



**Annual Sustainability
Report
2021**

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Message from the CEO

In another year marked by the coronavirus pandemic and its socio-economic fallouts, we have intensified our care for our stakeholders in order to continue advancing quality dentistry and putting a smile in thousands of people's faces.

Throughout 2021, we highlight our program to care for the physical and mental health of our employees and partners. Likewise, we protected our beneficiaries and dentists, by offering dental online services as an alternative to in-person appointments and supporting our network providers.

We also care for society. Over the last year we donated almost 8,000 dental plans to socially vulnerable

people from more than 20 sponsored institutions. We understand we are a leading player in our industry, and, through our Health Promotion department, we have prepared several contents about oral and systemic health, making them available to our customers.


At Odontoprev, challenges are opportunities for growth. Therefore, in 2021, we continued with our digital transformation, which is responsible for developing more agile, safe and appropriate processes for all our stakeholders, thus ensuring our competitiveness. This work allowed us to achieve in 2021 net revenues of R\$1.84 billion, 4.4% higher YoY, and a record adjusted EBITDA of R\$ 581 million. Our average ticket remained at R\$20, in line with previous years.



Rodrigo Bacellar
CEO

With commitment and dedication, we want to continue building a relationship of trust with our stakeholders in a win-win ecosystem.

Our results show Odontoprev's unique strategic positioning.

revenue 
R\$ 1.84 bn
 and record adjusted EBITDA
 of R\$581 million in 2021

We must also emphasize the completion of Mogidonto and Boutique Dental acquisition, both from the same shareholder, which has strengthened our business. Combined, these results showcase Odontoprev's unique strategic positioning, with specialized operations for each customer segment, optimizing the capture of expansion opportunities and value creation.

In recognition of our management efforts, for the third consecutive year, we are one of the 13 Brazilian companies included in the Bloomberg Gender-Equality Index (GEI), and, for the fifth time, we are part of the FTSE4Good Index, which measures the performance of publicly traded companies around the globe in relation to their environmental, social and corporate governance (ESG) policies and practices. We also ranked

first in the healthcare category of relevant awards such as Época 360° and Melhores e Maiores 2021 from EXAME magazine.

Although Odontoprev's operations have an essentially digital nature and low environmental impact, we seek ways to minimize it, by combining technology with sustainability and innovation in our operations. To offset carbon equivalent, the Company relies on a carbon credit strategy, which demonstrates how we think about the collective good as a leading player in the environmental agenda. We are the only carbon-neutral healthcare company in Brazil.

Through our commitment and dedication, we want to continue

building a relationship of trust with our stakeholders, in a win-win ecosystem, so that together we can strengthen our business model, which has already proven to be resilient to the pandemic and many other challenges in recent years. Hence, we seek to improve the oral care of the population through high-quality Dentistry that is accessible to all.

I hope you enjoy our reading!

Rodrigo Bacellar
CEO

2021 Highlights

Economic



R\$ 1.84 billion
Net Revenue (+4.4%)

R\$ 581 million
Adjusted EBITDA (+7%)

R\$ 380 million
Net Income (+5.3%)



8 million
Beneficiaries +6.3%
vs. 2020



Market cap
R\$ 6.7 bn
(as of 12/31/2021)

Data base: 2021

Governance



Review of the Code
of Ethics



Fiscal Council became
a permanent body



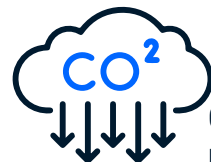
The periodic collective
assessment of the Board of
Directors was implemented



Creation of the following Policies:

- Appointment of Members for Odontoprev's Board of Directors, Fiscal Council, Advisory Committees and Executive Board
- Management Compensation

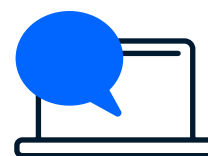
Environmental



Odontoprev
remained

**carbon
neutral,**

a commitment took in 2020 when
the Company offset 100% of the
emissions since its foundation

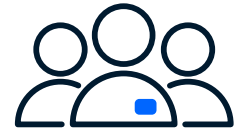


**Reduction of Scope 1 GHG
emissions** (-58.25%), the Company's
direct emissions, largely due to the
telecommuting during the pandemic.



**Reduction in the generation of
solid waste** (-478 kg of cardboard,
-1.25 tons of paper, -2 tons of plastic)
due to employees' awareness and
less people working at the offices

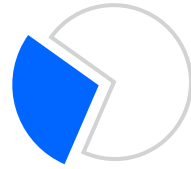
Social



1,734
employees



71.8%



28.2%



30%

of leadership positions held by **women**



92%

approval and loyalty towards the Company recorded in the climate survey

Launch of **OdontoPlural**, the Company's diversity program, and creation of the **Diversity and Inclusion Committee**.

New "**League of Voluntary Multipliers**" program, with direct impact on more than **2,000 young people assisted** by Ser+ Institute (educational lectures).



36 topics addressed in the training programs, totaling **12,396** participants and **36,000** hours (including external stakeholders), **up by 18%** versus 2020



Drop in the number of complaints against the Company (**IR 4.18**); score **7 (good)** on Reclame Aqui website.



IGPTWB3 index: In 2022, Odontoprev was included in the **first index that assesses the average performance** of companies certified as the best companies to work for in Brazil.



Donation of almost **8,000 dental plans** for more than **20 sponsored institutions**



100%

of employees who took **parental leave returned** to work and retention rate after 12 months stood at **66.67%**

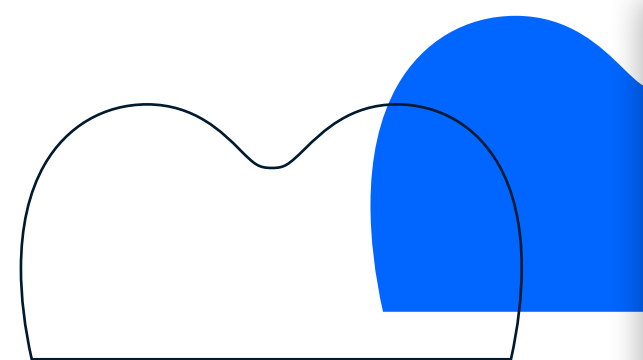


Bloomberg - Gender Equality Index: For the third consecutive year, Odontoprev was included in the **index that recognizes publicly traded companies committed to gender equity** ([learn more on Awards and Recognitions](#))



Donation of **food boxes, furniture** for computer lab, **oral hygiene kits** and books for partner institutions

Awards and Recognitions



Época 360°

Odontoprev won the Anuário Época 360° from Época Negócios magazine in the healthcare sector. The award seeks to identify and share the best corporate practices, evaluating aspects such as financial performance, sustainability, corporate governance, people management, innovation and vision of the future.



Melhores e Maiores 2021

#1 in the healthcare industry in Exame magazine's ranking, appearing as the best company in the sector. Metrics such as sales growth, market leadership, current liquidity, and return on equity, as well as corporate governance topics, ESG practices, and adherence to sustainable development principles and environmental conservation measures have been evaluated.



Great Place to Work (GPTW) certificate

Odontoprev is among the 45 companies that comprise the 2022 GPTW ranking, recognizing its care for employees. The Great Place to Work® institute awards the main companies that create excellent workplaces across the globe. To compete in the ranking, companies must initially enroll in the Certification Program, which aims to recognize the companies that most value their people.



Great Place to Work certificate (Barueri region)

Once again Odontoprev was awarded as one of the best companies to work for in the Barueri region. The Company was ranked among the ten best companies in the large companies' category.



24th Top of Mind HR Awards

For the 8th year in a row and for the 19th time, Odontoprev won the award as the most recalled brand by Human Resources professionals in the Dentistry segment.



10th Broadcast Empresas Brasil Award

The Company was recognized as one of the ten publicly traded companies that presented the best performance for their shareholders in 2020, considering seven indicators that are relevant for investors. In the award's 21st edition, 206 companies with shares traded on B3 were evaluated.



FTSE4Good

FTSE4Good Index

Odontoprev was named to the FTSE4Good index for the fifth consecutive year. Developed by British index publisher FTSE Russell, the index measures the performance of publicly traded companies across the world demonstrating environmental, social and corporate governance (ESG) policies and practices.





2021 Best PMO

Odontoprev's project office won the PMO of the Year award organized by MundoPM magazine. The certificate was delivered to Rodrigo Faria de Carvalho, Innovation and Project Office Manager, who represented the Company's entire project ecosystem. This is a national award that recognizes organizations and professionals who seek results in business/social initiatives via project management, program, portfolio, and agile approaches.



2021 Healthcare Leaders Award

Organized by Grupo Mídia, the event awards the companies that stood out in the healthcare industry that year. The Company was recognized in the Supplementary Health - Dental Plan category for its management, investments, research, innovation, and performance focused on care related to Covid-19 in 2021.



Bloomberg Gender Equality Index (GEI)

In January 2022, for the third consecutive time, Odontoprev was included in the North American index, which tracks companies that are benchmarks for gender equality. 414 companies in 45 countries (only 13 companies in Brazil) were selected to comprise the index.



IT Executive of the Year 2021

Renato Costa, the Company's Chief Information Officer (CIO), won the Productivity category of the 20th edition of the award organized by IT Mídia. The award recognizes the work and impacts of IT executives and was received for a case study on the use of artificial intelligence in risk-rating dental records.



Best HR Suppliers Award

Odontoprev was one of the three finalists of the Best HR Suppliers Award, organized by Grupo Gestão RH, showing the importance of its plans as benefits for companies.



Pandemic response

Still facing a pandemic scenario, Odontoprev has reinforced the care for employees and partners, especially regarding their physical and mental health. That being said, for employees who continued to work from home, the Company reimbursed their costs and offered other benefits. For the employees and partners who need to return to the office, the communication regarding the importance of following the safety protocols established by the World Health Organization was insistently reinforced.

This uncertain scenario did not prevent the company from continuing its digital transformation, which is fundamental to maintain its competitiveness.

In view of its commitment to democratizing the access to oral health and maximizing support to society, the Company has maintained its social initiatives, whether through new programs, or the donation of new dental plans or virtual lectures sharing the knowledge of its employees with partner institutions. Hence, it was possible to strengthen the relationship with the 20 institutions that have been supported for over 15 years, in order to understand their urgent needs in view of the pandemic.



Beneficiaries

Since 2020, beneficiaries no longer needed to leave their homes to talk to a dentist in case of doubts or clinical information. All they had to do was access the online service program available in the app or on the website. In cases when it was necessary to go to the dentist, Odontoprev maintained the urgent and emergency service and, as soon as the environment became safer, it resumed the activities/services of network dentists.



Employees

Employees received integrative health care through the Vida Leve program, which encourages work-life balance. In 2021, the program made available lectures, newsletters and an app with access to fitness centers that was well accepted by employees.

The return-to-the-office process began after employees were surveyed to understand how they felt about the sanitary safety during this process. Everyone received financial support during the time they were working from home.



Society

Odontoprev continued to foster the oral health of socially vulnerable communities through the donation of food boxes, dental plans, oral hygiene kits, as well as through lectured, booklets and videos that have reached thousands of young Brazilians.



Provider network

The Company maintained its close relationship with the network, both virtually and in-person, gradually resuming the routine visits in August 2021. Communication channels have been kept open to receive their demands and support everyone the best way possible.



Corporate clients

Small, medium and large corporate customers received support in this time of economic and business instability through a more flexible negotiation of new contracts. The mapping of all requests began in March 2020 and the solutions were offered, such as the postponement of invoice payments, and monitored until August 2021.



Porque impulsionar a odontologia
também é provocar sorrisos.

 **odontoprev**

Odontoprev

| GRI 102-16, 102-17

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ABOUT US

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-8, 102-9, 102-11, 102-12, 102-13

Odontoprev's portfolio comprises five exclusively dental carrier brands

Headquartered in Barueri (state of São Paulo) and listed in the stock exchange since 2006, Odontoprev is Latin America's leading dental benefits carrier, with almost 8 million beneficiaries. The Company relies on a specialized dentist network, with almost 25 thousand dentists and is present in more than 2,600 Brazilian cities and also in Mexico. Odontoprev has nearly 60,000 shareholders from more than 30 countries.

In addition to corporate customers, served through benefits offered by their companies, the Company also caters to the non-corporate segment, comprising small and medium-sized business (SMEs) and individual customers. Odontoprev's portfolio comprises five exclusively dental carrier brands: Odontoprev, Bradesco Dental, Brasil Dental, Odonto System and Mogidonto (acquired in 2021).

 **8 million**
beneficiaries

and Latin America's leader in dental plans.

25,000 
dentists in the accredited network.

The Company has nearly 60,000 shareholders from more than 30 countries.

 Present in more than
2,600
Brazilian cities

odontoprev

Odontoprev offers customized products to corporate customers, off-the-shelf products to SMEs, as well as individual and family products. With a countrywide coverage, it is the Company's largest operation. Multidisciplinary cells are one of its main advantages, offering exclusive service to customers. The brand also relies on Privian, a distinguished high-end dental benefits solution that offers full freedom of choice in using benefits.

odonto system

The brand serves corporate customers, focused on basic, entry-level dentistry services, as well as individual customers. If a patient needs more complex treatments such as dental implants, braces or cosmetic procedures, Odonto System offers treatment options at affordable prices. It has been part of Odontoprev's portfolio since 2018 and has a strong operation in Brazil's Northern and Northeastern regions. However, it began an expansion to the Southeast region in 2020.

BRASILDENTAL

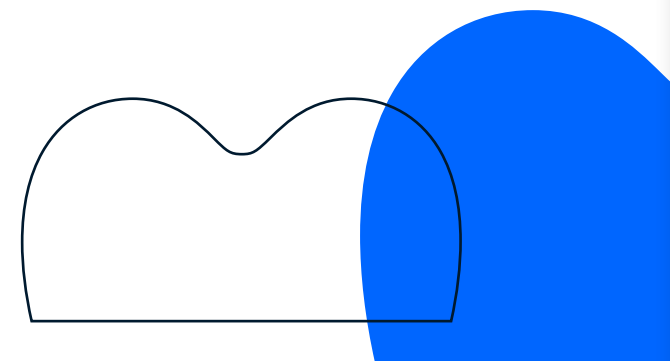
In 2013, Banco do Brasil and Odontoprev created Brasildental, the company responsible for offering dental plans under the BB Dental brand in the banking network. Present across the country, it has a team specializing in oral health and provides extensive support across different service channels.

MOGIDONTO

In 2021, Mogidonto, a private dental benefits operator headquartered in the city of Mogi das Cruzes, state of São Paulo, became one of the brands in Odontoprev's portfolio. The transaction also included the acquisition of Boutique Dental, a group of dentistry clinics, serving primarily Mogidonto's corporate and individual customers in the Alto Tietê region.

bradesco dental

Since the merger in July 2020, Bradesco Dental has been one of Odontoprev's operations, serving thousands of corporate customers, small business and individual plans.



Odontoprev also has relevant businesses in the dentistry value chain, such as Easy Dental, a market leader offering solutions for several dental benefits carriers; and Dental Partner, company created to serve dentists offices in the provider network.

The Company also has a stake in Grupo Papaiz, which operates a dental imaging clinics network co-owned with Grupo Fleury. Odontoprev is also a minority shareholder of Boa Consulta, an independent online appointment scheduling platform for doctor's and dentist's offices. As a shareholder, it has a partnership through which its customers can schedule appointments using an app.

Acquisitions

GRI 102-10

In December 2020, the Company announced agreements for the acquisition of Mogidonto Planos Odontológicos and, through subsidiary Clidec, the acquisition of 100% of Boutique Dental's capital, both from the same shareholder. The transaction was approved by the Brazilian Central Bank and the Brazilian Private Healthcare Agency (ANS) in June 2021, without restrictions. In July 2021, the acquisition of full ownership of both companies was completed. In January 2022, the merger of Mogidonto by the Company was approved at the Extraordinary Shareholders' Meeting, at Mogidonto's shareholders meeting and also by ANS, pursuant to the regulations.

Odontoprev's model comprises three core pillars:

01

Taking care of people's smiles

We advance the notion that taking care of oral health is taking care of oneself. A notion that goes beyond prevention to include the feeling of renewal and self-esteem.



02

Taking care of dentists

Our company was built by dentists and exists to create value for the profession. People owe a great deal to dentists for their smiles, and Odontoprev's mission is to bring innovation, knowledge and care to these important stakeholders.



03

Taking care of the industry

Odontoprev believes the industry still holds significant opportunity for sustainable growth and value creation.



Purpose

Boosting quality dentistry

Values



A healthy ecosystem is one in which everyone wins

For relationships to be solid and enduring, they need to create value for all of those who interact with the brand—employees, the dentistry sector, investors and society.



Challenges are opportunities

At Odontoprev, everyone is driven by energy and determination to surmount adversities, because this is the way one grows and evolves. A business model that is only possible because we share our dreams and goals with each person in our ecosystem. It is this union of purpose and synergy that drives the Company towards its goals and its future.



Trust is something built each and every day

We believe that each interaction, each business transaction, every need met, every conversation, counts. That is how we deliver on a core value in our day-to-day activities: trust. Acting with integrity, keeping our promises and being transparent are the only ways to build a sustainable company.



Quality is more than just lip service

As experts, quality is nonnegotiable. Quality means taking care of each detail in our customer journey—that is why we always put customers at the center of our initiatives and improvements. When each of us works to enhance quality in what we do, thinking as a whole and as a team, we become the best versions of ourselves.



Evolving is the way we achieve growth

Evolving means taking lessons learned from the past into the future. It means grasping innovative ideas and applying them meaningfully in our day-to-day business. It means rethinking, adapting, anticipating. We have grown as a company by working to be better each day and to always be ahead, but we still feel responsible for taking Dentistry to a new level.

Corporate Manifesto

Dentistry can be much more. It can be health, prevention and self-care. It can be research, technology, and innovation. It can be present, future and infinite possibilities.

This has been our purpose from the beginning. To bring concepts to life. To create this living ecosystem. Conceived by dentists, for dentists. By people, for people.

We want to achieve more.
Encourage more. Care more.
And introduce a new approach to oral health.

Offering state-of-the-art tools.
Investing in every dentist, and every Employee. Continuously evolving, in search of quality.
More and more.

To us, “achieving more” is about never stopping. Exploring. Learning. Innovating. Creating. Testing.

In every detail, and every initiative.
In every trademark we create. In every mark we impress.

Because advancing Dentistry is also about creating smiles. And smiling only makes sense when we can all smile together.

Together we can go further.
Achieve more. Be more.

