



2022
Annual
Sustainability Report

viveo

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Introduction

RELATED CAPITALS



viveo





About the Report

GRI 2-3

We understand sustainability as part of our business and purpose as Organization. As leader in the manufacturing and distribution of products and solutions to the national healthcare industry, sustainability is consistent with a leadership that is perpetuated by practices and processes that positively impact the sector and the society, at present and in the future.

Throughout this report, disclosed for the second consecutive year, Viveo history is told in order to reinforce its commitments and performance related to environmental, social, and governance themes from January 1st to December 31, 2022. The publication also presents information on the highlights of the year, and the Company's business model and culture.

Enjoy your reading!



STAY TUNED!

In this report, anytime we refer to the terms “Viveo” or “Company”, we refer to all brands and businesses.

To refer to a specific company, we will use its respective names: Azimute Med, Boxifarma, Far.me, Mafra especialidades (union of the companies Cirúrgica Mafra, Arpméd and Ative), Cremer, Daviso, Flexicotton, FW, Health Log, Mafra (union of the companies Mafra Hospitalar, Medicare, PHD, Profarma Specialty, Tecno4), Prevena (union of the companies Byogene, Biogenetix, Vitalab, Cremer Diagnostica, Apijã, Laborsys and Macromed), Tecnocold, FAMAP, Life Nutrifica and Pro Infusion.

And product brands: Cremer, Topz, Bellacotton, Feel clean, Piquitucho and Salvelox.

Reading Tools

GRI 2-3 | 2-5

This document was prepared according to the main international reporting guidelines and the best practices for sustainability management.

ABOUT THE GUIDELINES

GRI

Global Reporting Initiative

Throughout the report, GRI indicators appear next to titles or subtitles of chapters where the indicators are reported. They are marked with "GRI XXX-XX" ticker. Learn further details about indicators and pages where they are mentioned in [GRI INDEX](#).

IIRC

Integrated Reporting (Capitals)

The [Capitals' Map](#) informs the pages where the content corresponding to each of the capitals of the Integrated Reporting can be found.

SDG

Sustainable Development Goals

We reinforce our commitment with United Nations (UN) Sustainable Development Goals (SDG). The SDGs encouraged by the Company are mentioned in chapters with icons. Get to know our priority SDGs and the pages where they are addressed in the [SDG Map](#).

Letter of Assurance

Independent Audit

Committed to the truth of information contained in this report, for the first year, we count on external assurance.



Doubts about the report?
You can contact us to talk about doubts or suggestions referring to this publication:
sustentabilidade@viveo.com.br



Message from the Leadership

GRI 2-22

2022 was marked as a very important transition period in the healthcare sector: we left an intense scenario of pandemic, based on crisis management, to a scenario of retake, but with remnants and consequences from the past two years. During this whole period, we had as a priority the purpose of taking care of life in a unique way, and the mission to simplify the healthcare market, even in the most adverse situations.

Pursuing the consolidation of our ecosystem, in 2022, ten companies became part of Viveo, and, even in a challenging market scenario, we kept on working focused on the execution of the value generation strategy by simplifying the structure and capture of operational synergies. In 2022, we started the incorporation of two acquired Organizations by two reagent distribution companies (Byogene and Biogenetix) and, in March 2023, we carried out another two incorporations of the Daviso and Flexicotton manufacturing companies. This is a priority agenda in the Company in 2023, aiming at operational simplification, capture of synergies, and also potentiation of the ecosystem.

All acquisitions increased our portfolio of products and services, and brought new business models, which have expanded our participation in the healthcare market. This increasingly positions us as an ecosystem that promotes comprehensive solutions for customers and business partners.

For over a year, we kept on delivering organic growth of almost 15% a year that, added to acquisitions, expanded the Company's main financial figures. We gained market share and also increased the addressable market to R\$244 billion. Our net revenue reached R\$8.7 billion in 2022, 45.8% growth, and the adjusted EBITDA reached R\$731.4 million, with 8.4% margin, 0.5 pp. expansion against the 2021 EBITDA margin.

This performance was due to an improvement in the mix, growth of channels with higher margins, and expense dilution, in addition to an increase in the number of companies with margins superior to those of the Company's average margins. The adjusted net profit was R\$344.7 million, 12% growth against 2021, despite the negative effect of the financial result that went worse in the course of the



year, mainly due to increase in interest rates. The proforma leverage is in 1.59x and we keep our focus on the improvement of the working capital and cash generation. Also in 2022, we had another year of record investments in technology, sustainability, and M&A.

The ESG agenda, started in 2020 and accelerated in 2021, also advanced in 2022, and now we are harvesting some important result. One of our greatest achievements was ISO 37001 certification, and the advancement in diversity indicators, with increase in the number of women in leading positions and in the Board of Directors. The percent of women in board positions is 28% in 2022, against 4.3% in 2020. We made investments to reduce emissions with the purchase of thermal fluid heaters, boilers that use biomass instead of gas, the purchase of green vehicles to replace traditional combustion fleets, and the change from disposable to returnable packaging, among other actions.

As the sustainability agenda advanced, we will now report the content of this document according to the International Integrated Reporting Guidelines (IIRC). We also want to continue moving forward in the search for continuous improvement of the Company's

Integrated Management over the coming years. To this end, we have Working Groups that manage the priority themes identified in the Materiality Study.

Advancing the sustainability agenda, we want to encourage the entire health chain in the country to jointly implement best practices and a solid ESG agenda that places environmental, social and governance aspects as a crucial part of the business strategy.

Finally, but not less important, we ended the year with about six thousand employees, which makes us very proud of the legacy we are building while maintaining our values and purpose. We thank all of our employees who make a difference every day and each stakeholder that is part of Viveo history in 2022 and keeps on believing in the purpose of taking care of each life in a unique way, connecting all links of the chain, with one single objective: simplify the healthcare market.

Leonardo Almeida Byrro
CEO

Mário Sérgio Ayres Cunha Ribeiro
Chairman of the Board of Directors

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Viveo

RELATED CAPITALS

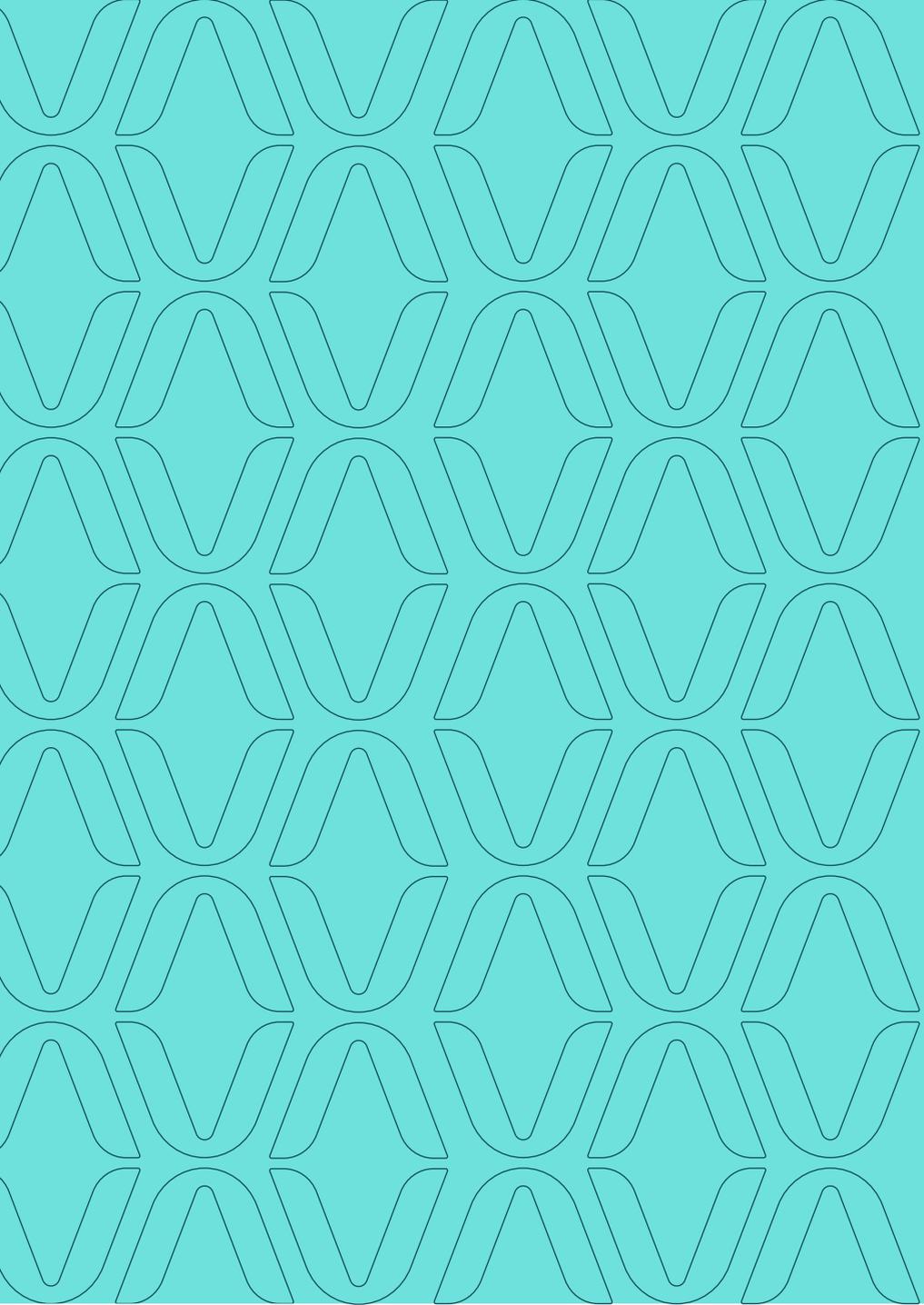


RELATED SDG



viveo





Our History

GRI 2-1

We were born in 1996, in Ribeirão Preto – SP, as a distributor of hospital materials and medicines. Since there was accelerated growth from the beginning, in 2016, we started to count on DNA Capital – investment fund focused on healthcare – as shareholder.

Based on this milestone, a new expansion strategy was implemented, favoring the acquisition of assets and contributing to create the ecosystem as we know it today.

Such ecosystem is specialist in care. We are the only Brazilian Company fully operating in the healthcare market. We do that, because Viveo brand was born to materialize the purpose of taking care of each life in a unique way, with integrity, attention and a more human look.

Our operations are integrated, and the mission is to simplify the healthcare market: from production to delivery to the end consumer.

In 2021, we went public and started to negotiate common shares at B3 to raise funds to drive the Company's growth. We were listed in Novo Mercado, segment of B3's corporate governance best practices.

Highlights 2022

5,997

direct employees

71%

of deliveries in up to 24 hours

over 1.4 million
destined to social actions:

over R\$276 thousand
donations (non-marketable and marketable products)

14.2 hours

of training, on average,
per employee

92%

of deliveries in up to 48 hours

over R\$731.4 million
of adjusted EBITDA

over R\$137 thousand
medical expeditions

1,518

suppliers of goods
and services

97%

optimization of return cargo trucks

10

acquisitions announced

over 97,600 m²
of distribution centers

R\$8.7 billion
of Net Revenue

over R\$259,3 thousand
of investments

Timeline

GRI 2-1

1996 →

Carlos Mafra founds **Mafra Hospitalar**, to operate in the segment of distribution of hospital materials and medicines.

2013 →

Foundation of **Mafra Log**, currently **Health Log**. It offers a platform of services and solutions that optimizes the **supply chain** of the healthcare market.

2015 →

We are no longer a limited company.

2016 →

Entry of investment fund **DNA Capital**.

2017

Acquisition of **Tecnocold**, company specialized in solutions for vaccines.

2018 →

Acquisition of **Cremer**, company with over 85 years operating in the manufacture of healthcare products, and reference in quality.

Reconstruction of the Company's governance.

2019 →

Construction of the **team**, strategic plan, process of raising and execution of the **M&A** agenda.

2020 →

Acquisition of companies **Expressa, Flexicotton, Byogene, Biogenetix, Vitalab** and share in **Far.me** capital stock.

2021 →

Mafra Group becomes **Viveo** and start of **IPO** moved R\$1.9 billion.

We acquired **Daviso, FW, Cirurgia Mafra, Tecno4, PointMed, Apijã, Laborsys, Macromed, Medcare** and **BEMK**.

2022

We expanded our acquisitions:

Life, FAMAP and Pro Infusion in sterile solutions manipulation;

Azimute Med, reference company in Patient Support Program (PSP);

PHD and Profarma Specialty in the distribution segment;

Boxifarma, innovative solution for direct to patient (D2P) service;

Nutrifica, specialized in enteral and parenteral nutrition, with manipulation of formulas for human use.



What guides us

GRI 2-12

Our purpose is to take care of each life, that simple. It means to look at all people in a humane, empathetic, and supportive way. For this purpose to come to life, we are guided by values approved by the Board of Directors that inspire the way we work.

We do that because, at the end of the day, we exist to enchant people and simplify the path for healthcare to easily reach those who really need.

> Why do we exist?

Taking care of each life

> What are we?

An ecosystem specialized in care

> What makes us unique?

Specialized companies in each link of the chain that deliver integrated value solution

> What do we deliver?

Simplification of the healthcare market

Our values



Integrity comes first



Each life matters



Thinking in integrated way makes us stronger



Simplifying is our way of being



We build the future of health

Business segments

GRI 2-2 | 2-6

In 2022 we welcomed ten companies acquired, including those under integration process since 2021. With this accelerated growth, we totaled 16 companies integrating the healthcare ecosystem, already considering the brand simplification work in the distribution channel of laboratories.

This movement increased the portfolio of products, consolidated some markets where we are already leaders and brought new business models. With that, we expanded the services offered and stand, increasingly, as a Company that offers much more than products, promoting solutions to customers and partners, from the offer of hospital, personal care and protection items to direct to patient service.

Creation of new brands

Prevena

We believe that simplifying is our way of being. For this reason, after a deep study, we integrated all brands that are part of the segment of distribution to laboratories to create Prevena.

This business unit makes us more assertive for offering a complete solution, from pre-analytical to

analytical, which serves the market focused on diagnosis and prevention in national scale.

Mafra

With the purpose of promoting a new look for health care in Brazil, Mafra Hospitalar announces its repositioning and rebranding, by changing its name to Mafra. By doing so, besides gathering the operations of six companies: Mafra Hospitalar, Profarma Specialty, Tecno4, PHD Produtos Hospitalares, Medcare and Expressa, we will simplify the distribution concept, making it easier for suppliers and customers to identify the company.

Mafra Especialidades

Cirúrgica Mafra, a health space specialized in serving physicians, professionals and consumers, underwent a rebranding, now recognized as Mafra Especialidades. Focused on the performance focused on patient care, post-hospital discharge and preventive medicine, the new brand is the result of the merger of Cirúrgica Mafra, Arpméd - a company that was part of Profarma Specialty - and Ative of Pro Infusion.



HOSPITALS AND CLINICS

Mafra



LABORATORIES AND VACCINES



RETAIL



SERVICES AND D2P



Business Model

GRI 2-22

We know that, for the healthcare industry to become more efficient and affordable, it's necessary to know customers and partners deeply. Only then will we be able to simplify processes to offer increasingly more complete and integrated solutions.

This global vision helps us, even under accelerated growth, keep our high development, profitability and return on the capital invested, in addition to becoming increasingly qualified to offer a differentiated and even better experience to customers.

The commitment with excellence made of us reference in the Brazilian healthcare industry, both for the quality of services rendered and the differentiated portfolio, serving the main hospitals, clinics, laboratories, and the retail segment. We are proud for being acknowledged by the integrity of the business and the compliance model we adopt.

To support the expansion strategy and ensure that all acquisitions made since 2021 will be efficiently integrated, we created an **exclusive team dedicated to the management of each integration.**

The group is responsible for aligning values, culture, and purpose, making employees feel that they belong to a single Company.

That makes possible to join the synergies of the integrated companies at a speed that follows growth, after all, we don't want to be just a conglomerate of companies; we want to be and actually work as **an ecosystem in which one company leverages the other.**



Value Generation

GRI 2-22

CAPITALS

Employees in the whole value chain

 **Human Capital**

Use of natural resources in own operations, and operations of the value chain

 **Natural Capital**

Engagement with communities and main stakeholders

 **Social and Relationship Capital**

Distribution centers and factories

 **Manufactured Capital**

Employees' qualification

 **Intellectual Capital**

Revenue and Investments

 **Financial Capital**

Our actions to simplify the healthcare market

GENERATED VALUE

 **Human Capital**

82% adherence to engagement survey

Incentive to diversity: 54.1% of employees are women

Creation of the Program Cuidar+ to strengthen Viveo's Culture and Governance in Health, Safety and Environment

 **Natural Capital**

Creation of internal green seal OnLife

Reduction of 43.89 tCO₂e of greenhouse gas (GHG) emitted

10,863 green deliveries made

Commitment to invest R\$65 million in ESG actions from 2020 to 2022 - R\$66 million have been invested so far

321 trees saved

+14 tons of waste not sent to incineration with donations to institutions under social vulnerability

 **Social and Relationship Capital**

9,772 services at the Health Center

R\$137.8 thousand invested in medical expeditions, totaling 12,995 products donated and 18,916 beneficiaries

1,518 active suppliers, and R\$721 million paid to manufacture suppliers. From these, 76% (R\$547 million) are locally based in states where we maintain industrial operations

87 suppliers of inputs active in the Excellence Program and Health Partners Program

215 employees participating in the Corporate Volunteering Program

First Viveo Day focused on engagement with shareholders and capital market

 **Manufactured Capital**

72 operational units, including industrial plants, stores, and distribution centers

Eight factories

236 vehicles, of which four are electric trucks

 **Intellectual Capital**

778 courses offered on Trilhar Platform, and 5,337 employees trained

Creation of the Leader Development Program (LiderA)

R\$1 million invested in Knowledge Management

Acquiring ISO 37001:2017 certification with focus on fighting bribery risks

 **Financial Capital**

Market value of R\$4.6 billion

R\$8.7 billion of net revenue

R\$3.7 billion added value distributed, as follows:

R\$394.7 million as direct remuneration, benefits and FGTS for employees

R\$2.1 billion in taxes and fees to be reverted by governments for the country development

R\$78.4 million in dividends and interests on equity paid to shareholders

Strategy and Competitive Advantages

Our entrepreneurial DNA distinguishes us. We go beyond the market vision of offering only products, we offer a platform specialized in agile, reliable, and innovative solutions.



Our Competitive Advantages



Addressable market

Our addressable market in 2022 was R\$244.0 billion, as we have expanded our offer of solutions to the healthcare market over the years.



Resilience

Even under adverse conditions in the world economy and the healthcare sector in the last years, the diversity of our businesses proved to be a potential factor of growth.



Higher return

Diversifying operations increases return and makes possible the achievement of more attractive consolidated results, compared to companies focused exclusively on one single segment.



Access to the chain

Due to the broad field of our operations, we are present throughout the whole healthcare chain, which enables identification of trends with more agility and generation of innovative businesses.

Our Differentials

We believe that life matters. Due to that, we think in an integrated way, involving all areas with a single goal: simplify the healthcare market!



- Acknowledged among the leading companies in the healthcare industry in Brazil;
- Reference in the quality of solutions offered;
- Teams specialized in health that act as business partners offering strategic proposals and directing actions to support the standardization of products and services with Clinical Marketing consultants and a Commercial team of reference;
- Logistic solution with specialized services, own fleet, and a team trained to provide a high level of service to the healthcare market;
- Differentiated one-stop-shop solution – chain end-to-end service – and sales team qualified to serve different channels and customers;
- Strategic alignment with shareholders;
- Administration with high knowledge of the sector and the Company;
- Committed with the best practices for ESG;
- Compliance with the highest level of Corporate Governance of the B3 market.

Quality as Reference

GRI 3-3 | 416-1

Taking care of each life demands responsibility and excellence. To keep the high standard of products, processes, and services, we count on an Integrated Quality Policy and developed a Quality Management System made up of corporate guidelines, certifications, licenses, and authorizations that ensure full compliance with applicable laws and regulations in our segments.

We also count on a Corporate Cell for Quality Assurance that controls aspects related to the theme, as well as internal goals.

In industrial units and logistics centers, in addition to disseminating good practices' manuals, employees participate in specific quality trainings.

