and materials on evidence-based dentistry.

Our goal with publications is to encourage the implementation of more advanced practices and techniques by our accredited network and improve the services provided to our network.

+ Learn more about the magazine at [link](#)



Employees

GRI 2-7 | 2-29

The dedicated work of our employees is the main asset that keeps Odontoprev as a reference in the market. In this way, we seek to generate value for our team, developing the skills necessary for its growth and creating a diverse and safe environment, implementing the best practices for managing our people.

Total number of employees by employment contract, by gender

Permanent



482
(28%)



1.163
(67%)

Temporary



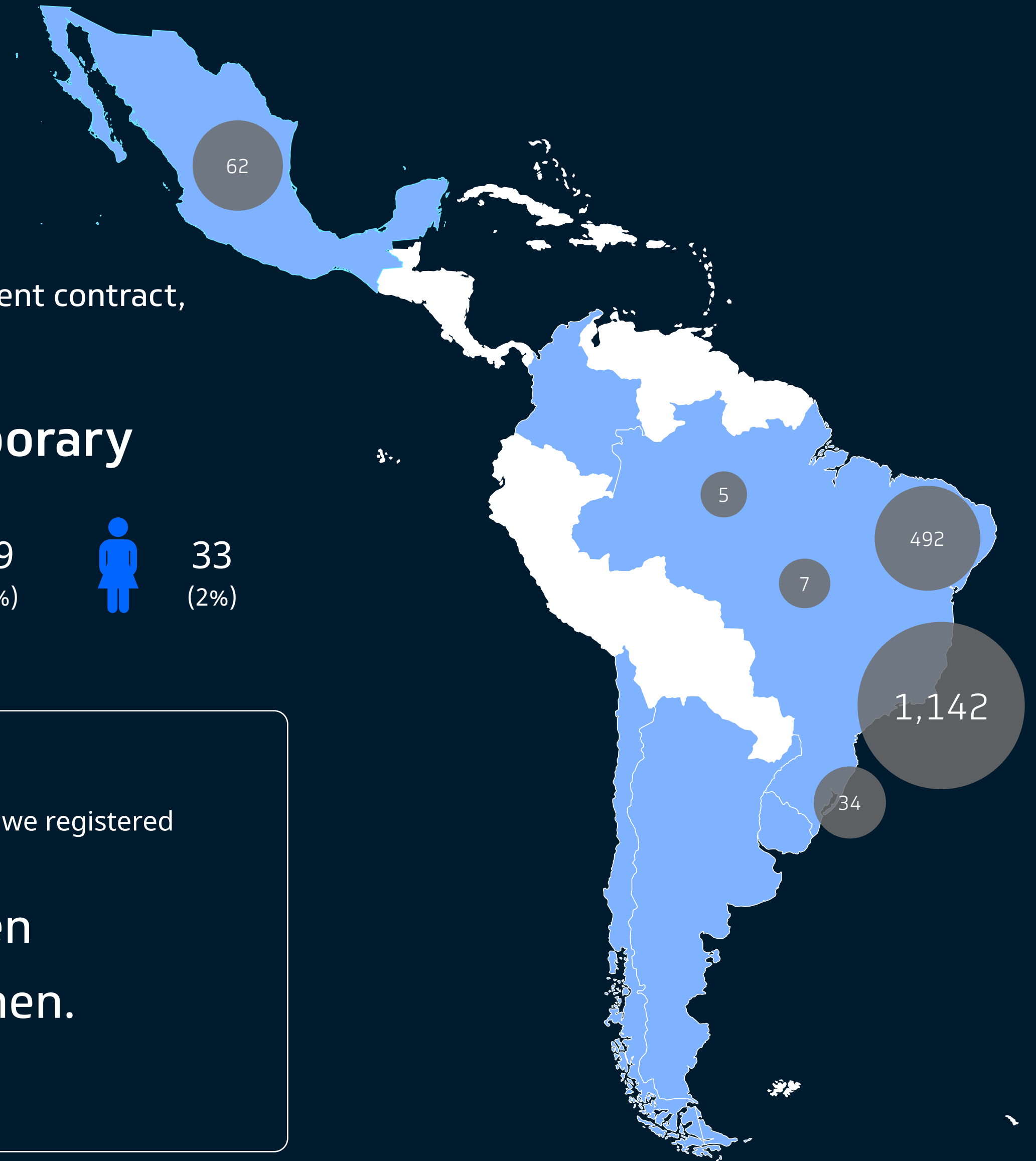
59
(3%)



33
(2%)

At the end of 2022, we registered 1,726 employees,

**69% women
and 31% men.**



Culture

In 2022, we applied our Engagement and Organizational Climate Survey, which received responses from 89.1% of employees. The Employee Satisfaction Index remained high, registering a score of 86.5.

For the first time since we started applying the survey, we had a block of questions dedicated to Diversity, which recorded a 90.8 satisfaction rate.

Among other topics that reached high positions, we can mention the satisfaction of working at the company, the Company's strategy, and image and engagement.

Diversity and Inclusion

[GRI 3-3 | DIVERSITY AND INCLUSION IN THE WORK ENVIRONMENT | 405-1](#)

At Odontoprev, we consider diversity and equal opportunities essential themes for the perpetuity of our business, directly related to our capacity to innovate and to understand the aspirations of the Brazilian population. For this reason, our Sustainability Policy and our Code of Ethics establish the respect and appreciation of diversity in the Company by combating discrimination and inappropriate practices.

To advance more and more on the subject, we rely on OdontoPlural, our Diversity program, which includes actions such as leadership development, initiatives to increase the accessibility of PwDs, benefits for extended employees, programs aimed at women, a communication schedule focused on theme and reinforcement of the reporting channel.

In 2022, we continued our Diversity Committee, which was made official in 2021. It has 23 members from different representative profiles and department of the Company. The group meets every 15 days to discuss issues related to the topic and discuss the progress of initiatives.

Although all pillars of diversity have been worked on in some way to raise employee awareness, in 2022, we focused on two pillars: Gender and Women's and People with Disabilities' Empowerment

In line with the UN Global Compact, we are committed to having at least 30% women in senior leadership positions in the Company by 2025 and 50% women in senior leadership positions by 2030. It is important to emphasize that reaching 30% of women in senior leadership has already been achieved.



Thiago de Moraes Anselmo Garcia de Brito (Information Technology) and Ana Beatriz da Silva Felicíssimo (Marketing).



Diversity of governance bodies

	2022		2021		2020	
	Total	%	Total	%	Total	%
Male	18	81.8%	19	86.4%	16	94.1%
Female	4	18.2%	3	13.6%	1	5.9%
Total	22	100%	22	100%	17	100%

Note 1: The data presented considers the governance bodies (Board of Directors, Fiscal Council, directors and advisory committees).

Diversity of employees, by gender

	Men	Women
Assistance	113	373
Support	112	438
Specialist	193	313
Tactical Management.	30	59
Strategic management.	51	37
Statutory	6	1
Total	505	1,221

Diversity of employees, by race

Not declared	67
Yellow	9
White	992
Indigenous	2
Black and Brown	667
Total	1,737

Note 2: See all our diversity indicators [on page 78](#).

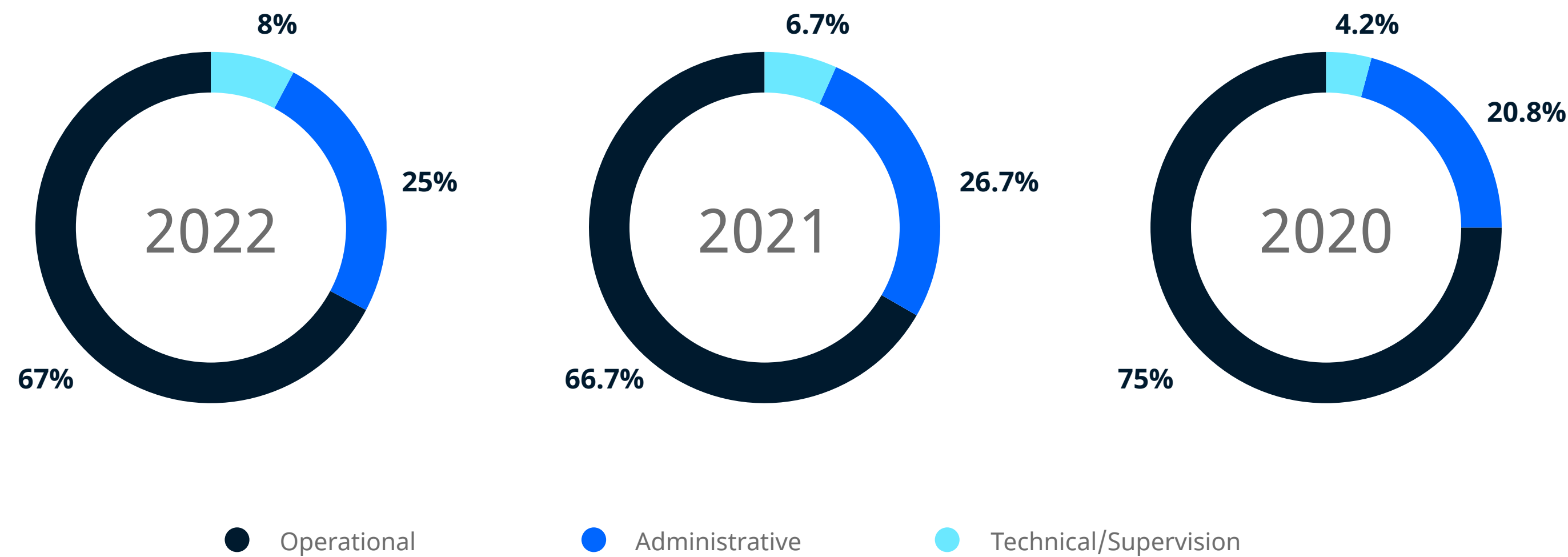


Scarlet de Oliveira Silva (Information Technology) and Felipe Anderson Anacleto da Silva (Marketing).

Likewise, we made a commitment to increase PwD hiring in 2022. Currently, we have some active actions regarding this topic:

- ✓ Parking for PwD;
- ✓ Extended daycare assistance for fathers and mothers of children with disabilities;
- ✓ Libras course for employees, through a partnership with the City Hall of Barueri;
- ✓ Exclusive resume bank for PwD;
- ✓ Specific research so that the public of PwDs could point out their pain and, thus, we carried out an accessibility mapping in the Matrix, aiming to create an inclusive environment for this public.

Percentage of employees by functional category, by diversity indicator (PwD)



Bloomberg Gender-Equality Index

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

Training

GRI 3-3 | DEVELOPMENT OF HUMAN CAPITAL | 404-1


Odontoprev invests in valuing its team of employees through training and qualification, focusing on the development of human capital and talent retention. For this, we have a training policy that guides the conduct of the theme in the Company.

Throughout 2022, we registered 84.67% of our staff in training, with more than 40 thousand hours of participation in courses that address technical and behavioral aspects. The highlight of the year was the return to face-to-face activities, ending the restrictions imposed by the Covid-19 pandemic.