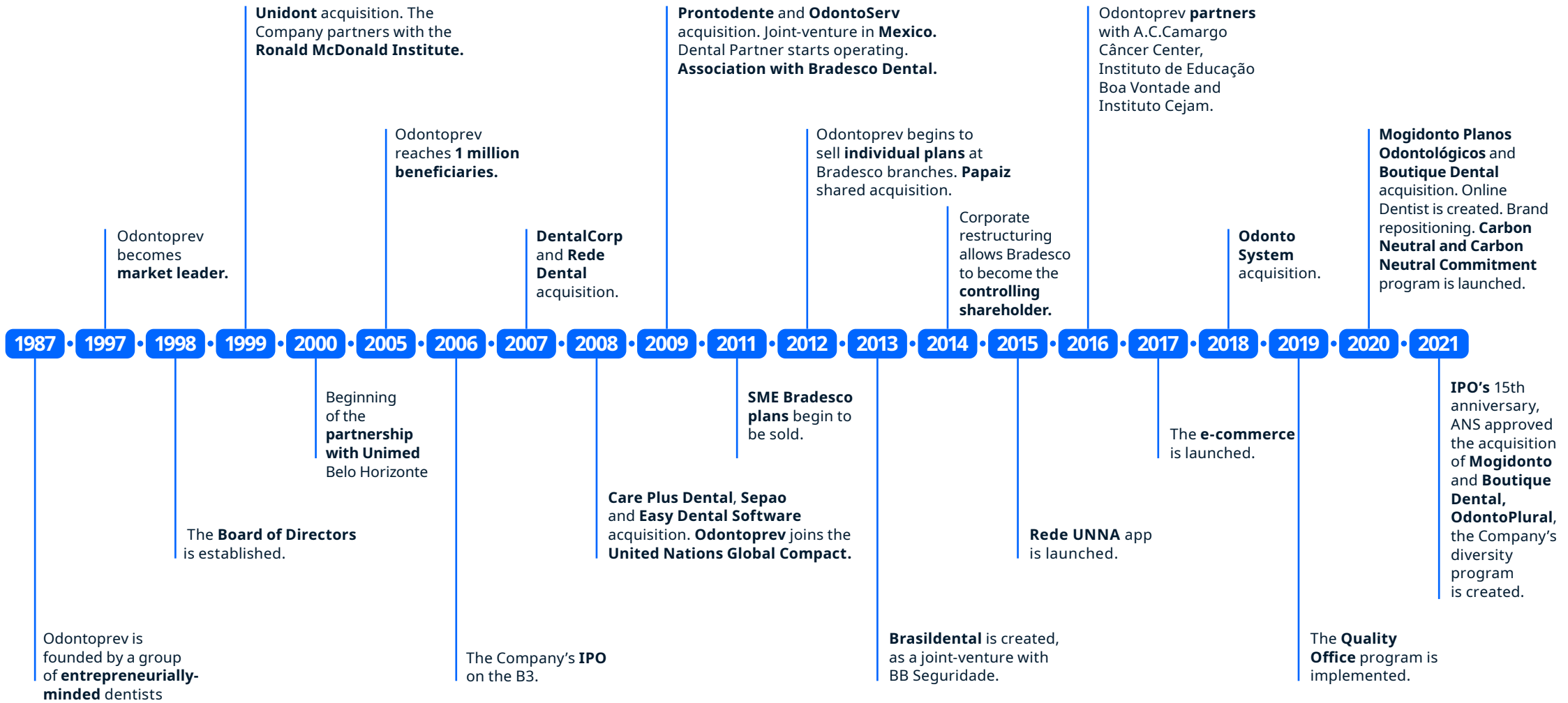
Odontoprev.
Dentistry can be much more.

Our journey

In 1987, a group of dental surgeons founded Odontoprev with the purpose of offering high-quality and complete dental benefits solutions. Service standards coupled with innovative technology have boosted the Company’s growth.

Check out the milestones of this journey in the timeline below:

Timeline



Business model

Provider network, suppliers and partners

- The largest provider network in the market: present in 2,600 cities across Brazil with almost 25,000 professionals, offering several specialties with high-quality standards;
- Odontoprev makes exclusive training sessions, events and programs available to boost the service quality of its provider network;
- Dental Partner is a program that allows dentists to earn points and exchange them for dentistry materials.

Environmental

- Commitment to be 100% carbon neutral in the coming years and to reduce emissions;
- Innovation in the business model that reduce environmental impacts (Digital Dental Records - GTO and SOL - digitalized processes that avoid the use of paper);
- Encouraging our partners' good environmental practices through the distribution of the Sustainability Booklet;
- New headquarters is LEED certified.

Odontoprev (operations and employees)

Purpose

Advance and become a major link between society and Dentistry, creating value through excellence in service.

Segments

- Corporate (customized products for each customer);
- SME (off-the-shelf products);
- Individual (sales distribution channels across Brazil).

Competitive advantages:

- Proprietary IT platform;
- Extensive and highly capillary network;
- Distribution channels throughout Brazil;
- Exclusive banking channels;
- Serving non-corporate segments.

Innovation

Incentive programs, e.g., OdontoPitch and Resina Lab, fully carried out with agile methodology (**85 projects, 22 teams and nearly 400 people** working in the strategic portfolio).

Governance

It is responsible for and focused on meeting internal goals as well as the interests of stakeholders, seeking to comply with ESG criteria - backed by the Sustainability Policy, which has been reviewed. Odontoprev relies on information security and data privacy policies and initiatives, in accordance with the Brazilian GDPR.

All of this supported by the Company's **1,734 employees** of whom **72% are women** and **28% are men**.

- The Company's goals and targets that are aligned with and contribute to 9 out of the 17 SDGs;
- Donation of dental plans and other types of donations to partner institutions;
- Strategic social partnerships: *Rede Tênis Brasil, Contra o Câncer bucal, Turma do Bem*.
- Commitment to gender equality.

Community/ Society

- The company is committed to good governance practices and ESG topics, and its shares are traded on B3's Novo Mercado listing segment;
- Payment of dividends to shareholders and transparent information disclosure on the IR website and to the CVM

Shareholders/ investors

- Exclusive and customized customer service;
- The Company receives, investigates and responds to its customer complaints in order to maintain the quality of its services;
- Through initiatives to foster healthcare, the Company makes content available to all its customers.

Customers



To learn more click on the icon and access the topic in this report.



Environmental

Innovation linked to a reduction in environmental impacts

100% of carbon emissions neutralization

Environmental indicators management

Raise the provider network's environmental awareness



Social

Promote access to oral health to society and its 8 million beneficiaries

Diversity and inclusion

Training and education

Employee health and well-being



Governance

Good governance conduct and ESG matters

Compliance, Ethics and Transparency

Information Security and Data Privacy

Business Perpetuity management Committee and Crisis Committee

Policies adequate to the Novo Mercado

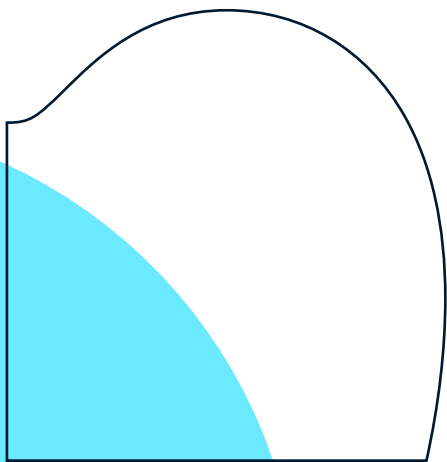


Competitive advantages

- 25 Sustainable development
- 29 Innovation and technology

Ceremony celebrating 15 years since Odontoprev went public capital on B3's New Market.

The Company offers significant competitive advantages, such as a proprietary IT platform, exclusive distribution channels, access to services offered and the qualified and widely distributed dentist network. Coupled with the sustainable development policy and the use of new technologies, these advantages make the Company the leader in dental benefits plans in Brazil.



Proprietary IT platform



Odontoprev's proprietary digital platform enables reviewing images and electronic documents generated in connection with dental treatments throughout its provider network. This process has been developed by the Company and aims to offer the best service to its beneficiaries, ensuring patients receive quality services in accordance with the best dentistry practices. A group of expert dentists, who focus on reviewing and supporting the provider network, as responsible for this process. The Company also relies on the Digital Convergence department, which uses internally developed equipment to digitalize all images sent by the provider network.



An extensive and highly capillary network

Odontoprev offers patients a qualified, countrywide network with more than 25,000 professionals and several specialties, which works according to a high-quality standard that is digitally monitored by the Company.








Learn more on **Innovation and technology.**



Distribution channels throughout Brazil

Dental plans are sold by direct teams, independent brokers, as well as through online channels and partnership with department stores, medical associations and healthcare insurance carriers. This makes easy for corporate, SME and individual customers to access Odontoprev and its different brands.

Distribution channels

-  Sales team with own sales;
-  Independent brokers;
-  Exclusive banking channels;
-  Partner stores, associations and healthcare insurance carriers;
-  E-commerce



Banking platforms

Bradesco (our shareholder) and Banco do Brasil (with whom we have a 20-year exclusive agreement) are channels through which we sell bank-branded dental plans, which enhance the product's countrywide distribution capacity and control default among SMEs and individual customers.



Serving non-corporate segments

Odontoprev was created to serve the corporate market. In 2011, the Company started to sell dental plans for small and medium-sized business and, in 2012, introduced individual plans sold in partnership with financial institutions. This group of customers, called the "non-corporate segment," provides greater profitability compared to the corporate segment, and has been posting accelerated revenue growth.

Sustainable development

The launch of the carbon neutral project in 2021 shows how Odontoprev thinks about the collective good and being a protagonist in the environmental agenda. Odontoprev perceives sustainability as a continuous value creation process, which seeks the balance between the economic, social and environmental dimensions through investments in innovation in order to positively impact society and the industry.

The Company pursues sustainability collaboratively with its customers, beneficiaries, the dentist network, brokers, suppliers, and employees, always driven by innovation and continuous improvement of its

services. The Company's commitment to Sustainability is a mutual benefit laid down in the Sustainability Policy that guides its actions.

Odontoprev's major commitment, however, continues to be an agent for fostering access to quality Dentistry, encouraging oral health and ensuring Brazilians can smile. This goal becomes more important when we reckon that only 13% of Brazilians have access to dental plans, despite the broad offer of dental services in the country.

Odontoprev aligns itself with the core principles of sustainability, including good practices in human and labor rights, environmental management and anti-corruption.

These principles help to create a more robust and well-balanced business model. It also transmits important values to society, such as equity, justice and solidarity. That is why the Company has voluntarily supported the UN Global Compact since 2008.



The launch of the carbon neutral project in 2021 shows how Odontoprev thinks about the collective good and being a protagonist in the environmental agenda.

Marketing Team



Support for the UN Sustainable Development Goals

GRI 102-12

Odontoprev is a signatory of international sustainability initiatives such as the Global Compact and the Women’s Empowerment Principles. Furthermore, the Company has active programs related to these principles and the United Nations (UN) Sustainable Development Goals (SDG), a commitment laid down in its Sustainability Policy, which was updated in 2021.



SDG 3
Good health and well-being

In addition to the capillarity of its services, Odontoprev invests in innovation to increasingly mainstream access to oral health. The launch (in 2020) of the Dentista Online (a teledentistry service), as well as its pioneering feature and maintenance has been a great milestone. For employees, the Company offers health and dental insurance plans, partnership with gyms and online therapy apps, in addition to health, wellness and quality of life initiatives through the Quality Office program, which comprises the home office, home based and Vida Leve programs, encouraging self-care and passing on health tips and information.



Learn more on the **Value-based relationships** chapter.



SDG 4
Quality education

Odontoprev has initiatives to enhance competencies, hard and soft skills, in order to increase opportunities and inspire entrepreneurship among its employees. The teams receive regular in-person and online training that keeps them informed, expands opportunities for promotions, and creates value for the company. In 2021, Odontoprev created the Liga de Multiplicadores Voluntários (Voluntary Knowledge Multipliers) program. The Company’s employees have taken the lead in sharing knowledge with the members of Ser+ Institute. The initiative has impacted more than 2,000 of the institution’s youngsters.



Learn more on the **Society** chapter.



SDG 5
Gender equality

The Company seeks to eradicate gender prejudice, abuse and inequality through employee engagement initiatives and leadership training on unconscious bias. In 2021, the Company created OdontoPlural, its diversity program, and committed to the Equality program, a priority for the Global Compact. In 2022, Odontoprev was once again included in the Bloomberg GEI, which selects companies around the world that are recognized as benchmarks for gender equality.



SDG 8
Decent work and economic growth

Odontoprev offers its employees appropriate and decent working conditions, including good physical infrastructure, opportunities for professional growth, and fair pay. Moreover, jobs were preserved and employees who were forced

into social isolation because of the pandemic were given proper working conditions – ergonomics, financial and mental health support.



SDG 9
Industry, innovation and infrastructure

Odontoprev supports scientific research and works to develop and deploy technological processes and solutions in its daily activities in order to improve internal procedures and support its customers and provider network. Thus, the Company follows the developments and innovation in the entire industry, in order to apply them to its processes and business model.



SDG 12
Responsible consumption and production

Odontoprev organizes internal campaigns to raise employee awareness about responsible

consumption of electricity, water, and paper, as well as proper waste disposal. As regards the provider network, Odontoprev is concerned about the use and disposal of materials and has developed a technology to upload x-ray images, online x-ray imaging requests (SOL in Portuguese) and digital dental records.



SDG 13
Climate action

Odontoprev has become the first healthcare carrier to neutralize 100% of its emissions, within the scope of the carbon neutral projects launched in 2021. Almost 20,000 tCO2 were offset through the voluntary canceling of carbon credits within the scope of MDL, through the Amazon Forest Conservation Project. The Company will continue to neutralize its emissions based on this commitment.



SDG 16

Peace, justice and strong institutions

Odontoprev has good corporate governance practices in line with strict international standards. The Company is listed in the Novo Mercado, which reinforces the excellence in adopting said practices.



SDG 17

Partnerships for the goals

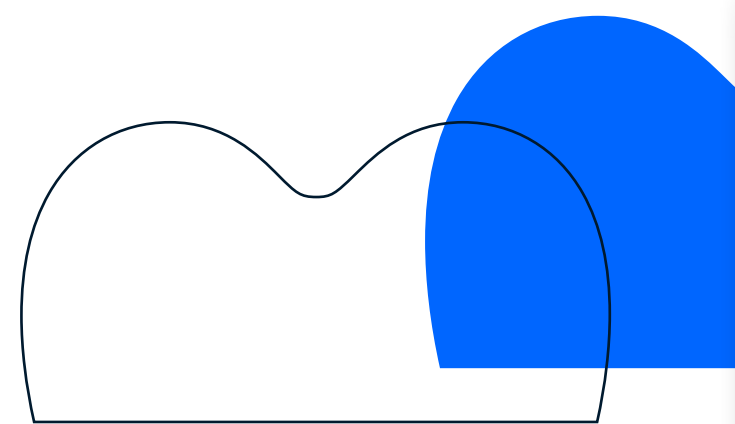
Odontoprev's partnership with A.C. Camargo Câncer Center since 2017 to support early diagnosis of mouth cancer is an example of good social practices and sharing knowledge. The Company also offers dental treatment in partnership with 20 charitable institutions and support the Public-Interest Civil Society Organization (OSCIP in Portuguese) Turma do Bem. In 2021, the Company also partnered with Rede Tênis Brasil through tax incentive laws in order to foster sport practices at public schools and preparing athletes and coaches.

Sustainability Policy

Revised throughout the year and published in October with the approval of the Board of Directors, the Company's Sustainability Policy aims to lay down sustainability assumptions and guidelines, as well as its governance. The document aligns the Company's business strategy with its commitment to society, ensuring that sustainability is inherent to every decision-making process. The Policy also defines transparency with all stakeholders as a core value.

The policy review process included a benchmark study with companies in the sector and companies specializing in sustainability to understand what the main points for improvement were. Some topics were included based on this mapping:

- Commitments made by Odontoprev over the past years, such as the Global Compact and the UN Sustainable Development Goals;
- Topic on human rights, diversity and equity;
- New brand positioning, purpose and values;
- Principles and guidelines for Social Responsibility and promotion of health, environmental management, climate change and transparency and communication.



Innovation and technology


GRI 103-1, 103-2, 103-3

Odontoprev believes that technological innovation is the main means to leverage great results and reach important milestones in the dentistry market. In 2021, focused on enhancing this topic, the Company created the Innovation department, which counted on the support of other departments to develop solutions. Responsible for providing data to support important decision making in the Company, this team also conducts consumer trends and behavior analysis. The Company's several stakeholders are the core of the innovation team's strategy, which uses technology as a means to build innovative solutions for everyone.

Open innovation aims at the broad and collaborative development and stimulating connections between companies and startups, or even with other companies. This concept refers to an entrepreneurial culture that seeks to increase its strength by looking beyond its own horizon.

Proof that the Company believes in the power of innovation is the fact that about 94% of Capex in 2021 were invested in projects involving innovative ideas and technology inputs.

Through these investments, the value creation culture is present from the beginning of a project, through the idealization process, until its implementation. The project portfolio teams set the priorities that are then evaluated

94% 
of 2021 Capex were invested in innovative projects and technology inputs.

by the Corporate Prioritization Committee, which submits them to the Executive Board for validation. Approved projects go through a pre-game week to get the team acquainted, define result indicators and business hypotheses. Results are assessed three months after the project ends and, after 12 months, the Value Measurement is carried

out. The outcomes of innovation projects are disclosed annually at the Value Creation Event, when an e-book with all the projects is also released, and the best projects in each category are awarded.

The outcomes of innovation projects are annually presented at the Value Creation Event

2021 VALUE CREATION EVENT

Annual event to present the outcomes of projects implemented and recognize the teams whose ideas have stood out. It also features a debate about innovation.

Held in 2021, the event's 3rd edition presented the outcomes of 35 projects completed in 2019 and the highlights by category are listed below:



Highest risk avoided:

Data submission and SIP 2019 ANS project



Highest cost avoided:

ARU for beneficiaries project



Highest cost reduction:

X-ray request - audit filter project



Highest financial impact:

Brokers program



Highest return on investment: Reversal of SPG commission

To encourage the culture of innovation, the Company offers incentive programs and sponsors events and innovation initiatives, such as the StartSe Silicon Valley Web Conference, the largest innovation and entrepreneurship event in Latin America. Employees can also count on the recently launched monthly innovation newsletter (Inova 360).

Innovation and technology in numbers:



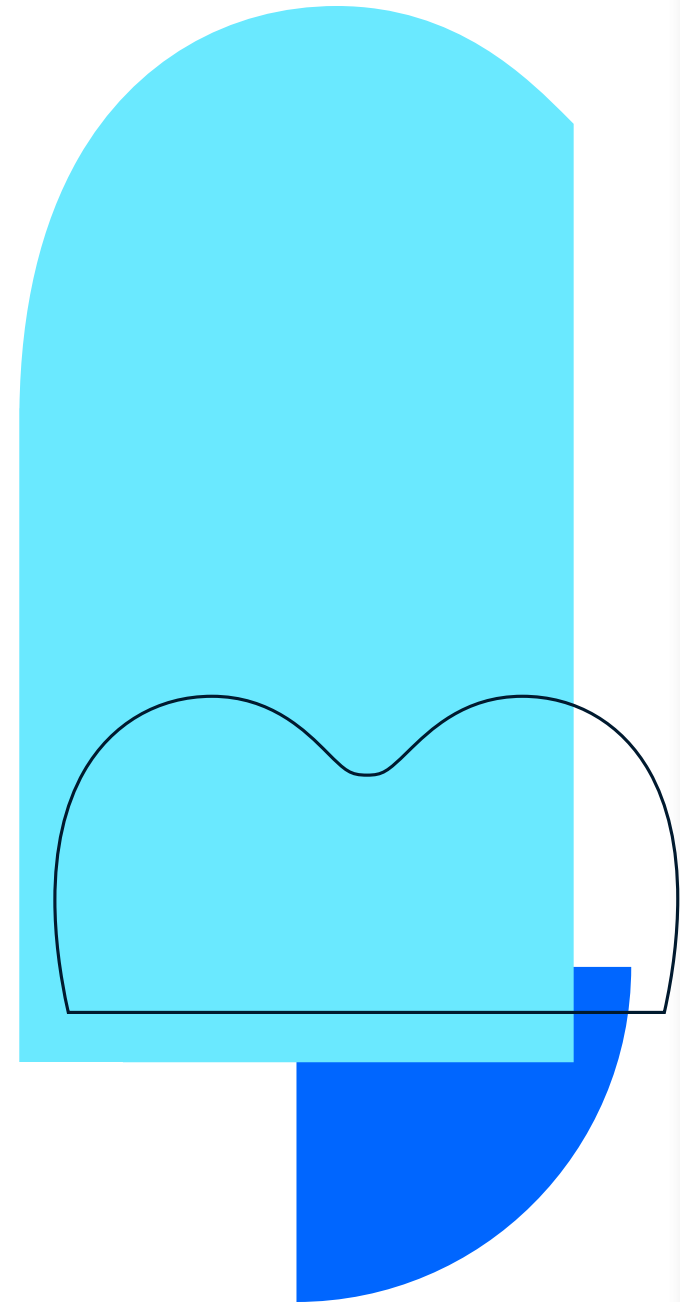
Apps rating:
3.4 stars (out of 5),
1.6 point up compared to 2020;



R\$ 63 million
invested in technology-
related initiatives;



85 projects, **22** teams
and **400** people
involved.



In December 2021, the strategic portfolio had 85 projects, 22 teams and nearly 400 people involved. The Company also developed 10 fast tracks (smaller improvement demands), two excellence centers (artificial intelligence) still under implementation and a Robotic Process Automation (RPA).

The most relevant deliveries in the period include the new Dental Partner e-commerce, improvements the usability and experience of the Odontoprev portal (with a new version released in 2021), and the launch of the sales app for Bradesco brokers. **100% of the teams used the agile methodology** for project management.