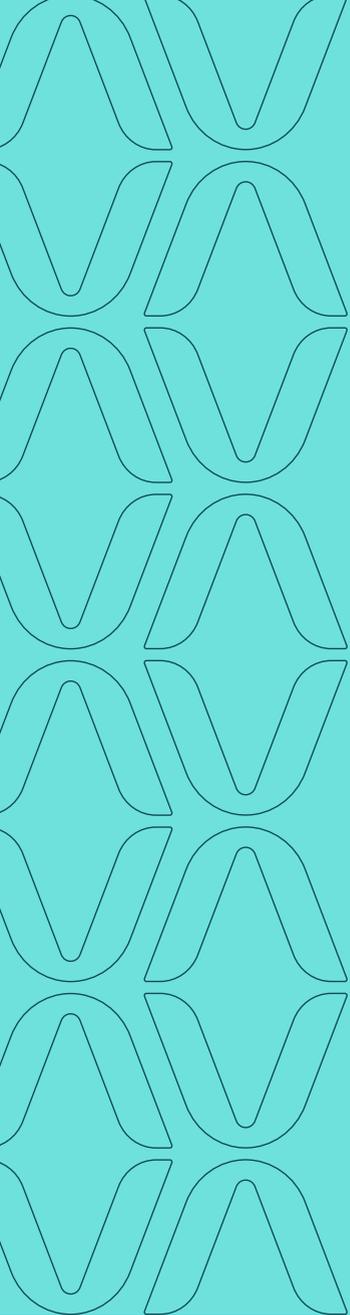
We present next the evolution in the last years:

2021

- > 54% reduction in internal damages;
- > Implementation of **Continuous Automatic Temperature Monitoring**, which controls in real time the temperature in Distribution Centers (DCs);
- > **ISO 13485:2016 Certification** – Quality Management Systems for healthcare products at Cremer Headquarters (Blumenau – SC) and branch São Sebastião do Paraíso – MG.

2022

- > 100% of categories of significant **products and services** assessed regarding impacts on customers health and safety;
- > **Harmonization of the performance assessment process** of business partners to support the **Health Partners program** (Program for suppliers' excellence);
- > Restructuring of monitoring process of **Technovigilance notifications of manufactured products**. Thus, ensuring even more health and safety for our customers;
- > Maintenance of **ISO 9001 and ISO 13485** certifications.



Committed with the quality of products and services, we ensure that units undergo complementary assessments, meeting applicable standards' requirements and also conduct non mandatory trials.

So, we ensure that products will reach consumers with the characteristics with which they were developed and Viveo quality level.

Since 2021, we have significantly increased these analyses of products, as well as studies for continuous improvement of the active portfolio, including sustainability aspects.

In 2022 we adopted the system of internal audit that, in addition to conducting analyses of quality of products, services, and units, now makes complementary assessments addressing Risk Management and Change Control.



Integral Management: Working Group (WG) Quality of products and services

GRI 2-13

The WG is part of the strategy for continuous improvement of products, integrated to the ESG strategy. The works are based on:

- > Certifications, licenses, and legal authorizations;
- > Periodic trainings;
- > Good practices for manufacturing, storage and distribution;
- > Standardization of processes for continuous improvement.

The main activities developed in 2022 include:

- > Consolidation of the Integrated Quality Policy practice;
- > Obtaining CBPDAT - Certificate of Best Practices for Storage, Distribution and Transportation, issued by Anvisa;
- > Expansion of the Returnable Packaging Project (PCM) which aims to replace the traditional EPS (Styrofoam) packaging for the transportation of thermolabile medication. Besides reducing waste, it guarantees greater safety.

¹ ABNT NBR ISO 13485, ABNT NBR ISO 9001 and RDC n°16 – Brazilian Health Regulatory Agency (Anvisa) Resolution.

² Strategic distribution operations were mapped, covering the Londrina - PR, Catalão - GO and Brasília - DF DCs. In addition to a certification schedule for these plants, which was achieved ahead of schedule.



ESG Commitment

GRI 2-13 | 2-14 | 2-17 | 2-22 | 2-23 | 2-29 | 3-1

In the pursuit of sustainable development, we detected what needed to be consolidated in an agile way regarding the ESG agenda. We do that because we acknowledge the strategic relevance to the business, as well as the potential of value generation for people and the environment.

As a result, we developed the Sustainability Strategy, the result of a materiality study process. Among the stages, we conducted an analysis of the scenario and external positioning³, followed by a comparison of the practices already adopted by Viveo. Next, an active consultation was carried out with internal publics. The crossing of the stages defined the priority of material themes, which are strategic due to the level of impact (positive and/or negative) of Viveo and society for the respective management, especially in the health sector⁴.

Such ambition is aligned with the achievement of the Sustainable Development Goals (SDGs) prioritized by Viveo, developed by the United Nations (UN). It is also aligned with the International Charter of Human Rights, while being directed by the mapping and addressing of material themes, organized into pillars of action.

The strategy is also formalized with a Sustainability Policy. Approved by the Board of Directors and valid for all employees, customers, suppliers, and shareholders, the document establishes and discloses commitments and guidelines to conduct the business in a sustainable way, in the long term.



³ This step included the analysis of which stakeholders were commenting on the respective theme. Prioritization was done in 2020 by means of three scores: 0. the stakeholder does not address the topic; 1. addresses the topic in a timely/incipient manner; and 2. Addresses the theme widely/relevant actor. The audiences analyzed were: Industry associations, shareholders, investors, customers (channels), customers (hospitals and clinics), customers (pharmaceutical industry), civil society, and government and regulators.

⁴ The impacts are defined in the form of a matrix, where the Y axis represents the maturity of society for the theme in increasing order (latent, emerging, under consolidation and institutionalized), and the X axis refers to the organizational maturity of Viveo in increasing order (defensive, compliance/punctual, managerial, strategic, citizen). Because the study was conducted in 2020, the detailing of impacts (positive and negative) by material theme does not reflect the reality of Viveo's operation in 2022, so it will not be reported. We intend to update the materiality study in the coming years.

Our reason

We want to bring care to all, from employees to patients, including health professionals. Be and offer righteous, efficient and more sustainable solutions.

This is our way to take care of each life. That simple.



Our pillars of actions



Integrity Management

Act and be perceived as an ethical and responsible company.

Strengthen quality as a premise of performance, ensuring consistency in all deliveries.

Integrate social and environmental criteria into supply management, mitigating risks and encouraging the development of our suppliers.



Human Development

Maximize each employee's potential through care and promotion of personal development.

Ensuring respect for diversity and promoting inclusion through our people management practices and business strategy.

To contribute to the democratization of access to health through the sharing of relevant and scientifically based information.



Ecoefficiency

Manage production in all stages to reduce use of natural resources and preserve nature.



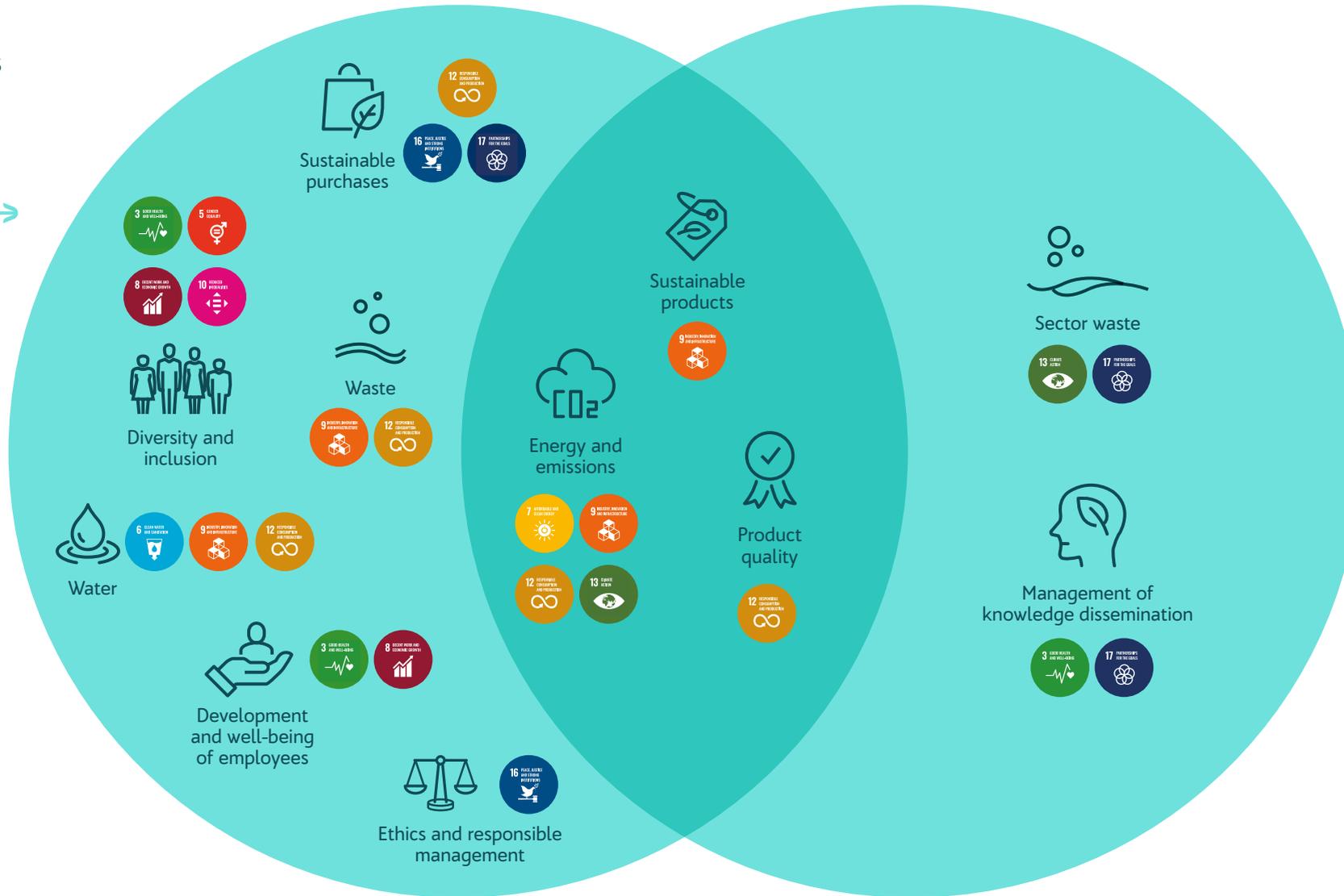
Solutions for Sustainability

Encourage sustainable consumption and develop less impactful solutions to preserve natural resources, integrating innovation and sustainability.

Material themes

GRI 3-1 | 3-2

Responsibility (direct impact)



Value generated (indirect impact)



Learn more details on the page where [indicators related to each theme in the GRI Index](#) are mentioned.

Learn more details on the page where [priority SDGs are mentioned in the SDG Map](#).

Type of impact identified

Human Rights:
Sustainable purchases

Human Capital:
Development and well-being of employees, and Diversity and inclusion

Compliance:
Ethics and responsible management, and Product quality

Environmental Impact:
Water, Waste, Sustainable products, Energy and emissions, and Sustainable logistics

Health promotion:
Management of knowledge dissemination

Health sector socio-environmental challenges:
Sector waste

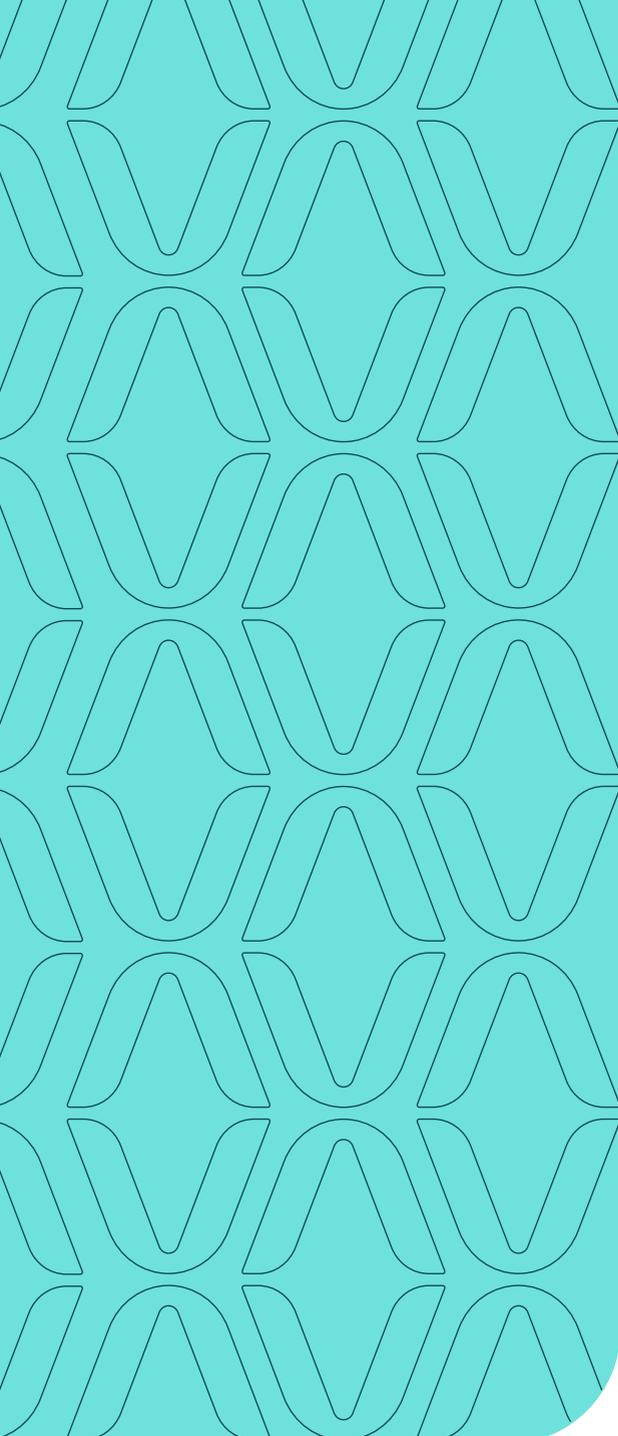


Breakdown of themes

GRI 3-1 | 3-2

Based on the criteria described, the Relevance Matrix of the Sustainability Report 2022 presents four major themes, which unfold into 12 material aspects, topics, and indicators.

Related Indicators				
Pillar	Theme	Why is the theme material?	Priority stakeholders ¹	Reported Disclosure
Integrity Management	<ul style="list-style-type: none"> Ethics and responsible management 	Ethical principles comprise the basis of Viveo's culture, guiding its conduct and grounding its social mission, aligned to its value: "Integrity comes first".	Industry associations, shareholders, investors, customers: organized civil society*	205-3; 406-1
	<ul style="list-style-type: none"> Quality of products and services 	We recognize the importance of maintaining product and service quality and excellence, especially to avoid any quality deviation in the manufacturing and distribution of healthcare products that impact thousands of people's lives.	Investors, customers: pharmaceutical industry, organized civil society*, government and regulators	416-1
	<ul style="list-style-type: none"> Sustainable purchases 	Considering the sustainability requirements and our contribution to sustainable development, the theme encompasses the management of the supply chain and of risks and opportunities, as well as legal and reputational co-responsibility risks, the supplier qualification and the adoption of local sourcing criteria as internal practices.	Investors, customers and organized civil society*	204-1
Human Development	<ul style="list-style-type: none"> Development and well-being of employees 	People management practices, internal policies, development, career, and a safe and healthy work environment, bringing the best market practices to the employee's routine.	Customers and organized civil society*	403-1; 403-6; 404-1
	<ul style="list-style-type: none"> Diversity and inclusion 	We take responsibility in defining a behavior that aims to treat all employees and applicants fairly, regardless of gender, race, religion, or sexuality.	Customers and organized civil society*	405-1
	<ul style="list-style-type: none"> Knowledge generation and dissemination 	Teaching, training, information exchange, and awareness-raising activities focused on improving health care are all part of Viveo's activities.	Customers, government and regulators, and industry associations	-



Related Indicators				
Pillar	Theme	Why is the theme material?	Priority stakeholders ¹	Reported Disclosure
Ecoefficiency	• Energy and emissions	As the number of climate events increase and possible regulations are under discussion, Viveo is committed to reducing emissions and investing in practices such as Greenhouse Gas (GHG) Inventory, renewable energy sources, and other more sustainable measures.	Shareholders, investors, organized civil society* and customers: pharmaceutical industry	302-1; 305-1; 305-2; 305-3
	• Water	Some factors such as pollution, population growth in metropolitan regions and changes in hydrological patterns have affected important reservoirs nationally. Although this theme is of low impact for Viveo, as a Brazilian company we are committed to the conscious use of water and proper treatment before disposal.	Government and regulators	303-1; 303-3
	• Waste	The sustainable practices aimed at the management of the theme focus on the reduction of waste generation and the production of substances that are aggressive to human and environmental health.	Government and regulators	306-1; 306-3
Solutions for Sustainability	• Waste from the health sector	Waste management is a challenge for the entire stakeholder chain in the sector. Therefore, Viveo strives to support those involved with monitoring and reducing waste generation.	Government and regulators, and customers: hospitals and clinics	-
	• Sustainable products	Along with the growing demand for sustainable products and services, Viveo fulfills its social function by serving products and services to society and evaluates on different criteria whether they are sustainable (environmentally and socially) for present and future human generations.	Investors and customers: pharmaceutical industry	305-1
	• Sustainable Logistics ²	The logistics subject is complex, especially in our country due to the territorial extension. Therefore, Viveo studies the best market practices in relation to the topic and purchasing electric vehicles.	-	-

¹ Employees are included in the stakeholder group "Organized civil society".
² Despite not having been identified in the materiality study, the theme "Sustainable Logistics" is a priority in the company and was incorporated into the strategy as a Working Group.



Based on the pillars of actions, we are committed to two Moonshots and developed different actions related to reduction of emissions, waste, and adaptation of energy matrix starting from the creation of Working Groups (WG) dedicated to each theme.

All WGs are made up with professionals from different areas and units, and count on top leadership sponsor that ensures the implementation of the action plans defined based on the strategic materiality study conducted from 2020 to 2021.

Together they form the Sustainability Committee, which meets every two months and plays a central role in monitoring the strategy, critical analysis of results, and alignment of interfaces between areas, ensuring effectiveness of actions and achievement of working plans established.



Our Moonshots

- > Equalize the ratio of health professionals per 1,000 inhabitants in all regions of the country.

To drive this goal with short-term actions, in 2022 we prioritized expeditions that accomplish the work in needy regions of Brazil, with donation of inputs and sponsorship to medical services.

- > Ensure 100% availability of PPEs in Brazil.



Advances in 2022

- > We supported six medical expeditions with donation of **12,995** products that benefitted, **18,916** people, on average, through partner institutions.
- > During the pandemic, covid-19 generated a huge swing in demand for PPE and created a global shortage. Fortunately, there was a clear normalization of availability during 2022, not only due to the post-pandemic decrease in the volume consumed, but also due to an increased international and domestic supply of procedure gloves, gowns, and facemasks. As one of the initiatives, we expanded the production of facemasks and sought to strengthen our partnership with local suppliers, reducing our volume of direct imports in this segment. Still, even though this demand is no longer recurrent, our supply and intelligence team is focused on monitoring these inputs nationally and globally.

Goal tracking



In 2022, we took an important step regarding the monitoring of value generation of the sustainability strategy: we integrated ESG management to the Company's risk matrix, and formalized short term goals that led to the monitoring of indicators of priority themes that directly interfere with leaders and specific areas remuneration.

Based on this first diagnosis, we will be able to propose medium and long term goals until 2030, effectively aligned with the greater purpose of taking care of lives by simplifying the healthcare market. Next we present the results achieved in 2022:

Pillar	WG	2022 GOALS	Status (2022)
INTEGRITY MANAGEMENT	PRODUCT QUALITY	Meeting the schedule for obtaining the CBPADT (Certificate of Best Practices for Storage, Distribution, and Transportation)	125%
	SUSTAINABLE PURCHASES	Achieve grade five and six in the Excellence Program for eligible Suppliers	133%
	ETHICS AND RESPONSIBLE MANAGEMENT	Adherence of trained leaders to the Consequence Management Procedure	100%
HUMAN DEVELOPMENT	DIVERSITY AND INCLUSION	Reach 60% adherence in census survey	73%
	DEVELOPMENT AND WELL-BEING	Increase by 10% the number of use of health programs and benefits against the previous semester	100%
	DISSEMINATION OF KNOWLEDGE	Internal audience: Promote 15 lectures on technical-scientific concept Reach 100 participations in lectures External audience : (Customers, health professionals, and society) Promote 45 lectures on technical-scientific concept Reach five thousand customers/health professionals/society	150%
SOLUTIONS FOR SUSTAINABILITY	SUSTAINABLE LOGISTICS	Reduce 38.8 tCO ₂ e and greenhouse gas (GHG) over 2021, in the fleet through inventory of emissions, acquisition of electric cars	122%
	SUSTAINABLE PRODUCTS	100% of launchings of hospital products and retail assessed and compliant with sustainability criteria established in internal goal	100%
ECOEFFICIENCY	WASTE	Reduce by 5% over 2021, the final disposal in landfills of wastes generated in the industry	200%
	WATER	Reduce 0.60% over 2021, water consumption per ton produced in the industry segment	123%
	ENERGY AND EMISSIONS	Reduce 3% over 2021, in energy consumption per ton in industrial operations (Giga Joule/Ton produced)	373%

3

Governance and Integrity

RELATED CAPITALS



RELATED SDG





Corporate Governance

GRI 2-1 | 2-9 | 2-13

We have a governance model structured to ensure sustainable development of the business, in line with the commitment with transparency, assertiveness in decision making, and shareholders' rights. Among the main practices developed to strengthen management mechanisms, the following are outstanding:

- > Application of strict Ethics and Compliance mechanisms, like review of the Compliance Program content and trainings (completed in January 2023), which ensured the multiplication of ethical precepts among stakeholders, particularly employees;
- > The work of deliberative and advisory bodies in the senior management, such as Committees and Working Groups;
- > Availability of different communication channels, offering relevant and updated information to the market;
- > Shareholders' access to the Administration, whether through General Meetings, public meetings, or interaction with the Investor Relations team;
- > Certification ISO 37001 (learn more on page 37).