Even so, we maintained investments in our Learning Management System, which consists of a virtual teaching platform with courses available to all employees. In recent years, virtual events represented a significant change in the offer and format of training, allowing employees who are spread across Brazil to also participate.

Online content consumption at Odontoprev University increased by 45% compared to 2021.

Data of our training




4.84
of satisfaction Onboarding

4.91
of satisfaction Youth Program

4.87
of satisfaction Specific programs

4.61
of satisfaction Leadership Programs

89.5 NPS
NPS Open training




40,385h
Hours of Training

84.67%
Members of the Board

100.35%
DNT budget consumption

97%
Welcome kit delivered within 7 days

20h36
Hours of training per employee




119
Custom training themes

6 new
League of Multipliers Training Topics

6 new
Open themes Professional Now

68 different themes
featuring Mexico

47 team Mexico
specific themes



17 new
University training topics

45%
Increased Online Course Achievements

Our training policy also guides the Diagnosis of Training Needs (DNT), which identifies the demand for external training. In 2022, the hours resulting from this type of training were more dedicated to obtaining certifications that keep our professionals in line with the best market practices and reinforce our commitment to developing our employees.

Note 1: see historical evolution of training data on [page 77](#).

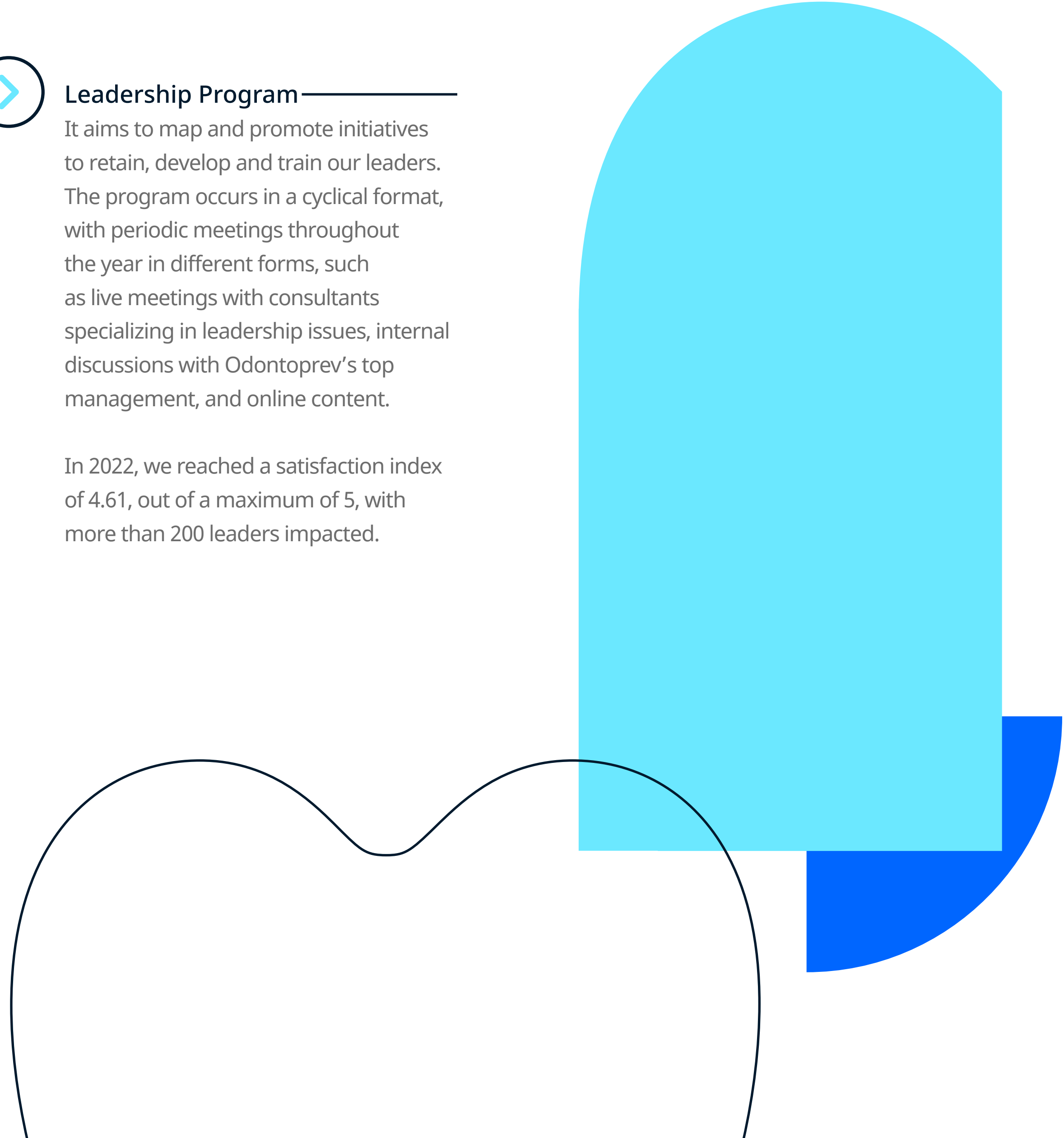
Below are some of the critical development programs conducted in 2022:

- League of multipliers** —————
A team of expert volunteers works, with the support of the HR department, in disseminating the culture of multiplying knowledge on strategic topics that add value to the Company and among co-workers. In 2022, we had more than 500 participations and six new themes in the program (Kanban, waves of innovation, introduction to statistics, storytelling with data, agile development, and introduction to Power BI).
- Professional of the Future** —————
Focusing on future trends that may demand new skills from our employees, we offer virtual training trails in a continuous learning format. In 2022, we addressed the following topics: emotional intelligence, building

value networks (communication), decision-making, ambidexterity, the power of collaboration, building influence, and future and resilience, the key to excellence in execution.

- Professional Now** —————
We launched the trail focusing on the Company's organizational skills, disseminating good practices, behaviors, and attitudes necessary to achieve better results. In 2022, we addressed the themes of always learning, seeking service excellence, collaborating without borders, building winning teams, innovating to evolve, and moving the business forward. All themes were launched in virtual meetings on digital platforms open to all employees, and the content in online format was made available at Odontoprev University.

- Leadership Program** —————
It aims to map and promote initiatives to retain, develop and train our leaders. The program occurs in a cyclical format, with periodic meetings throughout the year in different forms, such as live meetings with consultants specializing in leadership issues, internal discussions with Odontoprev's top management, and online content.
- In 2022, we reached a satisfaction index of 4.61, out of a maximum of 5, with more than 200 leaders impacted.



Talent attraction

Thinking about the continuity and growth of our business, we have a series of programs to attract new talent to the Company:

Internship Program —————
Our Internship Program focuses on the diversity of participants, excluding college filters and technical requirements, and seeks candidates with diverse socioeconomic aspects, gender identities, and races.

In 2022, we increased the number of interns hired, reaching 22, the highest number in our history. Throughout the program, we offer training and workshops on various topics, including technical and behavioral skills. Interns are challenged to propose a structured project to be developed throughout the program. They are closely monitored by the Human Resources area, in addition to having their performance evaluated by managers through frequent feedback. The interns

worked in the Controlling, Marketing, IT, HR, Finance, and Investor Relations areas, among others.

We ended the year with 80% of active interns being hired at the end of the program that started in 2021, compared to 63% in the previous year.

OdontoTech —————
Our internship program focused on IT in partnership with the Centro Educacional Assistencial Profissionalizante (CEAP). This institution supports young people in socially vulnerable situations with human training and professional qualification to increase their chances of entering the job market.

The selection process was exclusive to CEAP students aged 17 and over, where ten young people have chosen to participate in the program. OdontoTech has the same structure as the original internship program, with the difference that

there is an excellent immersion in IT and the development of business solutions. In 2022, 8 interns were hired in the IT and Marketing areas.

Laboratory —————
An initiative that is part of OdontoPlural ([learn more on page 48](#)), the program aims to encourage increased female participation in the technology department. Over six months, we supported training and provided financial support for developing students with basic training in public education in IT topics. At the end of the program, we hired five participants for our IT department.

Young Entrepreneurs Program —————
The Young Entrepreneurs Program, which lasts for one year, is our training and acceleration program for young talent, focusing on training new leaders in the Company. This training encompasses the development of

hard and soft skills. Its objective is that young people are exposed, from the beginning to critical and strategic challenges for Odontoprev and can act as a protagonist in this challenge, in addition to going through training trails, coaching, and mentoring sessions.

As a result, we hired seven young people at the end of 2021. In 2022, we focused on the development of these young people.



♥ Jéssika dos Santos Paes (Information Technology) and young people from OdontoTech Program: Matheus Gomes Silva, Leonardo Henrique dos Reis Vidal, Samuel Santana Rio Pardo, Heleno Vitor Matos Leite, Felipe Anderson Anacleto da Silva, Erick Leandro da Silva, Nicolas Lopes de Souza, Julio Augusto Araujo Santos, Gustavo Pinheiro de Oliveira and Gustavo Candido Pereira.

Mentoring Program

The program, in its second edition, selects senior executives, including the Chief Executive Officer and other directors, for a mentoring program with the Company's talents. Intending to provide conditions to accelerate the development and maturity of some employees, mentoring consists of a relationship established between two people in which the more experienced person helps to guide the less experienced one through the exchange of learning in an environment of trust.

The program takes place annually and lasts an average of 6 months, covering, per edition, around 20 employees who will receive mentoring and are identified in the calibration process, in which the evaluators suggest mentoring as a possible development path. In 2022, 21 employees were mentored.

Young Apprentices Program

The Apprenticeship Program at Odontoprev aims to support the development of young people aged between 18 and 24 who are entering the job market. In partnership with two institutions focused on hiring, developing, and managing young apprentices, Instituto Ser Mais, and Centro de Integração Empresa-Escola - CIEE, we promote that apprentices undergo monthly training in technical and behavioral knowledge during the contract duration.

In 2022, we had 96 young apprentices working at the Company, and 57 were hired.



Performance assessment

GRI 404-2 | 404-3

To monitor our team’s performance, we carried out the process of hiring and determining goals intended for all Odontoprev employees, except interns and apprentices. This process helps with career plans, the Profit Sharing Plan (PPR), and skills development.

In 2022, we implemented a new platform called Qulture Rocks, which facilitates and supports the process of monitoring and managing the performance of employees and managers.