Innovation incentive programs



OdontoPitch

Intrapreneurship program focused on fostering the innovation culture and building prototypes. It is a research journey to validate innovative concepts for the Company and, to this end, the program holds meetings and workshops, in addition to awards. Employees can submit an individual or group idea to participate in the program. In 2021, 125 ideas were submitted and more than 150 people worked on the program.



Resina Lab

Odontoprev's experimentation lab aims to connect the Company's departments to startups that can help solve their challenges. Thus, the process begins with hypothesis validation, through rapid testing, and then evaluating the scaling of the solution. By year-end, four projects were in progress and two trials were completed.



Value Creation event

Odontoprev's Projects Department held the third edition of the event, which presented the projects completed in 2019 and their outcomes in 12 months of value creation in 2020.

Innovative ideas

Dentista Online

The project allows beneficiaries to consult with a dentist by video conference, as a channel to clear their doubts and receive directions for dental procedures in real time. Implemented during the pandemic, the Dentista Online provides more safety for both dentists and patients. The channel has also been used to attract new beneficiarisesa .

Fast-tracked technology demands

This front leverages the delivery of technology improvement demands that do not qualify as projects but receive investments. The budget allocated to this front was increased in 2021, which made it possible to develop 10 fronts, with 1,073 demands delivered.

Beneficiary service

Odontoprev’s omnichannel (integrated marketing and sales channels) features an Automated Response Unit (ARU) and chat bot service. Through this platform integration, it is possible to request new dental insurance cards and copies of pay slips, ask questions, and make suggestions.



Outsourced call center

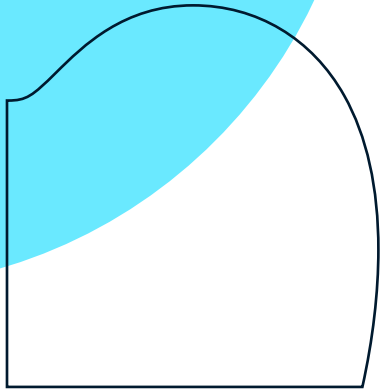
Focused on Odontoprev’s core business, the Company decided to outsource the call center operation.

Broker App

One way to support those who make it happen is to make tools available, such as apps, which gained new features in 2021.

In the Bradesco app, brokers can now check overdue installments of small group insurance (SPG), access the complete SPG flow, products for individual customers, and combined quotes.

For the Odontoprev plans, the Company made available sales via consulting services, unified broker records, training sessions on the portal and individual customer reports for Odontoserv.



Robotization

Among the technological advancements over the past years, such as artificial intelligence, Odontoprev has identified opportunities to add value to its operation, through the automation of repetitive process flow, which require precision and speed, through the Robotic Process Automation (RPA).

To reduce manual work and free employees to perform more strategic tasks, 20 new robots were implemented in 2021 in the procurement, onboarding, actuarial planning, legal and HR departments, which saved 2,000 hours/month of operational and repetitive work. In total, Odontoprev currently has over 37 robots.

Digital requests and dental records

In 2020, the Company developed a project to strengthen the use of digital dental records via the app, in order to generate savings in printing

documents, mailing them to the clinics, as well as in processing and storage. From April 2020 to March 2021, 54% of Dental Records were submitted digitally (1.2 million records), resulting in a decrease in administrative expenses and use of paper.

The Online X-Ray Imaging requests and Digital Dental Records avoid the need to print documents and generate savings in the use of paper and, consequently, reduce CO₂ emissions into the atmosphere. Overall, in 2021, more than 1 million requests and dental records were submitted electronically, saving almost 2 million sheets of paper and almost 100 trees.



In 2020, we developed a project to strengthen the use of digital dental records via the app.

Exam requests	2019	Sheets of paper	Trees	2020	Sheets of paper	Trees	2021	Sheets of paper	Trees
Paper	746,276	373,138	19	297,976	148,988	7	286,885	143,443	7
System	565,798	282,899	13	954,648	477,324	22	1,080,838	540,419	25
GTO Digital	5,260		0.2	820,740	820,740	37	1,574,360	1,574,360	72

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

Artificial intelligence

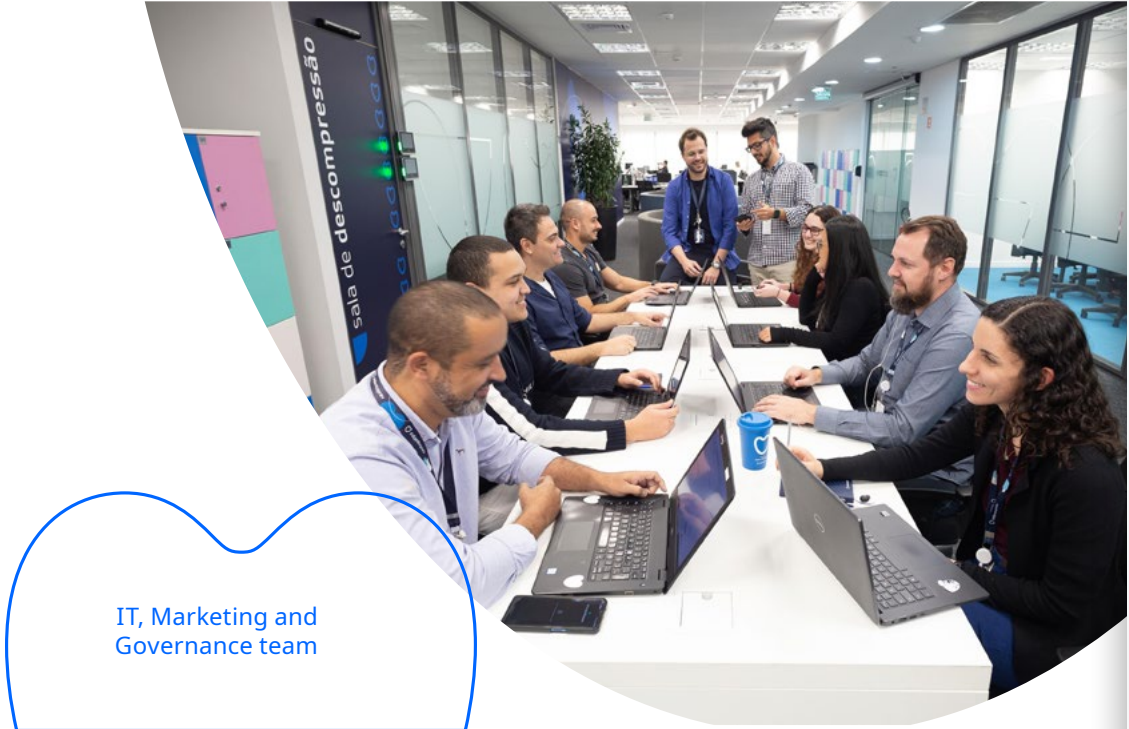
Since 2019, Odontoprev has been using Artificial Intelligence as an ally of quality management dedicated to reviewing treatments and overseeing its beneficiaries' oral health. Recently, the Company created a data lake with 34 years of historical information of 800,000 procedures performed every month, which allows us to integrate and cross data to obtain relevant business information. In the future, the data lake can be used to subsidize process through AI and machine learning.

Artificial Intelligence supports the auditors' work by flagging risks in dental records and ensuring data and process safety. The advancements in the use of AI have

contributed to boost productivity and assertiveness in the review of treatments and procedures, ensuring a second opinion with a skill level equal or higher than of an expert (AI uses over 25 variables to classify treatments). Moreover, it provides savings in the year's results, by supporting auditors in identifying non-compliance situations.

Agile mindset

The pursuit and implementation of a new working model for carrying out projects have faced several obstacles; however it is possible to change the Company's mindset, focused on results. Odontoprev has chosen to rely on a model in which projects have fixed deadlines and costs, but



IT, Marketing and Governance team

their scope is flexible. Thus, from 2018 to 2021, the number of agile teams in progress increased from 4 to 19.

This transformation journey was recognized by the 2021 PMO of the Year award, by the Project Design Management magazine.

The advancements in the use of AI have contributed to boost productivity and assertiveness in the review of treatments and procedures



Value-based relationships

| GRI 102-40, 102-41, 102-42, 102-43, 102-44

- 37** Customers
- 40** Dentists
- 43** Society
- 47** Employees
- 63** Shareholders
- 64** Suppliers

Odontoprev understands the value of constantly improving the relationship with its stakeholders – customers, dentists, society, employees, shareholders and suppliers – in order to contribute to the Company’s performance.

How Odontoprev engages with different stakeholders

GRI 102-40, 102-43



Employees

The Company engages with this stakeholder group through internal e-mails and discussion forums, in addition to the creation of the Vida Leve Program to closely monitor their families and OdontoPlural, with newsletters and lectures. Odontoprev has created programs to strengthen its relationship with employees through professional development, recruitment and selection, retention, performance assessment and integrative health.



Customers

Customer service is controlled through monthly reports, as well as the Integrated Call Center, which is responsible for responding to all second-level demands and managing complaints. Moreover, customers can register their satisfaction levels on the *Reclame Aqui* website and on Odontoprev’s channels.



Dentists

The Company has a continual relationship with dentists through telephone calls, emails, virtual and in-person meetings.



Professional associations and labor unions

By understanding the importance and plurality of each entity, the Company ensures that relevant booklets and newsletters are sent to each segment with which it negotiates.



Shareholders

External mailings, meetings and calls with market analysts and investment funds, geared towards always being transparent through a continual communication with market agents through the Investor Relations website and the Brazilian Securities and Exchange Commission, in addition to attending conferences and responding to questionnaires.



Management

In order to enhance communication in an accessible way, the Company engages with the management through the exchange of internal emails to address agendas and conflicts, in addition to stimulating debate at the management bodies’ meetings.



Society

Always seeking to exchange experiences, Odontoprev engages with society by distributing and sending of booklets, as well as content about oral health. The Company also makes donations and has volunteering initiatives, thus strengthening its values with this audience.



Suppliers

The Company sends booklets and has direct contact with suppliers. Every 12 months, suppliers go through an assessment and the best evaluated suppliers are awarded.

Customers

GRI 103-1, 103-2, 103-3

Customer service has always been a core theme for Odontoprev. All its efforts, directly or indirectly, seek to build an ecosystem of constant value growth, whether by improving the end-to-end experience, by developing products better geared to customers' needs, or even by their visit to the dentist's office.

The Company offers exclusive and customized service for the Human Resources departments of large companies, tailored to their needs. SMEs and individual customers, in turn, are offered a variety of plan options, allowing them to choose the one that best suits their needs. They can purchase the plans in

several sales channels, from exclusive Bradesco and Banco do Brasil bank branches, through large retail stores to online platforms, in a quick and practical process.


For corporate customers, offering an Odontoprev dental plan is a way to strengthen their list of benefits, appreciating their employees and attracting new talents. The plans come with high-quality services, at fair prices and contractually-agreed annual adjustments. The Odontoprev model includes digital monitoring of procedures by expert dentists.

Exclusive service is provided by relationship cells that are available

Value created for customers:



Beneficiaries:
understanding their journey, quality services;



HR Managers:
customized service and plan to enhance their list of benefits.

at all times. Odontoprev also offers virtual lectures and customized follow-ups of employees' treatments.

Patient health and safety

Matters of utmost importance reflect the Company's purpose of "advancing quality dentistry" and the value that "quality is more than just lip service". Patients receive high-quality treatments at the providers network, based on the best dentistry practices. Treatment excellence is monitored by experts, and the network is qualified by the return both in remuneration and in management.

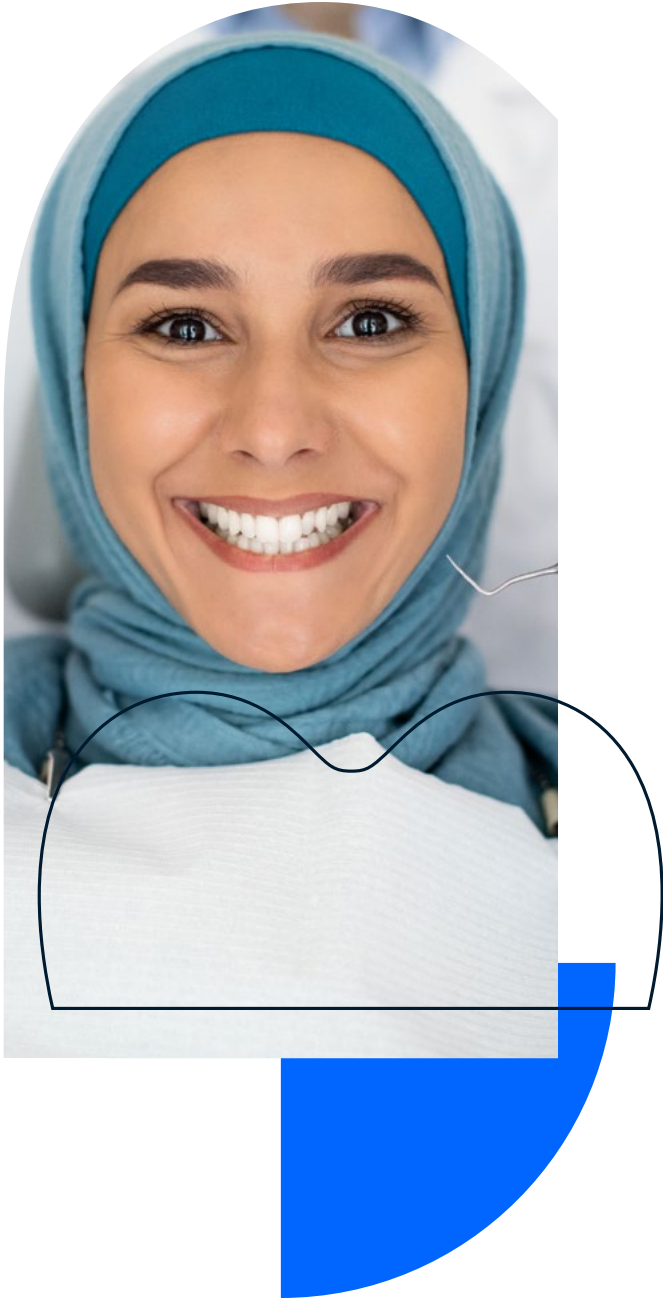
Odontoprev has a health promotion department, which proactively send contents to all customers, through initiatives requested by the companies.

Also focused on health promotion among beneficiaries, Odontoprev has a department that proactively sends content to all customers, through initiatives requested by the companies. The team comprises dental surgeons responsible for preparing technical content and delivering lectures and training, and by an assistant, who schedules and organizes the lectures.

The initiatives are structured to enhance positive impacts, improving the quality of life of the beneficiaries and their families. In 2021 the following topics were defined and addressed each month, according to a calendar: quality of life and oral health, mouth diseases and care, women's health, diet and oral health, mouth cancer, dentistry and sustainability, julho neon, halitosis, oral aesthetics and emotional health, children's oral hygiene, men's oral health, and self-care.



Clinical Audit



Complaints monitoring

Customer service is controlled by monthly reports, which identify volumes, deadlines and main complaint reasons. The Integrated Call Center is responsible for responding to all second-level demands and managing the complaints. The Complaint Rate (IR in Portuguese) is presented to all departments in order to assess the identified points and adjust flows.

The total number of complaints received by Odontoprev decrease, from a Complaint Rate (IR) of 4.46 in 2020 to 4.18 in 2021. The Company is committed to maintaining the IR within adequate standards and to address customer demands within regulatory deadlines and with the required quality. Customer satisfaction indicators on Odontoprev's channels and on the Reclame Aqui complaint aggregator website impact on the managers' bonuses.

The number of complaints received in channels such as Reclame Aqui, which had increased due to the growth in non-corporate segment, were contained in 2021. Odontoprev had a score of

6.8 (in the "regular" band) in January 2021, which increased to 7 (good band) in July of the same year, an average score the Company maintained until the end of the reporting period. The response time was reduced, and the Company gave priority to evaluation requests from customers.

Odontoprev understands the non-corporate market allows the Company to offer dental plans to thousands of Brazilians, even if they do not have employment relationship with large companies. While this has helped the Company to expand penetration and distribution throughout Brazil, it has also increased demand for support and clarification about processes, coverage and services as individual customers have direct contact with Odontoprev because there is no Human Resources structure to do so as with corporate plans.

To increase customer satisfaction, some processes geared towards individual customers were reviewed, making it possible to reduce complaints with chargebacks and refunds, for example. Understanding the beneficiaries' complaints and needs leads to improved processes and greater satisfaction and retention.

Dentists

GRI 103-1, 103-2, 103-3, SASB HC-DY-330a.2

Odontoprev's provider network comprises more than 25,000 dentists in 2,600 municipalities throughout Brazil, who offer treatments in all dentistry specialties.

Through rigorous management processes, Odontoprev seeks a provider network that meets the expectations of customers in their present and future service demands, following principles of sizing and balancing by specialty, in accordance with the coverage in the location and expected or verified treatment demand. To achieve this goal, the Company sets yearly targets, expanding the commercial potential of the products and service quality.

A consulting team is responsible for the relationship with the provider network, which enables the correct orientation, support, feedback, and consulting to network providers. The Company has a continual relationship with dentists by means of telephone calls, e-mails, virtual and in-person visits.

The network management department features regional teams specialized in dealing with complaints and issues related to the daily routine of the providers network, customer companies and beneficiaries. The complaints are recorded and addressed according to the geographic region in which they occurred.



More than 25,000 dentists in all Brazilian states comprise the country's largest network.

In 2021, the Company implemented four new service protocols, based on artificial intelligence. By considering a large number of variables related to each treatment, the protocols

determine the safest clinical approach and documentation for the patient's dental record. The project has already been implemented in almost all of Brazil.

Value created for dentists:



A rigorous selection process provides network dentists with recognition for their standards of quality.



Professional development: courses, events and an exclusive Restocking Program.

Network consultants

A group of almost 40 dentists, consultants visit network dentist clinics and offices to assess their physical space, service infrastructure and installations, and provide any needed support. During the pandemic, visits were mostly held virtually, however, since August, the group resumed on-site visits. In 2021, 46,063 visits were held, of which 7,417 were on-site and 38,646 virtual.

Quality management department

More than 100 expert dentists that evaluate 100% of the treatments performed in technical aspects of dentistry, using digital processes in a proprietary platform. The process is structured into five steps:

- **Documentation upload:** The network providers submit treatment-related images and electronic documents to Odontoprev;
- **Scanning:** The digital convergence department scans all images;
- **Review:** The Quality Management department reviews all network provider procedures. Auditors receive training to standardize their reviews using established criteria by OBE, Evidence-Based Dentistry (Odontologia Baseada em Evidências in Portuguese);

Hugo Mariano
(Digital Convergence)



- **Quality:** The quality management department reviews treatment procedures. Where the treatment is deemed not to meet established standards, the dentist is asked to repeat the procedure at no additional cost to the patient;

- **Traceability:** Review findings are entered in the patient and dentist records.

In 2021, 7,563,745 records were audited.



Training, capacity building and support

Geared towards keeping all network dentists technically and academically up-to-date, the Company offers continuing education courses. The varied content is produced in partnership with the School of Dentistry (FFO) at the University of São Paulo (USP) and can be accessed via an e-learning platform.

Supply of dentistry materials

In addition to offering training and education programs to the network's dentists, Odontoprev also has a dentistry material restocking program. Dentists earn credits that can be exchanged free of charge for dentistry supplies made available by Dental Partner, which are delivered at no costs at their clinics or offices;

Conexão magazine

Created in 2013, Conexão magazine plays an important part in the communication between Odontoprev and the provider network. Its digital version, available since 2020, has an editorial team that works to come up with themes that will be shared in the publication.

The best content about Dentistry, innovations in the sector, studies, and articles on Evidence-Based Dentistry are presented, geared towards continuously fostering innovation, seeking to improve the services offered to dentists and expand dentistry to the most diverse corners of the country.

Society

GRI 103-1, 103-2, 103-3

Focusing on urgent issues of society is part of Odontoprev’s culture and values. The Company understands that the renitent social inequality in Brazil puts the life of the population at risk. Recognizing these fragilities of the Brazilian social context, for more than 15 years Odontoprev has

maintained solid relationships with the tertiary sector, aiming to create value for society. In addition to promoting access to oral health to socially vulnerable people, the Company develops initiatives to reduce social gaps and ensure a complete service to the audience served.