To drive the investment plan, which includes expansion in strategic niches, we changed the corporate structure to be focused on raising funds in the capital market. The actions (VVEO3) make up the portfolio of indices IGCX, IGNM and ITAG, with the two first from Companies with high levels of governance and the last involving actions with differentiated Tag Along.



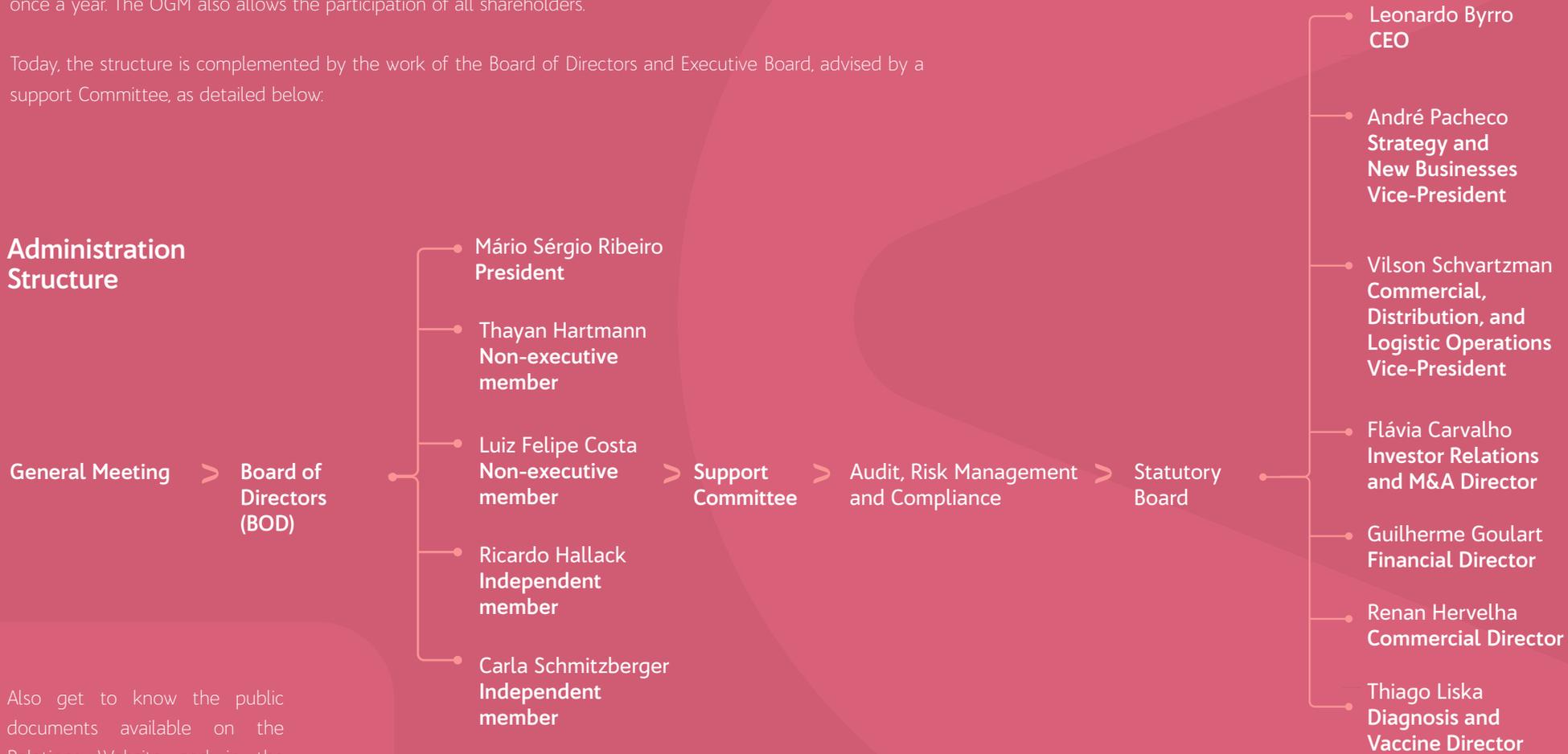
Structure

GRI 2-9 | 2-11

For us, integrity comes first. For this reason we strengthened internal governance mechanisms so that the Ordinary General Meeting (OGM) became the highest decision-making instance of Viveo, and must occur, mandatorily, once a year. The OGM also allows the participation of all shareholders.

Today, the structure is complemented by the work of the Board of Directors and Executive Board, advised by a support Committee, as detailed below:

Administration Structure



Also get to know the public documents available on the [Relations Website](#) and in the [Reference Form](#)





Board of Directors

GRI 2-9 | 2-10 | 405-1

The Board of Directors consists of at least three and at the most seven members, of which 20% are independent, according to the terms of Regulation of Novo Mercado. The current composition counts on five members, 80% men, and 20% women. 100% of the board members are 30 to 60 years old.

All members are elected by the General Meeting for a unified two-year term of office, with reelection permitted. Regardless of the election date, the respective terms of office end on the date of the Meeting that examines accounts relative to the last fiscal year of their offices.

Members can be appointed by the administration or any shareholder, considering the alignment with the Company's purpose and strategic positioning, experiences related to economic, social, and environmental topics, in addition to knowledge of the best practices for corporate governance and risk management, in order to have a board with multiple competences that can meet all strategic demands of the business. Among their assignments is guidance of the Executive Board, which they elect and remove.

Executive Board

The Executive Board, guided by the Board of Directors, is responsible for executing the business strategy, in addition to conducting the team towards the achievement of goals defined for short, medium, and long terms. The body must comprise, at least, three, and at the most, eight members.

All directors are elected by the BOD and can be shareholders or not. Accumulation of positions and reelection are permitted. With expiration of the term of office, the directors will keep their office until their substitutes take office.



Advisory Committee

GRI 2-9 | 2-10 | 2-12

The Audit, Risk Management and Compliance Committee is responsible for routines of compliance and controls of the Company, and, though reporting directly to the BOD, it can also support the Executive Board. Its main responsibilities are:

- > Recommend approval of the Company's Corporate Policies and future amendments, considering the corporate objectives for short, medium, and long-term;
- > Speak out about suggestions of change in the operational structure for risk management to monitor and evaluate risk exposures;
- > Supervise and assess the effectiveness of internal control systems and risk management process;
- > Monitor compliance with legal and regulatory requirements in force for adequacy of operations;
- > Follow up and monitor the activities of the Compliance and Internal Controls areas, including organization, staff, responsibilities, work plans, and results;
- > Receive and verify manifestations recorded in the Reporting Channel;
- > Examine relevant tax issues;
- > Control and review, before publication, the set of Financial Statements;
- > Keep the BOD updated on the monitoring and exposure to risks, and recommend changes in the levels of risk appetite, when necessary.

It currently consists of three members, all of them independent:

Name	Position
José Antonio Miguel Neto	Coordinator
Paulo Sérgio Cruz Dortas Matos	Member of the Audit, Risk Management and Compliance Committee
Ricardo Pechinho Hallack	Committee and BOD Member

Performance Assessment and Senior Leadership Remuneration Policies

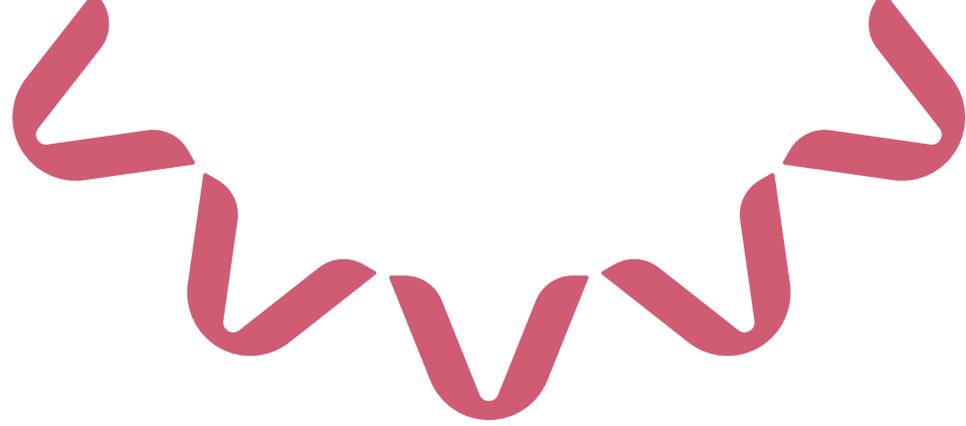
GRI 2-18 | 2-19 | 2-20

In 2022 we carried out, for the first time, performance assessments of members of the Board of Directors and its committee, based on the fulfillment of their roles. The assessment is made every year by the HR area and aims at establishing a diagnosis of the collegiate effectiveness and individual actions of each member, whether in complete fulfillment of their responsibilities as part of the governance structure, or the value of their work to the business.

We adopt as performance indicators the self-assessment and peer assessment answers. After the process, consolidated data are presented for analysis and a possible action plan is drafted.

Simultaneously, the remuneration model is guided by the [Remuneration Policy](#) and seeks to promote the creation of sustainable and long term value, based on strategic goals and the best practices of the market.





Ethical Conduct

GRI 2-15 | 2-23 | 2-24 | 2-25 | 2-26 | 3-3

High standards of ethics, integrity, and transparency are fundamental values for us. We work in a responsible way to positively impact the life of each person that is part of Viveo history.

To establish and formalize conduct principles and guidelines that should guide our actions, decisions, and relationships, we count on a [Code of Ethical Conduct](#) and several [Corporate Policies](#), that address themes like fight against corruption, conflict of interests, risk management, human rights, and environmental aspects, all of them duly approved by the Audit, Risk Management and Compliance Committee and the Board of Directors.

So, we ensure compliance with all laws and regulations in force, including the General Data Protection Law (LGPD), anticorruption and competition legislation, as well as laws and regulations on exchange controls and anti-money laundering.

All documents are forwarded to employees, as well as other audiences and entities with which we interact (customers, suppliers, competition, public bodies, and government representatives).

Integrity Program

GRI 205-2

Conceived and executed by the Compliance team, and supported by guidelines approved by the BOD, the Integrity Program materializes a set of mechanisms and internal procedures of integrity, audit, as well as incentive to complaints of irregularities.

The management also ensures effective application of the Code of Ethical Conduct and all internal policies and guidelines, in order to detect and solve deviations, frauds, irregularities and illegal acts practiced against public and private administration, national or foreign.

To engage the internal audience, we make available a plan for training in corporate policies and commitments with human rights, including from integration of new employees to annual updates.

The track "Viveo Integrity Program", for example, addresses the Code of Conduct, Anticorruption Policy, Anti-bribery Policy, and Corporate Risk Management Policy, so that 100% of employees and governance bodies were informed about the themes, while 1,919 employees (32% of the total) and 22 members of governance bodies received trainings on the theme.

Compliance

GRI 2-12 | 2-24

Though everyone is responsible for implementing and improving internal Corporate Policies, the Compliance area ensures due compliance of guidelines, supported by the Internal Control team, when necessary.

As a principle of risk management, the area is also responsible for the due diligence focused on compliance with applicable laws, regulations, and the Company's guidelines.

The Compliance track trainings were redesigned and re-launched in December 2022, and we reached, over the year, 73% of the team trained. The remaining will be trained throughout 2023. As complement, employees and suppliers sign an acknowledgement of understanding and acceptance of Policies and contractual clauses are included in the agreements entered into by the Company.

Since 2021, we have invested in the preparation to the Anti-Corruption Compliance Professional Certification (CPC-A). We offer our employees:

- > Qualification on national and foreign legislation, risk management, policies, and controls;
- > Support to the Top Management with topics about communications, monitoring, audit, investigation, report, due diligence, and criminal and digital compliance.

After a long journey of preparation, employees of the Compliance area applied to the assessment for LEC (Legal, Ethics & Compliance) certification, and were certified in CPC-A, which strongly confirms and acknowledges competences of professionals working in the area with greater reliability.

Compliance Policies and Procedures



Code of Conduct

Reference to guarantee our righteous actions. It ensures compliance with all relevant legislations and the Company's principles.



Anti-Corruption Policy

Ensures that all employees understand the Brazilian Anti-Corruption Law's guidelines and respect legislations and standards in force, as well as internal guidelines.



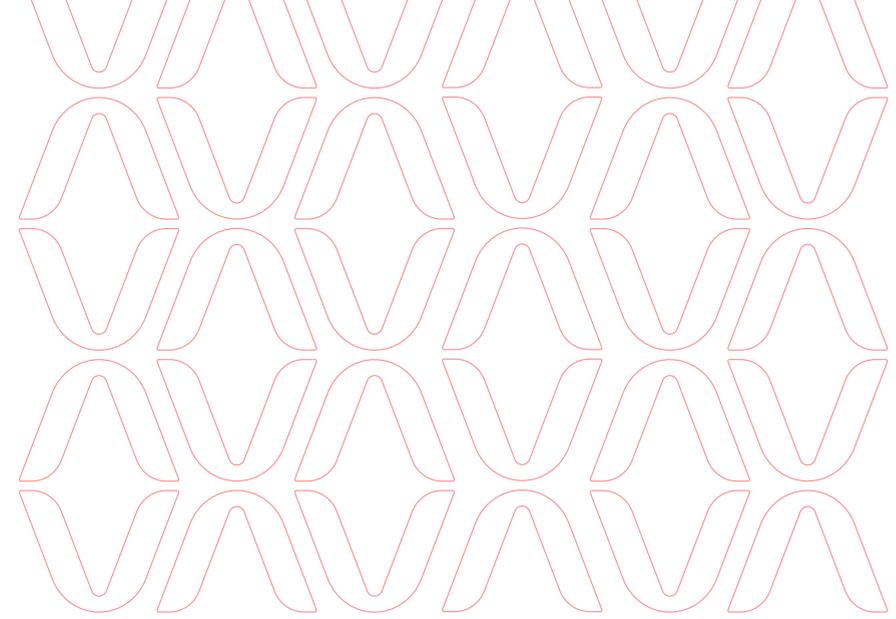
Risk Management Policy

Describes the management of risks that are inherent in the processes based on the identification, assessment, monitoring, and treatments, in order to mitigate the probability of occurrence and/or impact, besides ensuring correct communication and monitoring by those responsible, as well as disseminating and strengthening the internal culture.



Anti-Bribery Policy

Directs and guides ethical, righteous, and transparent actions on the expected behavior of employees, outsourced, or business partners, to prevent and fight situations that facilitate corruption, bribery and fraud, both with regard to public institutions and private companies.



Integral Management: Ethic and Responsible Management Working Group

GRI 2-13 | 2-25

Responsible for improving practices already adopted related to the theme, in addition to proposing mechanisms for continuous improvement of management. Among the actions developed in 2022, we highlight:

- > Preparation of the Human Rights Policy, to be published in the 2nd quarter of 2023;
- > Obtention of ISO 37001:2017 certification, focused on the implementation of anti-bribery systems.



Anti-Bribery Management System – ABMS - ISO 37001:2017 Certification

In 2021, we started the application for the certification. The Anti-Bribery Policy was prepared and disclosed to all employees, who received specific trainings. Moreover, inherent risks and existing controls in processes and areas exposed to risk were mapped to identify where necessary actions and improvements were implemented across the whole Company.

We created ABMS goals and indicators, which are monitored and verified periodically, reinforcing the commitment with the theme.

In April 2023, we were recertified for ISO 37001 certification.

Ethics Channel

GRI 2-26 | 2-27

All complaints made through the Ethics Channel, whether anonymously or with identification, are received by outsourced independent company, specialized in the treatment and verification of manifestations.

After being assessed with confidentiality, impartiality, objectivity, fairness, integrity, and celerity, the complaints are sent to the Compliance area, which makes investigations and presents due treatments.

After they are registered, occurrences are forwarded to the Ethics Committee, which counts on necessary means to receive and treat information on breach of legal dispositions and internal norms, like the Code of Ethical Conduct.

In case the complainant observes any conduct that could be characterized as retaliation, the occurrence must also be reported to the company hired for this purpose, so that applicable measures are taken.

Access the Ethics Channel:



Our service for 0800 is from Monday to Friday, from 7 am to 8 pm. Outside these hours we make available our answering machine. 0800-721-9152



Access our Ethics Channel and record your report
<https://www.relatoconfidencial.com.br/viveo>



Please contact via email viveo@relatoconfidencial.com.br



Risk Management

GRI 2-12 | 2-16 | 2-25

The Corporate Risk Management Policy aims to establish principles, guidelines and responsibilities to be observed in risk management processes, enabling its timely identification, adoption of necessary control measures, correct communication and monitoring by their respective responsible persons. It also disseminates and strengthens the risk management culture in the Company.

Responsibilities in the risk management structure are broken down in three lines of defense: business areas, internal controls area, and the Audit Committee, which follows and monitors, monthly, projects and agendas of risk management, controls and audits at Viveo.

Later, if necessary, according to the Audit Committee assessment, these results are reported to the Board of Directors, according to their criticality. As everything else at Viveo, the communication must be objective and contain all relevant information.

The Internal Control area main role is to support the business areas (1st line of defense) in the practice of risk management. It must implement controls in processes and activities, assess vulnerability,

monitor their efficacy, in addition to proposing and assisting in the preparation of improvement plans and corrective actions. The results of the works and projects are reported to the Audit Committee.

Risk Management in production processes, services, and operations, considering the six segments where we operate are strongly followed and monitored by respective areas and quality management of each business unit, which count on procedures for management, reports on non-compliance, and indicators of implementation of improvement actions and remediation plans.

The methodology is structured in risk matrices, in four categories: "Strategic, Financial, Operational and Compliance", and 13 types of risks inherent in processes and operational businesses of the Company.

In 2022 there were no critical concerns reported to the Audit Committee and/or Board of Directors, only the follow-up of the evolution of works for coverage of risks and indicators monitored by the Internal Control area.



The responsibilities in the risk management structure are divided into three lines of defense: the business areas, Internal Controls, and the Audit Committee.





Data Privacy

We value the respect for privacy and protection of personal data, not only of employees, but of all relationship audiences as well. Considering the best compliance with LGPD, we have developed, since 2020, activities aligned to the best practices related to the theme, such as mapping of personal data, personal data life cycle flow, construction of the risk matrix, and assessment of processes' criticality.

The adequacy process also counted on trainings for employees, including content on risks and acceptable practices, in addition to the creation of a channel to serve owners of personal data, so that they can exercise their rights and make their requests through the website: [Login Page Titular - Portal do Titular - Viveo](#) widely disclosed, contributing to the respect for the rights listed in the law.

After actions involving over one thousand processes mapped and 200 hours of interviews with employees, which resulted in specific action plan, it was decided that the management of cases of worsening of problems related to privacy would be made by the Data Privacy Area and Data Protection Officer (DPO).

As a way to advance further in the theme, in 2021 the Data Protection Committee was established. It is multidisciplinary, and responsible for disseminating good practices. In the first months of actions, the Committee prepared normatives and included a set of clauses in contracts in order to ensure data protection and privacy.

In 2022 we did not receive confirmed complaints related to privacy violation, as well as leakages, thefts or losses of data from customer were not identified in the period.