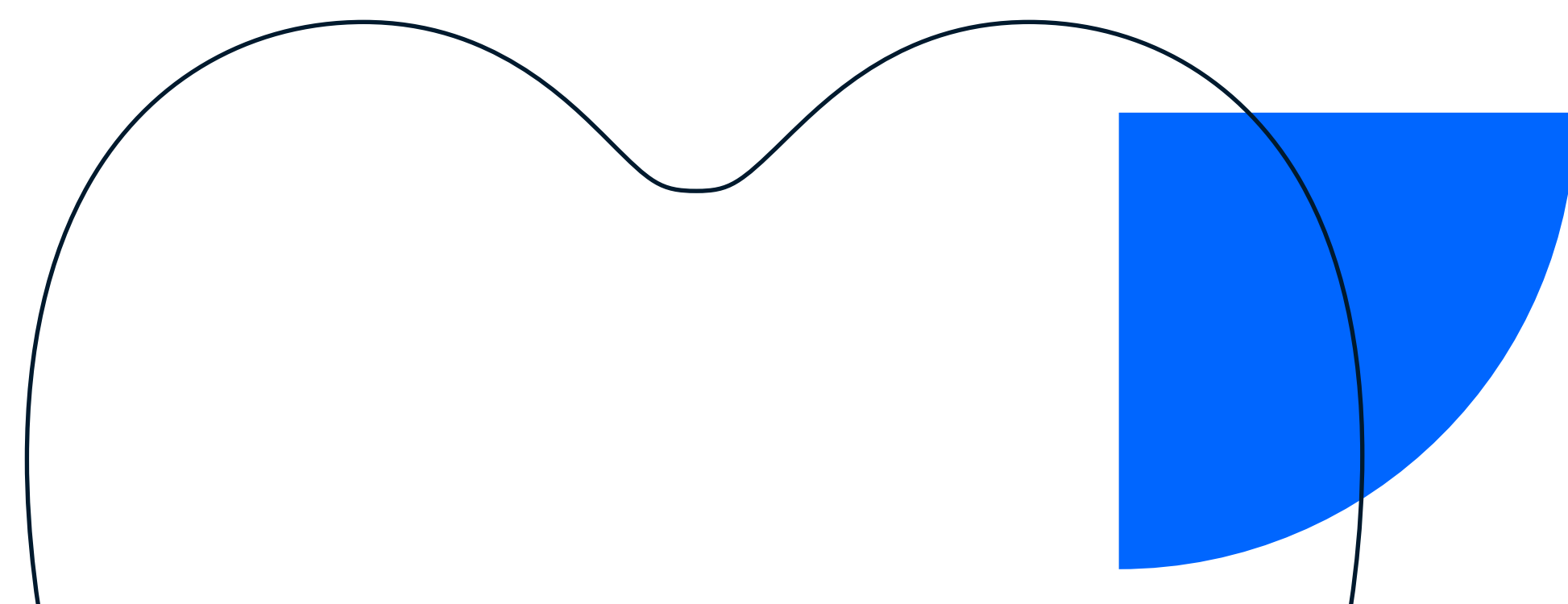
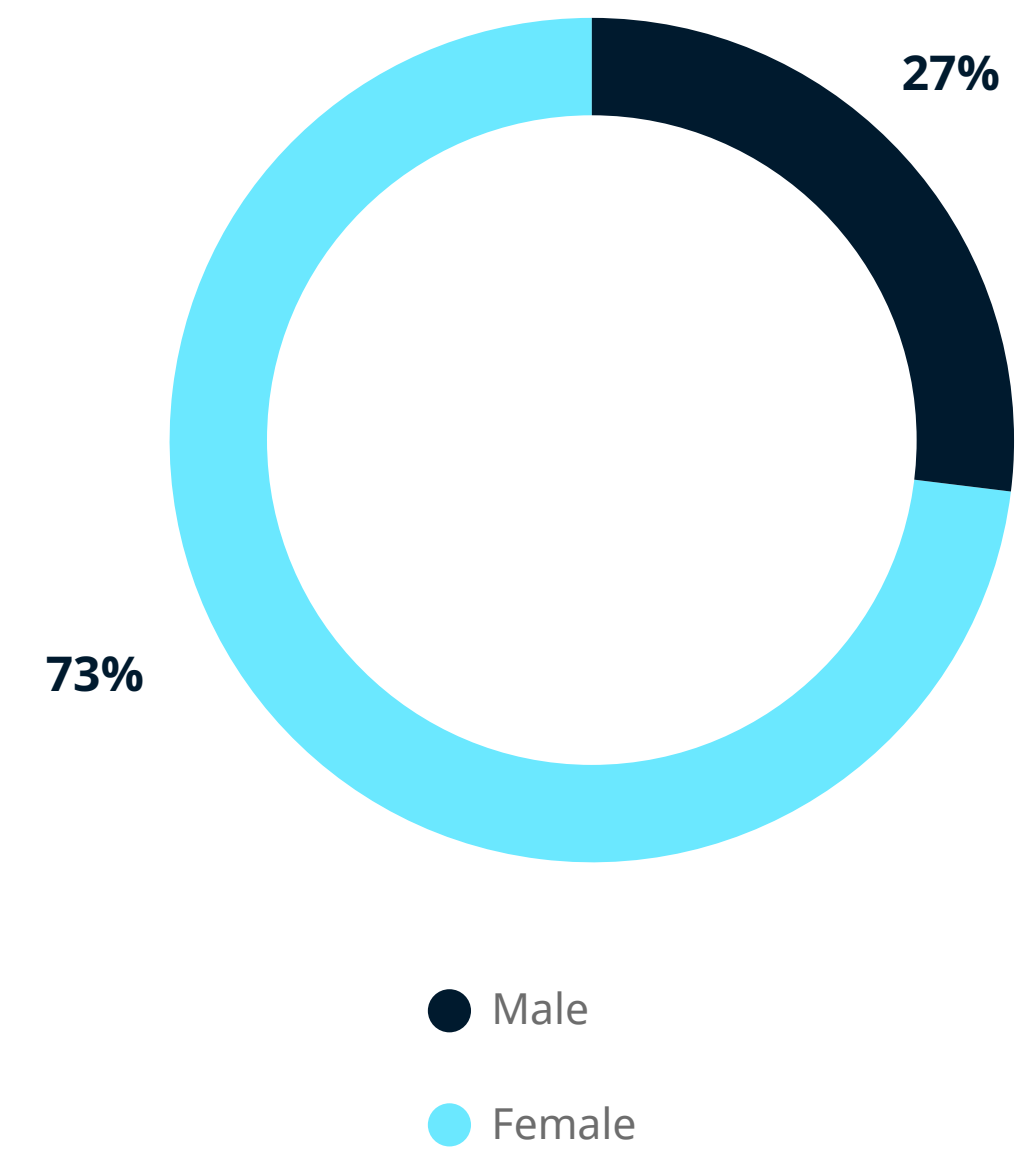
The assessment carried out in 2022 following the skills reviewed in the previous year:

- ✓ Innovates to evolve;
- ✓ Collaborates without borders;
- ✓ Seeks excellence to serve;
- ✓ Move the business;
- ✓ Always learn (employees);
- ✓ Builds winning teams (managers).

These assessments are held every two years in 360°, 270°, and 90° formats.

Performance assessment			
	2022	2021	2020
Male	358	376	404
Female	971	969	1,225
Total	1,329	1,349	1,651
Assistance	316	343	684
Specialist	521	374	350
Statutory	9	6	6
Strategic management	67	64	56
Support	337	481	474
Tactical	79	77	80
Total	1,329	1,349	1,651

Performance Assessment of employees, by gender



Health and Well-Being

GRI 3-3 | HEALTH AND WELL-BEING OF EMPLOYEES | 403-1 | 403-2 | 403-3 | 403-6 | SASB HC-DY-320a.1

Our employees' physical and mental health is one of Odontoprev's priorities. Our challenges range from health, safety, and well-being initiatives to reducing workload and improving the work environment.

We have SaúdeID, a health space with a medical clinic, aiming to manage our employees' health, carrying out routine consultations, necessary referrals, and emergency care for employees in the office. In this space, lectures and meetings are held to talk about health.

In 2022, we implemented the Occupational Health & Safety Policy.

To assess risks and accidents, a qualified and outsourced technician, accompanied by a representative of the Company, carries out a periodic in loco assessment of possible health risks to which our employees are exposed. Based on this assessment, a report is issued to support

the preparation of the Occupational Health Medical Control Program (PCMSO), which, in turn, will direct the necessary actions to prevent and mitigate the identified risks.

In 2022, we recorded 9 employees on leave with work restrictions for more than 15 days.

***Vida Leve* Program**

The program has monthly initiatives that encourage a more excellent balance between the personal and professional spheres. *Vida Leve* is based on five pillars – mind, body, nutrition, finances, and smile – and addresses various topics in the health area, such as healthy eating, emotional health, and implementation of healthy habits, among others.



Erika Aparecida Melo Domiciano (Project Office) at Decompression Room.

Health Support

- ✓ ***OrienteMe*: Individual psychological care platform, online and 100% free;**
- ✓ **Health Space (SaúdeID): Odontoprev medical team available to employees.**

Vida Leve Program Initiatives in 2022

Mind

- ✓ Communication trail on emotional health and self-knowledge;
- ✓ Mental health workshop for managers;
- ✓ Self-assessment survey.

Body

- ✓ Golden August Campaign, the launch of the milk station at the head office and layette for fathers and mothers expecting children;
- ✓ Pink October and Blue November campaigns.

Smile

- ✓ Disclosure of curiosities about oral health;
- ✓ Prevention and information about oral cancer and smoking;
- ✓ World Smile Day Campaign.

In 2022, to assess the mental health of our team, we conducted the DASS-21 Questionnaire (Depression, Anxiety, and Stress Scale), which had 182 anonymous responses. The questionnaire allowed us to outline strategies and actions throughout the year more assertively.

We also have the *Gestação Saudável* program, offered by Bradesco, extended to dependents. In it, we monitor the health of our pregnant women monthly. In 2022, 24 employees and 3 dependents participated.

Nutrition

- ✓ Research and creation of an affinity group on nutrition;
- ✓ Lecture on healthy eating;
- ✓ Launch of the *OrienteMe* nutrition platform.

Finance

- ✓ Research and subsequent launch of lectures on financial health: personal finance, indebtedness and cost control, investments, and finance for women.

10
LECTURES

32
ANNOUNCEMENTS

+ 600
EMPLOYEES
using GymPass per
month

Society

GRI 2-29 | 3-3 | ACCESS TO ORAL HEALTH | SOCIAL RESPONSIBILITY

At Odontoprev, we are aware of our business's potential and responsibility to promote oral health in Brazil beyond our own beneficiaries. For this reason, we have a commitment, recorded in our Sustainability Policy, to provide quality dental care to people in social vulnerability, especially minority groups.

To positively impact society, we donated more than 10,000 dental plans to people in social fragility, supporting more than 20 institutions and investing in social actions. In this way, more than 10,000 people are directly impacted by our initiatives, and another 40,000 indirectly.

We promote support to third-sector institutions, through Private Social Investment, by direct contribution or via Incentive Laws, with the backing of projects certified via Tax Incentive Laws, donation

of dental plans and oral hygiene kits, and holding lectures with our volunteer dentists. In 2022, we invested R\$ 2.05 million in social actions, an increase of 253% compared to the previous year.



OdontoTech Internship Program with the Institution CEAP: hiring 08 young people in socially vulnerable situations for career development in the IT and Marketing area of Odontoprev.



5,000 oral hygiene kits donated.



Volunteering 2022:

Total amount of hours: 1,431.8
Direct beneficiaries: 1,464
Indirect beneficiaries: 5,856
Volunteer collaborators: 227



Around R\$ 2.05 million in **Private Social Investment** and projects via Incentive Laws.



