
 odontoprev	Sustainability Policy	Issue Date: October 27, 2021
Prepared by: Sustainability Marketing	Approved by: Chief Executive Officer (July 19, 2021) Marketing and Sustainability Director (August 13, 2021) Legal and Compliance Superintendent, and Data Protection Officer (August 25, 2021) HR Director (October 21, 2021) Board of Directors (October 27, 2021)	2 nd version

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1. PURPOSE

The Sustainability Policy of Odontoprev S.A. and its subsidiaries (“Company”) aims to make assumptions and issue guidelines on sustainability and its governance. The document adjusts the Company’s business strategy, as it assumes its obligations with society, ensuring that sustainability is taken into consideration when making all decisions. The Policy also establishes a Company central value, i.e. establishing transparent relationships with all stakeholders.

2. SCOPE

This Policy applies to the Company’s management and employees, as of its publication on the Company’s Investor Relations website and corporate intranet. This Policy also applies to third-party suppliers of goods and services, including their management, employees and agents in Brazil and abroad.

3. DEFINITIONS

Sustainability: In the Company’s view, sustainability is a continuous value creation process, in a way that it conscientiously and assertively seeks to balance economic, social and environmental aspects, investing in innovation so as to make a positive impact on society and the industry.

United Nations (UN): An intergovernmental organization created to foster international cooperation.

Women’s Empowerment Principles (WEPs): The Women’s Empowerment Principles (WEPs) platform aims to help companies empower women and promote gender equity across the business, including value chains and the communities where they operate.

Global Compact: An UN initiative aimed at encouraging companies to adopt policies on social and corporate responsibility and sustainability.

4. INTRODUCTION


We believe that companies play a fundamental role in monitoring and reducing environmental impacts caused by their own activities, as well as in social commitment. We seek to do that in collaboration with our clients, beneficiaries, dentists, dental brokers, suppliers and employees, always based on innovation and the continuous improvement of our services.

We foster engagement and the development of our employees and the communities where we operate, aiming at obtaining growing and sustainable results for the entire value chain in an integrated way.

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The Company’s commitment to sustainability is demonstrated in this Policy, which shall guide the performance of management and employees. Our ambition is to be a disseminator of quality and accessible dental care in all regions where we operate.

5. ODONTOPREV’S PURPOSE AND VALUES

5.1 Purpose

To drive quality dental care and bring it closer to society, creating value through the provision of excellent services.

5.2 Values

- **A healthy ecosystem in which everyone wins**

To be long-term and strong, relationships need to be valuable to everyone interacting with our brand – employees, the dental industry, investors and society.

- **Challenges are opportunities**

At Odontoprev, we are driven by energy and willpower to overcome adversities, as this is how we grow and develop. This is only possible because we share our dreams and objectives with every person that is part of our ecosystem. This energy and synergy drive us to achieve our goals and shape our future.

- **Trust is built every day**

We believe that every interaction, every business, every met need and every talk are important. This is how we daily build one of our fundamental values – trust. For us, working with integrity, fulfilling our promises and being transparent are the only way to build a sustainable company.


- **Quality is real**

We are experts, and quality is a non-negotiable value. It permeates every part of our clients’ journey. For this reason, we always put our clients at the center of our initiatives and improvements. When we seek to improve the quality of what we do, thinking as a team, we become our best selves.

- **Our way of growing**

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Growing is to consider our past learnings. It is to understand innovation and implement it with relevance every day. It is to rethink, adapt and anticipate. We grow as a company as we daily seek to be better and ahead of our time. We also feel it is our duty to take dental care to the next level.

6. THE COMPANY’S DEFINITION OF SUSTAINABILITY

In the Company’s view, sustainability is a continuous value creation process, in a way that it conscientiously and assertively seeks to balance economic, social and environmental aspects, investing in innovation so as to make a positive impact on society and the industry.

The purpose of the Company is to be a disseminator of quality and accessible dental care in the regions where it operates, taking into account that although dental care services are widely offered across Brazil, a small portion of Brazilians have dental plans.

The Company believes that it is important to maintain and reinforce its social commitment every day, in addition to monitoring and mitigating the impacts caused by its activities. To obtain growing results across its value chain, the Company seeks to engage and develop its employees, suppliers, dentists, dental brokers and communities. Taking care of these stakeholders with consideration and efficiency reflects the Company’s commitment to all sustainability pillars.

7. PUBLIC COMMITMENTS

To reaffirm its commitment to sustainable development, the Company is a signatory to the Global Compact and the Women’s Empowerment Principles (WEPs) of the United Nations. This Policy also seeks alignment with the UN’s Sustainable Development Goals, prioritizing the following:


- SDG 3: Good health and well-being
- SDG 4: Quality education
- SDG 5: Gender equality
- SDG 8: Decent work and economic growth
- SDG 9: Industry, innovation and infrastructure
- SDG 12: Responsible consumption and production
- SDG 16: Peace, justice and strong institutions
- SDG 17: Partnerships and means of implementation

8. PRINCIPLES AND GUIDELINES

These are principles and guidelines that shall be taken into account together with this Policy:

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8.1 Transparency, culture and communication

- Promoting ethical and sustainable practices, always in compliance with the law and other applicable standards.
- Strengthening a sustainable organizational culture.
- Communicating with all employees and other stakeholders and engaging them in sustainability.
- Providing stakeholders with information on sustainability in accordance with the material topics of the business.
- Ensuring customer data privacy.
- Ensuring an effective and formal strategy management process in the long run, with risk and opportunity management, contributing to the continuity of the Company's business.
- Ensuring the adoption of business practices that are in line with the preservation of the environment and the improvement of the environmental performance, optimizing the use of natural resources and considering risks and opportunities arising from significant environmental aspects, including climate change.
- Ensuring the existence of a formal and integrated risk management process to which the Company is exposed.