4

Operations and Performance

RELATED CAPITALS

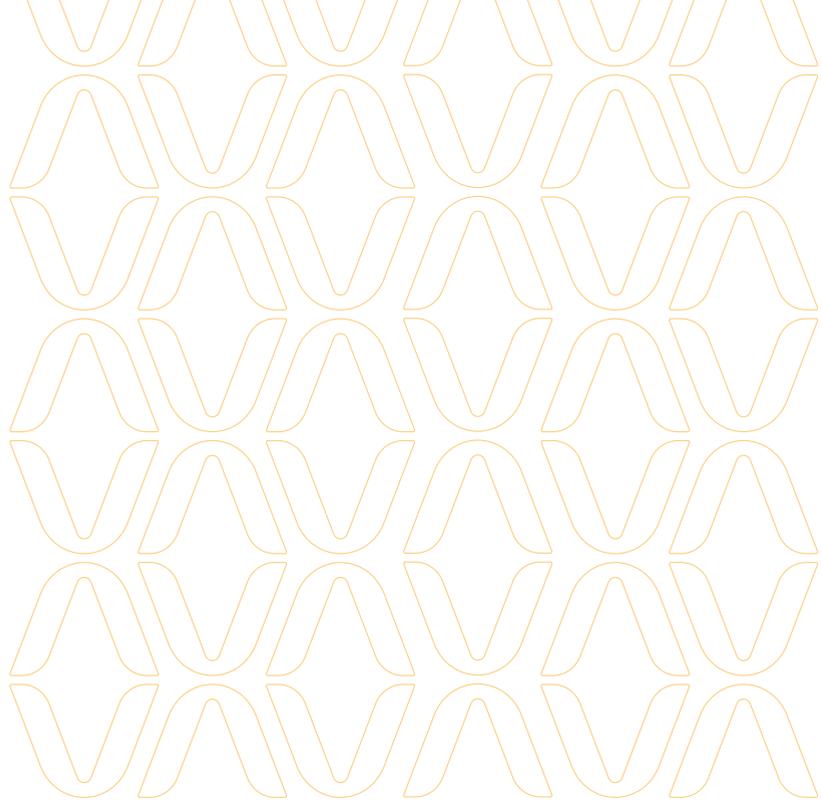


RELATED SDG



viveo

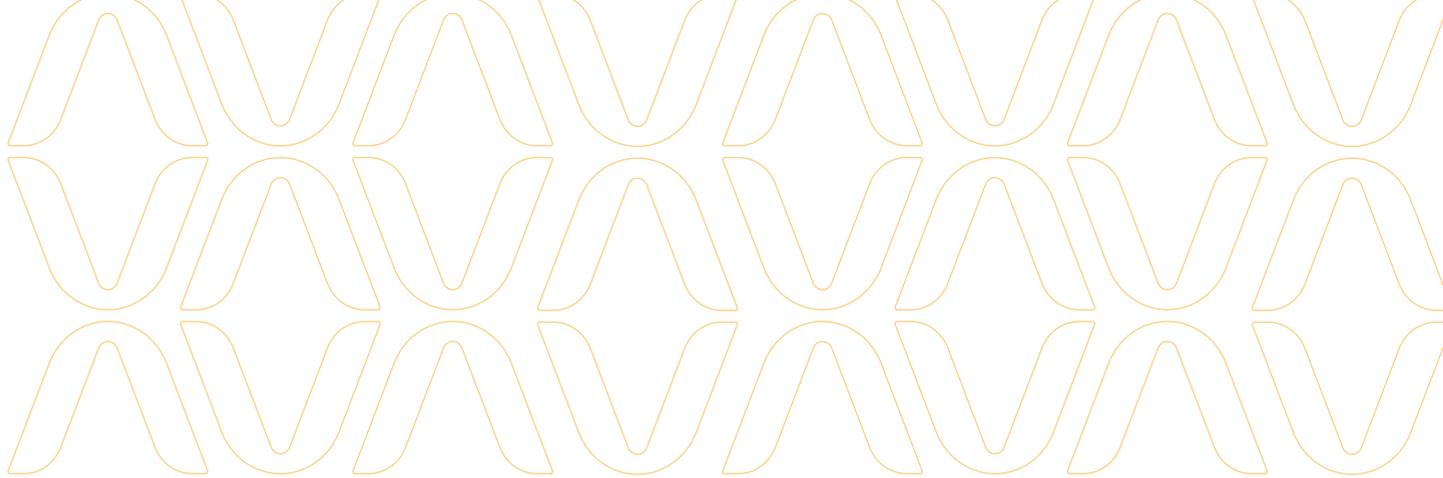




Scenario

The year 2022 was defined by a challenging global market scenario with issues such as persistent inflation and high interest rates, among others. According to the Institute for Applied Economic Research (Ipea), the Gross Domestic Product (GDP) grew by 3.1% in 2022 - higher than the estimated 2.8%. The basic interest rate (Selic) closed the projections at 13.75%, while in 2021 it was 9.25%. The dollar (Ptax) reached the end of the year quoted at R\$5.09 - against R\$5.58 at the end of 2021.





General Background

After two intense years affected by the pandemic, the year 2022 was the transition from a scenario based on crisis management to one of recovery in various sectors, including the healthcare market. Throughout the period, even in the most adverse situations, Viveo remained firm in its purpose of caring for every life and with the mission of simplifying the healthcare market.

Just as in other pandemic years, the health market in 2022 presented intense regulatory changes, inflationary pressure, a lack of supply crisis for some inputs and, at the same time, many advances in medicine, such as new inclusions in the list of procedures for health insurance companies and Teleconsulting, which is no longer seen as something specific and has become a definitive part of the solution for health systems in the country, extending to other medical specialties and becoming part of the routine of Brazilian patients.

Still with high results, including an unemployment rate of 7.9%, with 8.6 million unemployed - according to IBGE sources - the year 2022 showed drops in accumulated inflation and unemployment if compared with 2021. Among the population that is served by private health insurance, a large part comes from corporate plans. It is noteworthy that despite the return of elective procedures, reduced during the pandemic, we still observe a repressed demand also indirectly impacted by economic factors.

To support our partners, Viveo offers specialized solutions in each link of this chain, allied to their needs, to bring simplification to their day to day, allowing them to focus on their main expertise. In a scenario of economic uncertainties, the focus on process simplification and more complete and innovative solutions makes Viveo even more strategic to rethink its partners' operationalization format.



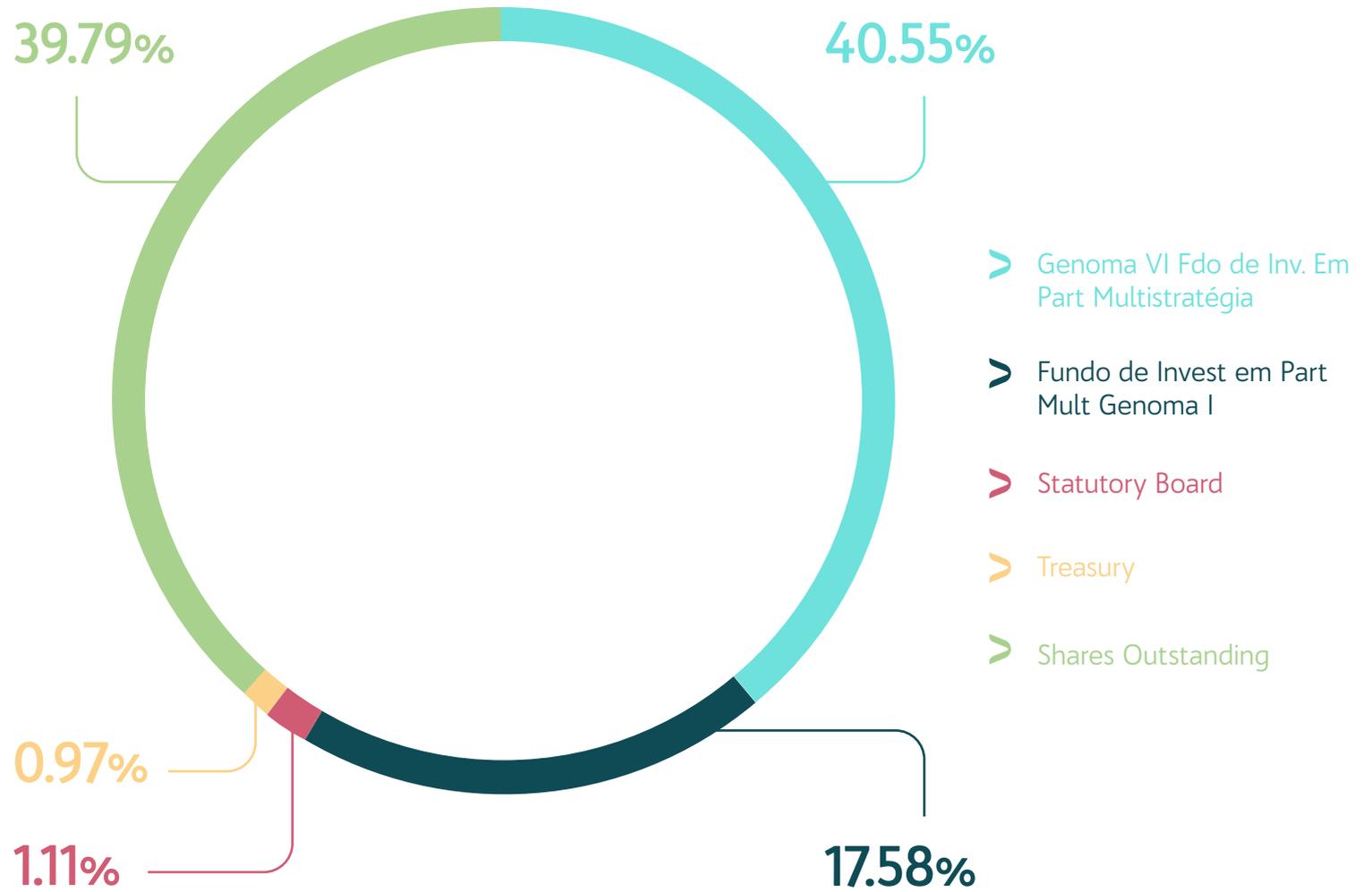
Capital Market

2022 was another year of record investments, both in technology and in manufacturing operations, including infrastructure, logistics, and M&A.

CM Hospitalar (Viveo) is controlled by two funds managed by DNA Capital, Genoma VI Fdo de Inv em Part Multiestrategia and Fundo de Invest em Part Genoma I, with the total 58.1% of shares. DNA Capital is a manager focused exclusively on the healthcare sector and was founded in 2013.

Viveo's shares (VVEO3) are listed on B3's Novo Mercado, a segment that gathers companies with the highest levels of corporate governance. Besides being part of the IGCX, IGNM and ITAG indexes, the first two of which gather companies with high governance levels, and the last one refers to stocks with special Tag Along. At the end of 2022, VVEO3 shares closed at R\$16.1, which represents a market value of R\$4.6 billion.

Ownership Structure¹



¹ Information referring to 12/31/2022.

Operational Performance

Main operational results per segment



Distribution to
Hospitals and
Clinics

R\$**6.7** million
of net revenue (+41.9% vs. 2021)



Retail

R\$**805.4** thousand
of revenue (+35.7% vs. 2021)



Laboratories
and vaccines

R\$**816.9** thousand
of net revenue (+43.1% vs. 2021)



Services

R\$**373.8** thousand
of net revenue (+401.0% vs. 2021)

Aligned to the mission of simplifying the healthcare market, Prevena invested in own e-commerce. The channel provides even more autonomy and flexibility in the acquisition of our products.

Distribution to Hospitals and Clinics

The distribution segment is an important link across industries and hospitals, clinics, insurances, home cares, and health institutions in the private and public markets, and is present across Brazil with high service level and quality.

We are outstanding for being the only one that counts on a diversified portfolio of medical and hospital materials and medicines, high level of service with its own fleet and the largest sales force among all competitors. In June 2022, we finished the acquisition of a medicine distributor, which since 2014 has offered integrated solutions for distribution, specialty pharmacy and patient support services. Its nationwide distribution centers and five specialty pharmacies focused on delivery have strengthened the channel we already have leadership in, and introduced the new delivery and specialty channel, read as a growth avenue. After the closing of the acquisitions, we developed partnerships with material suppliers for territorial expansion and expansion of the product portfolio mix.

Manufactured of Finished Retail Products

Retail Products

We seek to comply with the highest quality certifications, undergoing constant audits that guarantee the effectiveness of final products. For this reason, since 2018, we acquired Cremer S.; Flexicot-ton; Daviso; and FW.

The unit has grown four times since 2009, reaching 24% of the market share in 2022 (+1.3 pp. vs. 2021). So, one out of four cotton products, wet wipes, flexible sticks, adhesives, gauzes, bandages, and dressings traded in Brazil are Viveo. Still in 2022, Cremer created a sports line and Topz Baby launched 36 new products from PAW Patrol, including shampoos, soaps, rash creams, among others.

Innovations have already represented over 5% of revenue, directing robustness to the construction of the business unit future.

When it comes to company-owned brands, we are leaders in the Brazilian market, operating with over 50% of market share, reaching 75% in some cases.

Hospital Products

The industrial segment, focused on manufacturing hospital products (Cremer and FW), is recognized for its high quality standards, ensuring compliance with the legal and regulatory requirements of international quality certifications.

Our products meet the most diverse hospital demands, with solutions for surgical therapy, wound management, personal hygiene and protection, infusion, clinical nutrition, respiratory care, and urinary care.

The Cremer brand is the market leader in several categories of health products, with an outstanding share in the following markets: Hydrophilic Cotton; Crepe Bandage, with a representation of 34.25%; Surgical Dressing; Fabric Adhesive Tapes, and Tracheal Suction Probes in the hospital market (source - Bioanalytics/Bionexo).

In the constant search for innovative technologies, Cremer announced, in 2019, the partnership and exclusivity of national performance with Bedal, a manufacturer of catheter fixation and stabilization devices, which aims to meet market demands following the latest international parameters.

Following the announcement of the partnership, the processes and regulatory paperwork began, resulting in the launch of the solution in the Brazilian market in the second half of 2022.

Laboratories and Vaccines

Our operational and commercial capacity is a tool with significant impact on product distribution; it makes possible the supply of essential services like laboratories and clinics. Acquisitions since 2017 resulted in the arrival of Tecnocold, company specialized in solutions for vaccines with broad expertise in management and distribution in the private market.

Focused on the laboratory channel, in 2022, Prevena emerges, whose goal is to offer its customers a one-stop-shop solution for diagnostic

medicine: with a robust presence throughout the country and special service. As a result of a study for simplification of brand to the diagnostic medicine channel, we integrated seven brands that range from pre to analytical, with the commitment of offering new horizons to healthcare and genuine care of people.



Services and D2P (Direct to Patient)

We were pioneers in the creation of services that improve the control of the logistic chain in the healthcare market by means of HealthLog. The own fleet ensures distribution of products from service renders or manufacturers of medicines in the whole national territory.

To serve the clinical staff and patients, we count on seven physical stores of Mafra Especialidades. Its portfolio is specialized in clinical and hospital materials, special medicines, nutrition, orthopedic products, dermocosmetics, and mobility equipment, among others.

Still in 2022, we announced the acquisition of Azimute Med. The company offers personalized solutions focused on the improvement of the journey of treatment of patients so that we ensure a Patient Support Program (PSP) aligned to specific demands of those who need and also typical care and quality from Viveo. Among the solutions we have: humanized customer service, medical detailing, consultancy, among others.

Moreover, the pillar of innovations and solutions resulted in the development of the D2P platform to offer agile, simple and cheap alternatives so that patients have medicines and medical and hospital materials at home or wherever they want.

Therefore, in 2022 we acquired the whole capital of Boxifarma, first company in Latin America to render automated unitarization pharmacotherapeutic services with technology used in the international market. Such movement strengthens the direct to patient strategy and is an important reinforcement for Far.me business model, besides potentiating the whole ecosystem for incrementing the already offered services.

Logistic Structure



97.6 thousand m²
of distribution centers
across the country



236
vehicles to the
healthcare market



+4
UDV electric vehicles
of JAC Motors brand

Economic and Financial Results

GRI 201-1

For another year we delivered organic growth of almost 15% per year which, added to the acquisitions, increased our main financial figures. We gained market share and also increased our addressable market to R\$244 billion.

We recorded a 45.8% increase in net revenue compared to 2021. The adjusted EBITDA reached R\$731.4 million - an increase of 55.2%, with a margin of 8.4%.

Get to know the highlights of numbers next, or access details on page 13 of statements of 2022, [available here](#).

R\$ thousand	2021	2022	2021/2022 Var
Net Revenue	6,218,759	8,746,531	40.60%
Gross Profit	1,097,307	1,396,664	27.30%
Adjusted EBITDA	471,365	731,408	55.16%
Adjusted Net Profit ³	307,806	344,687	12.00%

³ Considers the same non-recurring of EBITDA, tax loss and capital gain of minus 34% tax rate.



Proforma Results

While keeping focus on improvement of working capital and cash generation, proforma leverage achieved 1.59 times. The Company's structure enables us to keep on growing organically and, in a disciplined way, keeping attentive look at potential new acquisitions.

In 2022, we had another year of record investments, both in technology and in manufacturing operations, infrastructure, logistics, and M&A.

Return on Invested Capital – ROIC

ROIC is one of the most important metrics because it considers the adjusted operational profit (EBIT) after tax income and social contribution divided by the total invested capital, and the latter is calculated by the sum of Working Capital⁴ and Fixed Asset ("Total Invested Capital").

The standard aliquot for calculation of income tax and social contribution is 34% on operational profit. In 2022, the Company's proforma ROIC was 27.6%.

Loans, financing, and debentures

On December 31, 2022, the Company's gross debt, considering derivatives, was R\$3.3 million, R\$1.2 million higher than the balance on December 31, 2021. Thus, at the end of the year, Viveo had a net debt of R\$1.3 million, compared to a net cash position of R\$72.5 million at the end of 2021.

In 2022, R\$1.4 billion was raised with the 5th and 6th debenture issuance, which will be used in working capital and debt elongation of the operation. Detailed results can be found in the Income Statement, [available here](#).

IFC Acknowledgement

Another important step in the Company's growth plan was the formalization, in early 2023, of the Financing Contract with International Finance Corporation (IFC), which guaranteed investments amounting to R\$200 million for the development of organic and inorganic expansion strategy, in addition to reinforcing the internal working capital.

IFC, member of the World Bank Group, is the largest global development organization turned to the private sector in emerging markets.

The investment was only made available after audit that considered pillars like Environmental, Social, and Corporate Governance, and Financial Management, and proposed action plans that have already started to be implemented in the course of 2022. The audit will be made annually, which guarantees the acknowledgement, by IFC, of our ESG strategy, since the body only makes loans for companies that share the same values and are in accordance with all ESG standards and requirements indicated by the World Bank.

⁴ As an example, Working Capital = Accounts Receivable + Inventories + Recoverable Taxes - Suppliers - Salaries and Social Obligations Payable - Taxes Payable - Customer Advances, being the Working Capital accounts all current and short-term.

Distribution of Added Value

GRI 201-1

In 2022, R\$3.76 billion were distributed. The table shows how this economic value was distributed.

Further information can be found on page 54 of 2022 Financial Statements, [available here](#).

Distribution of Added Value 2022

	Value (R\$ thousand)
Personnel	394,698
Taxes, fees, and contributions	2,110,487
Return on third parties capital	996,168
Return on own capitals	259,733
Distribution of added value	3,761,086*
Economic amount held	4,985,445

*Amounts spent with inputs acquired from third parties were not considered.



External acknowledgement

Acknowledgement of Valor 1.000

The strategy adopted in the past years is bearing fruits: we obtained first place in the category Wholesale and Foreign Trade of the 22nd Edition of Valor 1.000 Award.

The yearbook assessed the 1,069 largest non-financial companies of the country per net revenue. The ranking, conceived by Fundação Getúlio Vargas Foundation's Center for Finance Studies (EAESP/FGV) in partnership with Serasa Experian, in addition to the six traditional financial criteria, counted on analysis focused on ESG criteria to elect the winners of 2022.

Hospital Sírio-Libanês Suppliers' Meeting

The Hospital Sírio-Libanês gathered over 160 partners in the Suppliers Meeting, where we were acknowledged among the 23 main partners that went beyond their scopes, that adhered to the purpose, and contributed to the fight against covid-19 pandemic.

1st place in Raia Drogasil 2021 Collaborative Program, category RD Brands

We won the first place among suppliers of exclusive brands that delivered the best experience in Raia Drogasil suppliers' collaborative program, considering the results obtained in 2021. The program assesses time and compliance of deliveries, rupture rate, among other operational aspects.

Ecovadis Bronze Seal

We received the seal that assesses the quality of our sustainability management system, involving themes like Environment, Labor practices and Human rights, and Ethics and sustainable purchases.

Ecological Expression Award | Flexicotton – Recycling category

Flexicotton was acknowledged by the best uninterrupted longevity environmental award in Brazil, with its project for manufacturing of personal hygiene products using 100% of cotton from wastes of the textile industry.

Moinhos do Vento Hospital

We have been recognized for compliance with legal and environmental standards and sustainability practices.

Ser Humano Award - Category Agile Development in People Management - ABRH - SC

The Award recognizes students, professionals, and public and private companies, whether micro, small, medium, or large, that have contributed in a relevant way to the evolution of the People Management practice, aiming at promoting human and organizational development.

Best of the Year Award - Estudar Foundation 2022

Our CEO was the winner of the category Leap of the Year in Entrepreneurship and Private Management, of the Estudar Foundation Best of the Year Award 2022.

The award, which has eight categories, was created with the objective of evaluating the career of leaders who have gone through the Foundation's learning programs. The nominations are made by current Scholarship Students of the Estudar Foundation and, after the evaluation stages, the Internal Committee defines the winners of the categories, who are the main references in their fields of work.