300 **Mc Lanche Feliz** campaign voucher donated to the Instituto Social Ser Mais and to municipal schools in the region.



Winter Clothing Campaign, more than 750 pieces collected in all the Company's business units.

With the premise of seeking a responsible relationship with supported institutions, in addition to social investment and donated plans, we built a communication rule on oral health. We worked to monitor events and social initiatives carried out along with the projects. With this, we seek to bring our work closer to our partners and expand our social impact in each active axis.

Below, we present the social initiatives supported throughout 2022.



Children's Day
action with Instituto
Rede Tênis Brasil.



Career guidance program

In 2022, we maintained our partnership with Instituto Social Ser Mais, whose mission is to promote the personal, civic, and professional development of young people in social vulnerability. The program promotes mentoring events intending to exchange experiences between mentors and mentees, in addition to encouraging the appreciation of the trajectories and dreams of each young person through the joint construction of life and career projects.

The initiative had more than 70 employees, who donated more than 450 hours of volunteer work. More than 80 young people aged 15 to 17 participated in the Program, with more than 320 families indirectly impacted.

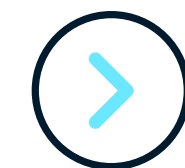


Clean Waves on the Road Expedition (*Expedição Ondas Limpas na Estrada*) Project

Within the Clean Waves on the Road Project ([learn more on page 66](#)), we provide free dental care to collectors from cooperatives receiving and recycling the collected materials.

On board the OdontoMóvel, we were able to aid at the project sites during expeditions.

Promoting corporate volunteering, our employees participated in beach cleaning efforts along the route.



Encouraging blood donation

In June 2022, we carried out an action to encourage blood donation among our employees. We charter a bus to transport donors to the initiative's location. In all, 21 volunteer employees

participated, resulting in 21 blood bags, 9.45 liters of blood donated at the GSH SP Blood Bank, and 84 people benefited.



Solidarity Easter

Liga Solidária is a non-profit civil society organization that develops education, longevity, and citizenship programs and maintains the Liga Solidária Easter campaign, which promotes actions in philanthropic business units and social programs. In 2022, we distributed 750 boxes of chocolates for the campaign.

Partnership against oral cancer

Performed in conjunction with the A.C. Camargo Cancer Center, the program seeks to support the accredited network in the early detection of oral cancer in patients, which is among the ten types with the highest incidence in Brazil and affects mainly men.

Through an application, the accredited network can photograph the possible suspicious lesion, maintaining the patient's anonymity. The images are forwarded to specialists at the institution, who give an opinion on the case. This way, we encourage and promote preventive action and speed regarding potential diagnoses.

Support for Turma do Bem

Turma do Bem is considered the largest specialized volunteer network in the world, bringing together around 17,000 dentists in 1,500 Brazilian municipalities and 12 countries in Latin America and Portugal to offer dental treatment to vulnerable populations.

Through the *Dentista do Bem* project, we promote oral health care for young people and children in situations of social vulnerability, and through *Apolônias do Bem*, we take care of the smile of women victims of domestic violence.

Odontoprev has supported the Institution since 2018, and in 2022, in addition to Social Investment, we promoted a mega screening for children and adolescents intending to direct them to free dental treatment. In all, more than 2,000 people were referred for dental treatment. The selection was made by applying a priority index, which benefits less favored young people and those with more serious oral problems.

Odontoprev and the Institution were mobilized by the story of Grazy, a transgender woman, assisted by *Apolônias do Bem*, who fled her hometown (Fortaleza/CE) to São Paulo, after having her smile destroyed in a case of domestic violence. Twelve years later, since she was last with her family, Grazy tells how the loss of her teeth worsened her emotional condition


and how the use of masks, during the Covid-19 pandemic, was decisive for her to change her story. In addition to bringing back her smile, the Campaign sponsored the documentary "Over the Mouth", which tells the story behind this hidden smile. The documentary was broadcasted in international film festivals, including the Swiff Film Festival.

Children's Day in partnership with Rede Tênis Brasil

In October, we held a Children's Day event in collaboration with Rede Tênis Brasil, involving approximately 80 young people and children from the *Massificação Maria Esther Bueno* project, who participated in gymkhanas and tennis clinics.

Connected with the purpose of Odontoprev, two dentists talked with participants about oral health and the importance of prevention. The dentists also discussed integrated health care and how it connects with sports.



 *Dentista do Bem* action with Instituição Turma do Bem.

Shareholders

GRI 2-29

We value a transparent and ethical relationship with our approximately 60,000 shareholders. Odontoprev periodically discloses documents on the Investor Relations and on the Brazilian Securities Commission’s (CVM) website.

We also use other means of communication with our shareholders, such as external mailings, meetings with analysts, and investment funds, which can be scheduled at the Company’s initiative or at the shareholder’s request. In addition, we maintain channels to answer questions and respond to suggestions.

Suppliers

GRI 2-6 | 2-29

In our relationship with suppliers, we seek to form and strengthen transparent and honest relationships, establish lasting partnerships, and obtain mutual benefits. We ended 2022 with 1,036 suppliers in our base, mostly consultants specializing in IT services, HR, marketing services, and building maintenance.

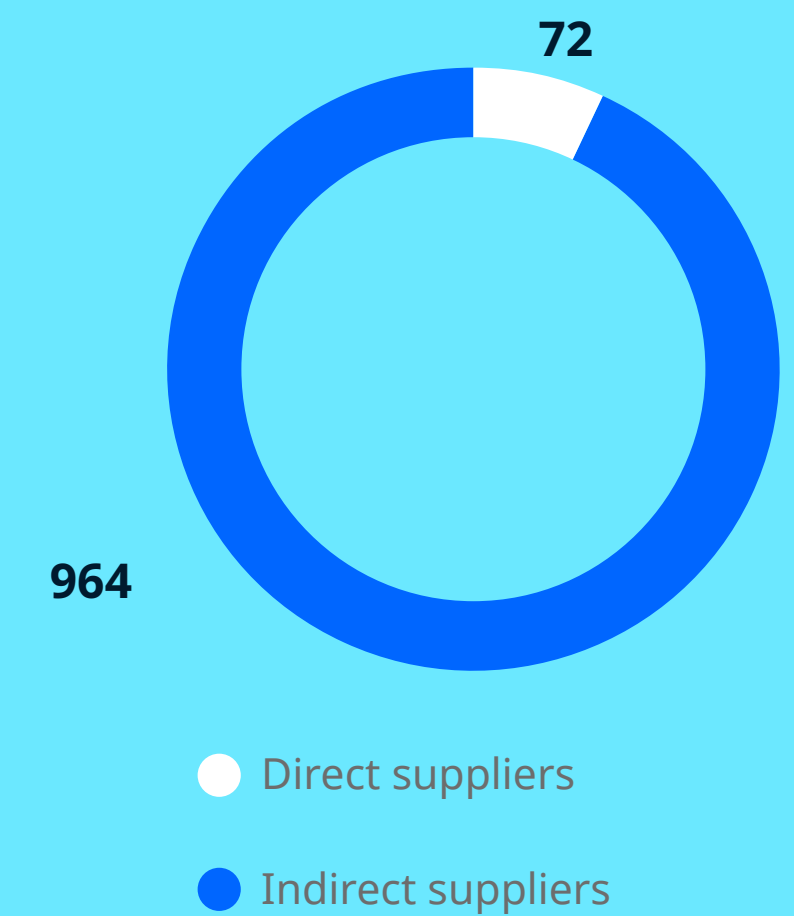
Of these, 72 were direct suppliers, representing 7% of our base. Our suppliers are primarily located in the Southeast region, in São Paulo, Rio de Janeiro and Minas Gerais.

The contracts entered are based on environmental and social criteria, guided by good labor practices and human rights. In addition, suppliers are also committed to following the ethical and anti-corruption

assumptions adopted by the Company, accepting our Anti-Corruption and Other Illicit Acts Policy and the Code of Ethics. This process is automated on a platform for querying suppliers’ public data.

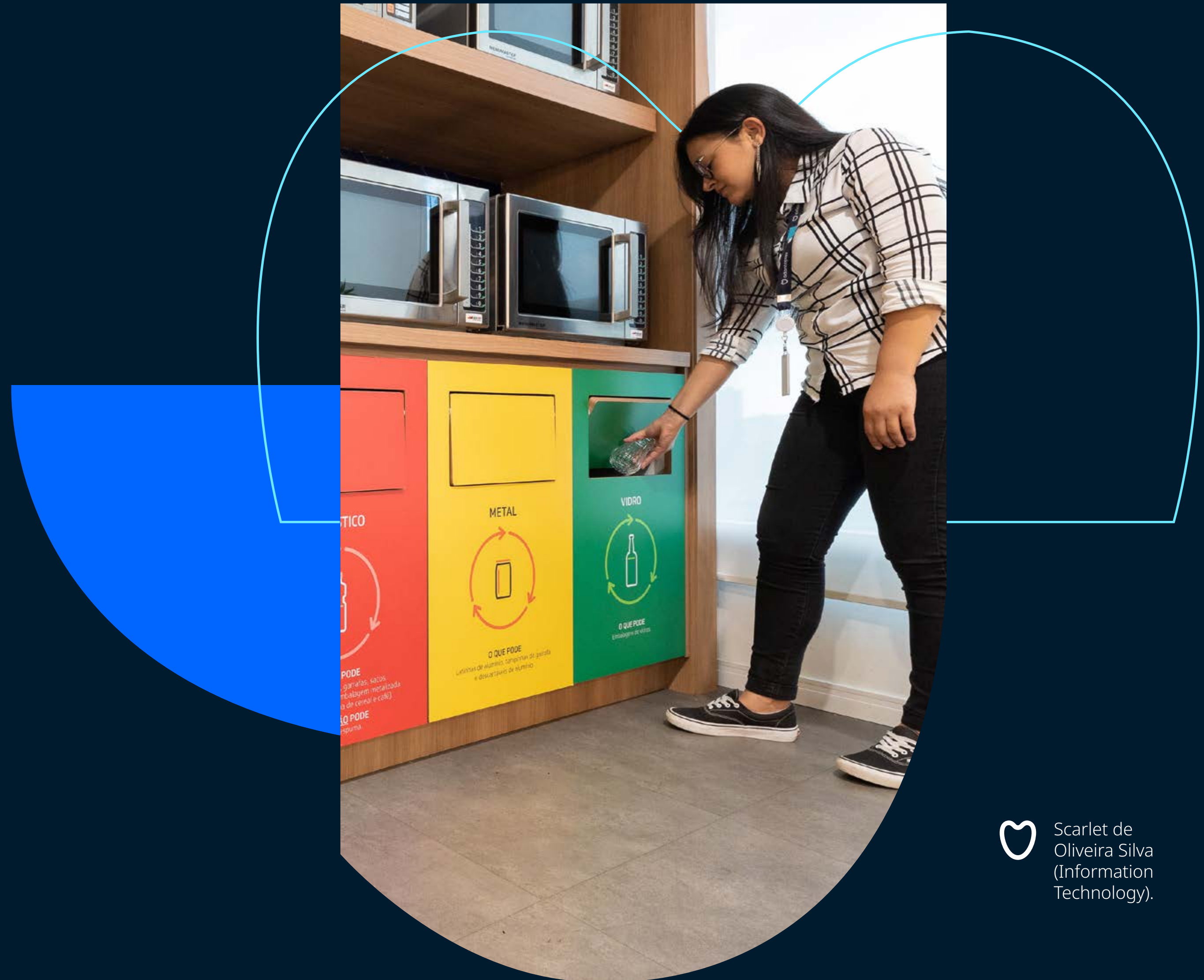
We also seek to mitigate the environmental impacts of our supply chain through socio-environmental assessments provided for in our Supplier Management Policy. The leading suppliers are submitted to quarterly assessments, through which socio-environmental and compliance aspects and efficiency and innovation are observed. At the end of a 12-month cycle, the best-evaluated suppliers are awarded at an event with the presence of the Odontoprev board – suspended during the pandemic, which will be resumed shortly.