Value created for society:

Partnerships with civil society organizations for the development of projects that are relevant for the community by donating dental plans and organizing oral health awareness campaigns.

More than
8,000
dental plans donated
to the tertiary sector.



Dr. Larrosier Motta Ortiz,
Odontoprev Oral Health
Consultant, in social action
with young people from the
Fundação Gol da Letra.

Donations

In 2021, Odontoprev organized several donation campaigns:

Raising 
R\$ 60,000

(from employees and own funds) to purchase food boxes for families supported by the Gol de Letra Foundation, in Rio de Janeiro.

 **1,500**

personal biosafety items donated to health professionals in hospitals in Brazil's Northern region.

The consolidated social responsibility figures make everyone in the organization proud: more than 8,000 plans donated to almost 20 institutions in the tertiary sector. To enhance the program on access to oral health, every year the Company donates dental kits these institutions. At the same time, it organizes awareness-raising actions and discussion groups about the importance of oral care, both virtually and in person. In November, for example,

a meeting was held with young people served by Gol de Letra Foundation in Rio de Janeiro, led by a volunteer dentist from Odontoprev, who stressed the importance of brushing. Also with Gol de Letra, the Company organized a fund raising to purchase 300 food boxes, an initiative in which Odontoprev doubled the amount donated by its employees.



Dentistry for love

In December 2021, I participated in an initiative supported by Odontoprev at Fundação Gol de Letra. On this occasion we divided all the children assisted during that shift into groups, talked about oral health and gave away hygiene kits.

The reception was incredible. There I met a group of employees passionate about the ideal of bringing more quality and opportunities to children through sports and education, and classes of smart, and energetic children, who are dreamers. Realizing the impact that oral health prevention and education has is something that justifies the choice of being a dentist for love."

Dr. Larrosier Motta Ortiz,
Odontoprev Oral Health Consultant - CROSP 110658

Being able to act collaboratively is what drives most of the Company's business. Therefore, the engagement of Odontoprev's almost 2 thousand employees in social initiatives is priceless, whether in fund raising events or through voluntary participation at the sponsored institutions. One of the highlights was the League of Volunteer Multipliers program, which aims to share

employees' knowledge with one of the sponsored institutions. In 2021, the Company partnered with Ser+ Institute, which operates in the professional training of young people and has been supported by Odontoprev since 2014. Three meetings were held during the reporting period to discuss Emotional Intelligence, Creativity & Innovation and Agile Methods. The program impacted more than 2,000 participants.



Participating in the League of Multipliers was an amazing experience, in my case, it was a wonderful teamwork, several hands building the same purpose. They say we learn more when we teach, and I am sure that it is real. I dove deeper into the knowledge I already had, in short, the League of Multipliers made me grow even more!"

Matheus Jacobini

Voluntary program contributor

2021 social initiatives



8,000

dental plans donated to **almost 20 institutions**



Lectures for youngsters and children on the importance of **oral health**



Donation of more than **200** books for the library at **Fundação Tide Setubal**

Impact on more than

2,000

youngsters through the **League of Voluntary Multipliers**



Booklets and videos about **brushing for the children** assisted by the institutions



Support to OSCIP Turma do Bem – **Dentista do Bem and Apolonias do Bem projects**

Donation of oral **hygiene kits**

Solidary Easter - donation of **300** basic food boxes



Donation of furniture for setting up a **computer lab** at Instituição Libertários do Capão



New partnership: **Rede Tênis Brasil**

Rede Tênis Brasil

In 2021, the Company resumed its partnerships via Tax Incentive Laws and the support to Rede Tênis Brasil stood out. The project aims to foster Brazilian tennis by investing in the sport from its presentation in public schools to the training of athletes and coaches. In addition to the amount raised by the incentive law, 1,200 dental plans were donated to the young people assisted by the institute.



1,200 dental plans were donated to young people served by the institute.

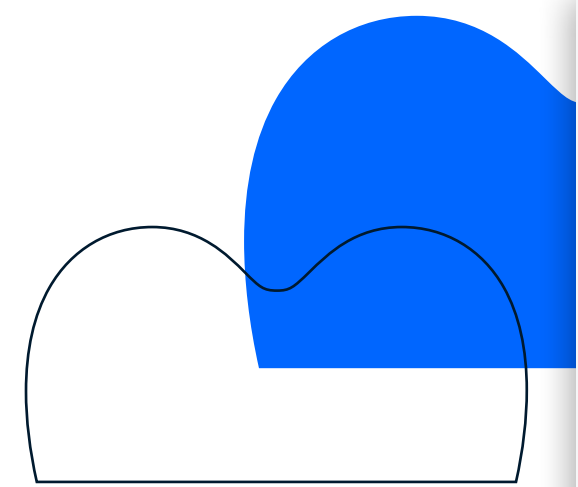
Partnership to fight mouth cancer

One of Odontoprev's most important social programs in the partnership with A.C. Camargo Câncer Center since 2017 to early detect mouth cancer, which is one of the ten most prevalent types of cancer, largely affecting men. Using a dedicated app, network dentists can photograph the oral cavity of a patient with a suspicious lesion, but at a safe distance and without revealing the identity of the patient, to protect biosafety and privacy. The images are then sent to specialists at the A.C. Camargo Cancer Center for an opinion on the case. This allows dentists to quickly and accurately screen patients for mouth cancer.

Turma do Bem

Turma do Bem, the world's largest specialized network of volunteers, takes care of the smiles of socially vulnerable children and adolescents as well as women who were victims of violence, through the *Dentista do Bem* and *Apolônias do Bem* projects, respectively.

Since 2018, the partnership has already awakened, cared for, and restored hundreds of smiles. In 2021, coupled with the donations made to both projects, Odontoprev supported the "*Dentistas salva-vidas*" event, held by *Turma do Bem*, which in addition to accounting for the work performed by the OSCIP, annually awards the *Estudante do Bem* and the *Dentista Salva-Vidas* (best student and dentists). Odontoprev donated notebooks to the contests' winners.



Membership in industry association

GRI 102-13

- **FenaSaúde** (Brazilian Private Health Insurance Federation)
- **Sinog** (National Union of Group Dental Plan Carriers)
- Roberto Cury, Institutional Relations Officer at Odontoprev, was named chairman of SINOG in 2020.

Employees

GRI 102-41, 103-1, 103-2, 103-3

In 2021, Odontoprev continued to care for people in another year marked by the pandemic. Most of its employees continued to work from home, handling the extended social isolation period, the fatigue and concern for their health and that of their families.

In order to support them at this time, the Company implemented a mental health program within the Vida Leve program, which made it possible to monitor their families more closely and pay more attention to individual issues that needed to be addressed.

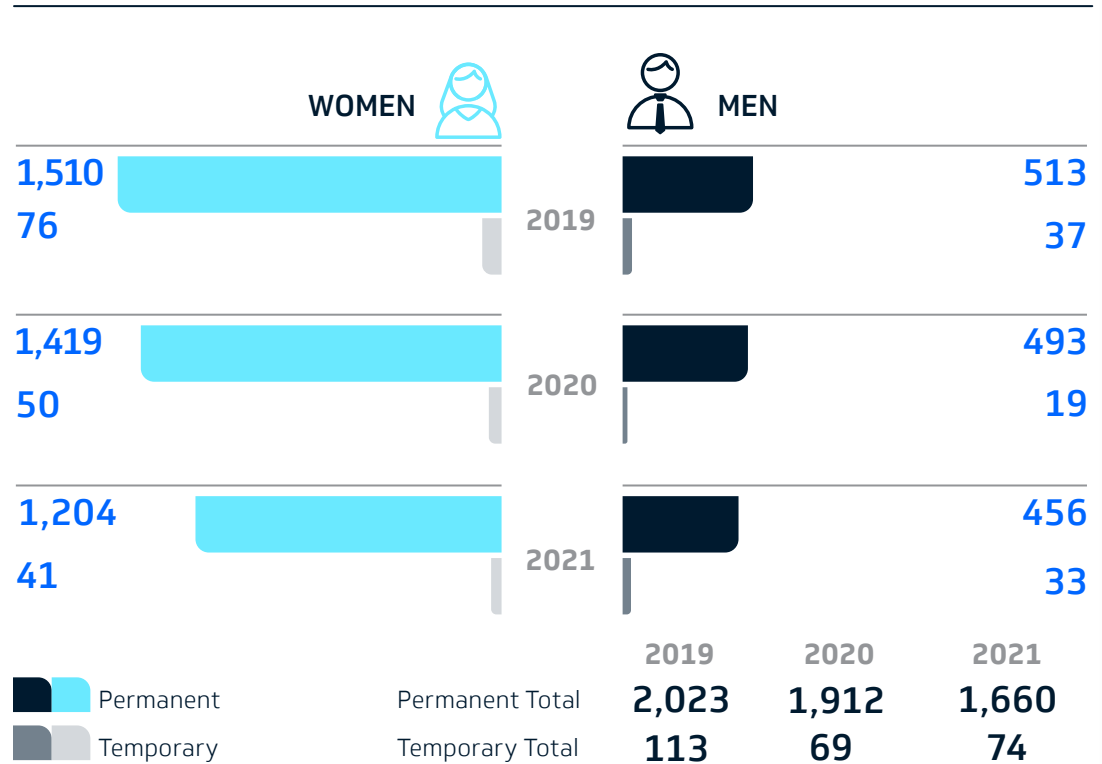
Employee profile

Odontoprev ended 2021 with 1,734 employees, both temporary and permanent. Despite the acquisition of Mogidonto and Boutique, workforce decreased by 12.5% due to the outsourcing of Call Center operations.

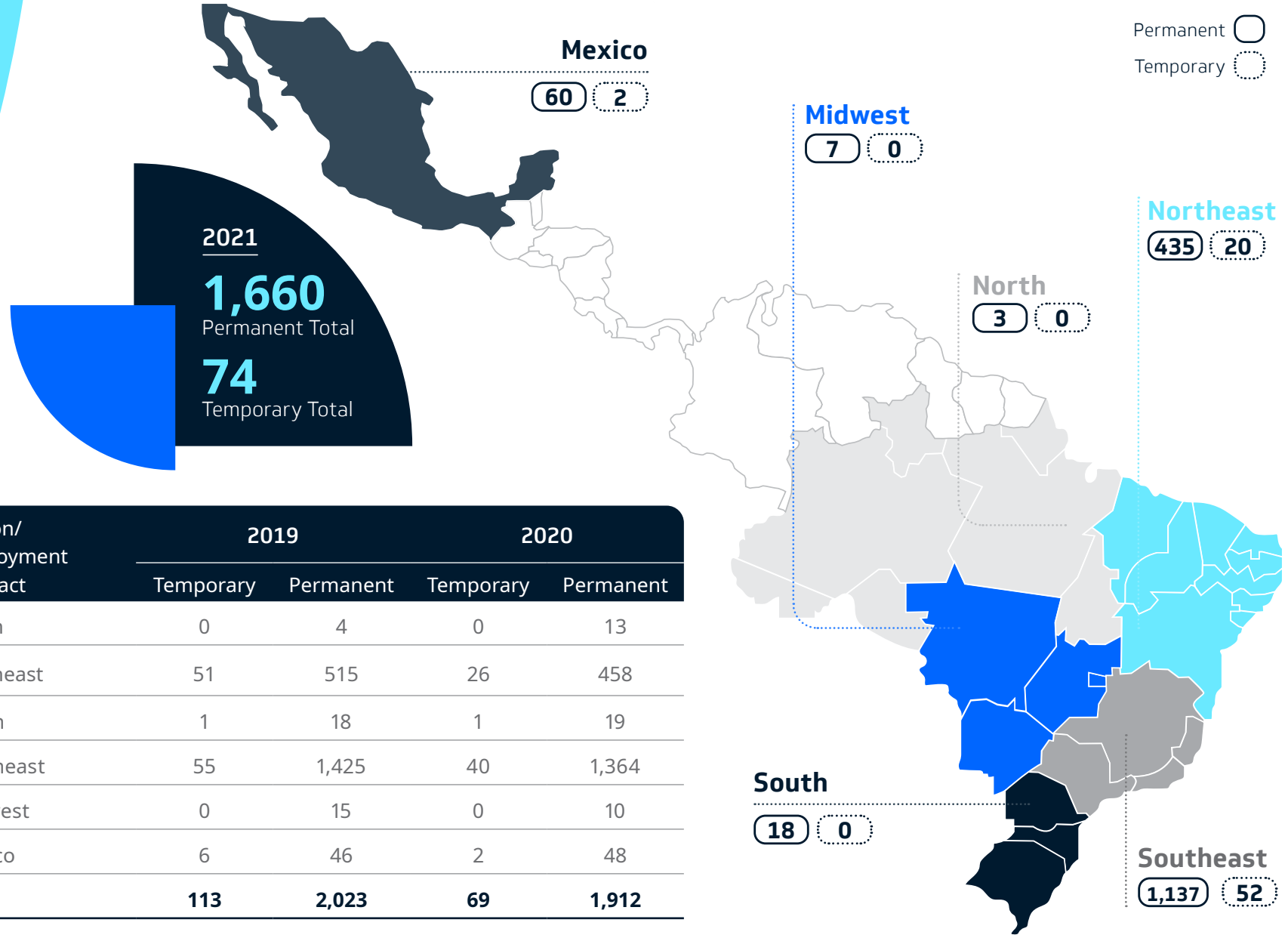
All employees hired under the Brazilian labor law (CLT) are covered by collective bargaining agreements with unions.

GRI 102-8

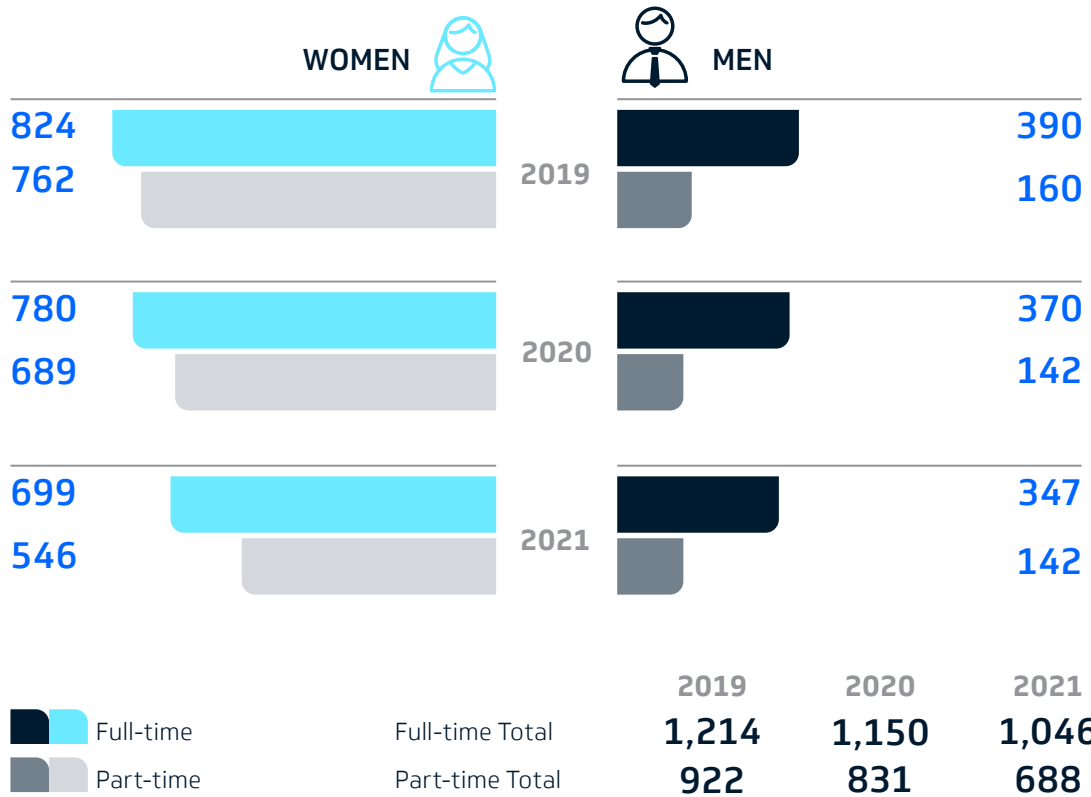
Total number of employees by employment contract (permanent and temporary), by gender



Total number of employees by employment contract (permanent and temporary), by region.



Total number of employees by employment type (full-time or part-time), by gender



Climate survey

The 2021 Engagement and Organizational Climate Survey recorded the same high level of approval and loyalty (92%) towards the Company. The dimensions that were best rated in this year’s survey were company strategy, physical infrastructure, reputation and engagement.



Odontoprev Headquarters' living space

Diversity

GRI 103-1, 103-2, 103-3, 202-2, 405-2

Diversity and equality are fundamental for Odontoprev’s business perpetuity. A company that wishes to remain active in the market must be representative of the composition of society, diverse in gender, race, social classes, ideological, religious and sexual orientations, so that it can also understand its current and potential customers. Therefore, Odontoprev seeks to advance in diversity in several aspects,

encouraging a workplace open for new points of view and perspectives, developing its leaders, giving voice to the different audiences.

The Company’s works towards diversity has already earned certificates and recognition, including being named to the Bloomberg Gender-Equality Index (GEI), for the third consecutive year in 2021. Only 13 Brazilian companies have been included in the ranking, which comprises 414 publicly-traded companies from all over the world who are committed to supporting gender equity.


Committed to bringing more equity to the Company and spreading the diversity and inclusion culture, In August 2021, Odontoprev launched the OdontoPlural program, composed of newsletters and lectures. The Diversity and Inclusion Committee was created to develop the program and currently comprises 16 members from different Company’s departments who meet every 15 days to discuss the topic.

In this first year, Odontoprev channeled its efforts on Gender and PWDs. Among the initiatives, the Company took on the commitment to Equity, as part of the UN Global Compact. Another important initiative was survey to map the Company’s demographics, perceptions about violence and women at Odontoprev. Employees also attended virtual lectures about women’s entrepreneurship, and unconscious biases, as well as meetings to discuss diversity and inclusion.

Equality is a priority - UN Global Compact

GRI 102-22

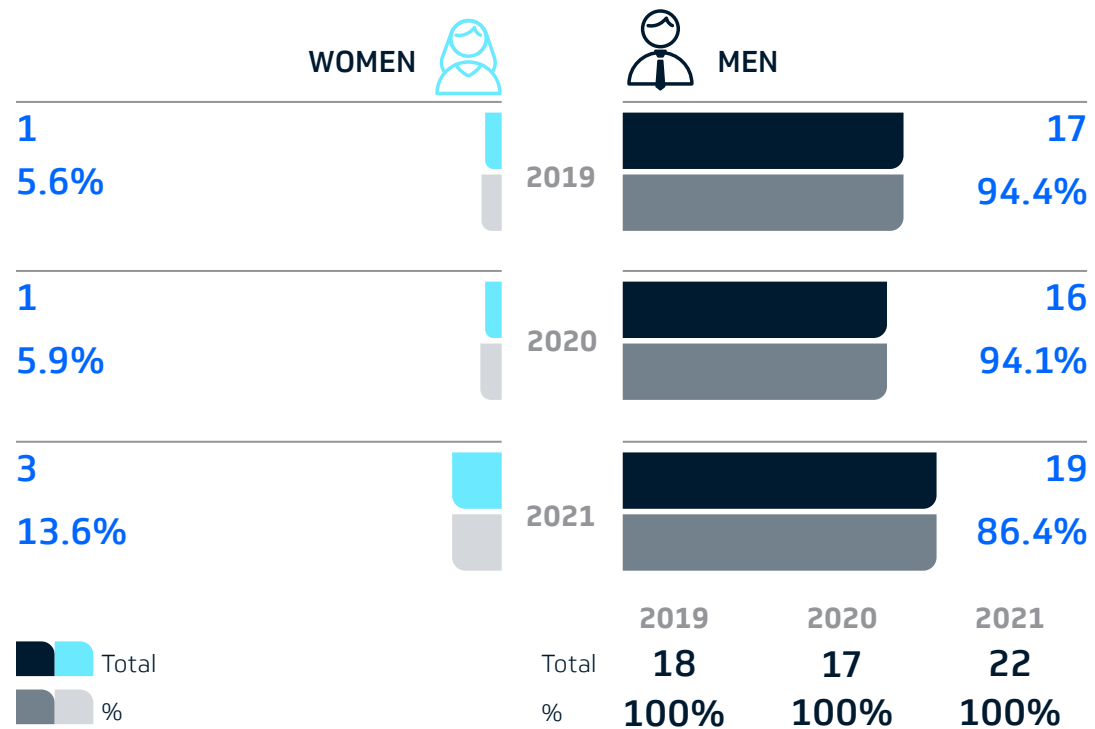
Odontoprev took on UN Global Compact’s commitment to have 30% of women in the senior management by 2025 and 50% by 2030. The Company has already reached the 30% goal.