100 most influential CEO's in healthcare - Grupo Mídia

Healthcare Management, Grupo Mídia's healthcare management platform, honored the leaders who stood out in the sector in the last twelve months.

5

Social Management

RELATED CAPITALS



RELATED SDG



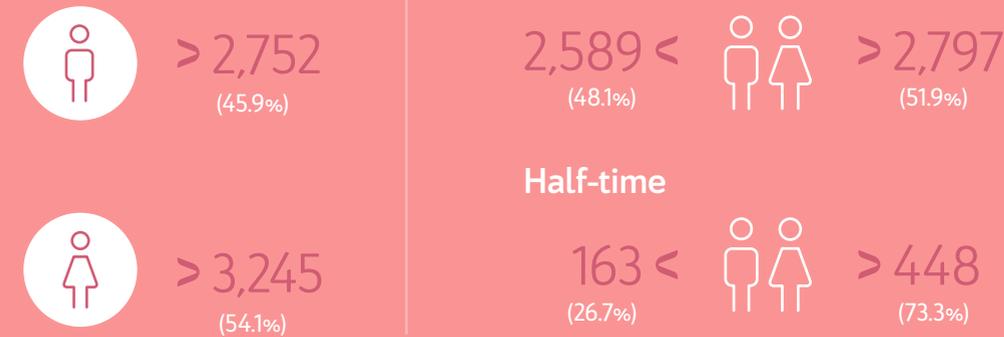
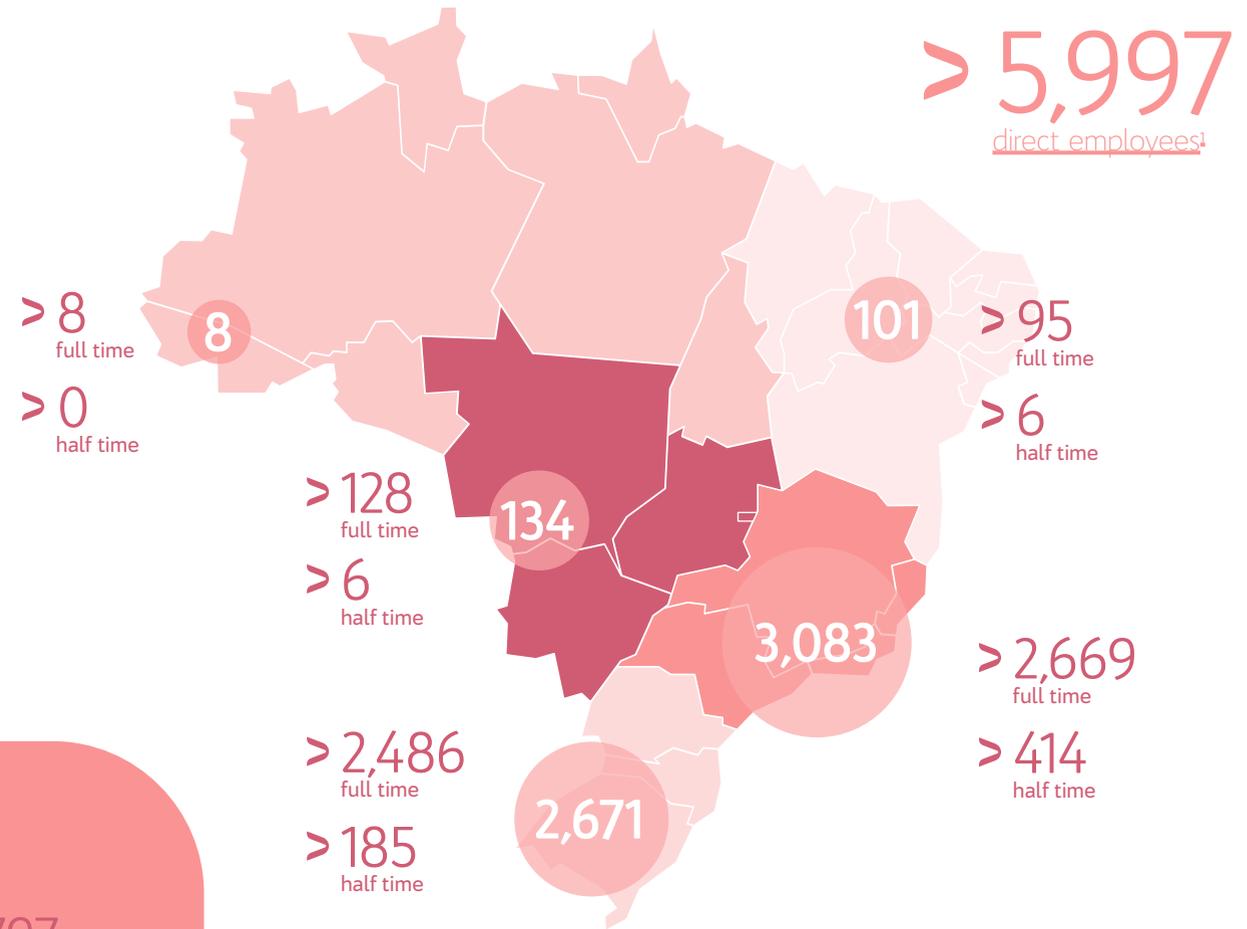
Our People

GRI 2-7 | 405-1

For us, each life matters, starting from those dedicated to make our dreams come true. This is taking care of those who care.

Our purpose is to take care of each life, and we know that employees are fundamental for this objective to be achieved. We wouldn't go that far alone, so, we encourage learning and personal and professional development, besides valuing collaboration and protagonism.

Having a team that does their best to the Company and makes things happen is our greatest differential!



* 100% of employees are permanent. There are no employees without determined workload guarantee.

Percentage of women by Job Category

Job Category	2021	2022	Gender Evolution
Directors	9%	28%	19%
Managers	29%	46%	17%
Coordinators/Specialists	42%	49%	7%
Supervisors/Leaders	33%	49%	16%
Professionals/Technicians	47%	59%	12%
Operational	51%	50%	-1%
Interns/Apprentices	61%	62%	1%
Total	49%	54%	5%

Culture and Engagement

As Company open to the new, we understand that our differential is to know how to work collectively and value diversity of thoughts that belong to Viveo culture.

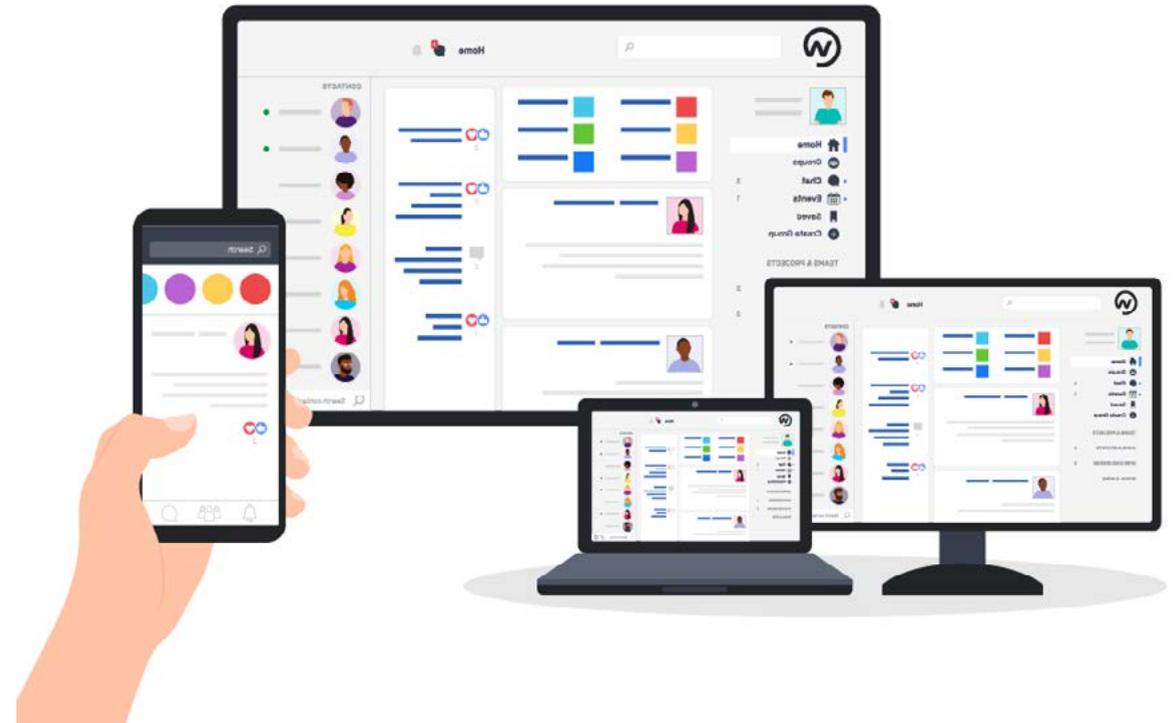
We are one of the largest healthcare ecosystems in the country, encompassing over 16 brands. Our expansion strategy considers the particularities of all companies in our business, while also seeking synergy among cultures.

We believe that culture is consequence of daily routine, for this reason, since integration we like to build it together. We start from the principle of respect to each business' essence, along with the purpose of simplifying the healthcare market.

We also take pride in creating an ecosystem that considers people and works to simplify inside as well.

We conducted an Engagement Survey that uses Mercer methodology in partnership with Valor Carreira. Two main aspects (Prosperity and Engagement) are assessed in eight dimensions:

- > Engagement
- > Prosperous individuals
- > Attractive careers
- > Fair payoff
- > Healthy work environment
- > Responsible leadership
- > Organizational agility
- > Culture of integrity



Workplace by Meta

Active in the Company since 2019, the Workplace is our main channel for Internal Communication, contributing to the strengthening of the culture, engagement and sense of belonging of employees.

We currently have about 5,000 active users on the platform, representing all the Group's companies, and in the last year we had an average of 500 monthly posts, created by various employees of our companies.

It is a strategic and important tool because, besides democratizing access to internal information, campaigns, and news, it allows employees to interact, thus increasing engagement and integration, and strengthening our ecosystem.



	2020	2021	2022
Adherence ²	78%	87%	82%
Engagement	82%	79%	79%
Prosperity	71%	71%	72%

The internal Engagement Rate is made up by the average of favorable rates of four questions that measure commitment, pride, and motivation of employees. The Prosperity rate, on the other hand, is based on the average of favorable rates of 39 questions distributed across seven dimensions related to Culture, Leadership and Healthy Environment, among other aspects.

We highlight a few results:

- > My immediate superior treats me with respect and dignity? → 90% favorable
- > This company improves the way customers/consumers live their lives? → 87% favorable
- > I feel that I fit in well in this company. → 85% favorable
- > I am proud to work at this company. → 84% favorable

With regard to adherence, we highlight that reduction against 2021 occurred due to the higher number of respondents in the survey. On the other hand, we recorded low variation of engagement and prosperity rates, even amid a challenging macroeconomic scenario, and the period of integration of several companies, which usually negatively interferes with employees' satisfaction due to the adaptation of each one.

Positive numbers demonstrate strong resilience and make the whole team proud of the work that is being done.

² Percentage of respondents in relation to the total number of employees.

Admissions and Dismissals

GRI 2-25 | 401-1

Due to the process of expansion and integration of several companies acquired in past years, throughout 2022, 2,500 employees were admitted, while other 2,196 were dismissed. So, Viveo turnover rate was 36.6%.

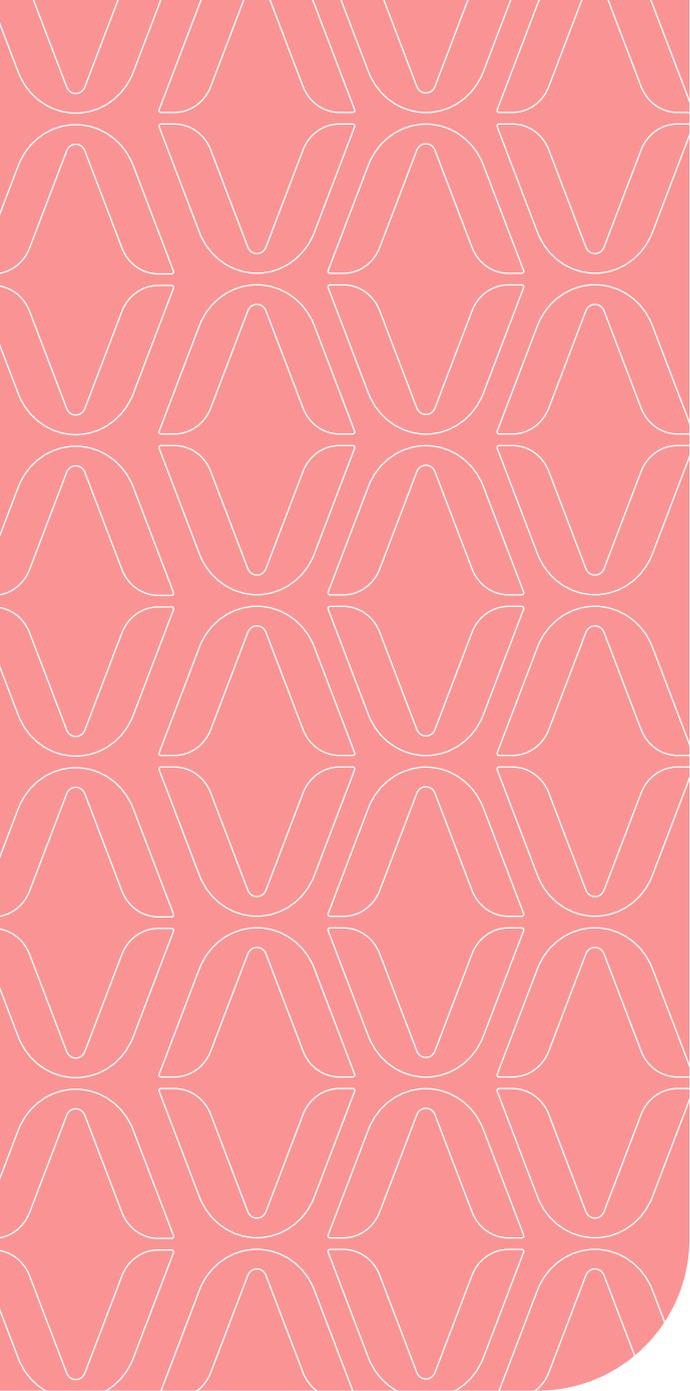
When compared to 2021, we had a reduction of 14% in the number of hires and an increase of 6% in relation to employees who were terminated. This brings a management challenge to maintain the culture and values, while seeking to develop these people.

As talent development practice and equitable offer of opportunities, we direct open vacancies to the internal audience, which can participate in selection processes without any type of interference by the manager, and must only meet the vacancy criteria, and, in case of approval, undergo the area transition process.

In 2022, we recorded around 28% of internal utilization, which means that 201 professionals already working in the Company occupied the available jobs.

Hiring and turnover

	N° of hiring	Hiring rate	N° of dismissals	Turnover rate	
				Total	Voluntary
By gender					
Men	1,087	39.50%	986	35.83%	17.51%
Women	1,413	43.54%	1,210	37.29%	21.66%
By region					
North	3	37.50%	0	0.00%	0.00%
Northeast	21	20.79%	16	15.84%	3.96%
Midwest	159	118.66%	126	94.03%	33.58%
Southeast	1,173	38.05%	865	28.06%	15.28%
South	1,144	42.83%	1,189	44.52%	24.90%
By age group					
Below 30 years old	1,459	61.20%	1,106	46.39%	25.76%
From 30 to 50 years old	976	30.71%	975	30.68%	16.71%
Above 50 years old	65	14.94%	115	26.44%	9.19%



Remuneration and Benefits

GRI 401-2

For all functional categories, except for operational, remuneration is measured based on Hay methodology, which uses universal comparable factors that qualify and quantify the relevance of a position, classified without grades (know-how, problem solving, and responsibility for results).

The objective of the practice is to make the process of measurement and appreciation of positions clearer, more objective and impersonal, adopting remuneration procedure that considers the position representativeness for the Company's results.

For operational positions we use the Market Pricing methodology, which, based on market analysis, defines the value for each position. This methodology provides more flexibility, taking into account internal and external balance.

Remuneration of commercial, technical, and operational positions is made up by salary and fixed bonuses, as well as by variable remuneration such as the PPR - Profit Sharing Program, which provides for the payment of up to 1.5 salaries according to profits and results determined on an annual basis. For commercial positions, the variable remuneration also occurs through the payment of sales commissions according to the achievement of monthly goals of their business unit.

Another modality of variable remuneration is the Short-Term Incentive – STI, intended to remunerate managers on general and individual performance. It is eligible for the following positions: CEO, Director, Senior Manager, Manager, Coordinator, and Specialist, and is composed of individual and global targets, ranked according to achievement of level one to five.

The STI is composed of 50% of corporate targets (PSP), 20% sectorial targets annually defined by the board, and 30% result of the annual subjective assessment.

The STI total value is paid according to level of achievement of targets multiplied by the individual weight of each one. Each management level receives different targets, depending on the position level.

We also offer a package of benefits to those covered by legislation in order to provide more safety and comfort to employees regarding health, finances, and care of the family.

Benefits offered to employees

- | | | | |
|---|--|---|--|
| 
Medical assistance | 
Dental assistance | 
Gym membership agreement | 
Private pension plan |
| 
Life insurance | 
Meal and/or food voucher ⁴ | 
Chartered transport ³ | 
Clube de Vantagens Viveonários, offers discounts in partner commercial establishments |
| 
Internal restaurant ³ | 
Viveo Health Center | 
Special discounts in Cremer stores | |
| 
Transportation voucher | 
Christmas Kit | 
Payroll loan | |

³ In some units.

⁴ For those who do not have restaurant in the locality.



Maternity leave

201 leaves completed until 2022

57% return rate



Promotion of Diversity

GRI 3-3 | 405-1 | 406-1

For us, diversity in the work environment assists in the development of innovative solutions and makes of us a powerful ecosystem. That's why we, along with the Diversity Committee, seek to mature mechanisms for people management with focus on ensuring respect to diversity and potentiating an increasingly inclusive culture.

In order to take care of each life, starting from people who are part of the team, we count on the Diversity and Inclusion Guidebook, and created the Diversity and Inclusion Program (IDEM).

Created by employees themselves, the Program is divided in four groups of affinity, with members called "allies". They are responsible for bringing new perspectives and initiative to build welcoming and inclusive spaces to the whole human diversity, fighting corruption.

Diversity by functional category⁵

		Administrative	Commercial	Operational
Gender	Women	56.10%	60.40%	50.00%
	Men	43.91%	39.60%	50.00%
Age group	Below 30 years old	45.04%	29.49%	36.54%
	From 30 to 50 years old	51.14%	65.38%	51.60%
	Above 50 years old	3.82%	5.13%	11.87%
Sexual orientation	Bisexual	0.25%	0.14%	0.08%
	Gay	0.07%	0.14%	0.12%
	Heterosexual	99.16%	99.29%	99.02%
	Lesbian	0.11%	0.28%	0.08%
	I'd rather not answer	0.42%	0.14%	0.70%
Race/ ethnicity	Yellow	0.49%	0.57%	0.49%
	White	69.80%	63.68%	62.64%
	Indigenous	0.14%	0.00%	0.25%
	Multiracial	0.11%	0.00%	1.31%
	Not informed	8.91%	8.55%	0.78%
	Pardo	16.80%	22.65%	26.55%
	Black	3.75%	4.56%	7.98%

⁵ Information taken from the data record (system) of employees who carry unverified history.

By the end of 2022, we did not record proven cases of discrimination, and, therefore, no corrective measure was applied.



SerQuemSou

In SerQuemSou we address subjects related to affective and sexual orientation and the way each person identifies themselves as human being.