Total number of suppliers



 **1,036**
suppliers

Environmental Impact



 Scarlet de Oliveira Silva
(Information Technology).

- 63. Environmental management
- 66. Clean Waves on the Road Expedition

Environmental management

Odontoprev has a fundamentally digital operation that does not cause relevant environmental impacts. Even so, we are committed to proactive action to reduce our impacts, seeking, in addition to meeting legal requirements and environmental standards, eco-efficiency in our operation.

Our Sustainability Policy establishes guidelines for topics such as managing the consumption of natural resources, recycling materials, and reducing and neutralizing Greenhouse Gas (GHG) emissions.

We are always looking for innovation to reduce the impact of our operation. Since 2021, we have implemented digitization for our accredited network, with the Online Request (SOL) for Radiological Exams and Digital Dental Records (GTO), and for our

beneficiaries, with the digital card. In this way, we make our operation even more efficient, saving on issuing and transporting physical documents.

Climate change

[GRI 201-2](#) | [305-1](#) | [305-2](#) | [305-3](#)

In 2021, we launched the Carbon Neutral project, through which we committed to offsetting 100% of the Company's Greenhouse Gas (GHG) emissions, year after year. This ambition includes neutralizing all emissions since the founding of Odontoprev in 1987 by 2020, totaling 17,700 tCO₂.

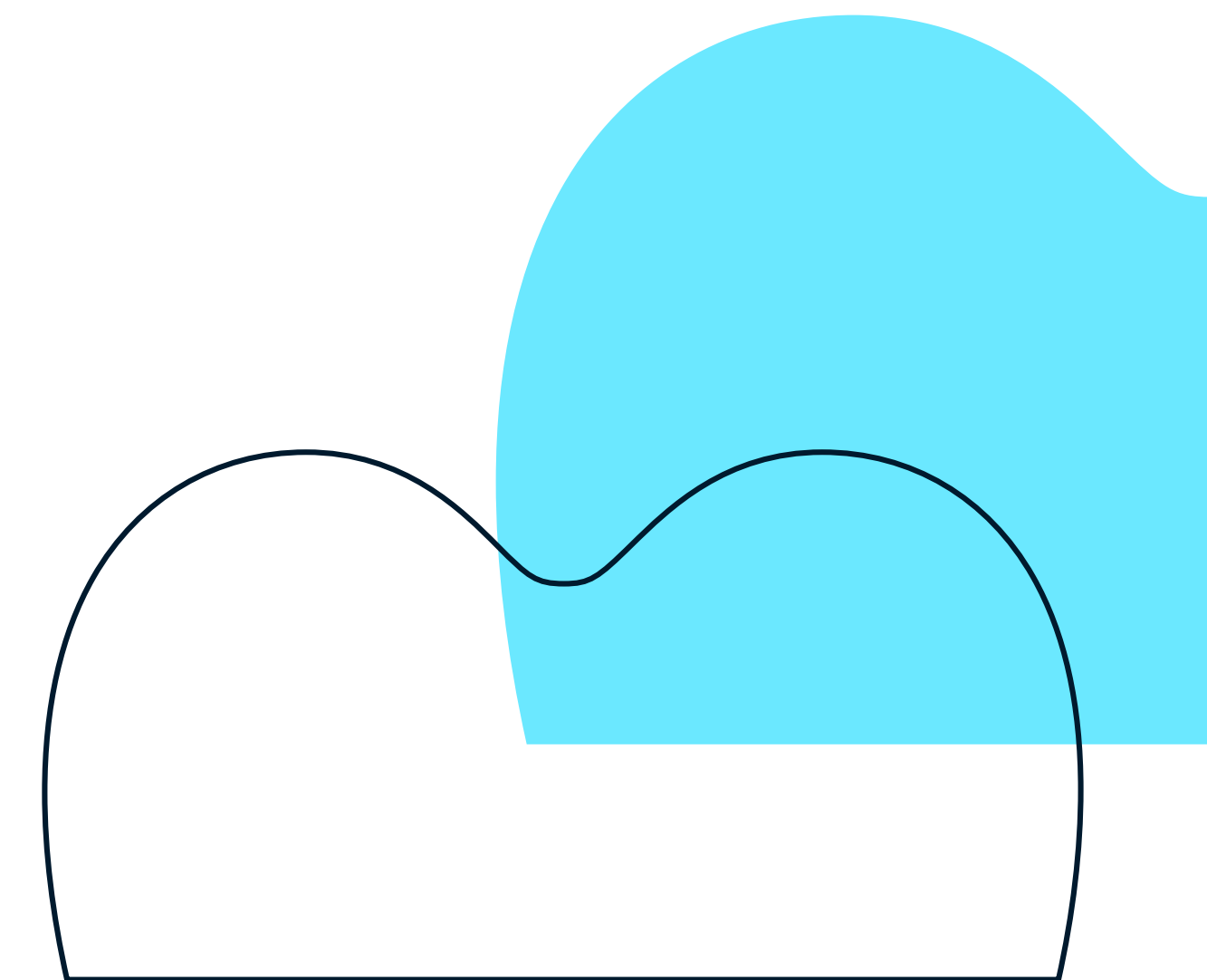
To do this, we offset 20,000 tCO₂ by purchasing carbon credits from a Reduction of Emissions

from Deforestation and Forest Degradation (REDD) mechanism of the Forest Conservation in the Amazon Project, which avoids emissions from deforestation on a property in the municipality of Paragominas (PA).

Therefore, we are the first healthcare operator to assume the commitment to neutralize 100% of its emissions annually.

Since 2008, we have been monitoring emissions from our employees' travel (land and air) and freight fuel, as well as the electricity consumed in operation, to mitigate and reduce our GHG emissions.

For the third consecutive year, we report emissions in the GHG Protocol Brazil Program, which qualifies companies with seals according to the quality of the report. We also report to the Carbon Disclosure Project (CDP) – Climate Change.



Emissions

	2022 (in tCO ₂ e)	2021 (in tCO ₂ e)	2020 (in tCO ₂ e)
Total direct emissions (Scope 1)	-	8.60	20.60
Biogenic CO ₂ emissions – Scope 1	-	0.10	0.40
Total indirect emissions (Scope 2)	5.80*	91.00	63.00
Total other indirect emissions (Scope 3)	241.80	210.00	188.30
Biogenic CO ₂ emissions – Scope 3	9.70	8.70	21.30
Total	257.30	318.40	293.60

* The variation between the years is due to the use of the cloud system and the movement of the Data Processing Center to outsourced data centers.

Scope 1 emissions related to the use of generators were not reported by the new commercial condominium in 2022, where Odontoprev's headquarters were installed.

In addition to offsetting carbon consumption, since 2007, we have had a tree-planting project that already has more than 13,000 seedlings in parks in São Paulo.

In 2022, we started mapping environmental risks. Although we do not have significant environmental impacts due to the nature of

our activities and operations, Odontoprev is committed to preventive approaches to the challenges of this topic, in addition to promoting environmental responsibility in its operations with awareness actions, environmental education and education for conscious consumption, confirming its commitment through the Sustainability Policy, in which it establishes responsibility for making its activities compatible with environmental conservation, within the principles of Sustainable Development.

Energy consumption

[GRI 302-1](#) | [SASB HC-DY-130a.1](#)

Since January 2022, Odontoprev has been installed in a new commercial building with three diesel generators, used only during a power outage.

However, the condominium did not report in 2022 the consumption of diesel oil for electricity generation.

We recorded a reduction in electricity consumption due to the move of the Data Processing Center (DPC) to another location

and the use of the cloud system. It is also necessary to highlight the importance of presence sensors on the Company's floors, allowing greater control of energy consumption.

In addition, we purchased the I-REC of Solar sources from Enel Soluções Energéticas, thus bringing our Scope 2 emissions to zero in 2022.



Energy consumption (in GJ)

	2022	2021	2020
Non-renewable fuels*	-	99,761.08	222,082.50
Diesel	-	11.40	48.10
Natural gas (LPG)	-	99,659.68	222,034.40
Electricity consumption	384.97	2,402.41	2,617.29
Concessionaire	384.97	2,402.41	2,617.29
Total energy consumption	384.97	102,073.49	224,699.79

* The condominium where Odontoprev is installed does not have information about diesel oil consumption and does not use LPG for energy generation.

Water consumption

GRI 303-5

Concerning water consumption, the commercial condominium of the new headquarters is supplied by Sabesp. Still, water is also purchased by the water truck.

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

Thus, the Company recorded a continuous drop in water consumption. Among the factors contributing to this result, we can point the adoption of the hybrid regime after the pandemic, the presence of sensors in the bathroom faucets, and the double flush toilet, which can save up to 40% of water.

Water consumption (in ML)

	2022	2021	2020
Total water consumed in all areas	2.01	3.23	4.95
Total water consumed in areas under water stress	0	0	0
Total	2.01	3.23	4.95





Clean Waves on the Road Expedition

Odontoprev is always attentive to the movements of the ESG agenda and continuously seeks to expand its environmental, social, and governance activities. In this sense, launching the Clean Waves on the Road Expedition Project was a significant milestone for the Company.

This pioneering initiative placed us firmly on the environmental agenda. It reinforced our commitment to act increasingly forcefully on this issue, acting as conscious agents that are part of the necessary transformation for the maintenance of ecosystems.

Our bus, which started the trip in Chuí (RS), will cover a total of 300 beaches until it gets to Oiapoque (AM).

Carried out in partnership with Sea Shepherd Brasil – a non-profit marine conservation organization – the project aims to scientifically map the profile of waste found on the Brazilian coast. There are more than 300 beaches, from Chuí (RS) to Oiapoque (AM).

To add to the project, we incorporated into the expedition our purpose of promoting quality dentistry, and thus, we offer free dental care to collectors from cooperatives involved in recycling the collected materials.

We understand that environmental and social issues can and should be connected. In this way, we want to impact the lives of countless people, enhancing the project with what we know how to do best: taking care of the smile of Brazilians.

Shipment Trajectory



18 months
OF AN OVERLAND EXPEDITION



More than
16 thousand
KILOMETERS



300
BEACHES



Task Force held with employees in Bertioga/SP.