Priority:
30% 
of women in the senior management by 2025 and 50% by 2030 is the goal of the Equality Program.

For 2022, the Company is committed to hiring more employees with disabilities and ensuring their inclusion, which can be monitored by a survey before they complete 90 days of employment and also at other moments of their journey within the company. In the historical series from 2019 to 2021, there is no record of employees with disabilities in governance bodies.

GRI 405-1

Percentage of individuals within the organization’s governance bodies, by gender



Percentage of individuals within the organization’s governance bodies, by age group

Age group	2019		2020		2021	
	Total	%	Total	%	Total	%
Under 30 years old	0	0.0%	0	0.0%	0	0.0%
From 30 to 50 years old	4	22.2%	3	17.6%	5	22.7%
Over 50 years old	14	77.8%	14	82.4%	17	77.3%
Total	18	100%	17	100%	22	100%

Note: Governance bodies: executive officers, board of directors, fiscal council, and advisory committees

Percentage of employees per employee category, by age group

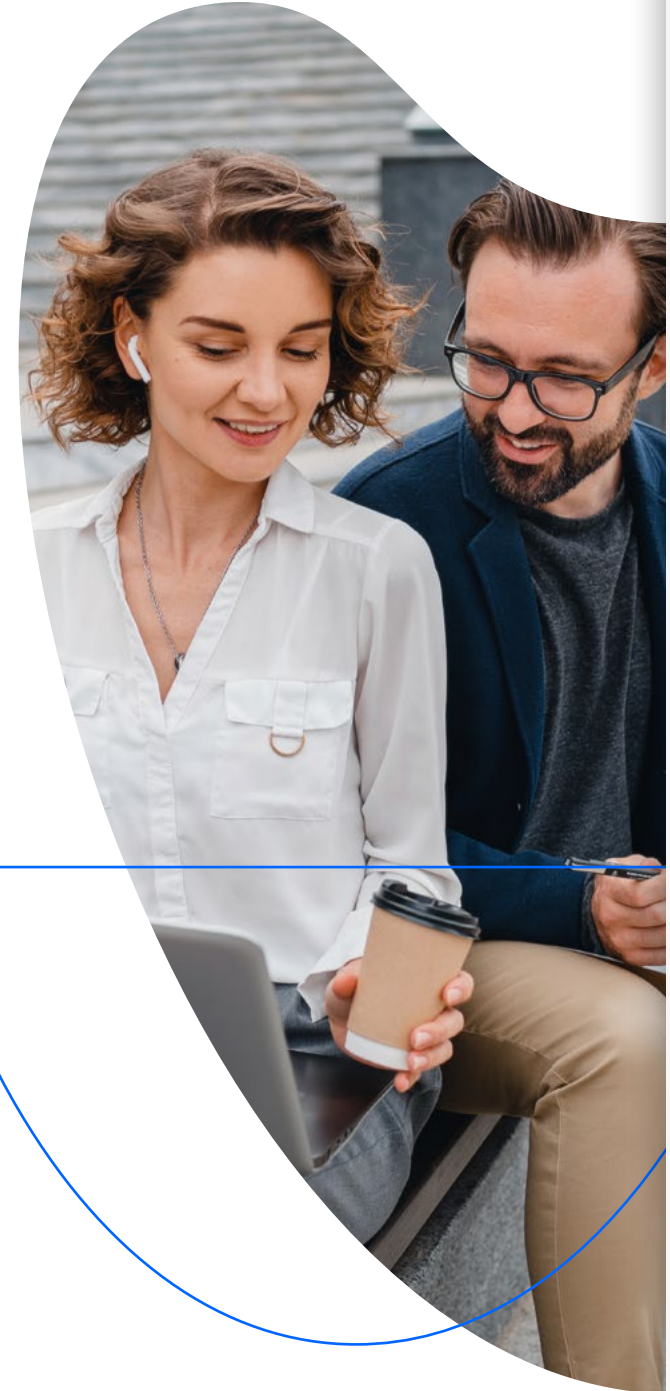
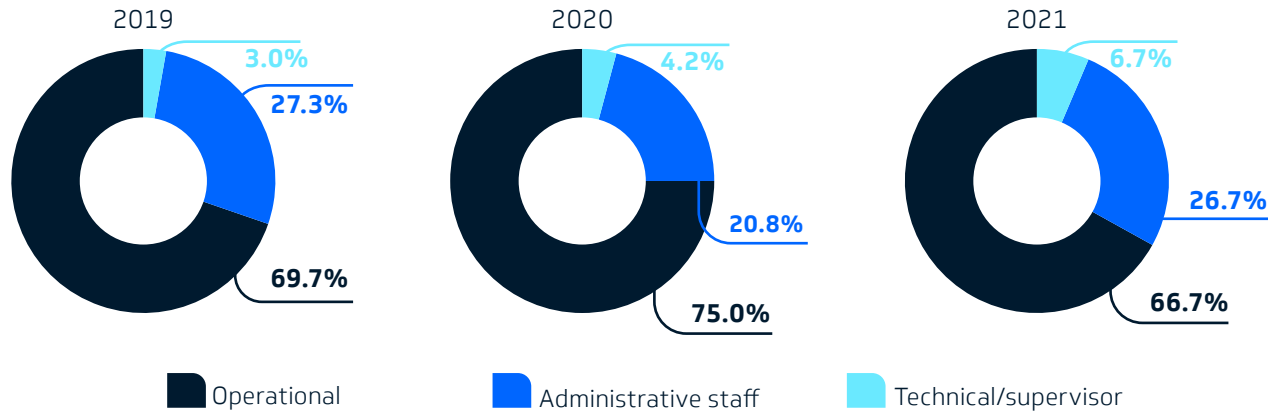
Employee category	2019			2020			2021		
	Under 30 years old	From 30 to 50 years old	Over 50 years old	Under 30 years old	From 30 to 50 years old	Over 50 years old	Under 30 years old	From 30 to 50 years old	Over 50 years old
Executive Officers	0.0%	50.0%	50.0%	0.0%	42.9%	57.1%	0.0%	42.9%	57.1%
Middle management	4.0%	60.0%	36.0%	7.0%	64.8%	28.2%	1.3%	70.9%	27.8%
Technical/supervisor	10.0%	79.0%	11.0%	10.9%	77.2%	11.9%	8.9%	77.8%	13.3%
Administrative staff	26.5%	66.1%	7.4%	31.1%	62.0%	6.9%	27.2%	63.5%	9.3%
Operational	48.3%	47.0%	4.7%	47.0%	48.3%	4.7%	37.0%	54.5%	8.5%
<i>Trainees</i>	100%	0.0%	0.0%	100.0%	0.0%	0.0%	100%	0.0%	0.0%
Interns	93.3%	6.7%	0.0%	92.5%	7.5%	0.0%	85.7%	14.3%	0.0%
Apprentices	100%	0.0%	0.0%	100%	0.0%	0.0%	100%	0.0%	0.0%
Total	37.4%	55.3%	7.3%	37.8%	55.2%	7.0%	30.7%	59.5%	9.8%

Percentage of employees per employee category, by gender

Employee category	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
Executive Officers	87.5%	12.5%	85.7%	14.3%	85.7%	14.3%
Middle management	54.7%	45.3%	57.7%	42.3%	57.0%	43.0%
Technical/supervisor	36.0%	64.0%	34.8%	65.2%	32.2%	67.8%
Administrative staff	27.6%	72.4%	28.3%	71.7%	28.2%	71.8%
Operational	18.3%	81.7%	18.0%	82.0%	18.8%	81.2%
Trainees	50.0%	50.0%	66.7%	33.3%	57.1%	42.9%
Interns	40.0%	60.0%	42.9%	57.1%	28.6%	71.4%
Apprentices	29.3%	70.7%	20.8%	79.2%	27.3%	72.7%
Total	25.7%	74.3%	25.8%	74.2%	28.3%	71.7%

Percentage of employees per employee category, by other diversity indicators

In percentage / Diversity indicator: Persons with disabilities



GRI 405-2, 103-2, 103-3

Ratio of basic salary and remuneration of women to men, by employee category¹

Categoria funcional ²	2019	2020	2021 ³
Executive Officers	0.79	0.82	0.92
Middle management	0.88	0.88	0.91
Technical/supervisor	1.00	0.99	0.93
Administrative staff	0.78	0.75	0.75
Operacional	0.97	1.00	1.00
Trainee	1.12	0.91	1.00

¹ Amounts calculated based on total compensation (salary + bonus, which are currently the main components of remuneration).

² Employee categories: Operational - Clerks, assistants, operators, sales promoters, typists, drivers, and receptionists Administrative staff - Analysts, assistants, secretaries, consultants, auditors, leaders, dentists, specialists, lawyers, statisticians, administrators, technicians Technical/Supervisor - Supervisors and MEX leaders Middle management - Managers, superintendents, and MEX directors Executive Officers - Officers Trainee - Young Entrepreneurs Apprentices - Apprentices Interns- Interns and MEX interns *in 2020 MEX interns were considered as apprentices, which changed in 2021.

³ In 2021 the salary of executive officers was revisited. In the Executive Officers category, to calculate the remuneration ratio we exclude de CEO.



Professional development

Training

GRI 404-1

Average hours of training per employee, by gender

Gender	2019		2020		2021 ¹		Δ 2020/2021	
	Total hours	Average hours	Total hours	Average hours	Total hours	Average hours	Total hours	Average hours
Men	9,334	17.30	12,053	23.58	12,810	26.19	6.3%	11.1%
Women	17,516	11.03	17,448	11.87	14,178	11.38	-18.7%	-4.1%
Total training hours	26,850	12.26	29,501	15.14	26,988	15.51	-8.5%	2.4%

¹In 2021, the call center was outsourced, which led to a reduction in internal training hours in the year compared to the previous one. Therefore, the Company recorded 7,530 training hours with the outsourced company, in addition to training sessions with Bradesco's sales teams and training at sponsored institutions. Overall, Odontoprev recorded 9,145 training hours for external stakeholders, 26,660 training hours for Brazilian employees and 328 training hours with the Mexican team.

Average hours of training per employee, by employee category

Employee category	2019		2020		2021		Δ 2020/2021	
	Total hours	Average hours	Total hours	Average hours	Total hours	Average hours	Total hours	Average hours
Supporting staff	15,923	16.60	9,750	11.55	5,414	10.08	-44.5%	-12.7%
Support team	4,263	7.60	6,407	11.64	5,661	9.98	-11.6%	-14.3%
Specialist	5,719	13.17	10,533	25.19	9,657	21.41	-8.3%	-15.0%
Tactical managers	685	6.85	1,826	20.06	3,628	39.01	98.7%	94.5%
Strategic managers	260	3.46	941	13.25	2,294	29.03	143.8%	119.1%
Statutory officers	0	0.00	44	6.28	334	47.71	659.1%	659.7%

Odontoprev has a training policy that provides guidance on assessing training needs and other related matters, such as employee onboarding, mandatory training, the corporate university, training programs for specific audiences, and development of in-person and online training. The Company also

relies on a Learning Management System — an online platform with more than 40 available courses on hard and soft skills available to all employees.

Using technology to offer online training enabled the Company to democratize knowledge to the entire

staff. Throughout 2021, training programs addressed 36 topics, totaling 12,396 participants in 36,000 hours (including sessions for external stakeholders), up by 18% compared to 2020.



The 5 Odontoprev skills

-  Innovate to Evolve
-  Move the business
-  Seek Excellence to Serve
-  Collaborate without Borders
-  Always Learn (employees)/
Form Winning Teams (leadership)

The main training programs offered are:



League of Multipliers 2.1

A team of volunteer experts helps to disseminate the culture of collaboration by sharing their knowledge with colleagues. In 2021 five themes were included in the program.



Professional of the Future

Training sessions focused on the themes and trends of the future, which require the development of new skills. This is a virtual track, broadcast live on the Teams platform, for continuous learning. The first out of the seven themes covered in 2021 was change management. These courses will be added to the knowledge platform in 2022.




Leadership Program

Launched in 2021 to develop the essential competencies and skills of the Company's leaders: agility and innovation, focus on the customer, strategy and business management, team management and leadership, relationships and influence.



Interns' hiring rate was

63% 
in 2021.

Estephane Diamantino
Sousa and Esmaelita
Silva Santos (Financial)

Recruitment and selection

Attracting new talents begins with the internship program, with a high rate of success for hiring.



Internship program

In 2021, the program focused on a greater inclusion of young people according to their social and economic background, gender identity and race, excluding the criteria of colleges degrees and technical requirements, such as knowledge of Microsoft Office package and languages. Nine new interns joined the program in August 2021, who had an onboarding week to learn more about the Company's business and departments, received training to work from home, and talk sessions with the Company's former interns and officers.

During the 12-month program, interns undergo training and workshops about technical and behavioral skills, performance assessments and feedbacks from their managers and the Human Resources department, and start to develop a Challenge Project, aiming at improvement opportunities and results in their area of activity, with quarterly follow-ups and final presentations to the department officers. In the 2020 edition, completed in mid-2021, the interns' hiring rate was 63%.



OdontoTech

An internship program dedicated to the IT department, in partnership with the Centro Educacional Assistencial Profissionalizante (CEAP), an institution that supports socially vulnerable youngsters through vocational programs to help them get their first jobs. The selection process was exclusive to CEAP students aged 17 years old or older, with ten students chosen to participate in the program. OdontoTech has the same structure as the original internship program, but the difference is that students have an immersion in IT topics.



The importance and impact of this project (OdontoTech) in both my professional and personal life is surreal! It helped me to open up new horizons and look deeper inside myself. Through this project I have been improving my knowledge of strategies and people acting in IT governance."

Matheus Gomes Silva

Intern in OdontoTech program



Young apprentices

In May 2021, 31 apprentices were admitted in Odontoprev, who received a 14-day training at the Ser Mais institute and started their journey in several departments of the Company for a 15-month program, in a special technical and behavioral training track.





Young Entrepreneur Program

The Young Entrepreneur is the main program to prepare the Company's leaders. The program had 2,273 applicants, ending with seven approved candidates, for departments with projects of great relevance to the Company. The young professionals go through a structured follow-up with the HR team, an accelerated development plan (coaching, mentoring, technical and behavioral training), in addition to a performance monitoring with goals and 360° assessment, aiming at their ongoing development to take on leadership positions. Throughout the program's ten editions, retention rate of young professionals was 60%, and they currently hold leadership positions: 8 managers and 5 supervisors.

Employee retention

In addition to a healthy environment that fosters constant professional growth, offering distinguished benefits is a way to retain the best talents in the Company. Coupled with the traditional benefits offered by the market, in 2021 Odontoprev began to provide:

- Nursing room for mothers returning from maternity leave;
- Extended paternity leave (20 days);
- 100% free psychological care.

The benefits aimed at women (Healthy Pregnancy Program,

nursing room, and daycare assistance) and the participation in initiatives that appreciate female labor (Empresa Amiga da Mulher Seal, Equity is a Priority, from UN Women, with the commitment to have 30% female leadership by 2025 and 50% by 2030) allow us to provide better conditions for women contributing to talent retention. In 2021, for example, it was possible to retain 66% of employees who completed 12 months of work after returning from parental leave.



*Empresa Amiga da Mulher Seal, Equity is a Priority, from UN Women, and the commitment to have up to **30%** of women in leadership positions by 2025 and **50%** by 2030.*

GRI 401-3

Parental leave	2019		2020 ¹		2021	
	Men	Women	Men	Women	Men ²	Women
Total number of employees that were entitled to parental leave	550	1586	512	1469	489	1245
Total number of employees that took parental leave	-	69	-	50	12	56
Total number of employees that returned to work after the parental leave ended	-	58	-	57	12	57
Total number of employees that returned to work after the parental leave ended that were still employed after 12 months after their return to work	-	40	-	37	-	38
Return to work rate of employees that took parental leave	-	100%	-	100%	-	100%
Retention rate of employees that took parental leave	-	69.0%	-	64.9%	-	66.7%

¹For 2020, retention rate was impacted by the workforce reduction plan, due to the effects from the pandemic.

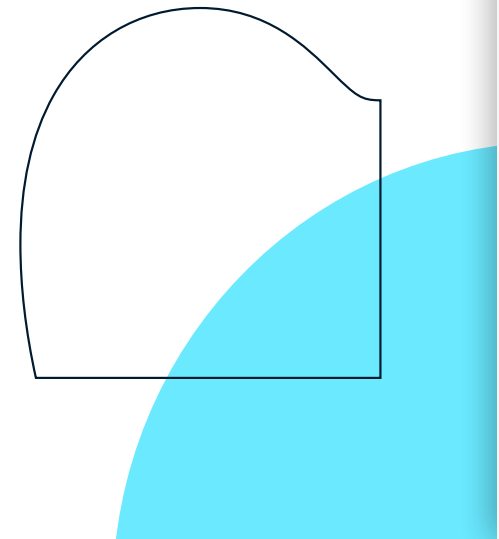
²Currently there is no record of paternity leave information for reporting. The allowance to purchase baby items paid for men was used as an approximate value for paternity leaves, but the value does not include the beginning and end dates.

Performance assessment

The performance assessment is conducted to ground career plans, the Profit Sharing Plan and general skills requirements. Results are used to help employees improve their professional development.

The competencies assessment for personnel in leadership positions from supervisor on up used a 360° format, including peer, team, internal clients and managers assessments. In 2021, the Company

reviewed the competencies assessed, which will impact on the 2022 assessments.



Recognition Programs

We value those who make it happen, who grow along with Odontoprev and help the Company take dentistry and smiles to millions of people. That being said, the Company launched some recognition fronts in 2021.



Promotion and Merit

Launched in May 2021, the program aims to recognize and appreciate talents, and make the promotion process increasingly clear to the Company's entire workforce. It features initiatives to encourage and guide managers to make this moment special for the employee and the entire team. The HR department also makes an announcement via e-mail and has a monthly newsletter highlighting all those who have been promoted, who receive a Talent Kit at their homes. In the 2021 edition, 381 employees were recognized, with 196 merits and 185 promotions.



Highlights of the Year 2021

Launched in November 2021, the program aims to recognize the employees who stood out during the year based on the skills: Collaborates without borders, Seeks excellence in serving, Moves the business, Innovates to evolve, Always learns (non-manager employees) and Forms winning teams (manager category). The Highlights of the Year (10 employees) won a R\$400 gift voucher and were recognized at the end-of-year live broadcast.



I recognize you! Compliment culture

Through small actions, it is possible to change the daily routine of employees, improve the organizational climate, enhance the employer brand, and reinforce the pride of belonging. With this in mind, the Company launched the "Reconheço Você!" (I recognize you!) program to encourage praising employees and recognizing them for daily actions and deliveries. The managers sent to the HR department a form, briefly describing the delivery to be praised. Once compiled, these compliments were forwarded by e-mail to the employees, in an individual and personalized way, recognizing and appreciating their work. The employees were also encouraged to exchange compliments with their colleagues who contributed to this achievement. In 2021, 115 employees were recognized by the program.



Years of Service

Launched in August 2021 to celebrate Odontoprev's anniversary. With the campaign motto "Your smile, our history!", 410 employees with more than 10 years of service were recognized and praised. They received a customized Party Kit at their homes.



Health Space at Odontoprev Headquarters

Integrative health

GRI 103-1, 103-2, 103-3, 403-6, 403-9

Raise employee awareness about the importance of taking care of their health, both physical and mental, is the mission of the Health Committee, comprising HR employees who are responsible for managing the Company's quality of life program, called *Vida Leve*.