NaRaça

In NaRaça we talk about human groups usually defined by skin color, type of hair, physical and genetic characteristics.



emPoderAEla

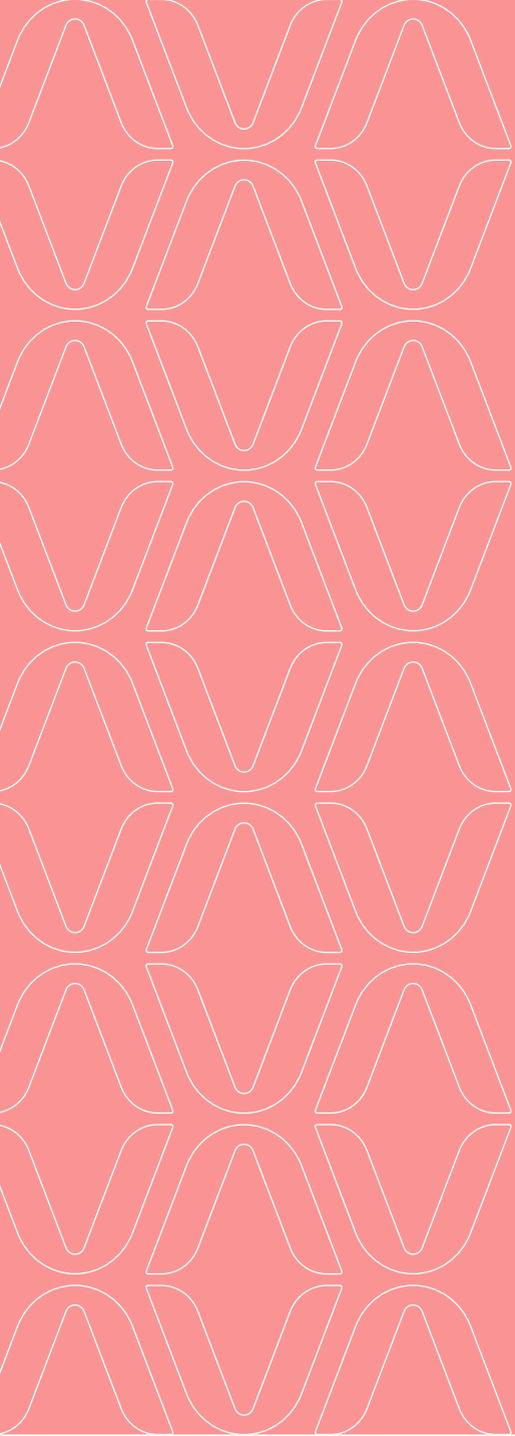
In emPoderAEla we look at the gender theme and how is right equity among both.



SuperAção

In SuperAção we address themes related to inclusion of disabled people, or people with any physical, motor, intellectual, or sensory impairment.





Human Development: Diversity and Inclusion Working Group

GRI 2-13

In order to be another instance to ensure respect to diversity and promote inclusion, the WG has striven to identify references of good practices, internal and external, that contribute to the Company's advance in the theme.

We highlight the achievement of goals involving mandatory training for leaders; granting of exclusive benefit for disabled people; and the 1st census survey on diversity, intended to understand the effectiveness of inclusion and diversity practices and the demographic profile of employees. We counted on the adherence of 44% (2,584) of employees from different business units, types of operation, cities and profiles. Check the results obtained based on participants' self-declaration:

Census 2022 Survey (Self-declaration data)



Gender identity

2.09%

trans men/women or non-binary

1.97%

of leaders declare to be trans men/women or non-binary



Sexual orientation

8.24%

LGBTQIA+

5.45%

of leaders declare to be LGBTQIA+



Race

33.13%

Pardo and black

30.00%

of leaders declare to be black

> [To learn further details of targets, access page 27.](#)



Diversity and Inclusion Committee

Responsible for helping to reduce inequalities in the job market, the Committee comprises 16 members, including leaders and representatives from Human Resources area dedicated to the project whose purpose is to ensure inclusive and diverse environment.

The main objectives are:

- > Connect D&I actions to the Sustainability strategy;
- > Analyze and manage plans and results involving the theme;
- > Assist in action plans with data and information;
- > Guide, follow and support Affinity Groups.



External commitments

Signing of the REIS (Entrepreneurial Network for Social Inclusion) pact, which establishes the commitment to include people with disabilities in the labor market.



Engagement Survey

One way of monitoring employees' level of satisfaction, the issue of diversity and inclusion are specific questions raised in the engagement survey.

Opportunities for Youth

We strive to contribute to the democratization of access to information, keep the team interested in learning and developing. Part of this development contemplates novelties of the sector, innovation, and essential values for a professional of the future.

Moreover, we prioritize employability for youth by means of the Internship Program. Aiming at expanding the initiative social impact, in 2022 we opened a plural selection process to seek interns in different areas.

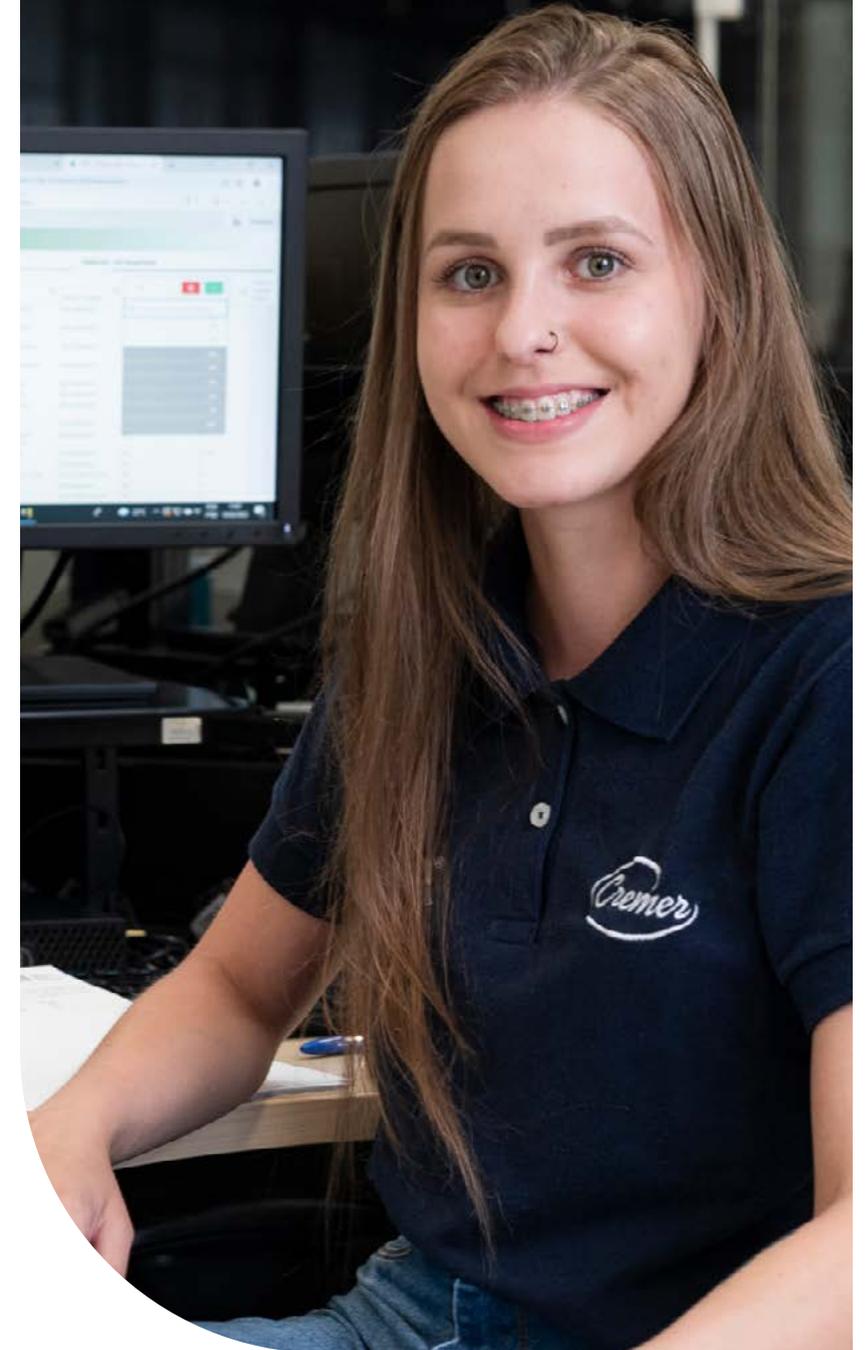
With over 2,100 applications, the selection of candidates focused on the learning journey and experience of each intern, from recruitment, in a humanized and welcoming manner in six stages: application through LinkedIn, sending the form, candidate video for identification of cultural match, group dynamics, interview with the manager and HR professional and hiring process.

Lasting up to two years, the internship within the company promotes continuous learning with monthly meetings working on behavioral skills and business focus, in addition to on-the-job learning.

There were 48 interns hired in 2022 and, by December, five of them were hired. Of those hired, 73% declared themselves to be part of minority groups, such as women, LGBTQIA+, and non-white. In addition, 67% were female, and 80% were students from public schools or on scholarship at private colleges.

Number of Employees per Education Level

Illiterate	0
Incomplete elementary school	305
Completed elementary school	316
Incomplete secondary school	492
Completed secondary school	2,579
Incomplete higher education	709
Completed higher education	1,269
Postgraduate studies	289
Master	17
Doctorate	21
Total	5,997



Health, Safety, and Well-being

GRI 2-25 | 403-1 | 403-2 | 403-3 | 403-5 | 403- 6 | 403-8 | 403-9

To support occupational health and safety management, Viveo keeps 21 Internal Accident Prevention Committees (CIPAs) – composed of 177 members elected and appointed, and 28 designated representatives⁶ that participate actively in investigations of accidents, contributing to identify risk factors, and so improve preventive actions.

We assumed the commitment to ensure safe conditions to all people that work and visit or perform activities at the Company's facilities.

Aware of risks inherent in the activities, like work at height, machine operations, handling of chemicals and electrical circuits, we keep mechanisms for prevention, control and reduction of accidents and incidents, based on the dissemination of safety culture, shared with employees and third parties.

While the Health team counts on ten employees, the Safety and Environment team (SE) comprises 32 employees from different specialties – beyond the number of professionals required by legislation.

We meet legal requirements and constantly monitor indicators, in addition to counting on a Behavior Observation Program (BOP), Security Dialogue (SD), and educational campaigns on the theme. As best practice, in industrial units, we created a Managerial Committee for weekly analysis of HSE indicators.

⁶ These representatives are from units where there is no need for CIPA commission creation.



Health and Safety Culture Pillars



Compliance

Identification of legal requirements applicable to all units, definition of procedures, and continuous monitoring of compliance with legislation and internal policies, norms, and procedures.



Processes

Mapping of hazards and opportunities, risk assessment, and diagnosis of unsafe conditions to prevent occupational diseases and work accidents.



People

Development of risk perception, feeling of belonging, and safe behavior, with strong engagement of leaders.

The main accidents recorded in the year were related to cuttings, falls, and vehicle collisions. In 2022, there were no records of accidents with third parties.

With that, several changes were considered significant in 2022:

- > Launching of Integrated Policy of Occupational Health and Safety, and Socio-environmental;
- > Preparation of Gap Analysis Diagnosis in six units, based on ISO and AS standards;
- > Project for strengthening of culture and governance by implementing the Integrated Management System in two pilot units;
- > Going beyond legal requirements, we defined methodology for mapping of dangers and risks of the theme, in line with the Risk Management Program – MRP.

See next the indicators by the end of 2022:

	2021	2022	2021	2022
	Number		Rate ⁷ (%)	
Number of days lost – work accident with leave ⁸	555	22	61.40	2.22
Number of fatal accidents (deaths)	0	0	0	0
Number of accidents with severe consequences (except for death)	0	3	0	0.30
Number of mandatory reporting accidents	82	74	9.08	7.48
Number of hours worked	9,034,257	9,896,098		

⁷ Rate calculated with formula: (number of accidents/number of hours worked) x 1,000,000.

⁸ Commute accidents are not included in this indicator calculation.



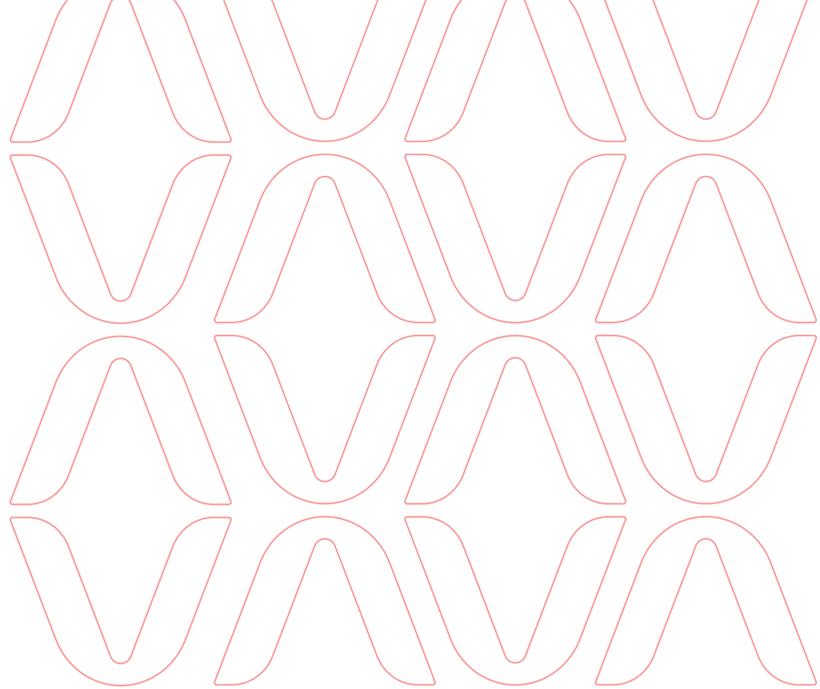
Qualifications in safety

GRI 403-1

We constantly guide employees and third parties about Regulatory Norms (RN) required to the activities executed, and we also provide trainings of emergency brigade. All new employees participate in the safety module in their Integration to the Company.

We conduct system audit every month to identify workers that need update of trainings. The qualification is made internally. Our instructors are qualified, however, in more complex situations, we seek assistance from specialized companies, valuing quality and acknowledgement in the market.

100% of employees and third parties are covered by the occupational health and safety management system.



Healthcare

In order to expand and make healthcare more accessible to employees, we built, in 2021, a Health Center in Blumenau – SC, offering free clinical assistance to employees by means of free and personalized services, with in-person and remote modalities.

The area is conducted by multidisciplinary team – physicians, nurses, physiotherapists, ergonomists, and phonoaudiologists, totaling 9,772 individual services.

In addition to general practice, psychology, nutrition, gynecology, orthopedics, and infectology services, the following programs for promotion of health, with preventive approach, are offered:



Mental Care

Ensures psychological and psychiatric support and periodic actions for mental health prevention.



Movimente

Encourages the practice of physical activities, healthy food, and change of habits.



Florescer Program

Destined to women, the Program promotes consultation with expert in women's health. It also offers preventive exam (Papanicolao) once a year, in person and free.



Bem Gestar Program

Group of pregnant women, offers to future mothers a knowledge journey with lectures on cares during pregnancy, and preparation for delivery, breastfeeding, and first cares for the baby.



Bem Nutrir Program

The Program makes available, for free, access to consultation with nutritionist and tips on food, as well as clinical follow-up, when necessary.



Talk to the Doctor Action

To share information and promote approximation of areas, the Program offers conversation circles with physicians and employees in units (in-person), with free themes and questions.



60+ Action

The Program offers tips on health prevention, guidance on necessary exams for health follow-up, mental health care, and necessary preparation in aging process.

Care for Employees

The gift of taking care of each person is in our essence.
Our interactions have proximity, genuine attention and empathy.

In 2022 we developed a series of initiatives to protect employees' health:



17 lives on appreciation of life, health, and guidance on economy – which amounts to 14 thousand views;



Expansion of programs and inclusion of specialties in the Health Center;



Launching of Cuidar+ Program.

Cuidar+

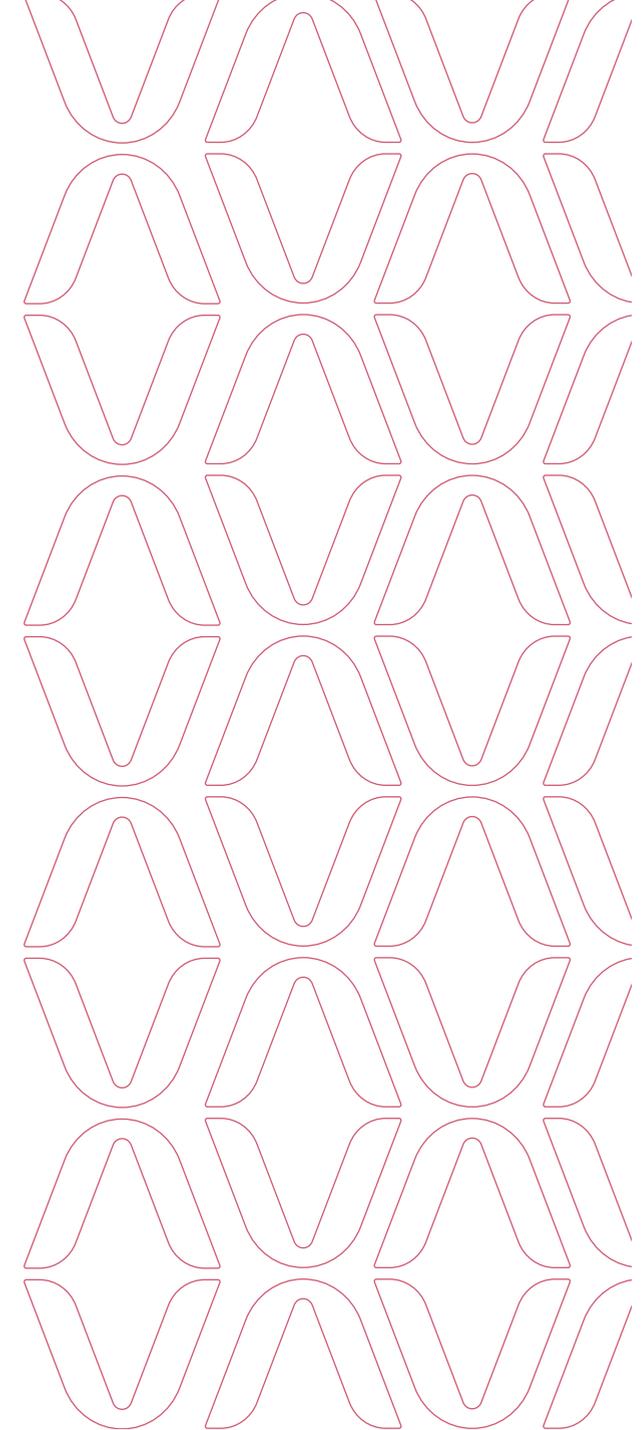
GRI 2-26

The Program is intended to integrate all areas in a more direct and customized way, in addition to contributing with the synergies of acquisitions made.

The goal is to build an Integrated Management System for HSE, based on international standards in order to strengthen Culture and Governance, including investments in continuous improvement of work conditions, besides use of natural resources, to ensure increasingly safe and healthy environment.

Thus, in addition to reducing risks, we also consider the control of environmental aspects and impacts, which adds value to the internal sustainability agenda (ESG).

Moreover, we launched the record of near misses and the Speak Safely Program, where the employee has a 24-hour direct channel to the Occupational Safety team, among other actions.





Professional Development

GRI 3-3 | 404-1

For us, evolving the health sector means having professionals always in development. We are constantly attentive to what is emerging that is newer and more relevant in the market and we know that each qualified employee is fundamental to achieve the ambition of offering better healthcare to those who need.

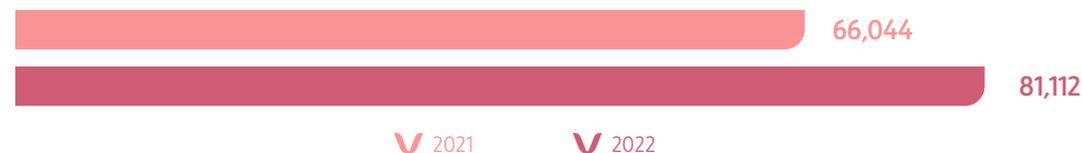
The continuous development of human capital skills represents a practice that is essential to the business sustainability. In 2022, there were over 81 thousand hours dedicated to specific trainings, 23% superior to that of 2021.

In addition to usual training for all hierarchical levels, we also count on LiderA, Program for Leaders' Development that works on the development of managers and coordinators. Likewise, in 2022, we invested in the development of all industrial leaders, fundamental part of Viveo ecosystem.

This year we also held the first mentorship project with the Company's executives. In this first edition we counted on the participation of around 40 people, among mentors and mentees.

We count, since 2022, on the Trilhar platform, which makes available online trainings involving corporate policies, safety, technical product training, behavioral trainings, and even information technology tools for employees.

Total of Training Hours



Average of Training Hours by Gender

	2021	2022
Men	13:30	12:32
Women	15:18	14:21

Average of Training Hours by Functional Category (2022)

Apprentices/Interns	07:24
Coordinators/Specialists	15:27
Directors	29:27
Managers	19:12
Operational	22:41
Professionals/Technicians	05:13
Supervisors/Leaders	11:04

Dom Cabral Foundation Partnership

Focused on the business development, in 2021 we started a partnership with Dom Cabral Foundation, Brazilian business school with international standards of development and qualification.

In 2022, we continued the partnership, with training on: innovation, customer centricity, platform development, and maturing of performance as an ecosystem.

For coordination level we kept development groups focused on people management and leadership tools. We also extended LiderA to the audience of factory leaders to bring more alignment to the Company strategy and leadership tools.