The project is divided into three main pillars:

- ✓ Assessment of urban and deserted beaches by volunteer scientists aboard the bus (donated by Odontoprev) covering the entire Brazilian coast. A coastal and underwater cleaning is carried out, collecting waste, microplastic and sand. The methodology for this analysis was developed in conjunction with the Oceanographic Institute at USP, a world reference on the subject.
- ✓ Promoting environmental education for the coastal population, encouraging correct behavior for the preservation of the ocean.

- ✓ Offer of mobile and free dental care for collectors from cooperatives involved in recycling collected materials.

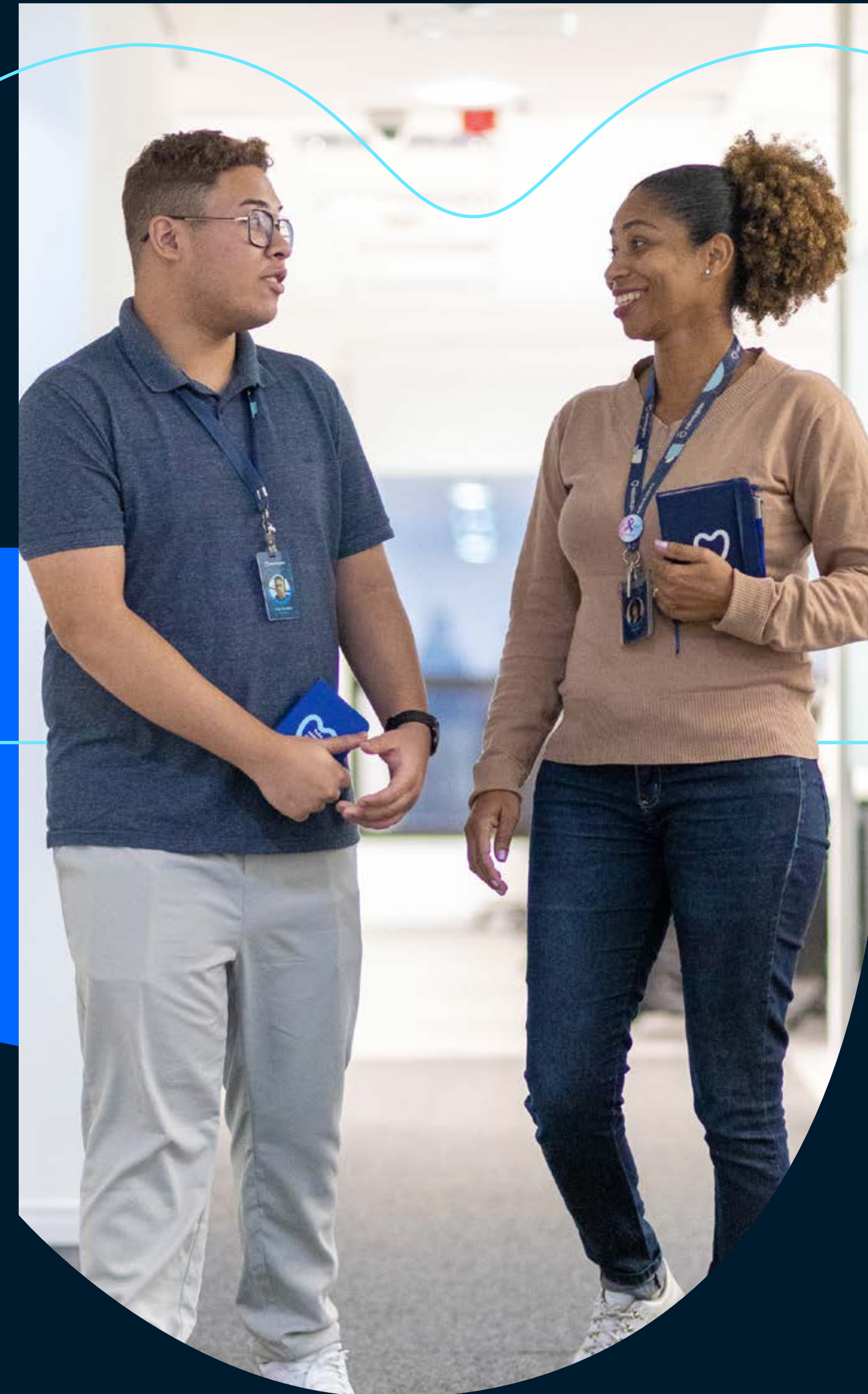
In March 2023, 11 months after the start of work, we completed 71.3% of the project. We have already carried out 102 cleanup efforts in 12 states of the country and 214 scientific cleanups. We collected more than 2.2 tons of solid waste, covering 22 km² of beach area analyzed for microplastics and 4 km of beaches for macro waste.

The project has the daily participation of six volunteers from Sea Shepherd Brazil, with

45 and 60 days turnovers. From time to time, Odontoprev promotes cleaning efforts with the participation of our volunteer employees.

At the end of the process, we will publish the study at the United Nations, universities, and competent bodies. In addition, we are creating the documentary **Clean Waves on the Road Expedition**, which will feature five episodes that will show an x-ray of the Brazilian coast, with all its variety, extension, and economic importance for the country, in addition to showing the daily life of the *caiçara* and fisheries communities throughout history. It will be available on TV and digital platforms.

About This Report



 Felipe Anderson Anacleto da Silva (Marketing) and Karla Sá (Integrated Service Center).

About this report

[GRI 2-3 | 2-14](#)

Through this report, we annually reinforce our commitment to transparency and report our business's top financial, environmental, social, and corporate governance highlights, demonstrating how we generate value for our employees, customers, suppliers, investors, communities, and other stakeholders.

In line with the best sustainability practices, the Report was prepared based on an in-depth study of the most relevant topics for the sustainability of the business ([learn more on page 70](#)), and uses the International Integrated Reporting Council (IIRC), the Principles of the Global Compact and the 2030 Agenda and its Sustainable Development Goals (SDGs).

The reported information covered all companies of the Odontoprev Group between January 1st and December 31st, 2022, and underwent analysis and approval by the Executive Board. The financial results were presented from the financial statements, which underwent external verification by KPMG Independent Auditors.

Best practices



Global Reporting Initiative (GRI): the most widely used guideline in the world for sustainability reporting. At the beginning of each subchapter, you will find the reported indicators using the acronym GRI-XX. You can also see the complete list of indicators on [page 81](#).



Sustainability Accounting Standards Board (SASB): a global voluntary sectoral sustainability reporting standard. At the beginning of each subchapter, we point out the indicators addressed. In the SASB Content Index ([page 81](#)) we explain the content of each indicator.



Sustainable Development Goals (SDGs): defined by the United Nations (UN) to engage organizations worldwide in goals for sustainable development. On [page 36](#) we present the priority SDGs of the business and how we contribute to achieving them.



In case of questions or suggestions

about the topics presented in the Sustainability Report, please contact us by e-mail:

sustentabilidade@odontoprev.com.br
ri@odontoprev.com.br




Materiality

GRI 3-1 | 3-2

The topics addressed throughout this report are those identified as having the most significant potential to impact Odontoprev's value generation. Odontoprev's materiality process was updated in 2021, following

the guidelines established by the GRI. For constructing the Materiality Matrix, we mapped the priority audiences and the organization's impact list, surveyed the stakeholders' perceptions, and analyzed the

results. During this process, for the first time, our stakeholders were consulted. Thus, we identified ten material topics for our business, presented below.

Boundary Study	Dimension	GRI and SASB Disclosures	Impact Boundary for Odontoprev	Organizational involvement in impact	Relevant Stakeholders	Impacts to stakeholders
CUSTOMER RELATIONSHIP	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 	Within and outside the Organization	Direct and indirect		Satisfaction, and consequent client retention, leads to growth in the beneficiary base, which impacts our market valuation. Possibility of retention and expansion of the workforce, return for shareholders/investors and business expansion. Customer satisfaction with Odontoprev is also dependent on the quality of service offered by the accredited network, which represents an indirect relationship of impact of the Company with the theme.
TRANSPARENCY AND ETHICS	GOVERNANCE	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Anti-corruption GRI 205-1 205-2 	Within and outside the Organization	Direct and indirect		Risks and impacts are mainly related to reputation, image, credibility with stakeholders, and legal compliance, which can either add or destroy value to the business and its stakeholders as a whole.
DATA PRIVACY AND SECURITY	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Customer Privacy GRI 418-1 Patient Privacy and Electronic Health Records SASB HC-DY-230a.2 HC-DY-230a.3 HC-DY-230a.4 	Within and outside the Organization	Direct and indirect		The risk is associated with non-compliance with contractual clauses, legal and/or regulatory obligations and non-disclosure agreements of the Company's related parties, impacting on their safety, on the Company's image and reputation and generating fines for non-compliance with GDPR. The risk is also in the relationship of the accredited network with customers, which represents an indirect participation of the Company in the impact.
HEALTH AND WELL-BEING OF EMPLOYEES	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Occupational health and safety GRI 403-6 403-9 Health and well-being of employees SASB HC-DY-320a.1 	Within the Organization	Direct		Through committees, awareness on the topic, benefits, programs and platforms for activity and care, treatment to mental and physical health, Odontoprev brings health and safety to its employees. Apart from impacting these stakeholders, healthy employees enable the good operational performance of the Company.

 SHAREHOLDERS/INVESTORS
  CUSTOMERS
  COMMUNITY/SOCIETY
  EMPLOYEES
  SUPPLIERS/PARTNERS
  GOVERNMENT/REGULATORY AGENCY
  ENVIRONMENT
  ODONTOPREV OPERATIONS

Boundary Study	Dimension	GRI and SASB Disclosures	Impact Boundary for Odontoprev	Organizational involvement in impact	Relevant Stakeholders	Impacts to stakeholders
TECHNOLOGY AND INNOVATION	GOVERNANCE	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 	Within and outside the Organization	Direct and indirect	1 2 3 4 6 7 8	The construction of the Odontoprev of the future aims to impact on the direction of the operation with the use of new technologies and systems, generating impacts on process efficiency, solution and final experience of customers and other stakeholders. The digital transformation and process automation projects reduce the use of physical materials that impact the environment. Examples are: GTO Digital, Rede Unna App, and Beneficiary App. Through the Lei do Bem, a government initiative focused on encouraging innovation projects, there is also an indirect impact on the community and society.
ACCESS TO ORAL HEALTH	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 	Outside the Organization	Direct	2 3 6	The products of the Odonto System (ODSY) brand, which have affordable prices for the population of classes C and D, support the population not to depend on a place in the Unified Health System (SUS) and support its "unburdening". Besides providing access to quality dentistry to its basic family group, it establishes access to oral health for all.
DEVELOPMENT OF HUMAN CAPITAL	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Training and Education GRI 404-1 	Within and outside the Organization	Direct	1 2 4 6 8	The entire operation, regardless of location, receives a direct impact from the training actions we carry out with the employees who thus perform their duties at the highest level, so as to have a direct effect on the customers, which also affects the return to shareholders/investors.
ACCREDITED NETWORK TRAINING	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Recruiting, developing and retaining employees SASB HC-DY-330a.2 	Within and outside the Organization	Direct	1 2 3 4 5 7 8	A qualified and capable accredited network contributes to the reduction of environmental impacts caused by its activities in offices or clinics, generates access to quality dentistry to millions of Brazilians, provides consulting to thousands of dentists in the country, and positively impacts the business of client companies by generating health to its employees and supports the performance of Odontoprev operations.
SOCIAL RESPONSIBILITY	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 	Within and outside the Organization	Direct	1 3 6 8	With social actions intrinsically linked to our purpose as an organization, we promote a healthier society with fewer inequalities. Our partnerships and monetary donations impact the well-being of the communities where we operate. Based on our projects, we strengthen our brand image, generating value and visibility to the business.
DIVERSITY AND INCLUSION IN THE WORK ENVIRONMENT	SOCIAL	<ul style="list-style-type: none"> Material Topic Management GRI 3-3 Diversity and Equal Opportunities GRI 405-1 405-2 	Within and outside the Organization	Direct	1 2 3 4 8	The theme reflects directly on our operations, since they are made by people. Impacts are directly linked to our employees and indirectly on society, by the search for more equality and inclusion, but also in the performance of operations and return for shareholders/investors, since more diverse work environments generate value.