Vida Leve has initiatives to encourage work-life balance and its activities are disclosed to employees by e-mail every month. Based on four pillars – mind, body, nutrition and physical activity –, the program addresses themes such as healthy eating, exercise, information about chronic diseases, prevention of women's and men's health – including emotional health –, besides discussing habits that are harmful to health. Odontoprev

also offers the Health Management program, which monitors the health of the Company's pregnant employees on a monthly basis.

In 2021, emotional health was added to the program. One of the initiatives on this front was OrienteMe, a therapy service made available to help employees and their dependents during this period. Since its launch in May until the end of the year, 140 consultations were recorded. The *Vida Leve* program also features a meditation and yoga platform, called Zen Club, as well as awareness lectures about health-related topics. In the satisfaction survey, carried out at the end of the year, the program received a score of 4.65, on a scale of 1 to 5.

Vida Leve in 2021


 **12** lectures


 **+ 9h** of initiatives

 **+ 600** participants

 **+ 20** newsletters

 **572** employees joined Gympass

 From its launch in May until the end of the year, **140 consultations were recorded.**

 **4.65** score in the satisfaction survey, in a scale from **1 to 5.**

Health promotion and disease prevention initiatives, which were extended to the Odonto System brand in 2021, totaled 306 newsletters, 63 lectures (57 live and 5 recorded), and a total of 1,500 participants.

At the headquarters, Odontoprev offers the Health Space (SaúdeiD), a Primary Care medical office, with a Family and Community Physician, whose main activity is to manage each employee's health, through routine consultations and clinical follow-up focused on disease prevention and health promotion. Lectures, meetings, and discussion groups also take place in this venue.

The team has close contact with the Company's health insurance carrier for direct support in hospitalizations, release of procedures, accredited network, and other actions that may be necessary. The structure has a Nursing technician, medication and rest rooms. The clinical emergency service is also open to outsourced employees and eventual customers on visits.

At the headquarters, Odontoprev offers the Health Space (SaúdeiD), a Primary Care medical office, with a Family and Community Physician.

Shareholders

Odontoprev fosters transparent and close relationships with its almost 60,000 shareholders. In addition to publishing corporate filings on the Investor Relations and on the Brazilian Securities Commission's (CVM) website, Odontoprev uses other communications channels to provide clarification in answer to queries and to respond to requests for meetings and conference calls for discussion. The Company also holds meetings directly with investors, attends conferences in Brazil and abroad and responds annually to questionnaires that are used to compile data and rank companies in the market for the benefit of individual and corporate investors.



Suppliers

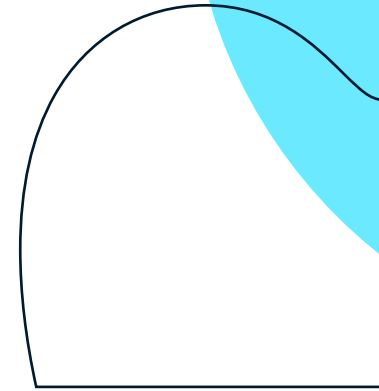
GRI 102-9, 414-1, 308-1

At Odontoprev, supplier management aims to enable a relationship based on clear and objective criteria of respect, transparency, integrity and trust between the Company and its supply chain, in addition to minimizing social and environmental impacts through supplier assessments. The Supplier Management Policy, reviewed in November 2021, lays down the procedures for registration, risk ratings (based on contract value, negative media coverage of the management, financial analysis, government-derived revenues and conflict of interest) and the frequency of the supplier review.

Odontoprev's supply chain ended 2021 with 693 registered vendors, most of which are IT, marketing, training, building maintenance, and legal service providers. All supplier contracts are based on environmental, social, good labor and

human rights criteria, with mandatory clauses on compliance with ethics and anti-corruption provisions, respect for current regulations, the Company's Anti-Corruption and Other Illicit Acts Policy and Code of Ethics. Suppliers are screened using a platform that automatically searches public databases.

The Company's main suppliers are submitted to quarterly assessments to evaluate social, environmental, compliance, as well as efficiency and innovation aspects. At the end of a 12-month cycle, the best evaluated suppliers are awarded in an event attended by the Odontoprev's executive board. The ceremony has been suspended during the pandemic but will soon be resumed. The Company plans to begin monitoring the supply chain of its main suppliers.



Supplier environmental assessment

Percentage of new suppliers (hired) screened based on environmental criteria



413

Total of **new supplier considered for hiring**



100%

Total of **new suppliers hired based on environmental criteria**



Governance

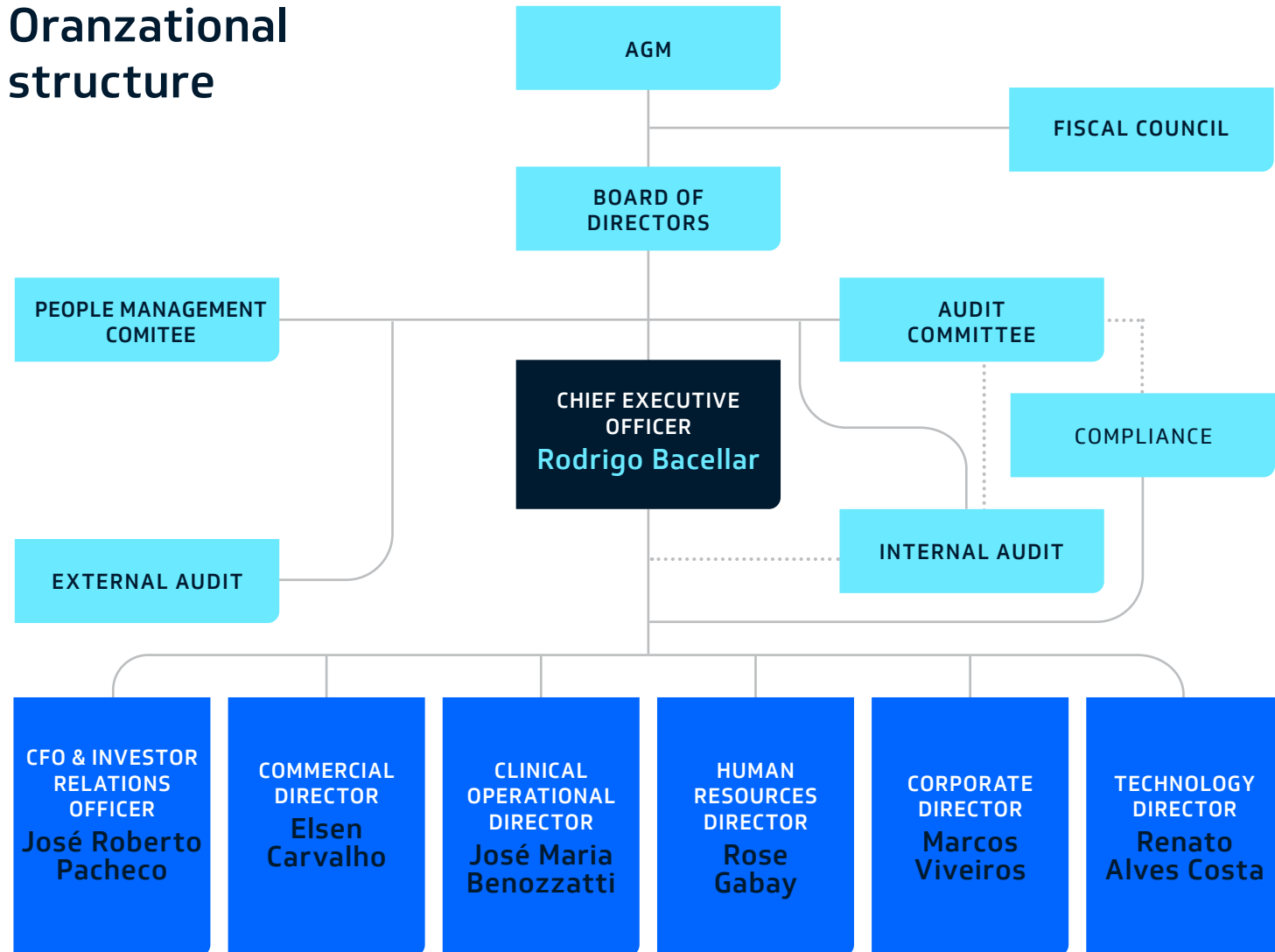
- 66** Corporate governance
- 71** Risk management
- 74** Ethics and integrity

Corporate governance

Committed to running its business in accordance with ESG practices, Odontoprev is listed on the Novo Mercado, B3's listing segment for companies that voluntarily commit to implement good corporate governance practices.

The improvements carried out in 2021 include the creation of the Policy on the Appointment of Members for Odontoprev's Board of Directors, Fiscal Council, Advisory Committees and Executive Board and the Policy on Management Compensation, the review of the Code of Ethics and the decision to instate the Fiscal Council permanently. Moreover, the Company implemented the periodic assessment of the Board of Directors, through an electronic survey. | GRI 102-36

Organizational structure



Governance Structure

GRI 102-18, 102-19, 102-20, 102-22, 102-23, 102-24, 102-26, 102-27

The governance structure currently comprises the Annual Shareholders’ Meeting, the Board of Directors, the Fiscal Council, two Advisory Committees (People Management and Audit) and the Statutory Executive Board - all of which rely on their internal rules. The Company also has the Internal Audit, Information Security & Data Privacy and Compliance departments.



General Shareholders’ Meeting

The General Shareholders’ Meeting is held annually to resolve on important matters for business sustainability, growth and continuity, such as capital stock increase or reduction and other amendments to the bylaws; the management accounts and financial statements; mergers, acquisitions, spin-offs, dissolutions and liquidation of the Company; election and removal of directors and fiscal council members.



Board of directors

The Board of Directors is responsible for setting general strategies, devising commercial policies, electing executive officers and overseeing their duties and comprises eight sitting members (two of whom are independent) and four alternates (two of whom are independent). The Directors serve a two-year term of office and reelection is permitted. The Board of Directors convenes ordinarily every quarter and, extraordinarily, whenever called by the chairman or vice chairman. In 2021, 22.7% of directors were aged between 30 and 50 years old and 77.3% were older than 50 years old. The directors only receive a fixed compensation, resulting in a long-term commitment to the Company. There is no compensation distinction among its members.



To learn more about each of Odontoprev’s governance bodies, the names and resumes of their current members, go to **Investor Relations website**



Executive Board

Responsible for the Company's overall management, the Executive Board comprises seven officers who serve a two-year mandate. According to the Company's Bylaws, the Executive Board can be composed by at least four and at most ten officers, including a Chief Executive Officer, an administrative officer, a clinical operational officer and an investor relations Officer. In 2021, 86% of the Executive Board's members were men and 14% women.



Fiscal Council

The Fiscal Council is independent from the Company's management and external auditors and its main duties include to oversee the management's performance and review the financial statements. In 2021, it became a permanent body and its members for the fiscal year were elected at the General Shareholders' Meeting held in April. The Fiscal Council has three to five sitting members and an equal number of alternates, who receive a fixed compensation.



Audit Committee

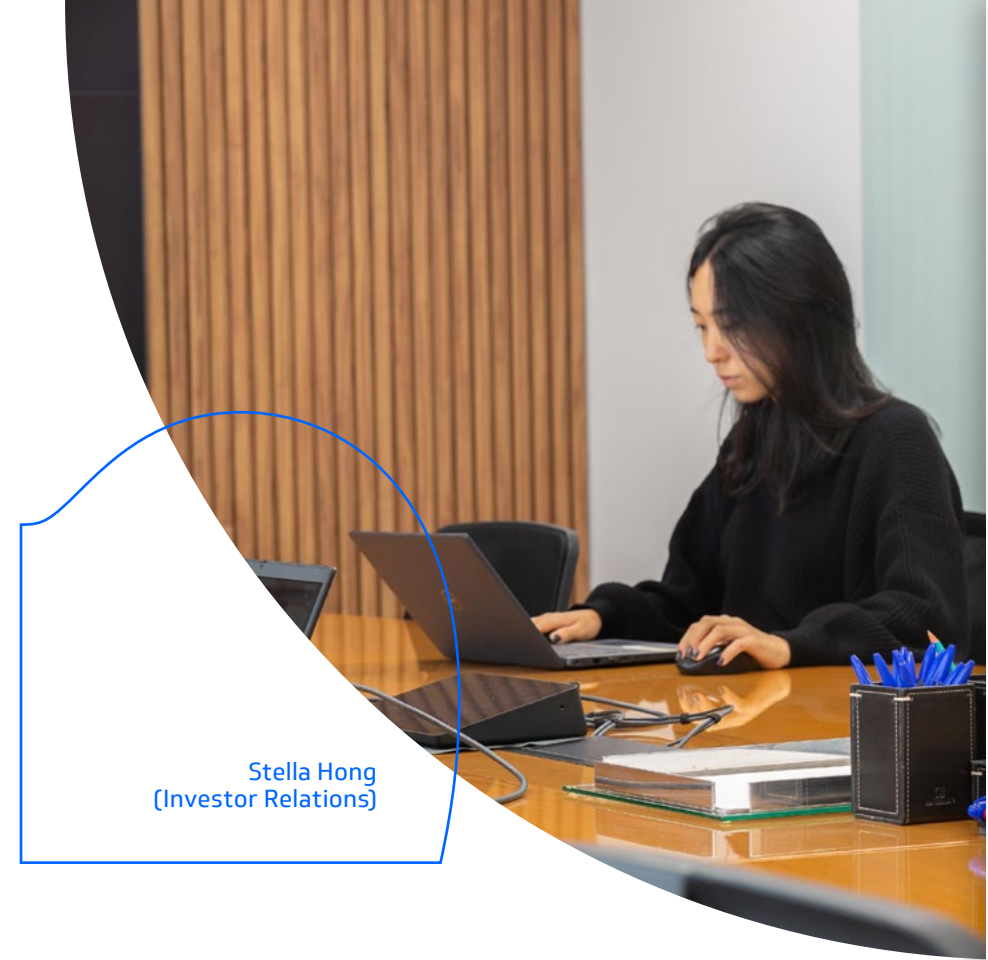
The Audit Committee meets ordinarily once every quarter and extraordinarily whenever necessary, either on its own motion or at the request of any of its members, to review the Company's accounting information before disclosure. The Committee reports to the Board of Directors, which is responsible for appointing and removing its members. The Audit Committee is composed of a minimum of three members, including at least one independent member and one member with expertise in financial reporting.



People Management Committee

The Committee is an independent, permanent advisory body, whose members serve a one-year term of office and its main duties include:

- Overseeing and reviewing compensation policies and practices and providing recommendations to the Board of Directors on management compensation;
- Advising the Board of Directors on its responsibilities for appointing, assessing and removing the CEO and other executive officers;
- Ensuring the Company is prepared sufficiently in advance for the succession of executive officers and other key senior management positions;
- Monitoring the Company's talent attraction and retention programs and tracking satisfaction and organizational climate indicators;
- Evaluating management expertise and skills, looking to identify improvement opportunities.



Stella Hong
(Investor Relations)



Investigation and Ethics Committee

The Committee is responsible for investigating the reports received through the Whistleblowing Hotline and, whenever necessary, recommending process improvements and applicable disciplinary actions. It comprises key management personnel from the Human Resources, Legal/Compliance and Internal Audit departments and reports to the Company's CEO.

Remuneration

GRI 102-36

Board of Directors

The compensation of the Board of Directors complies with the following guidelines:

- the Directors only receive a fixed compensation, resulting in a long-term commitment to the Company;
- there is no compensation distinction among Directors.

Fiscal Council:

Fiscal Council compensation is calculated in accordance with article 162, paragraph 3 of the Brazilian Corporation Law, which sets forth that compensation should be calculated based on 10% of the Statutory Executive Board's average compensation, excluding benefits, representation fees and profit sharing.

Board:

The Company also offers a "Long-Term Incentive Plan" (ILP in Portuguese) targeted at ensuring the executive officers' commitment to the Company by including indicators for the past three years in the variable compensation.



Click here to learn more about the [Policy of Directors' Remuneration.](#)



Risk Management

GRI 102-15

Governed by the Institutional Policy on Corporate Governance, Risk Management and Internal Controls, Odontoprev’s risks management aims to ensure the development and availability of processes, methodologies and tools to identify, assess, measure, treat and monitor current and emerging risk exposures, allowing the Company’s management and department heads to be aware of the main risks arising from their activities and take the necessary treatment and monitoring measures, keeping said risks within established tolerance levels.

Risks are classified and analyzed considering their impact and the

most relevant risks are discussed with the Executive Board and the Audit Committee and, if needed, with the Board of Directors. The Company uses a probability and impact matrix devised in the Company’s Internal Audit Methodology to define the severity of each identified and classified risk.

Throughout 2021, the Company’s control departments – Compliance, Legal, Risk Management & Internal Controls, Controllership, Information Security & Data Privacy and Internal Audit – joined forces to help the business and operational departments implement or improve their processes and control, making them more robust and/or efficient.



Risks are classified and analyzed considering their impact and the most relevant risks are discussed with the Executive Board and the Audit Committee and, if needed, with the Board of Directors

Odontoprev’s risk categories

-  Strategic
-  Reputational
-  Legal
-  Underwriting
-  Credit
-  Market
-  Liquidity
-  Operational



For detailed information on risks, go to the **Company’s reference form.**

Data protection and cybersecurity

GRI 103-1, 103-2, 103-3, HC-DY-230a.2

Since the Brazilian General Data Protection Act (Brazilian GDPR) has been enacted, the Company has published and reviewed its policies in order to set more assertive guidelines and controls for processing personal data (PII) and sensitive personal data, including PHI. Access to this type of data is based on the principle of least privilege, separation of duties, and minimizing access to data that is strictly necessary to achieve a given purpose and only for the time necessary to achieve said purpose.

The databases containing such data are encrypted at rest and in transit, still applying the information classification concepts.

The applicable retention periods are documented in a published

and disclosed timetable. Information asset managers are responsible for observing these periods while the Information Security and Data Privacy and Protection department are in charge of monitoring compliance with these guidelines.

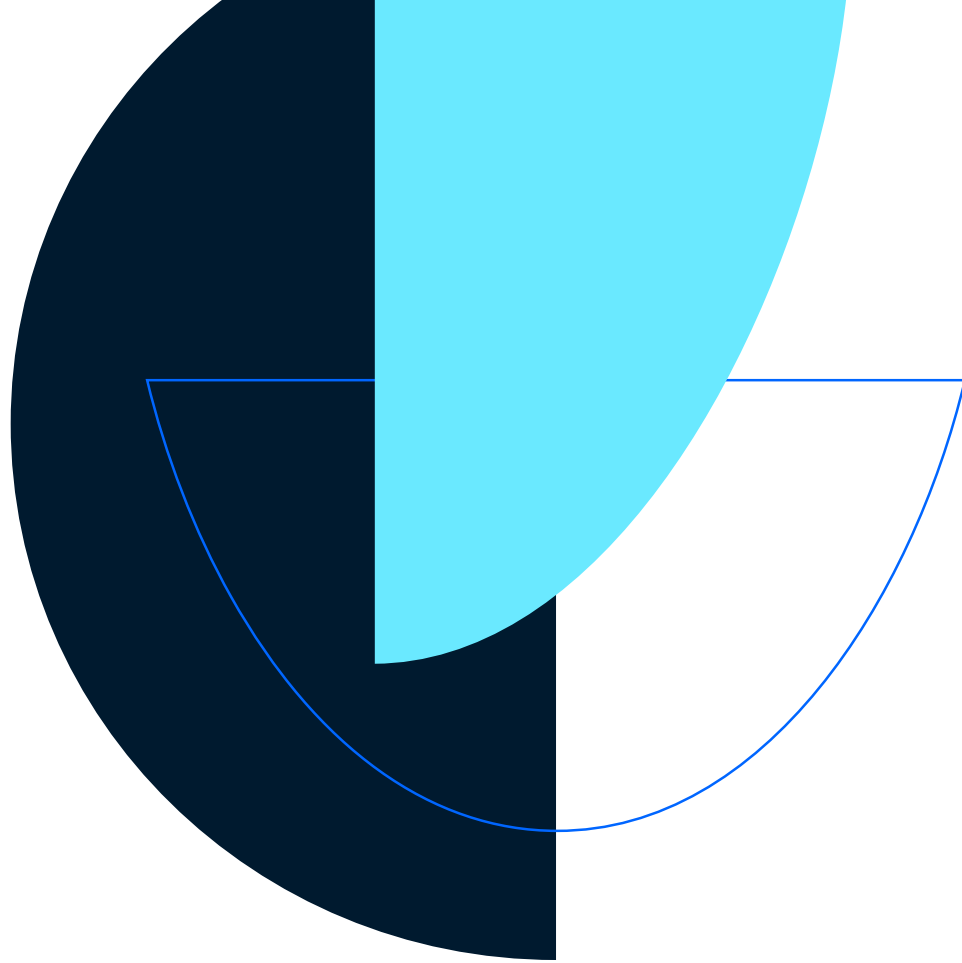
Deviations, as well as possible exceptions, are evaluated by the Information Security and Data Privacy Committee.