Human Development: Employees' Development and Well-Being Working Group

GRI 2-13

It is intended to maximize each employee potential with care and promotion of personal development. In 2022, the main activities included:

- > Development of Operational Career project, whose objective is to create opportunities of career evolution for employees from Industry and Logistic Centers' operational team. For that, we mapped activities and categorized levels of necessary knowledge in 100% of positions;
- > 10% increase in the use of the Health Center benefit;
- > Advantage Club: 2,092 accesses to benefits (94% increase);
- > Totalpass: 150 users of special benefits (341% increase);
- > Increase in number of employees covered by the occupational health and safety management system and those that participated in OHS qualifications;
- > Customized actions and programs focused on leader development.



Social Responsibility

GRI 413-1

We recognize our potential to generate value to the society and communities where we operate, due to that, we contribute to local development with active policies and practices of social responsibility, broken down in four fronts:



Support to nearby communities of 75% of Viveo units.

We also donate to states where we don't have direct operations, like Bahia, Maranhão, and Paraíba.



Donation of the ecosystem products and services



Corporate Volunteering Program



Support with Incentivized Projects



We seek to ensure the social legitimacy of our activities, strengthening the interaction with communities so that their interests are integrated to the business strategy conduction, both directly, with donations, social investments and volunteering, and indirectly, with high job generation throughout the value chain.



We have a Social Investment and Tax Incentive Committee, and all donations follow ethical and legal norms, according to the [Donation and Tax Incentive Policy](#) and the Code of Ethical Conduct, Anti-corruption and Anti-bribery Policy, and other related corporate guidelines.

In this regard, we do not make, directly or indirectly, donations with electoral purposes and ensure partner entities' integrity. Each order or project is assessed by the Committee, according to the following criteria:

- > Actions held by hospitals and health institutions;
- > Social projects for audiences in vulnerability;
- > Situations for support in state of public calamity;
- > Self-sufficient projects or institutions;
- > Preferably entities present in locations where we operate;
- > Initiatives that drive sustainability strategy pillars.

We develop and support several projects by means of tax deductions based on laws like Culture Incentive Law (Pronac), Sports Law, Fund for Childhood and Adolescence (FIA), and Law of the Elderly. In 2022 these investments reached R\$1,195,544.12 - we formalized donations of products and medicines for 41 institutions and individuals, totaling 78,579,000 items that benefited, on average, over 327,000 people.

Medical expedition: We know that we can bring health increasingly farther, and considering that, we make donations that share the objective of expanding access to healthcare in Brazil by donating medicines, medical materials, hygiene and special care products for expeditions that serve people under social vulnerability in remote areas. We also bring knowledge to children and adolescents with lectures and awareness-raising actions.

Regions contemplated in Expeditions in 2022



+18,000
Benefitted

+R\$137,000
Invested

Health Expeditionaries Association (EDS)

Initiative created to bring medical assistance to geographically isolated populations in the Brazilian Amazon.

+15,000 **+R\$70,000**
Benefitted Invested

Dharma (Downwind)

Voluntary expeditions that bring health and well-being to remote communities in Brazil and worldwide with medical, educational, and sustainability actions.

959 **+R\$39,000**
Benefitted Invested

Milagre do Sertão

NGO created to promote efficient solutions by empowering families that suffer the effects of drought in the Brazilian Northeast region.

500 **+R\$19,000**
Benefitted Invested

Inspiralli

Initiative that gathers several medical schools to conduct humanitarian actions for populations under vulnerability.

1,790 **+R\$7,000**
Benefitted Invested



Adopt a little Angel: Choice of an institution for support during Christmas, based on survey of their main needs and voluntary donations of the Company's employees, according to the possibility of each one.



Cuidart: The cultural project conducted with the community aims at appreciating and including artists that are inspired by care and health of others and, mainly in our purpose, artists that study in universities where Viveo units are located. The first contest objective was to obtain the best art produced by a beginner artist to be part of the Company-owned Company's textile factory. The winner received prize in cash and appointed an institution in Blumenau - SC to receive donations of Viveo products.



Support to Blumenau seamstress community: The initiative arose in the Environment department that identified the opportunity to use this waste, which is sent to the industrial landfill, to make ecobags for employees as a one-off action for the month of the Environment. By presenting the idea to the Sustainability department we identified possible synergies to leverage this initiative even further, such as producing the bags with the region's seamstresses, as well as expanding the manufactured products, like the maternity bags and the car garbage cans. In addition to the waste becoming a source of income for the cooperative, there is also the gain in awareness of the workers who see other opportunities for the waste generated in the operations.



Volunteer Program

GRI 413-1

We understand that we are responsible for the construction of the future and that economic and social development, and nature preservation walk hand in hand. Driven by the purpose of taking care of each life, we want to bring this care to all, from employees to patients, involving all health professionals. We want to be and offer integral, efficient, and more sustainable solutions.

Considering that, the Volunteer Program's objective is to encourage the involvement of all employees in social actions with positive impact on the corporate environment. Among them, there were collections of materials for donation, trainings, and awareness-raising for organization in a free, voluntary, and unpaid way.

The initiative prioritizes social causes directly aligned to UN 2030 Agenda Sustainable Development Goals, which can be connected or driven by the Working Groups that make up the sustainability strategy.

At the end of 2022, we recorded a base of four hours per action, as provided as maximum amount in the legislation. Check the details:

Action	Number of actions and institutions benefitted	People benefitted	Voluntary employees participating
World Health Day	11	1,160	61
Pink October	3	103	25
Christmas	6	276	32
Total	20	1,539	118



Human Development: Knowledge Generation and Dissemination Working Group

GRI 2-13

The Working Group is dedicated to generate and disseminate knowledge, sharing relevant and science-based information through different platforms.

Among the activities performed in 2022, awareness-raising lectures on themes related to health, and technical-scientific concepts are outstanding.

Next we present the panorama of events focused on the dissemination of knowledge among health professionals and Viveo employees:

Events held X Audience approached

Health professionals in institutions, KOL participations in Scientific Events, and Viveo Employees





Suppliers

GRI 2-6

Suppliers are fundamental to achieve objectives. For this reason, we value long-term partnerships based on ethics and mutual support.

Our supply chain comprises organizations of different sizes, sectors, and regions of the country and the world. At the end of 2022, we totaled 1,518 active suppliers among raw materials, productive services, non-productive services, non-productive parts/materials (MRO) and freight.

Approximately R\$721 million were paid to direct suppliers, 76% (R\$547 million) of which went to local suppliers, based in states where we have industrial operations. While for indirect suppliers R\$367 million were paid, with 47% (R\$173,771,788.15) destined for local suppliers.

We require from suppliers actions compatible with our principles and values, as described in the Ethics Compliance Statement. Among the themes addressed is the guarantee that all agents involved in the business are aligned to its Compliance precepts, respecting integrity standards and contributing to fight corruption.

Moreover, the partners must ensure conduct aligned with corporate Policies, mainly the Purchasing Policy and Supplier Booklet.

So, we seek to integrate socio-environmental criteria in supply chain management, mitigating risks and encouraging suppliers' development. Issues related to legal compliance are broadly verified as well as technical requirements related to environmental management and health and safety aspects.



Integral Management: Sustainable Purchases Working Group

GRI 2-13 | 3-3

In order to integrate socio-environmental criteria to supply chain management, mitigating risks and encouraging suppliers' development, the WG developed the following activities in 2022:

- > Update of the number of active suppliers;
- > Increased proportion of spending with local direct suppliers in relevant units (23%);
- > Implementation of the Supplier Excellence Program, named Health Partner Program, to strengthen trust bonds by awarding those presenting better performance. We measure the level of compliance with the ecosystem and we encourage and reward sustainability projects (management, quality, and delivery). We started with direct input suppliers and have already reached 87 active partners. The estimate is to increase the program capillarity, achieving 200 participants in 2023.

Chain Selection and Monitoring

When hiring suppliers of inputs, goods and services, we make a strict process of assessment, considering criticality with regard to environmental, labor, legal, tax, administrative and occupational safety aspects.

In addition to documentation analysis, all suppliers must adhere to the ethics compliance term, committing not to use child labor, forced labor, or slave-like labor, as well as practices that characterize corruption. Moreover, partners are periodically assessed for decision making about their maintenance or substitution.

Certified cotton (BCI)

We are, since 2021, signatory of the Better Cotton Initiative (BCI), multisectorial governance group that promotes improvements in the chain, particularly in sustainable practices of cotton lint cultivation and social aspects of the production chain, such as human rights.

With that, 100% of cotton lint purchases are made with BCI certified farms.

Stages of suppliers' assessment process



STAGE 1

Document analysis

Compliance with legislation in force with regard to other aspects relevant to our business.



STAGE 2

Approval, signing of the ethics term, contracting, and when applicable, formalization of the contract



STAGE 3

Continuous monitoring

Customers

Our customers represent a bridge connecting what we believe to the legacy we want to build for the future of healthcare. That's why we want to ensure quality products and unique experience.

Our portfolio of customers comprises, particularly, private and public hospitals, clinics, pharmacies, supermarkets, wholesalers, distributors, laboratories, pharmaceutical industries, health insurance plans, doctor's offices, health professionals, patients, and end consumers.

Abroad, most customers are distributors. So, considering the portfolio diversity in each business segment, we count on multiple relationship channels adapted to different profiles of customers, focused on improving our connection and creating precise strategic actions to increase the base.

Get to know the Viveo service channels:



Distribution of Ecosystem Products and Services

We serve private and public institutional clients with distribution of materials and medications, as well as services and full solutions to health.



E-commerce

Online channel intended for the distribution and commercialization of consumer, laboratory and medicinal products.



Pharmacies & Delivery

Sales to individuals, medical practices, and healthcare professionals of specialized products.



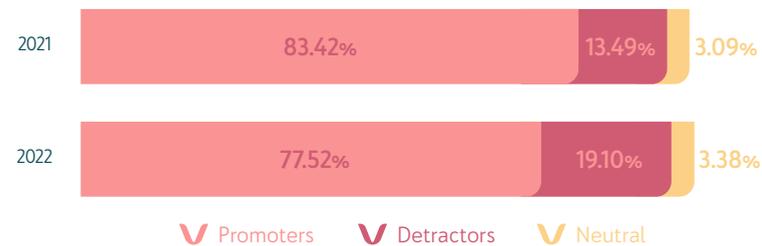
Satisfaction monitoring

We monitor customers' satisfaction levels and can frequently update strategies to ensure good relationship, engagement and loyalty of this audience.

In 2022, the NPS index was 74.14%. This result is 6% lower than that of 2021, chiefly due to the difficulty to understand Viveo's new model of commercial customer service. As action plan, we executed a branding unification project with notice to customers.

We also make available the Customer Service (SAC), responsible for receiving and treating doubts, complaints, and praises. This year there were 4,649 interactions, lower than in 2021, when 9,668 were recorded.

Satisfaction Survey





Technology Highlights

Given the accelerated agenda of acquisitions in 2021 and 2022, we had the last year dedicated to the integration of systems and technologies.

To maintain fluidity in the routine of users in relation to connectivity, ensure data security and accelerate the integration processes there was a strong work in simplifying the IT infrastructure network.

In the administrative areas, the unification and simplification of the ERP was prioritized with a focus on evolving software governance and making it easier to manage information from the various companies that make up the Viveo ecosystem. This agenda is implemented constantly and gradually to ensure stability and security in the continuity of each business.

In our DC's we are unifying the freight management system, already implemented in two DC's - Pouso Alegre - MG and Recife - CE, bringing greater standardization, control and efficiency to operational and managerial processes. The implementation in other DC's continues throughout 2023, which will facilitate comparability in relation to performance and efficiency.

In the business unit: Services, two companies were acquired in the PSP - Patient Support Program segment, Azimute and Integra, which are already working with integrated teams and systems, providing a single backlog for internal and external customers and greater efficiency and transparency in the technology agenda.



Hello, nice to meet you.
I'm Mel and I'll be your new Viveo Specialist.
From now on, I'll be here to help you with all your questions. Count on me!

Protocol Panel

MEL virtual assistant

We are the first healthcare company of production and distribution to implement a customer care platform. Our virtual assistant, Mel, was created to streamline the customer service, for consultations, requests, and purchase management. The main differentials are:

- > More targeted and strategic customer service;
- > Portfolio management;
- > Safe and exclusive access;
- > Possibility of message exchange via WhatsApp, email, and other forms of contact.

In 2022, the platform reached the average of 24,600 monthly accesses, providing more agility with return of requests in around two days. The tool growth resulted in new features:

- > The customer can view all CNPJs at once;
- > Legal documents (all Viveo Group documents available and updated);
- > Regulatory documents (uploading of documents required for purchases of products);
- > Chatbot (consumer, customer, and carriers);
- > Viveo Sustainability;
- > Triangular sale;
- > Ad migration to the entire group;
- > Cremer automated scheduling, among others.

Investors and Other Audiences

GRI 2-29

We have reached the end of 2022 with shareholder base made up of more than 640 investors. Compliant with the best practices of corporate governance, communication channels were created dedicated to shareholders, through which relevant information on the business are disclosed to help them in decision making.

With that, we established a very close and reliable relationship with these stakeholders.

2022 was a year marked by the first Viveo Day, event that brought investors to visit the Company's operations and daily routine.

In addition to investors and other audiences already addressed in the Report, we also keep good relationship with different groups of stakeholders – sector's representative entities, universities, public authorities from all levels, press, non-profit organizations, among others.

We seek to establish and keep good relationships with different interested parties based on ethical behavior and respect, and we also seek to engage them, whenever possible, in activities. So, we obtain collective solutions that consider different points of view and bring mutually beneficial results, and mitigate risks.

Engagement practices include periodic identification of main stakeholders, relationship monitoring, and action plan, whenever necessary.



6

Environmental Management

RELATED CAPITALS



RELATED SDG



Combating Climate Change

GRI 3-3

We act responsibly and count on an ecoefficient operation model in constant evolution, playing important role in the Company's longevity.

Aware of the threat to ecosystems, result of climate changes, we reinforce our commitment to the theme with the other companies, governments, and society as a whole to minimize the activities' impacts.

We are dedicated to meeting all legal requirements, promoting internal campaigns about conscious consumption of natural resources and, whenever possible, opting for using more sustainable materials in the production chain.

Characterized by the capacity to produce more using less, ecoefficient operations generate indicators and act on continuous improvement of priority environmental themes for the sustainability strategy. In practice, we also keep Working Groups to define guidelines and practices turned to improve the environment performance.



Eco-efficiency and Sustainability Solutions: Energy, Emissions, and Sustainable Logistics Working Group

GRI 2-13 | 3-3

The **energy and emissions WG** is responsible for defining long-term targets and ensuring the adoption of ecoefficient practices, focused on reducing energy intensity and GHG generation, as well as increase in participation of renewable energies in industrial processes.

The **Sustainable Logistics WG** is intended to plan and monitor the execution of initiatives to reduce emissions in logistic activities.

The WGs lead the preparation of the Emissions Inventory since 2021, in addition to leading a large part of the investments approved by the Company. 65 million were invested for the ESG projects from 2020 to 2022. We have already reached the amount of approximately R\$66 million invested.

- > In 2022, 10,863 green deliveries were made with four electric trucks in São Paulo - SP, which generated reduction of 43.89 tCO₂e.

Committed to reducing or mitigating possible environmental impacts, we started, in 2022, the integration of the Task Force on Climate Related Financial Disclosures (TCFD) and, as of 2023, we will create a multidisciplinary forum of Climate Changes with the following assignments: define the monitoring of proposed targets, create strategies for emission reduction, validate information in the inventory of emissions, and seek innovations and technologies to improve processes.

Still in 2022, we developed a Green Seal, OnLife, to identify sustainable practices internally. The initiative was materialized because we believe it is the only way to reflect the sustainability strategy connected to the care of life and, above all, the planet.

In the last quarter of the year, we launched other two communication channels focused on sustainability for different audiences:



- > Employees: **OnLife Minute**, small pills with focus on awareness-raising and expansion of the knowledge on ESG theme;
- > External stakeholders: **Newsletter Onlife**, disclosure of ESG strategy, projects, initiatives, and results, focused on transparency and expansion of knowledge for customers, suppliers, investors etc.



Emissions

GRI 305-1 | 305-2 | 305-3 | 305-6

We believe that **thinking in an integrated way strengthens us**. That's why we want to grow as an Organization that not only is capable of mitigating its negative impacts related to greenhouse gas emissions, but also generates positive impact in the fight against climate changes with a robust ecoefficiency strategy.

In 2022, we kept on working on the improvement of scopes 1 and 2 emissions' data quality, and optimizing the mapping of scope 3 categories, namely, business trips, waste generation in operations¹, goods and services purchased, transport and distribution (upstream), energy loss and distribution, and employees commuting.

The monitoring was made through specific platform, Climas², in 48 operations, both in 2021 and 2022. In order to ensure more reliability for these results, the GHG inventory undergoes independent assessment, ensuring that it is materially correct.

¹ Higher variation perceived due to higher inventory coverage, in 2022, regarding scope 3 emissions of wastes, against 2021.

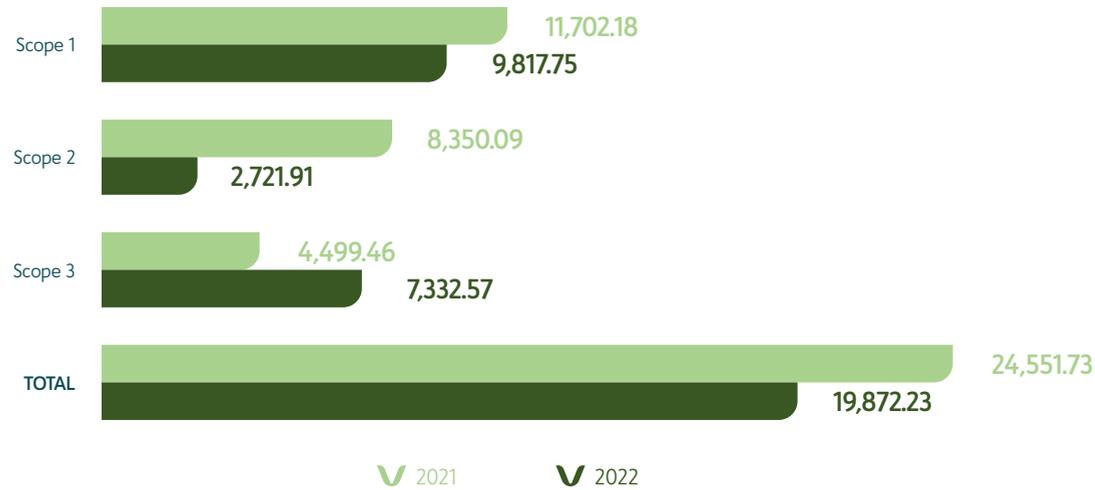
² We use GHG Protocol Brasil, IPCC (2006) and ISO 14064 methodologies.

Among the main impacts in the retake of activities in 2022, we identified increase in emissions due to the on-site return to offices and business trips.

By the end of 2022, the ecoefficiency initiatives implemented resulted in 19% reduction in total GHG emissions!

Moreover, we had changes in the total emissions reported in 2021 due to the update of units of measure reported in Climas system.

Evolution of GHG Emissions (tCO₂e)



Other GHG emissions — in tCO ₂ e	2021	2022
HCFC-22 ³	1,436.12	1,643.05
HCFC-141b ³	8.20	-
Propane (R-290)	-	0.000858
Isobutane (R-600a)	-	0.003474

³ Ozone-depleting substances (ODS) based on the Montreal Protocol.



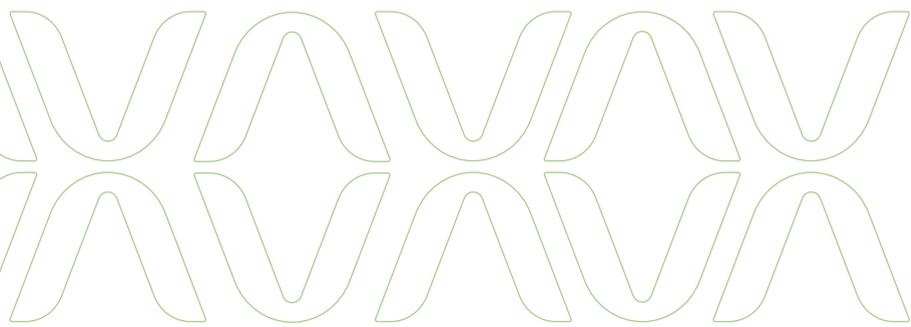
Energy

GRI 2-25 | 302-1 | 302-2

Our actions are focused on ensuring energy efficiency. We buy energy from the free market, and we give preference to energy matrices from low environmental impact renewable sources.