8.2 Social responsibility and health promotion

- Continually seeking to improve the quality of available products and of the services provided for all participants of our value chain.
- Aligning the company's objectives with those of key participants of its value chain, so as to strengthen relationships, establish long-lasting partnerships and obtain mutual benefits.
- Implementing continuous education actions and structuring practices that encourage and improve the population's oral health.
- Developing strategic initiatives that continually contribute to improving society where Odontoprev operates.
- Providing society – especially underprivileged groups – with quality dental care plans and access to oral health.
- Fostering partnerships and supporting credibly recognized associations, institutes and

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foundations directly serving underprivileged people.

- Daily fostering citizenship in the workplace and through volunteerism.

8.3 Human rights, diversity and equity

- Respecting and valuing diversity by fighting any type of discrimination and inadequate practices, as established in our Code of Conduct and Ethics.
- Promoting comprehensive healthcare and well-being of employees.
- Actively promoting equal opportunities.
- Raising awareness of diversity among employees, service providers and the accredited network.
- Communicating with all audiences in an accessible and inclusive manner.

8.4 Environmental management and climate change

- Complying with legal, corporate and environmental requirements.
- Committing to reducing negative environmental impacts.
- Promoting reduced use of natural resources.
- Promoting reuse or recycling of materials whenever possible.
- Reducing Greenhouse Gas (GHG) emissions across our value chain.
- Neutralizing our greenhouse gas emissions.
- Assessing risks and opportunities arising from climate change.
- Fostering research on new technologies, processes and inputs that minimize the environmental impacts of our economic activity.
- Holding open dialogue with the community, clients and suppliers, with a view to exchanging information on relevant environmental topics.
- Encouraging our value chain participants to adopt productive practices that respect the environment, especially to reduce, reuse and recycle inputs.


9. ROLES AND RESPONSIBILITIES

- **Board of Directors, Committees and Executive Board:** to monitor the strategic planning and implementation of this Policy by other Company bodies and departments; to appoint

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professionals that will be responsible for ensuring and overseeing compliance with this Policy; to support the implementation of related initiatives and encourage the development of leaders and values in line with sustainability; to assess and resolve on the use of resources and investments in initiatives to be proposed by other Company bodies and departments.

- **Leadership:** to disseminate this Policy across the Company and ensure employee engagement and adherence to values as part of the corporate culture; to provide training in sustainability and the guidelines of this Policy for employees.
- **Employees:** to perform their activities within the Company while respecting and following the guidelines provided for in this Policy.
- **Marketing and Sustainability Department:** to define and monitor the strategy of implementation of the sustainability guidelines and to promote clear communication about initiatives undertaken by the Company through the Annual Sustainability Report; and to provide mandatory training in sustainability for all employees. Training sessions will be managed and provided together with the Company’s Education area, encouraging employees and monitoring their adherence.
- **Dental brokers, accredited network, suppliers and partners:** to comply with this Policy and its guidelines, ensuring that the criteria established herein are met.

10. SANCTIONS

Non-compliance with this Policy due to negligence or involuntary failure is considered a grave offense, leading to the imposition of disciplinary actions, regardless of hierarchical level, without prejudice to the applicable legal penalties.

If said non-compliance is linked to the violation of laws or regulations, the Company’s Management will collaborate with competent public authorities to conduct a full investigation of the incident and hold the violator liable.


Sanctions provided for in this Policy shall be imposed considering the severity of the offense and the consistency of evidence.

11. ANNUAL SUSTAINABILITY REPORT

The Company annually prepares and discloses the “Sustainability Report”, available on the Investor Relations (IR) website. This report presents information on:

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- Sustainability highlights for the period
- Awards and recognitions
- Sustainable development
- Innovation and technology
- Progress in corporate governance
- Progress in human capital (gender equity and professional development)
- Economic and financial results (Company annual performance)
- Environmental management
- Other

12. DEVELOPMENT, IMPLEMENTATION AND MANAGEMENT OF THE ANNUAL SUSTAINABILITY PLAN

The Marketing and Sustainability department shall develop and propose its work plan for the upcoming year, containing a description of objectives and key strategic activities of the Sustainability department, as well as the budget forecast. The document will be validated by the Officer in Charge.

The results of the Annual Sustainability Plan shall be periodically monitored and published annually in the Sustainability Report prepared together with the Company's Investor Relations Department.

13. POLICY REVISION

This Policy shall be revised every two years, or whenever necessary.