All personal and sensitive data processing activities are documented in the data inventory with methodologies/points of collection, sharing and retention period. Personal data is only shared with entities that have an active contract with the Company and provided that they have been approved in the partners and suppliers due diligence.

Likewise, for each processing activity a legal basis is assigned to support and guide how the activity should be carried out, including the Legitimate Interest Assessment and the Data Protection Impact Assessment.

The organization has a team of employees dedicated to data privacy and protection, who report hierarchically to the Organization's Data Protection Officer (DPO) and functionally to the Information Security and Data Privacy Committee, a collegiate body composed of senior management members. The corporate governance structure for privacy management includes policies, procedures, roles and responsibilities for risk and incident management; management of data subject rights; data

inventory management; supplier management; and information classification. The Company has appointed focal points in the internal departments to act as privacy champions.



All data subjects can demand their rights guaranteed by the Brazilian GDPR through a dedicated channel, available on the company's portal: www.odontoprev.com.br/portal-de-privacidade.



The Information Security Risk Policy details how risks related to the topic are managed within the Company, as well as the actors and their responsibilities.

The Company has an awareness program that addresses privacy and data protection-related matters, as well as specific awareness tracks for the data privacy focal points on data inventory maintenance. Odontoprev relies on an approved and published Incident Management Policy that lays down all the guidelines, instructions, responsible parties and communication steps for crisis management, including possible security breaches. The Information Security Risk Policy details how risks related to the topic are managed

within the Company, as well as the actors and their responsibility.

The management of Information Security risks is a shared responsibility with all users, and everyone is vital for the process. Regarding technological controls, the Company has DLP, CASB, SIEM and application firewall to monitor and prevent possible security breaches.

In 2021, the Company did not receive substantiated complaints regarding breaches of customer privacy.

Ethics and integrity

GRI 102-16, 102-17, 102-25, 103-1, 103-2, 103-3, 205-1, 205-2

To ensure that ethics always guides the organization’s day-to-day decisions and serves as a guidepost in dealing with the dilemmas and complexity of today’s world, the Company relies on a Code of Ethical Conduct, which all employees abide by, and the Anti-Corruption and Other Illegal Acts Policy.

These documents contain essential guidelines on employees’ business conduct and expected behaviors and are available on the **IR website**.

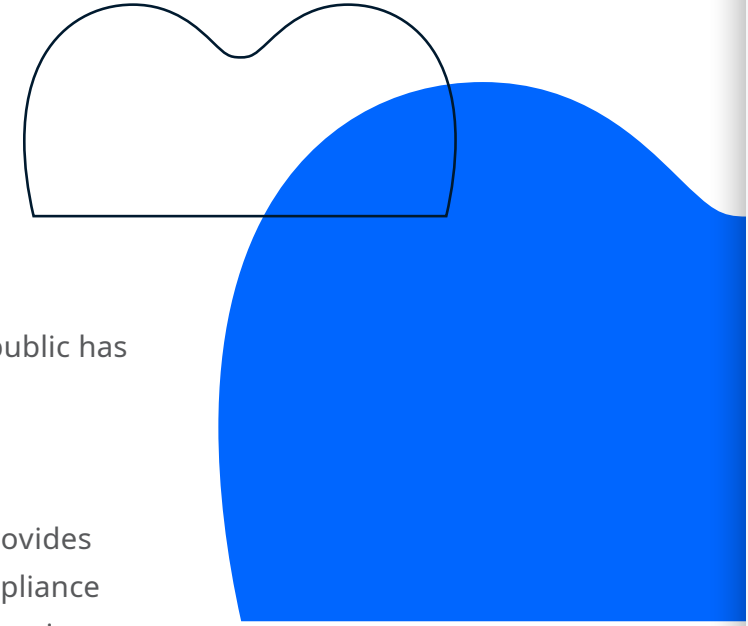
All of Odontoprev’s employees and other stakeholders, e.g., suppliers and partners, must sign the Ethical Conduct Instrument attached to the code, informing that they are cognizant of its content and commit to comply with its provisions, in order to preserve their reputation

and the trust the general public has on the organization.

Moreover, the Company provides mandatory ethics and compliance training to all employees to raise their awareness on the topic.

Training sessions are part of the Company’s Anti-Corruption and Other Illegal Acts Program and the Integrity Program.

In 2021, all employees received information on anti-corruption policies and procedures and around 74% of the staff received training on ethical conduct and



Training sessions are part of the Company’s Anti-Corruption and Other Illegal Acts Program and Integrity Program.

74% 
of employees received ethical conduct and compliance training.

Communication and training about anti-corruption policies and procedures | GRI 205-2

Employee category		2020		2021	
		Informed	Trained	Informed	Trained
Executive Officers	Number	7	7	7	7
	Percentage	100%	100%	100%	100%
Managers	Number	62	32	80	57
	Percentage	100%	51.6%	100%	71.2%
Technicians/ Department heads	Number	83	68	90	73
	Percentage	100%	81.9%	100%	81.1%
Administrative Staff	Number	948	730	728	554
	Percentage	100%	86.1%	100%	76.1%
Operational	Number	843	633	822	580
	Percentage	100%	75.1%	100%	70.6%
Trainee	Number	4	4	7	7
	Percentage	100%	100%	100%	100%
Total	Number	1,947	1,474	1,734	1,278
	Percentage	100%	75.7%	100%	73.7%

As regards preventing money laundering and other types of frauds, the Finance Department has a process to oversee and review suspicious payments, periodically reporting its findings to the Compliance department, in accordance with the regulations on this topic.

The Company has important internal policies and rules for the Integrity Program and managing the fight against corruption. The Integrity Program was audited in 2021 by an external company and no irregularities were found. To received information on ethical and lawful situations and behavior as well as organizational integrity, Odontoprev employees can reach the Human Resources and Compliance departments. The Company offers training on the subject with directions on how to act if an employee identifies possible breaches to the Code of Ethical Conduct. In order to prevent conflicts of interest, the Company grounds its actions on the Code of Ethical Conduct's guidelines on the subject and the Related-Party Transactions Policy. For the next reporting cycle, Odontoprev's Anti-Corruption and

The Company has important internal policies and rules for the Integrity Program and managing the fight against corruption. Audited by an external firm.

Other Illegal Acts Policy should be revisited in order to adapt to improvements implemented in the period. Additionally, the Company expects to update its Compliance Risk Matrix in 2022, in which Fighting Corruption will be a core subject.

Whistleblowing hotline

Odontoprev encourages employees to report any suspicion of misconduct at the workplace or violations to the Code of Ethical Conduct, laws or internal rules. Therefore, the Company makes the Whistleblowing Hotline available to members of the management, employees, customers, beneficiaries, partners, suppliers, shareholders and other stakeholders, which can be accessed on its portal.

After the investigation, reports are reviewed by the Investigation and Ethics Committee and, if necessary, recommendations on process improvements are issued and disciplinary action is taken.

Ana Silvia Rosiello Trojcz
e Rogerio Mitsuharu Okada
(Implantation)



These stakeholders can report concerns or situations that could damage the Company's reputation or business for being in disagreement with legal provisions, rules, as well as the Company's corporate policies and processes, in addition to ethical misconducts. These reports are confidential, anonymous or not. The complaints are formally investigated, and the necessary measures are impartially taken.

The Whistleblowing Hotline is managed and operated by the Company's Compliance department, which is responsible for supervising

the investigation of all reports received for which sufficient evidence of commission and materiality is provided. After the investigation, reports are reviewed by the Investigation and Ethics Committee and, if necessary, recommendations on process improvements are issued and disciplinary action is taken. The Committee reports to the Company's CEO and gives periodic presentations on the Whistleblowing Hotline to the Audit Committee.

In the questionnaire submitted to ISE/B3, Odontoprev received score zero in the RepRisk index, reinforcing the Company's low risk classification.



Performance in the year

Patricie Ramalho Teodoro and Victoria Liz Santos Gentilin (Information security)

In 2021, Odontoprev reinforced its strategic positioning with a specialized operation for each customer segment, optimizing the capture of opportunities and value creation. Net revenue was up by 4.4% (R\$1.84 billion) compared to the previous year, with an average ticket of R\$20.42 per beneficiary/month, in line with the previous years. Odontoprev reached 8 million beneficiaries in 2021, with addition of 474 thousand new beneficiaries, the best performance since 2012. Corporate customers accounted for 71% of the portfolio, while the

remaining 29% were distributed into small and medium-sized business and individual plans. Cost of services were 39.3% of revenue, the lowest level since the Company was created. Due to the ongoing pursuit of efficiency, selling and administrative expenses were 24.9% of revenue, compared to 25.2% in 2020. Operating cash generation, measured by the adjusted EBITDA criteria, reached R\$581 million in 2021, 7% more than in the previous year, with a record margin of 31.5%. Net income increased by 5.4%, reaching R\$380 million.

GRI 201-1

	2019	2020	2021
Direct economic value generated	1,808,539	1,812,815	1,890,588
Revenue	1,808,539	1,812,815	1,890,588
Economic value distributed	719,028	836,424	865,439
Personnel and charges (employee salaries and benefits)	172,969	167,352	186,491
Taxes, fees and contributions (Payments to the government)	241,533	298,460	305,453
Remuneration of third-party capital	16,950	10,891	15,036
Remuneration of equity capital	284,821	359,721	381,340
Stock options granted	2,755	0	-22,881
Economic value retained	1,089,511	976,391	1,025,149

+4.4% 
net revenue

(R\$1.84 billion) in 2021 versus the previous year

 **adjusted EBITDA**
reached
R\$ 581 million

The Company reached 7,984,293 beneficiaries in 2021

 with net additions of
474 thousand
beneficiaries


gente quer fazer mais.
entivar mais. Cuidar mais.
mostrar um novo jeito de olhar
ra a saúde bucal.



Sheila Ferrari (Marketing)
and Talissa Jessana Pereira
(Secretary)

Odontoprev's results are in line of the market recovery trend. According to the Brazilian Private Healthcare Agency (ANS) data, 2021 was a year of strong growth in the number of dental plan beneficiaries, showing an accelerated pick-up in the industry after the peak of the Covid-19 pandemic.

Between 2020 and 2021 (ANS data - Situation Room - December 2021), the number of dental plan beneficiaries increased by 9.6%, reaching 29.2 million.

9.6% 
Dental plan beneficiaries
growth in 2021 in Brazil.

Capital markets

In 2021, Odontoprev celebrated the 15th anniversary of its IPO on B3's Novo Mercado, with a market capitalization of R\$6.7 billion by the end of the year. Total shareholder return since the IPO was 15% per year, versus 8% for IBX-100.

In March 2021, the Board of Directors approved the Share Buyback Program for up to 10 million shares, which was fulfilled and completed in October. On that same date, the Board of Directors also approved new share buyback program for additional 10 million shares, in order to maximize the creation of value for shareholders. Odontoprev believes that share value does not reflect its business model fundamentals, competitive advantages and future return perspectives.



Environmental

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Although Odontoprev has an essentially digital nature and low environmental impact, the Company has always sought to adopt environmental protection measures, grounding its initiatives continually and permanently on ESG principles. Published in 2021, its Sustainability Policy lays down the principles and guidelines for environmental management and climate policies, e.g., reducing environmental impacts, decreasing natural resources consumption, reducing and neutralizing greenhouse gas (GHG) emissions.

To minimize its impacts, the Company relies on technology together with sustainability and innovation in its operations. Digital transformation projects implemented in recent years have made it possible to reduce the use of physical materials, such as to cut down the issue of forms - now

In order to neutralize carbon equivalent, the Company relies on a strategy of buying carbon credits.

digital - for requesting x-ray exams, avoiding the use of paper, performed digitally with the printing of dental plan cards and newsletters - available on the beneficiary's app.

Odontoprev carries out awareness-raising campaigns about water and energy consumption, paper use, and proper waste disposal, and it also monitors its carbon footprint. In order to neutralize carbon equivalent, the Company relies on a strategy of buying carbon credits. Odontoprev also continually manages the solid waste it generates, in order to properly dispose them, know the volume generated and establish reduction plans.



GHG Emissions

Since 2008, Odontoprev has been monitoring greenhouse gas emissions from electricity use, its employees' commuting and air travel as well as fuel from vehicle fleet and shipping. Since 2015, the Company has included its Greenhouse Gas (GHG) emissions inventory in the Sustainability Reports, which are published annually. In 2020 and 2021, scope 3 emissions decreased due to a reduction in air travel as a result of the pandemic. Scope 1 direct emissions dropped by 58.25% in 2021 compared to 2020.

To mitigate the impacts from its missions, since 2007, the Company has carried out a tree planting program that has already planted more than 13,000 seedlings in parks such as Candido Portinari (SP), Gabriel Chucre (Carapicuíba) and the Vale do Paraíba Ecological Corridor (SP).

GRI 305-1, 305-2, 305-3

Type of emission	2019 Amount (in tCO ₂ e)	2020 Amount (in tCO ₂ e)	2021 Amount (in tCO ₂ e)
Total direct emissions (Scope 1)	54.00	20.60	8.60
Total indirect emissions (Scope 2)	46.30	63.00	91.00
Total other indirect emissions (Scope 3)	895.90	188.30	210.00
Biogenic CO ₂ emissions – Scope 1	0.20	0.40	0.10
Biogenic CO ₂ emissions – Scope 3	81.30	21.30	8.70
Total	1,077.70	293.60	318.40

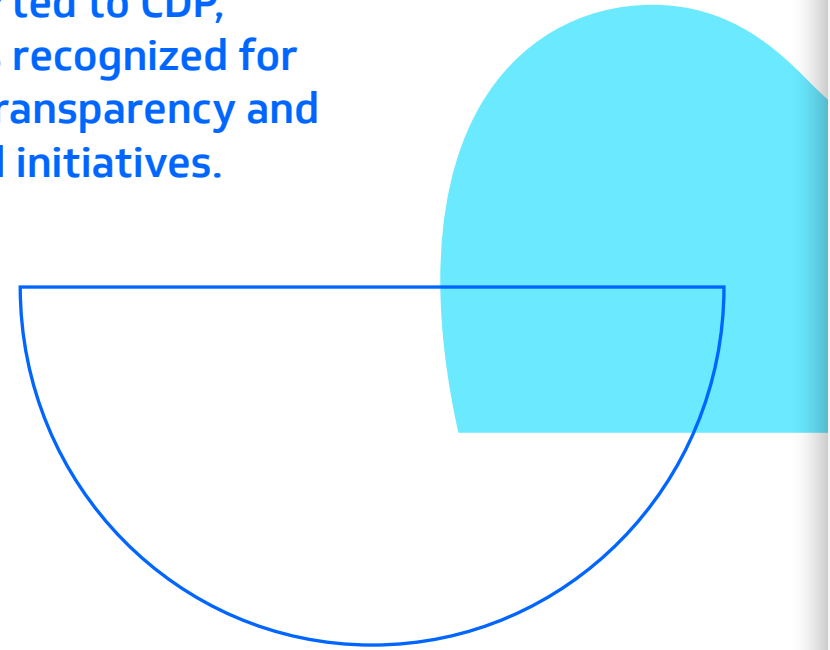
Carbon neutral

By launching the Carbon Neutral project in 2021, Odontoprev became the first healthcare carrier to offset 100% of its emissions. And takes the commitment to maintain its carbon neutral status after one year. The studies to launch the project began in 2020 with an assessment to estimate Odontoprev's historical emissions since its foundation in 1987.

The assessment identified a total of 17,700 tCO₂e in emissions in this period and 20,000 tCO₂e were offset through by voluntary canceling carbon credits within the Clean Development Mechanism (CDM), linked to the United Nations Framework Convention on Climate Change (UNFCCC), and the Verified Carbon Standard (VCS), through the Amazon Forest Conservation Project. The Reduction of Emissions from Deforestation and Forest Degradation (REDD) project was chosen for the acquisition of carbon credits, in order to avoid emissions from deforestation on the property in the city of Paragominas (PA).



In the items reported to CDP, the Company was recognized for aspects such as transparency and its environmental initiatives.



Climate Change

GRI 201-2

Aiming to monitor its performance on actions to mitigate its impact on climate change, Odontoprev once again answered the Climate and Water questionnaire of the Carbon Disclosure Project (CDP). In the items reported, the Company was recognized for aspects such as transparency and its environmental initiatives.

In addition to the CDP, for the second consecutive year, Odontoprev published its emissions inventory in the Brazil GHG Protocol Program, which ranks the companies registered with seals according to the reporting order, in the case of Odontoprev, Bronze (partial) seal.



Click here to access Odontoprev's **GHG Protocol Inventory**

Waste management

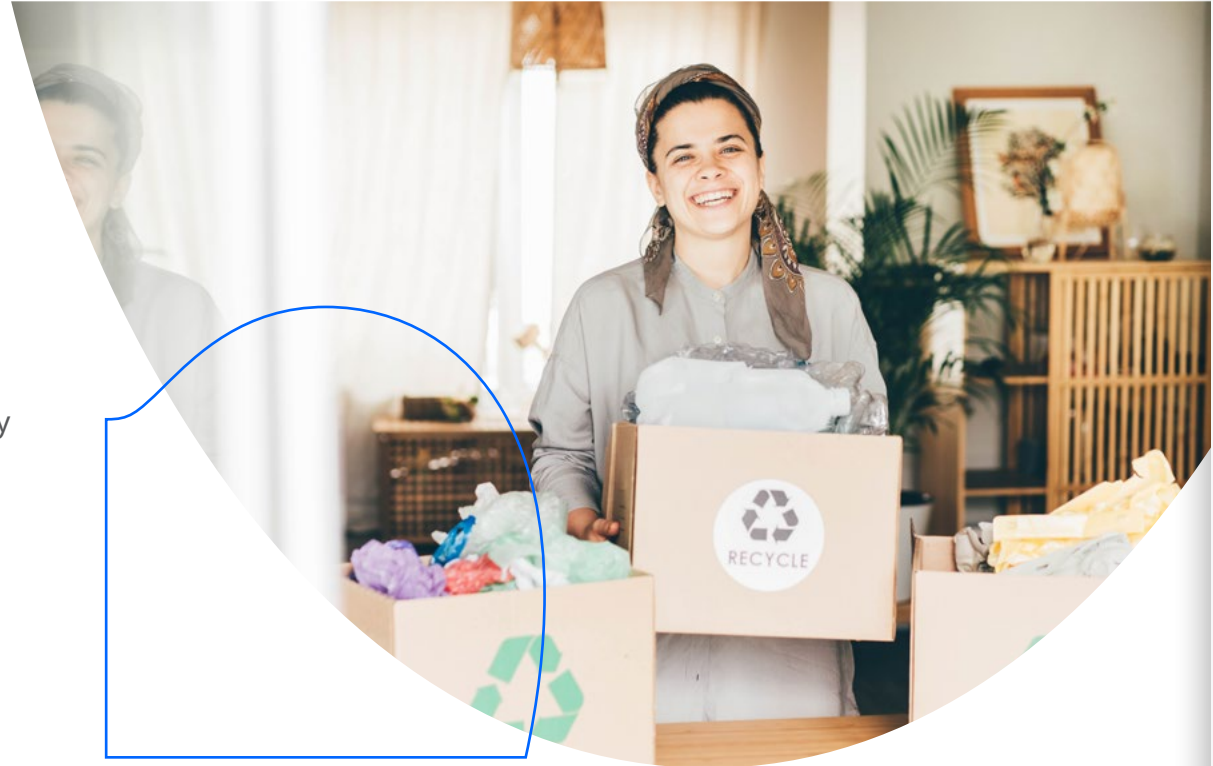
GRI 306-1, 306-2

The Company is primarily a service provider; therefore, it does not generate waste in large volumes. Despite that fact, Odontoprev continually manages its solid waste, in order to properly dispose it, know the volume generated and establish reduction plans.