1 SHAREHOLDERS/INVESTORS 2 CUSTOMERS 3 COMMUNITY/SOCIETY 4 EMPLOYEES 5 SUPPLIERS/PARTNERS 6 GOVERNMENT/REGULATORY AGENCY 7 ENVIRONMENT 8 ODONTOPREV OPERATIONS

Annexes

- 73. Indicator Annexes
- 81. GRI and SASB Index
- 86. SDG Map
- 87. Credits



Indicator Annexes

Organization Details

GRI 2-2

Odontoprev Serviços Ltda, Brasildental Operadora Planos Odontológicos S/A, Odontored Seguros Dentales, Clidec – Clínica Dentária Especializada Cura D’ars Ltda, Easy Software S/A, Oprev Administradora, SF10 Part. Societária S/A, Machiron Desenvolvimento de Sistemas S/A, Clidec Participações S/A, Papaiz S/A, Dental Partner Com. Produtos e Equip. Odontológicos Ltda, Boutique Dental Ltda.

GRI 2-28

Odontoprev has significant participation in the following associations:

- **Fenasaúde (National Federation of Supplementary Health):** Odontoprev participates in internal committees to discuss topics relevant to the sector;

- **Sinog (National Union of Enterprises of Dental Group):** Roberto Cury, Superintendent of Institutional Relations at Odontoprev, has been in the presidency of the union since 2020;
- **IESS (Institute of Supplementary Health Studies):** Odontoprev participates in internal committees to discuss topics relevant to the sector. Rodrigo Bacellar (CEO of Odontoprev) is part of the IESS administration.

Governance

GRI 2-21

To calculate the proportion of total annual compensation, the base salary, commission, and PPR (Profit Sharing Program) were considered, excluding interns, apprentices, and employees from Mexico and BB Dental. The proportion is 4,483%.

GRI 205-2

		2021		2022	
Functional category		Communicated	Trained	Communicated	Trained
Board of Directors	number	7	7	8	8
	percentage	100%	100%	100%	100%
Management	number	80	57	73	59
	percentage	100%	71.2%	100%	81%
Technical/Supervision	number	90	73	268	202
	percentage	100%	81.1%	100%	75%
Administrative	number	728	554	538	422
	percentage	100%	76.1%	100%	78%
Operational	number	822	580	749	502
	percentage	100%	70.6%	100%	67%
Trainee	number	7	7	6	6
	percentage	100%	100%	100%	100%
Total	number	1,734	1,278	1,642	1,199
	percentage	100%	73.7%	100%	73%

Employees

GRI 2-7

Employees, by employment contract

	2022			2021			2020		
	Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
Permanent	482	1,163	1,645	456	1,204	1,660	493	1,419	1,912
Temporary*	59	33	92	33	41	74	19	50	69
Contracts with no minimum hours	0	0	0	0	0	0	0	0	0
Total	541	1,196	1,737	489	1,245	1,734	512	1,469	1,981

Employees, by employment contract and region

	2022				2021				2020			
	Permanent	Temporary*	With no minimum hours	Total	Permanent	Temporary*	With no minimum hours	Total	Permanent	Temporary*	With no minimum hours	Total
North	5	0	0	5	3	0	0	3	13	0	0	13
North East	464	28	0	492	435	20	0	455	458	26	0	484
Midwest	2	0	0	2	7	0	0	7	10	0	0	10
Southeast	1,079	63	0	1,142	1,137	52	0	1,189	1,364	40	0	1,404
South	33	1	0	34	18	0	0	18	19	1	0	20
México	62	0	0	62	60	2	0	62	48	2	0	50
Total	1,645	92	0	1,737	1,660	74	0	1,734	1,912	69	0	1,981

* For temporary workers, apprentices and interns were considered.

Employees, by employment contract

	2022			2021			2020		
	Man	Woman	Total	Man	Woman	Total	Man	Woman	Total
Integral	395	760	1,155	347	699	1,046	370	780	1,150
Part time	120	462	582	142	546	688	142	689	831
Total	515	1,222	1,737	489	1,245	1,734	512	1,469	1,981

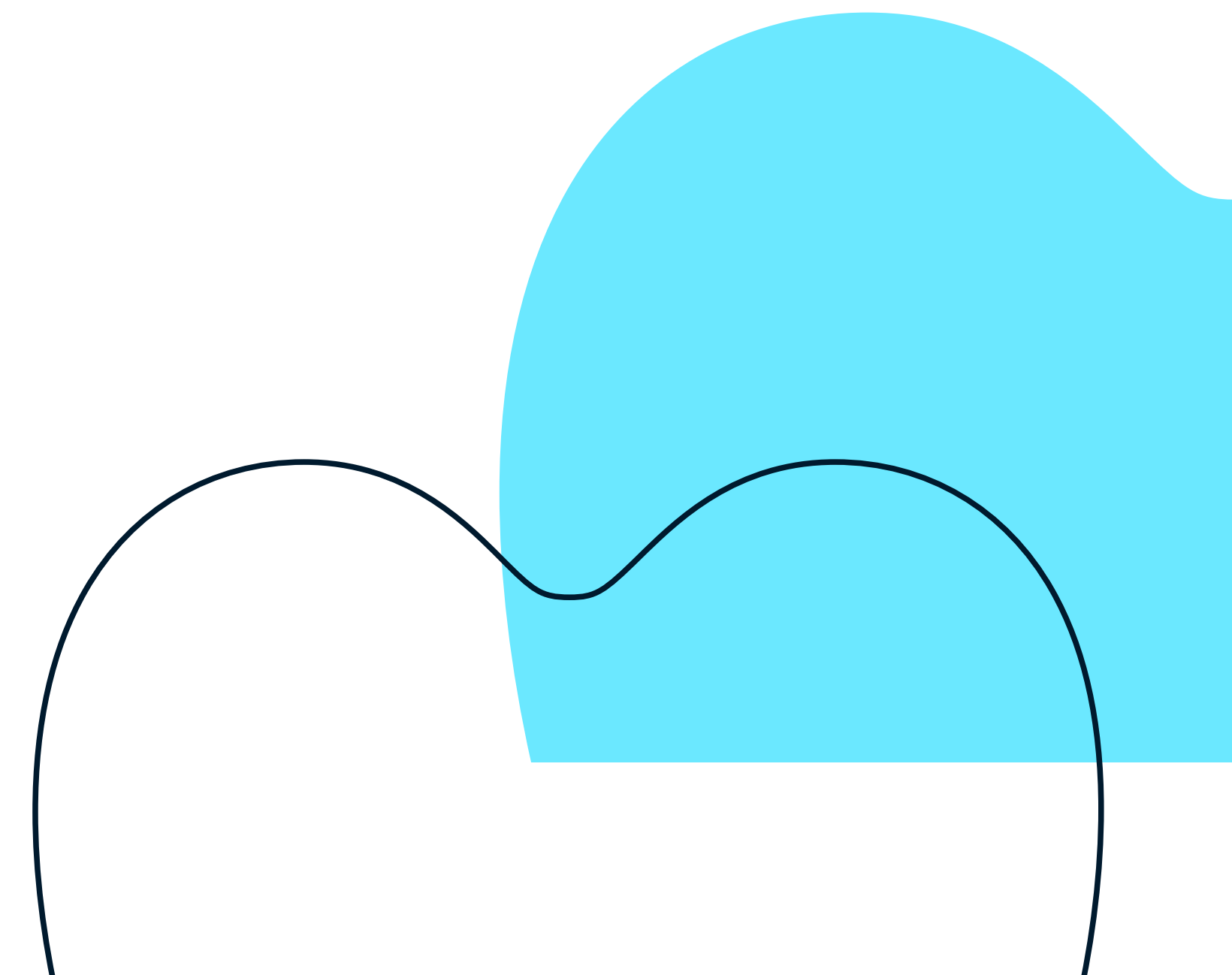
Employees, by employment contract and region

	2022		
	Integral	Part time*	Total
North	2	3	5
North East	299	193	492
Midwest	0	2	2
Southeast	773	369	1,142
South	19	15	34
México	62	0	62
Total	1,155	582	1,737

* For part-time, any workload of less than 220 hours per month was considered.

GRI 2-8

Odontoprev has a total of 35 active outsourced workers (facilities). In addition, we have 14 temporary employees hired by a third party to meet specific demands from the business areas. Third parties from the Technology Board were not accounted for; they take turns on shifts.