At the headquarters in Barueri, the Company manages its waste (paper, plastic and cardboard) by category and volume, and reports this data on a quarterly basis. As for the value chain, Odontoprev seeks to make its dentists increasingly aware of this topic, through the Sustainability Booklet and practical tips published on its portal. The waste generated is sent to an outsourced company, which

is responsible for its recycling and inventory. Since 2020, the Company has conducted awareness-raising campaign with its employees about single-use plastic and has discontinued the use of disposable plastic cups, replacing them by reusable cups and cassava fiber cups. In the “welcome back to the office” kit, employees received a new reusable cup, reinforcing the importance of the waste reduction initiative.

Throughout the year, the Company reduced the overall generation of waste due to the lower flow of employees in the office, because of the pandemic and the office’s shut down because of the change of address.



Waste generated by composition, by destination (t)

GRI 306-3

	2019	2020	2021	Δ2020/2021
Non-hazardous waste - Class II	10.88	5.02	2.68	-46.6%
Organic - sent to landfills	0.63	0.26	0.75	192.7%
Cardboard	2.35	0.91	0.43	-52.5%
Metal/Aluminum	0.14	0.00	0.00	0.0%
Paper	4.10	2.22	0.96	-56.5%
Plastic	3.66	1.63	0.54	-67.2%
Glass	0.00	0.00	0.00	0.0%

Energy efficiency

With investments in raising team awareness and the implementation of the remote work regime during the pandemic, energy consumption dropped by 55% in 2021.

Odontoprev moved to its new headquarters in February 2022, which is a LEED-certified green building. The seal is a tool to measure and certify the sustainability of a green building.

Energy consumption within the organization (GJ)¹


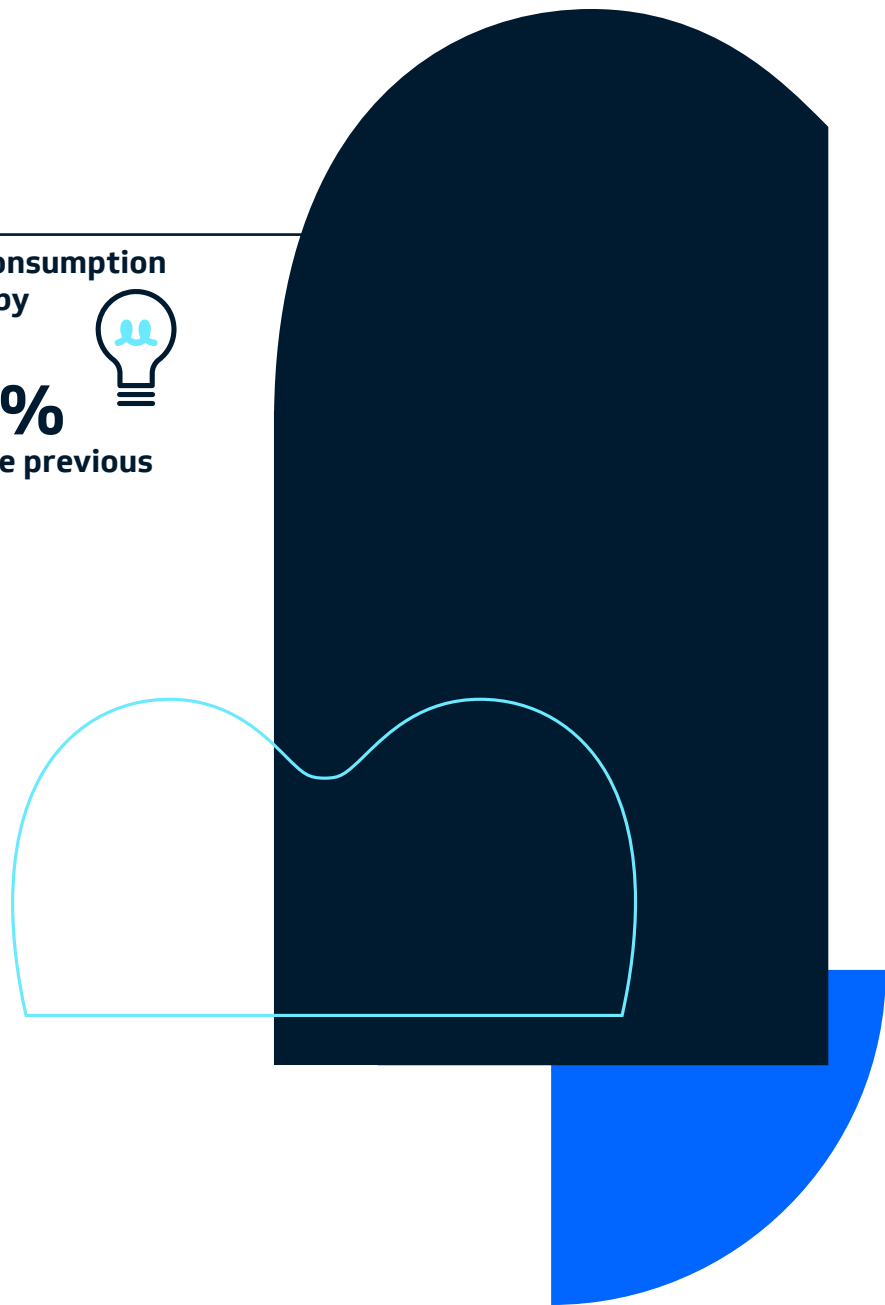
GRI 302-1

	2019 ²	2020	2021	Δ2020/2021
Non-renewable fuel	0	222,082.50	99,671.08	-55.1%
Diesel	-	48.10	11.40	-76.3%
Natural gas	-	222,034.4	99,659.68	-55.1%
Electricity consumption	2,873.07	2,617.29	2,402.41	-8.2%
Concessionaire	2,873.07	2,617.29	2,402.41	-8.2%
Total energy consumption	2,873.07	224,699.79	102,073.49	-54.6%

¹ Energy generation at Odontoprev's office is calculated according to the Company's monthly consumption. Up to 2021, Odontoprev occupied two floors at a commercial building and consumption data is shared by the building management in kWh.

² There is no history of non-renewable fuel consumption for 2019.

Energy consumption dropped by **55%** versus the previous year



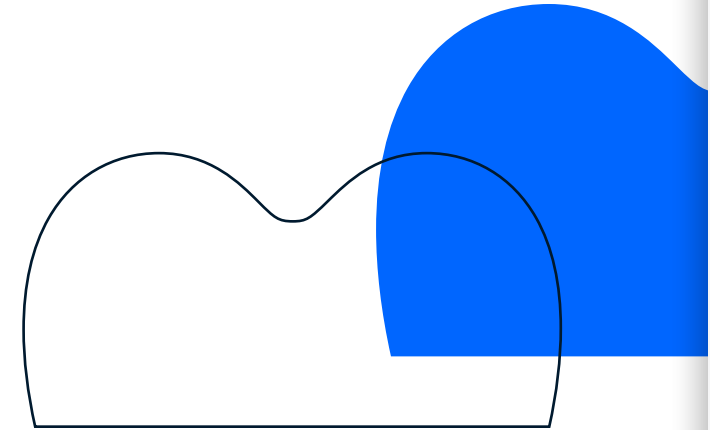
Water consumption

Even though Odontoprev's operations are not water intensive, the Company recorded a 34.9% decrease in consumption in the last reporting period due to its staff awareness and also as a result of the remote work regime.

At the headquarters, the Company manages its water consumption on a quarterly basis, and this data is reported in the earnings release. Within its value chain and focused on the providers network, the Company is making its dentists increasingly aware of this topic, through the Sustainability Booklet.

Amanda Ramos Ribeiro da Silva
and Ana Julia Santos Palma (Financial)

Odontoprev's water consumption dropped by 34.9% in the reporting period due to its employees' awareness.



Water Consumption

In megaliters

GRI 303-5





Horácio Ribeiro Neto de Souza (Despach) Angela Quim (Financial)
Carlos Eduardo Alexandre (Infrastructure)

About this report

89 Materiality

About this report

GRI 102-45, 102-48, 102-50, 102-51, 102-52, 102-53

Odontoprev's 2021 Annual Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards, Core option, and the Sustainability Accounting Standards Board (SASB) guidelines. It has been developed based on guidance from the International Integrated Reporting Council (IIRC), the Global Compact Principles, the 2030 Agenda and its Sustainable Development Goals (SDG).

The report refers to the period from January 1 to December 31, 2021 and is based on a materiality process that included a consultation with several stakeholders, resulting in a new Materiality Matrix. The contents seek to strike a balance between the report of environmental, social and governance (ESG) information, economic and financial performance and stakeholder demands.

Financial results have been compiled from the financial statements, which have been independently assured by KPMG Auditores Independentes. This report includes information on all of the group's companies#, including recently-acquired Mogidonto.

The previous report was published in May 2021, related to fiscal year 2020. For more information on the current or previous report, please send an e-mail to sustentabilidade@odontoprev.com.br ou ri@odontoprev.com.br.

1 Clidec - Clínica Dentária Especializada Cura D'ars Ltda., Odontoprev Serviços Ltda, Easy Software S.A., Dental Partner Comércio de Produtos e Equipamentos Odontológicos Ltda., G2D Serviços Tecnológicos S.A., SF 210 Participações Societárias S.A., Clidec Participações S.A., Brasildental Operadora de Planos Odontológicos S.A., Odontored CV Sociedad Anônima de Capital Variable, Oprev Administradora Sociedad Anônima de Capital Variable, Mogidonto Planos Odontológicos e Clínicas Radiológicas Papaiz.

Materiality

GRI 102-46, 102-47, 102-49











In 2021, Odontoprev conducted a materiality process in accordance with the GRI guidelines. The process to build the matrix followed the following flow: 1. Mapping stakeholders and listing the organization's impacts; 2. Prioritization: gathering stakeholder perception; 3. Analysis: analysis of results and building the matrix.

To build the list of material topics, the hired consulting company prepared a survey based on two fronts: sector studies and assessment of peers. In addition to healthcare companies, the consulting firm analyzed organizations with a Digital strategy, companies that stand out in ESG aspects and companies with a Marketplace business model;

Following this step, the consulting firm prepared a list of topics and, for the first time, held a consultation with stakeholders. Groups with a closer relationship with Odontoprev have been selected, considering the aspects of dependence, influence, relationship with the business, and they were: Shareholders, Suppliers, HR Customers, Employees, Beneficiaries, Brokers and the regulatory agency.

Thus, the process resulted in the following topics.

Study on impact limits | GRI 103-1

Material topics	Dimension	GRI and SASB disclosures	Limit of the impact for Odontoprev	Organization's involvement in the impact	Material stakeholders	Impact on stakeholders
 <p>1. Relationship with customers</p>	Social	Management approach GRI 103	Inside and Outside	Direct and indirect		<p>Customer satisfaction, and consequently retention, generates growth in beneficiaries' base, which impacts our market assessment. Possibility of workforce retention and growth, return to shareholders/investors and business expansion.</p> <p>Customer satisfaction with Odontoprev also depends on the quality of service offered by the providers network, which characterizes the Company's indirect impact in the theme.</p>
 <p>2. Transparency and ethics</p>	Governance	Management approach GRI 103 Anti-corruption GRI 205-1, 205-22	Inside and Outside	Direct and indirect		<p>Risks and impacts are mainly related to reputation, image and credibility with stakeholders, and legal compliance, which can either add or destroy value for the business and its stakeholders.</p>
 <p>3. Privacy and data security</p>	Social	Management approach GRI 103 Customer privacy GRI 418-1 Patient privacy and electronic health records SASB HC-DY-230a.2, HC-DY-230a.3, HC-DY-230a.4	Inside and Outside	Direct and indirect		<p>The risk is related to the breach of contractual clauses, legal and/or regulatory obligations and non-disclosure agreements of the Company's related parties, impacting on their safety, on the image and reputation of the Company and resulting in fines for non-compliance with the Brazilian GDPR.</p> <p>The risk is also related to the relationship of the provider network with customers, which characterizes an indirect participation of Company in the impact.</p>
 <p>4. Employee health and well-being</p>	Social	Management approach GRI 103 Occupational health and safety GRI 403-6, 403-9 Occupational health and safety SASB HC-DY-320a.1	Inside	Direct		<p>Through committees, awareness-raising initiatives about the topic, benefits, programs and platforms for exercise and care, treatment to mental and physical health, Odontoprev brings health and safety to its employees. In addition to impacting these stakeholders, healthy employees enable the Company's good operational performance.</p>
 <p>5. Technology and innovation</p>	Governance	Management Approach GRI 103	Inside and Outside	Direct and indirect		<p>Building 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.</p> <p>The digital transformation and process automation projects reduce the use of physical materials that impact the environment. Examples include: Digital dental records, Rede Unna App and beneficiaries' 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.</p>

Stakeholders



Shareholders/ investors



Customers



Community/ society



Employees



Suppliers and partners
































Government/ Regulatory agency



Environment



Odontoprev Operations

Material topics	Dimension	GRI and SASB disclosures	Limit of the impact for Odontoprev	Organization's involvement in the impact	Material stakeholders	Impact on stakeholders
 6. Access to oral health	Social	Management Approach GRI 103	Outside	Direct	  	The Odonto System (ODSY) products, which have affordable prices for income classes C and D, help the population by preventing them from depending on the SUS (Brazilian public health system) and support the “unburdening” of the system. Besides providing access to quality dentistry to beneficiaries’ basic family group, it establishes access to oral health for all.
 7. Human capital development	Social	Management approach GRI 103 Training and education GRI 404-1	Inside and Outside	Direct	    	The entire operation, regardless of location, receives a direct impact from the training initiatives we carry out with the employees who thus perform their tasks at the highest level, to have a direct repercussion on the customers, which also affects the return to shareholders/investors.
 8. Training of the provider network	Social	Management approach GRI 103 Employee recruitment, development and retention SASB HC-DY-330a.2	Inside and Outside	Direct	      	A qualified and capable provider network contributes to reducing the environmental impacts from their activities at offices or clinics, generates access to quality dentistry to millions of Brazilians, provides consulting services to thousands of dentists across the country, and positively impacts the business of client companies by generating health to its employees and supports the performance of Odontoprev operations.
 9. Social responsibility	Social	Management Approach GRI 103	Inside and Outside	Direct	   	Through social initiatives intrinsically linked to our corporate purpose, we foster a healthier society with fewer inequalities. Our partnerships, donations of dental plans and occasional participation in fund raising impact the welfare of the communities where we operate. Based on our projects, we strengthen our brand image, creating value and visibility for the business.
 10. Diversity and inclusion at the workplace	Social	Management approach GRI 103 Diversity and equal opportunity GRI 405-1, 405-2	Inside and Outside	Direct	    	The topic directly impacts on our operations since they are conducted by people. Impacts are directly linked to our employees and indirectly to society, due to the pursuit of more equality and inclusion, but also our operations performance and return to shareholders/investors, since more diverse work environments create more value.

Stakeholders



Shareholders/
investors



Customers



Community/
society



Employees



Suppliers and
partners



Government/
Regulatory agency



Environment



Odontoprev
Operations



GRI and SASB content index

Augusto Bascchera (Marketing and Sustainability)
and Gabriel De Deus Rocha (Innovation)

GRI and SASB content index

GRI 102-55

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Disclosures		Observations	Page
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HC-DY-320a.1	(1) Total recordable incident rate (TRIR) and (2) days away, restricted, or transferred (DART) rate	In 2021 we had no accidents at work.	-
Development of human capital			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		47, 91
103-2	The management approach and its components		47
103-3	Evaluation of the management approach		47
GRI 404: TRAINING AND EDUCATION			
404-1	Average hours of training per year per employee		54
Diversity and inclusion in the workplace			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		50, 91
103-2	The management approach and its components		50
103-3	Evaluation of the management approach		50
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY			
405-1	Diversity of governance bodies and employees		51
405-2	Ratio of basic salary and remuneration of women to men		50, 54
Privacy and data security			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		72, 91
103-2	The management approach and its components		72
103-3	Evaluation of the management approach		72

Disclosures		Observations	Page
GRI 418: CUSTOMER PRIVACY			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The organization has no history of privacy violations and/or formal complaints on the subject.	-
SASB: Patient Privacy & 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)		72
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	Zero.	-
HC-DY-230a.4	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Zero.	-
Accredited network capacity building			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		40, 91
103-2	The management approach and its components		40
103-3	Evaluation of the management approach		40
SASB: Employee Recruitment, Development & Retention			
HC-DY-330a.2	Description of talent recruitment and retention efforts for health care practitioners		40

Disclosures		Observations	Page
Customer relationship			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		37, 91
103-2	The management approach and its components		37
103-3	Evaluation of the management approach		37
Technology and innovation			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		29, 91
103-2	The management approach and its components		29
103-3	Evaluation of the management approach		29
Access to oral health			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		43, 91
103-2	The management approach and its components		43
103-3	Evaluation of the management approach		43
Social responsibility			
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topics and its Boundary		43, 91
103-2	The management approach and its components		43
103-3	Evaluation of the management approach		43
Extra indicators			
GRI 201: ECONOMIC PERFORMANCE			
201-1	Direct economic value generated and distributed		79
201-2	Financial implications and other risks and opportunities due to climate change		84

Disclosures		Observations	Page
GRI 202: MARKET PRESENCE			
202-2	Proportion of senior management hired from the local community	100% of the senior management was hired in the "local community", considering that the term may refer to the country of the Company's headquarters. The definition used for important operating units refers to cities with company offices.	50
GRI 302: ENERGY			
302-1	Energy consumption within the organization		86
GRI 303: WATER AND EFFLUENTS			
303-5	Water consumption		87
GRI 305: EMISSIONS			
305-1	Direct (Scop 1) GHG emissions		83
305-2	Energy indirect (Scop 2) GHG emissions		83
305-3	Other indirect (Scope 3) GHG emissions		83
GRI 306: WASTE			
306-1	Waste generation and significant waste-related impacts		85
306-2	Management of significant waste-related impacts		85
306-3	Waste generated		85
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT			
308-1	New suppliers that were screened using environmental criteria		64
GRI 401: EMPLOYMENT			
401-3	Parental leave		60
GRI 414: SUPPLIER SOCIAL ASSESSMENT			
414-1	New suppliers that were screened using social criteria		64
GRI 416: CUSTOMER HEALTH AND SAFETY			
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There wasn't.	-

Disclosures	Observations	Page
GRI 419: SOCIOECONOMIC COMPLIANCE		
419-1	Non-compliance with laws and regulations in the social and economic area	The operator received fines imposed by the ANS - National Agency for Supplementary Health, in an amount of R\$ 4,453,630.74. Most cases deal with negative coverage or non-attendance within the deadline established by law. In all cases, defenses are presented with the clarifications of what happened. All cases considered as probable loss are provisioned in accordance with the Contingency Provisioning Policy, thus payments made as contingency are borne in the provisioned overall amount.
		-
SASB: Energy Management		
HC-DY-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	(1) 102.073,49 GJ (2) 2,35% (3) there is no renewable fuel consumption and it is not possible to trace the source of electricity consumed from the grid.
		-

Credits

GRI 102-53



From left to right: Renato Costa (IT, Marketing and Sustainability Director), Sheila Ferrari (Marketing and Sustainability Manager), Augusto Scifoni Bascchera (Sustainability Analyst), Thais Metidieri Piellusch Savian (Marketing and Sustainability Specialist), Stella Hae Young Hong (Investor Relations Manager), Bryan Chiarello (Sustainability Trainee), José Roberto Pacheco (CFO & Investor Relations Officer) and, finally, the employee Catarina Maria Araujo Bruno (Expansion and Investor Relations Analyst) who could not be present in the picture.