GRI 401-1

Hiring						
	2022		2021		2020	
	Total	%	Total	%	Total	%
Male	260	63%	129	43%	96	34%
Female	154	37%	174	57%	190	66%
Total	414	100%	303	100%	286	100%
Up to 30 years old	204	49%	163	53%	137	46%
From 30 to 50 years old	196	47%	128	42%	134	45%
More than 50 years old	14	3,4%	12	5%	15	9%
Total	414	100%	303	100%	286	100%
North	1	0.2%	6	2%	0	0%
North East	111	27%	84	27%	89	31%
Southeast	293	71%	209	69%	197	79%
South	9	2.2%	2	1%	0	0%
México	0	0%	1	1%	0	0%
Total	414	100%	303	100%	286	100%

Termination						
	2022		2021		2020	
	Total	%	Total	%	Total	%
Male	168	35%	80	34%	43	29%
Female	307	65%	156	66%	106	71%
Total	475	100%	236	100%	149	100%
Up to 30 years old	207	44%	202	86%	135	91%
From 30 to 50 years old	250	53%	34	14%	14	9%
More than 50 years old	18	3,8%	0	0%	0	0%
Total	475	100%	236	100%	149	100%
North	2	0,4%	0	0%	0	0%
North East	136	29%	27	12%	70	47%
Southeast	316	67%	209	88%	78	52%
South	6	1.3%	0	0%	1	1%
México	15	3.2%	0	0%	0	0%
Total	475	100%	236	190%	149	100%

GRI 404-1

Average hours of training

	2022	2021	2020
Male	29.35	26.19	23.58
Female	20.93	11.38	11.87
Assistance	13.38	10.08	11.55
Support	15.59	9.98	11.64
Specialist	26.53	21.41	25.19
Tactical manager	32.06	39.01	20.06
Strategic manager	41.03	29.03	13.25
Statutory	33.21	47.71	6.28

GRI 404-3

Performance assessment

	2022	2021	2020
Male	358	376	404
Female	971	969	1,225
Total	1,329	1,349	1,651
Assistance	316	343	684
Specialist	521	374	350
Statutory	9	6	6
Strategic management	67	64	56
Support	337	481	474
Tactical	79	77	80
Total	1,329	1,349	1,651



GRI 405-1

Diversity of governance bodies

	2022				2021				2020			
	Board of Directors	%	Executive Board	%	Board of Directors	%	Executive Board	%	Board of Directors	%	Executive Board	%
Male	10	90.9%	6	85.7%	13	14%	6	85.7%	10	100%	6	85.7%
Female	1	9.1%	1	14.3%	2	86%	1	14.3%	0	0%	1	14.3%
Total	11	100%	7	100%	15	100%	7	100%	10	100%	7	100%
Up to 30 years old	0	0%	0	0.0%	0	0%	0	0%	0	0%	0	0%
From 30 to 50 years old	1	9.1%	1	14.3%	3	22.7%	3	42%	0	0%	3	42%
More than 50 years old	10	90.9%	6	85.7%	12	77.3%	4	58%	10	100%	4	58%
Total	11	100%	7	100%	15	100%	7	100%	10	100%	7	100%
White	11	100%	6	85.7%	15	100%	5	62%	10	100%	5	62%
Black and brown	0	0%	1	14.3%	0	0%	1	14%	0	0%	1	14%
Indigenous	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Yellow	0	0%	0	0%	0	0%	1	14%	0	0%	1	14%
Total	11	100%	7	100%	15	100%	7	100%	10	100%	7	100%

Diversity of employees, by gender

	2022		2021		2020	
	Men	Women	Men	Women	Men	Women
Board	10	1	13	2	10	0
Assistance	113	373	98	410	149	672
Support	112	438	141	450	125	438
Specialist	193	313	170	288	146	251
Tactical Management	30	59	29	62	26	57
Strategic Management	51	37	45	34	33	27
Statutory	6	1	6	1	6	1
Total	515	1,222	502	1,246	495	1,446

Diversity of employees, by race

	2022	2021	2020
Not declared	67	67	3
Yellow	9	10	7
White	992	1,008	1,268
Indigenous	2	2	2
Black and Brown	667	661	641
Total	1,737	1,748	1,941

Diversity of employees, by age group

	2022			2021			2020		
	< 30 years old	30 to 50 years old	> 50 years old	< 30 years old	30 to 50 years old	> 50 years old	< 30 years old	30 to 50 years old	> 50 years old
Board	0	1	10	0	3	12	0	0	10
Assistance	225	223	38	224	253	31	378	397	43
Support	151	340	59	207	330	54	176	328	58
Specialist	109	348	49	122	301	35	80	285	32
Tactical Management	7	70	12	9	70	11	5	65	13
Strategic Management	1	61	26	3	54	22	1	37	22
Statutory	0	1	6	0	3	4	0	3	4
Total	493	1,044	200	565	1,014	169	704	1,082	155



GRI 405-2

Proportion of base salary and compensation received by women and men by employee category

Functional category	2022		2021		2020	
	Base salary	Compensation	Base salary	Compensation	Base salary	Compensation
Assistance	1.01	0.96	1.01	1.03	0.99	0.99
Support	0.96	0.93	0.98	0.97	0.95	0.95
Specialist	0.79	0.80	0.81	0.81	0.82	0.81
Tactical Management	0.81	0.83	0.88	1.11	0.93	0.94
Strategic Management	0.84	0.84	0.82	0.72	0.83	0.84

Environmental impact

Waste Management (ton)

	2022 ¹	2021	2020
Paper	1.54	0.96	2.22
Plastic	0.12	0.54	1.63
Aluminum	0.03	0.00	0.00
Glass	0.01	0.00	0.00
Organic	10.76	0.75	0.26
Total	12.46	2.25	4.11

Note 1: The volume of waste generated increased in 2022, because as of that year we started calculating the total waste based on the total value of the commercial building, given by the company that manages the condominium where Odontoprev has its headquarters. Therefore, an apportionment is made proportionally to the number of floors occupied by the Company.

Note 2: In 2022, employees returned to work in person, still in a hybrid model.

GRI and SASB index

Declaration of use:

Odontoprev reported in accordance with the GRI Standards for the period January 1, 2022 to December 31, 2022.

Used GRI 1: GRI 1 | 2021 Fundamentals.

GRI Standard / Other Source	Indicators	Location
General Content		
	2-1 Organization Details	Page 7
	2-2 Entities included in the organization's sustainability report	Page 11
	2-3 Period, frequency, and contact for information about the report	Page 69
	2-4 Information restatements	There are no restatements.
	2-5 External verification	It has no external verification.
	2-6 Activities, Value Chain, and Other Business Relationships	Pages 7 and 61
	2-7 Employees	Pages 47 and 74
GRI 2: 2021 General Content	2-8 Workers who are not employees	Page 75
	2-9 Governance Composition and Structure	Page 15
	2-10 Nomination and Selection of the Highest Governance Body	Page 17
	2-11 Chair of the highest governance body	Page 17
	2-12 Role played by the highest governance body in overseeing impact management	Pages 17, 20 and 35
	2-13 Delegation of responsibility for managing impacts	Page 17 e 35
	2-14 Role of the highest governance body in sustainability reporting	Page 69
	2-15 Conflicts of interest	Conflicts of interest are addressed in the Code of Ethics and the Related Parties policy.

GRI Standard / Other Source	Indicators	Location	
GRI 2: 2021 General Content	2-16	Communicating critical concerns	Page 17
	2-17	Collective knowledge of the highest governance body	No initiatives were taken regarding the topic.
	2-18	Assessing the performance of the highest governance body	Page 17
	2-19	Compensation Policies	Page 19
	2-20	Process for determining the Compensation	Page 19
	2-21	Proportion of total annual compensation	Pages 19 and 73
	2-22	Demonstration of the sustainable development strategy	Page 3
	2-23	Commitment Policy	Page 22
	2-24	Incorporation of the commitment policy	Page 22
	2-25	Negative Impact Remediation Processes	Page 43
	2-26	Mechanisms for ethical guidance and concerns	Page 25
	2-27	Compliance with laws and regulations	We had no significant non-compliance with laws and regulations during the reporting period.
	2-28	Participation in associations	Page 73
	2-29	Approach to stakeholder engagement	Pages 41, 44, 47, 58 and 61
	2-30	Collective Bargaining Agreements	All employees governed by the Brazilian labor law (CLT) are covered by collective labor agreements or conventions.
GRI 3: 2021 Material Topics	3-1	Process for determining material topics	Page 70
	3-2	List of material topics	Page 70
MATERIAL THEME: TRANSPARENCY AND ETHICS			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Pages 22 and 23

GRI Standard / Other Source	Indicators	Location	
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Page 23
	205-2	Communication and training on anti-corruption policies and procedures	Page 73
MATERIAL THEME: HUMAN CAPITAL DEVELOPMENT			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 51
GRI 401: Employment 2016	401-1	New hires and employee turnover	Page 76
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Pages 51 and 77
	404-2	Employee skill enhancement and career transition assistance programs	Page 55
	404-3	Percentage of employees receiving regular performance and career development reviews	Pages 55 and 77
MATERIAL THEME: DIVERSITY AND INCLUSION IN THE WORKPLACE			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 48
GRI 405: Diversity and Equal Opportunities 2016	405-1	Diversity of governance bodies and employees	Pages 17, 18, 48 and 78
	405-2	Ratio of basic salary and remuneration of women to men	Page 80
GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective measures taken	During the period, 100% of discrimination-related allegations or whistleblowing were investigated, and applicable corrective measures were adopted.
MATERIAL THEME: CUSTOMER RELATIONSHIP			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 41
Pricing and billing transparency	HC-DY-270a.2	Discussion of how service pricing information is made publicly available	Information about plans, hiring, coverage, and values is available on the institutional portal: (www.odontoprev.com.br).
MATERIAL THEME: DATA PRIVACY AND SECURITY			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 21

GRI Standard / Other Source	Indicators	Location	
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 21
Patient Privacy and Electronic Health Records	HC-DY-230a.2	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Page 21
	HC-DY-230a.3	(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 21
	HC-DY-230a.4	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Page 21
MATERIAL THEME: EMPLOYEE HEALTH AND WELL-BEING			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 56
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	Page 56
	403-2	Hazard identification, risk assessment, and incident investigation	Page 56
	403-3	Occupational health services	Page 56
	403-6	Promotion of worker health	Page 56
	403-9	Work-related injuries	We had no accidents at work in 2022.
Employee health and safety	HC-DY-320a.1	(1) Total recordable incident rate (TRIR) and (2) days away, restricted, or transferred (DART) rate	Page 56
MATERIAL THEME: ACCREDITED NETWORK CAPACITY BUILDING			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 44
Employee Recruitment, Development & Retention	HC-DY-330a.2	Description of talent recruitment and retention efforts for health care practitioners	Page 44
MATERIAL THEME: ACCESS TO ORAL HEALTH			
GRI 3: 2021 Material Topics	3-3	Material Topic Management	Page 58

GRI Standard / Other Source	Indicators	Location
Additional Contents		
GRI 3: 2021 Material Topics	3-3	Material Topic Management
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed
GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community
GRI 302: Energy 2016	302-1	Energy consumption within the organization
GRI 303: Water and Effluents	303-5	Water consumption
GRI 305: Emissions 2016	305-1	Direct (Scope 1) of GHG emissions
	305-2	Energy indirect (Scope 2) GHG emissions
	305-3	Other indirect (Scope 3) GHG emissions
Energy	HC-DY-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable

SDG Map



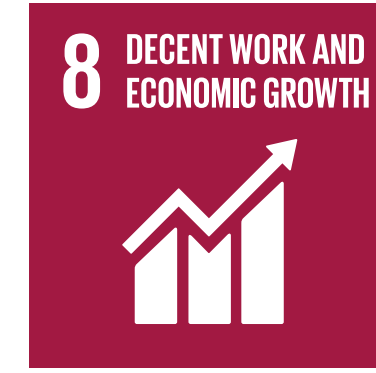
Page 40



Page 58



Page 47



Pages 38 and 40



Page 30



Page 44



Page 62



Page 62



Page 14



Page 58

Credits

Odontoprev [GRI 2-1](#)

Alameda Araguaia, 2104 – 21º andar
Alphaville, Barueri – SP
CEP 06455-000

Odontoprev Coordination

Relationship with investors
Marketing and Sustainability

Contact

ri@odontoprev.com.br

sustentabilidade@odontoprev.com.br

Editorial Project:

Consulting, Writing, and Translation
Ricca Sustentabilidade

Graphic Project:

Layout, Typesetting, and Translation
Ricca Sustentabilidade

Photos and Illustrations

Odontoprev Image Bank
Adobe Stock

 odontoprev