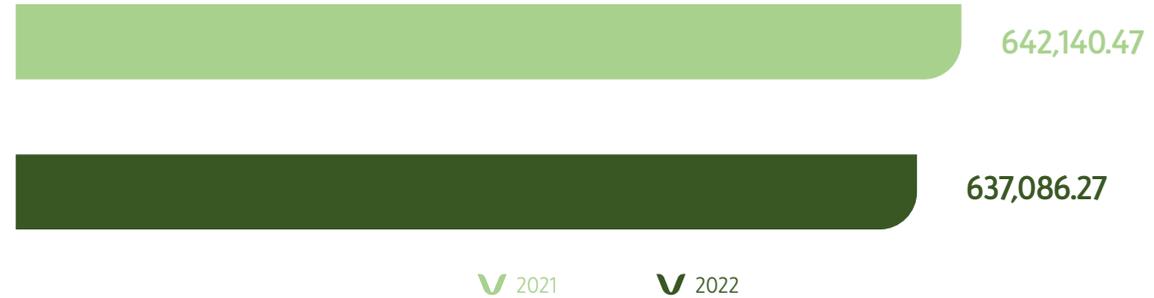
Energy consumption is constantly monitored in specific platform called Climas. There was consumption increase against 2021 because, in addition to employees' home office reduction and higher frequency of business trips, many acquisitions were made in 2022.

It's also worth mentioning that all DCs operate with electric forklifts, and to make the operation even more sustainable, we bought three electric chargers for equipment battery. Besides reducing energy consumption, we also reduced battery disposal.



Total energy consumption

Fuels + Electricity (in GJ)



Actions to reduce consumption focused on CO₂ emission reduction



Plants with boilers powered by biomass from reforested wood, thus replacing fossil fuel



Project to bring clean energy to distribution centers



R\$11 million invested in improvements of energy consumption

Energy Consumption

Nonrenewable Fuels (in GJ)

Fuel	2021	2022
Acetylene	2.89	1.31
Diesel	68,919.03	65,157.19
Gasoline	12,365.50	12,029.52
Liquefied Petroleum Gas (LPG)	5,934.56	6,343.78
Natural gas	87,076.15	55,316.27
Total	174,298.13	138,848.07

Energy Consumption

Renewable Fuels (in GJ)

Fuel	2021	2022
Biomass/other primary solid biomass	213,490.94	248,628.75
Hydrated ethanol	1,702.85	2,922.89
Total	215,193.79	251,551.64

Electricity consumption (in GJ)	2021	2022
Acquired electricity	238,771.90	228,790.98

Energy Consumption Outside the Organization (in GJ)	2021	2022
Diesel	11,248.90	12,979.94
Gasoline	269.46	465.45
Aviation kerosene	2,358.29	4,449.85
Lubricant	-	0.33
Total	13,876.65	17,895.57

Innovation with green fleet

One year after implementing the project, which aims at expanding the concept of sustainable deliveries throughout Brazil, we ended the year operating with four electric vehicles, and for 2023, other four electric trucks were included. The expectation is that, in the next three years, the whole last mile of the fleet that serves São Paulo Metropolitan Region will be delivered without emitting GHG.

In 2022, we bought four IEV1200T (Jac Motors) vehicles, which resulted in 43.89 tCO₂e reduction and economy of R\$117,622.61 in diesel, already considering recharge costs.



In parallel, the partnership with Movidia – car rental company – neutralizes 100% of GHG emissions generated in rental contracts for the commercial area fleet by means of plantation of native trees in Araguaia River biodiversity corridor, one of the largest biodiversity areas worldwide.



Water and Effluents

GRI 2-25 | 3-3 | 303-1 | 303-3

Water is fundamental to Viveo activities' development, mainly in the manufacturing of products and supply of operational units.

To meet this demand, we combine supply from surface water and groundwater intakes in urban areas, made by local distributors and water utility in other areas.

The information is recorded in invoices by hydrometers installed in water intake points – the volume withdrawn is measured to avoid exceeding the limit defined in permits granted by the environmental agency.

Despite the fact that total water consumption has increased, this has happened in smaller proportion than the increase in volume of production, i.e. water consumption per ton produced has reduced in 2022.

Water Withdrawal (in m³)⁴

Source	2021	2022
Surface collection	580,909.00	587,037.00
Public supply (utility)	18,528.83	19,426.31
Groundwater	69,300.49	73,020.88
Total	668,738.32	679,484.19

⁴ Information obtained with consumption estimate of DCs: Mafra DF, Mafra Londrina, Expressa DF, Byogene, Mafra Jaboaão. Data do not include consumption of Daviso and FW companies' units.



In higher consumption industrial units there is Effluent Treatment Plant (ETP), where water used in industrial processes is treated before disposal. In locations where there is no ETP, disposal is made in utilities' treatment networks.

Even though collecting less water compared to 2021, this year we recorded increase in its consumption due to the acquisition of new companies. It is worth mentioning that 90% of the water is consumed in factories, with textile (Cremer Têxtil) and cotton (Flexicotton) operations the ones that consume most.

However, the ecoefficiency processes implemented, like reduction of bleaching time (process for bleaching and cleaning cotton fabric), and use of chemicals in the process enabled mitigation of impacts, reducing the consumption of over five million liters of water in 2022.



Ecoefficiency: Water Working Group

GRI 2-13

The WG is intended to reduce water consumption per volume produced; support technological renewal of processes and equipment to reduce consumption; implant waste reduction programs and expand water reuse.

Among the actions developed in 2022, we highlight:

- > Improvement in cotton bleaching process brought elimination of one of the washing bathes which, in turn, also reduced the process time, the amount of water used and use of chemical.

Wastes

GRI 2-25 | 3-3 | 306-1 | 306-2 | 306-3

We keep responsible management of wastes in operations seeking to send minimum possible material to landfills and continuously expand the Company's reduction, reuse and recycling rates.

In 2022, 97% of the total of wastes generated were non-hazardous, and 3 hazardous. There was 25% increase, compared to 2021, reflex of the acquisition of two new wet wipe factories.

Total weight of waste generated (in ton) ⁵		
Source	2021	2022
Hazardous waste	47.57	208.19
Non-hazardous waste	5,036.44	6,614.90
Total	5,084.01	6,823.09

⁵ 2021 numbers consider Cremer, Flexcoton, Daviso, and FW industrial units.



Expansion of returnable packaging project:

We are in transition process with regard to our packaging. We chose to replace Styrofoam with other returnable materials.

> 8.25 tons

of waste were avoided in the healthcare industry

Some segments of industrial processes have higher potential for environmental impact. They are: textile, plastic, adhesives, hygiene, and cosmetics, where there is higher volume and diversity of materials discarded.

Each operation has Solid Waste Management Plan (SWMP) in place, in addition to service providers specialized, qualified and licensed to proceed to final destination.



Transport and final destination of wastes are outsourced. To hire management companies standardized procedures are defined according to environmental legislation in force, to ensure compliance with applicable environmental requirements.

Verification is made by checking documentations and, whenever possible, monitoring of these partners operations routine by Viveo environment area.

We perform daily monitoring and monthly report of environmental indicators of industries, mainly because they are the largest waste generators in the Company. Based on the results, we draft action plans, targets, and goals for continuous improvement.

In 2022 a target for 5% reduction in the sending of wastes generated in the industry to landfills. We closed the year with 20% reduction in wastes sent to landfill, based, mainly, on internal awareness-raising actions.



In January 2022, FW factory became the first unit with zero landfill in the group, offering cleaner technologies for destination, and avoiding around 136.44 tons of waste from being sent to landfill.

Flexicotton promotes reuse of cotton short fibers waste from textile industries after undergoing bleaching process, which makes up 100% of cotton raw material for manufacturing of personal hygiene products. In 2022 alone, we reduced around 3,500 tons of this waste in landfills.

At Cremer Plásticos, some types of products presenting quality deviation are milled and later returned to the production process, generating new products. This practice avoids the monthly generation of approximately 131.9 tons of plastic waste.

Cremer Adesivos, on the other hand, did not send to industrial landfill a ton of fabric wastes that became raw materials for the manufacturing of ecobags, delivered to all employees to commemorate the month of the environment and also in the making of the Bem Gestar Program maternity bags.



Eco-efficiency and Sustainability Solutions: Waste Working Group and the Sector's Waste Working Group

GRI 2-13 | 3-3

The **waste working group** prioritizes circular economy and reduction of final disposal in landfills, in addition to ensuring legal compliance in all stages of the ecosystem waste management.

In 2022, we acquired software for waste management, and started diagnosis activities in units, and definition of performance indicators.

In parallel we keep a **Sector's Waste WG**, to contribute, with products and services, to the healthcare sector in managing the theme.





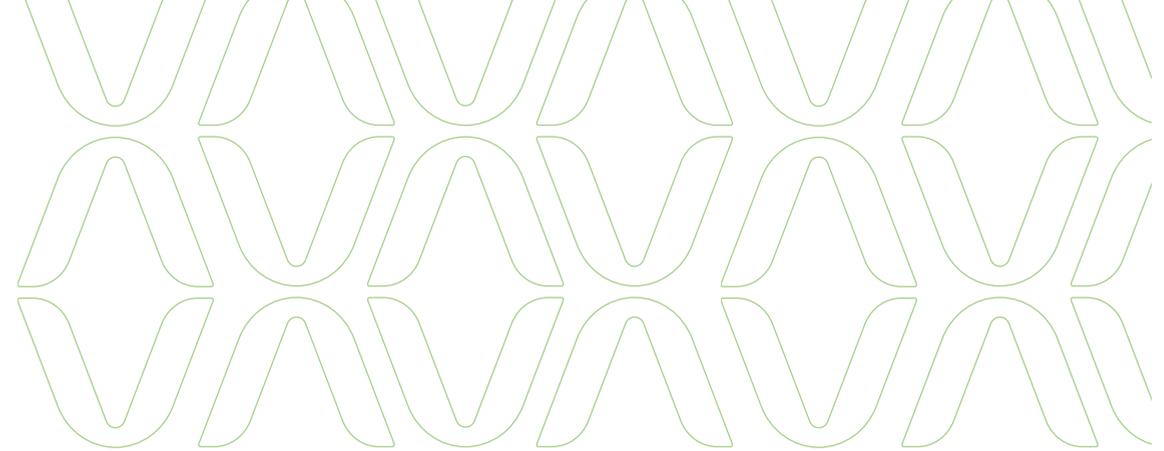
Sustainable Industry

GRI 2-29

In the cosmetics segment, the TOPZ Baby line of shampoo, hair conditioner, and liquid soap underwent reformulation and became 100% vegan, without controversial substances in their composition.

Viveo understands that the analysis of impact of products and packaging and the search for sustainable solutions must be intrinsic to the process of innovation and continuous development of its portfolio, involving all scopes of the life-cycle of products and services. For this reason, the theme integrates the Company's sustainability strategy and reflects its commitment with the whole ecosystem.

As a result of the sustainable product WG analysis, performed by a specialized external consulting firm, 30 projects were assessed for sustainability attributes.



Cosmetics

> **65%** of products are biodegradable or recyclable.



Adhesive tapes

- > Average of **63%** of adherence among the hospital line projects;
- > **26%** recyclable or biodegradable in up to five years.



Textile

> **73%** average adherence among the 18 projects analyzed.



Plastics

> **53%** average adherence among the 6 projects analyzed.



Solutions for Sustainability: Sustainable Products Working Group

GRI 3-3

In 2022, the Group, dedicated to integrating sustainability in product development process, performed a series of diagnoses and drove the engagement of teams in innovation parameters, among the ten sustainability attributes proposed in the Sustainable Product Policy. The WG also received external analysis of advances implemented, and so we could start a new movement of the Company towards its sustainability vision to the product portfolio. Check the results:

- > Reduction of 22,222.7 kWh in the Company's energy consumption;
- > Reduction of 7,933,153 L in water consumption;
- > Reduction of R\$1,069,191 in costs;
- > Reduction of 13,385 kg of paper, 3,918 kg of plastic, and 11,574 kg of other raw materials;
- > 321 trees saved.



In the textile industry, the change was in the plastic packaging that has in its composition PEL+PEBD: linear polyethylene + low density polyethylene, where we had the addition of biodegradable additive in its composition, making its decomposition faster, reaching 91% of biodegradability in a period of up to two years.

On the plastic platform, the spools and covers used to roll and pack the adhesive tape and microporous tapes, produced with virgin Polystyrene (PS), were validated for their production using recycled material. Until then, we used 100% virgin Polystyrene (PS), however, we started using a composition of 60% virgin Polystyrene (PS) and 40% recycled Polystyrene (PS).

7

Annexes



GRI Contents Index

Viveo has reported the information mentioned in this GRI Content Index for the period January 1 to December 31, 2022 based on the GRI Standards.

Universal Standards		Reference page/Direct answer
GRI 2: General Disclosures 2021		
The organization and its reporting practices 2021		
2-1	Organization details	CM Hospitalar S.A. is a publicly traded company, headquartered in Ribeirão Preto – SP. Learn more on pages 09, 11, 12 and 29.
2-2	Entities included in the organization's sustainability reports	The scope of this document includes information from companies that form Viveo throughout 2022, as described in Financial Statements, available here . Learn more on page 14.
2-3	Report period, frequency, and contact point	Pages 04 and 05.
2-4	Restatements of information	This document follows the updated guidelines of the general Book (2) and material themes (3) of GRI. Thus, it is the first time that we answer to some indicators, marked in this GRI Index Standards. Indicator 404-1 was restated in relation to the 2021 data to meet the requirement of the protocol, so that the average training is now calculated in relation to the total number of employees described in 2-7 (trained and untrained). The data of series 305 - Emissions and series 302 - Energy for the year 2021 were restated due to the updated calculation of the GHG emissions inventory.
2-5	External assurance	Pages 05 and 106.
Activities and workers		
2-6	Activities, value chain, and other commercial relations	Pages 12, 14 and 76.
2-7	Employees	The numbers presented on page 52 were calculated with data from the following companies: FW, CM Hospitalar, Cremer, Life, Health Log, Integra, ARP Med, Tecno4, Expressa, CM PFS, Flexicotton, Daviso, Hosp-Pharma, Apijã, Pro Infusion, Macromed, Medcare, Vitalab, Azimute, Aporte, Laborsys Famap, Mafra Delivey, Solus, Boxifarma, Ativem Pointmed and Bemk.
2-8	Workers that are not employees	By the end of the year, 187 outsourced professionals worked at Viveo premises, 65% in cleaning and building maintenance, 31% in security, and 4% at reception. We use the Bernhoeft system for data collection and analysis. We also use ERP Protheus system to check whether there is any service provider being paid without having the data included in Bernhoeft. These data are presented every month to the responsible area in a spreadsheet with the list of outsourced workers that work in person at Viveo plants. Survey of information on the number of outsourced workers is made annually with description of positions, exclusively for the sustainability report.
Governance		
2-9	Governance structure and composition	Pages 29, 30, 31 and 32.
2-10	Nomination and selection of the highest governance body	Learn more on pages 31 and 32, or access the Bylaws, available here .
2-11	Chair of the highest governance body	Page 30.
2-12	Role of the highest governance body overseeing the management of impacts	Pages 13, 32, 35 and 38.

Universal Standards		Reference page/Direct answer
2-13	Delegation of responsibility by the impact management	Pages 20, 21, 29, 36, 60, 69, 75, 76, 84, 91 and 94.
2-14	Role of the highest governance body in sustainability reporting	Page 21.
2-15	Conflicts of interest	Learn more on page 34, or access the Administrators' Nomination Policy, available here .
2-16	Communication of critical concerns	Page 38.
2-17	Collective knowledge of the highest governance body	Page 21.
2-18	Evaluation of the performance of the highest governance body	Learn more on page 33. Details can also be found in items 12.1 of the Reference Form, available here .
2-19	Remuneration policies	Page 33.
2-20	Process to determine remuneration	Page 33.
2-21	Annual total compensation ratio	The ratio between the total remuneration (salary + benefits) of the highest-paid individual and the average remuneration of all employees is 39.18%. The ratio between increase in remuneration of the highest-paid individual and the average percent increase in the remuneration of all employees was 64.34%. We considered, for calculation, the annual remuneration (salary, vacations, 13rd salary, and benefits) of all employees described in indicator 2-7.
Strategy, policies, and practices		
2-22	Statement on sustainable development strategy	Pages 06, 15, 16 and 21.
2-23	Commitment policies	Pages 21 and 34.
2-24	Embedding Policy Commitments	Pages 34 and 35.
2-25	Processes to remedy negative impacts	Pages 34, 36, 38, 55, 63, 87, 90 and 92.
2-26	Mechanisms for seeking advice and raising concerns	Pages 34, 37 and 67.
2-27	Compliance with laws and regulations	We consider as "significant" the cases made available by the Company in item 4 of the Reference Form, publicly available on the Company's investor relations website. There were no significant cases during the reporting period.
2-28	Membership associations	Viveo is not associated to any organization.
Stakeholders engagement		
2-29	Approach to stakeholder engagement	Pages 21, 82 and 95.
2-30	Collective Bargaining Agreements	All Viveo employees are eligible to collective bargaining agreements, which occur with unions. However, by the end of 2022, 51% of employees were effectively covered by these agreements.
Material topics		
3-1	Process to determine material topics	Pages 21, 23 and 24.
3-2	List of material topics	Pages 23 and 24.
3-3	Management of material topics	Pages 19, 34, 58, 68, 76, 84, 90, 92, 94 and 96.

Specific Standards

Economic Contents

GRI 201: Economic Performance 2016

201-1	Direct economic value generated and distributed	Pages 47 and 49.
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GRI 205: Anti-corruption 2016

205-2	Communication and training about anti-corruption policies and procedures	Page 35.
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205-3	Confirmed incidents of corruption and actions taken	There were no records in the Ethics Channel of situations classified as well founded.
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Environmental Contents

GRI 302: Energy 2016

302-1	Energy consumption within the organization	Pages 87 and 88.
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302-2	Energy consumption outside the organization	Page 87.
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GRI 303: Water and Effluents 2018

303-1	Interactions with water as a shared resource	Page 90.
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303-3	Water withdrawal	Page 90.
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GRI 305: Emissions 2016

305-1	Direct (Scope 1) GHG emissions	Page 85.
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305-2	Energy indirect (Scope 2) GHG emissions	Page 85.
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305-3	Other indirect (Scope 3) GHG emissions	Page 85.
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305-6	Emissions of ozone-depleting substances (ODS)	Page 85.
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GRI 306: Waste 2020

306-1	Waste generation and significant waste-related impacts	Page 92.
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306-2	Management of significant waste-related impacts	Page 92.
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306-3	Waste generated	Page 92.
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Social Contents

GRI 401: Employment 2016

401-1	New employee hires and employee turnover	Page 55.
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401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	Page 56.
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Specific Standards

GRI 403: Occupational Health and Safety 2018

403-1	Occupational health and safety management system	Pages 63 and 65.
403-2	Hazard identification, risk assessment, and incident investigation	Page 63.
403-3	Occupational health services	Page 63.
403-5	Worker training on occupational health and safety	Page 63.
403-6	Promotion of worker health	Page 63.
403-8	Workers covered by occupational health and safety management system	Page 63.
403-9	Work-related injuries	Page 63.

GRI 404: Training and Education 2016

404-1	Average hours of training per year per employee	As of 2022, the indicator started to incorporate hours of Daily Safety Dialog (DSD), since it is not used only for communication, but rather to awareness-raising and improvement of the Company's strategic themes. Learn more about 2022 numbers on page 68.
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GRI 405: Diversity and Equal Opportunity 2016

405-1	Diversity in governance bodies and employees	Viveo has 1.8% on the total value of the mandatory quota for people with disabilities. Learn more on page 31, 52 and 53.
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GRI 406: Non-Discrimination 2016

406-1	Incidents of discrimination and corrective actions taken	Page 58.
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GRI 413: Local Communities 2016

413-1	Operations with local community engagement, impact assessments, and development programs	Pages 70 and 74.
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GRI 416: Customer Health and Safety 2016

416-1	Assessment of the health and safety impacts of product and service categories	Page 19.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no confirmed cases in 2022.

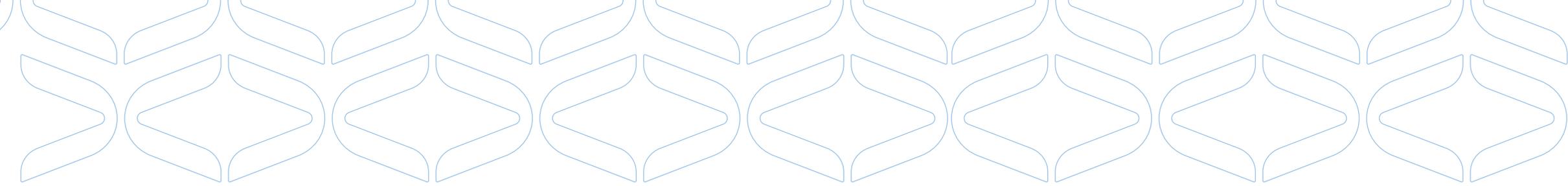
GRI 418: Customer Privacy 2016

418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There was none.
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TCFD Index



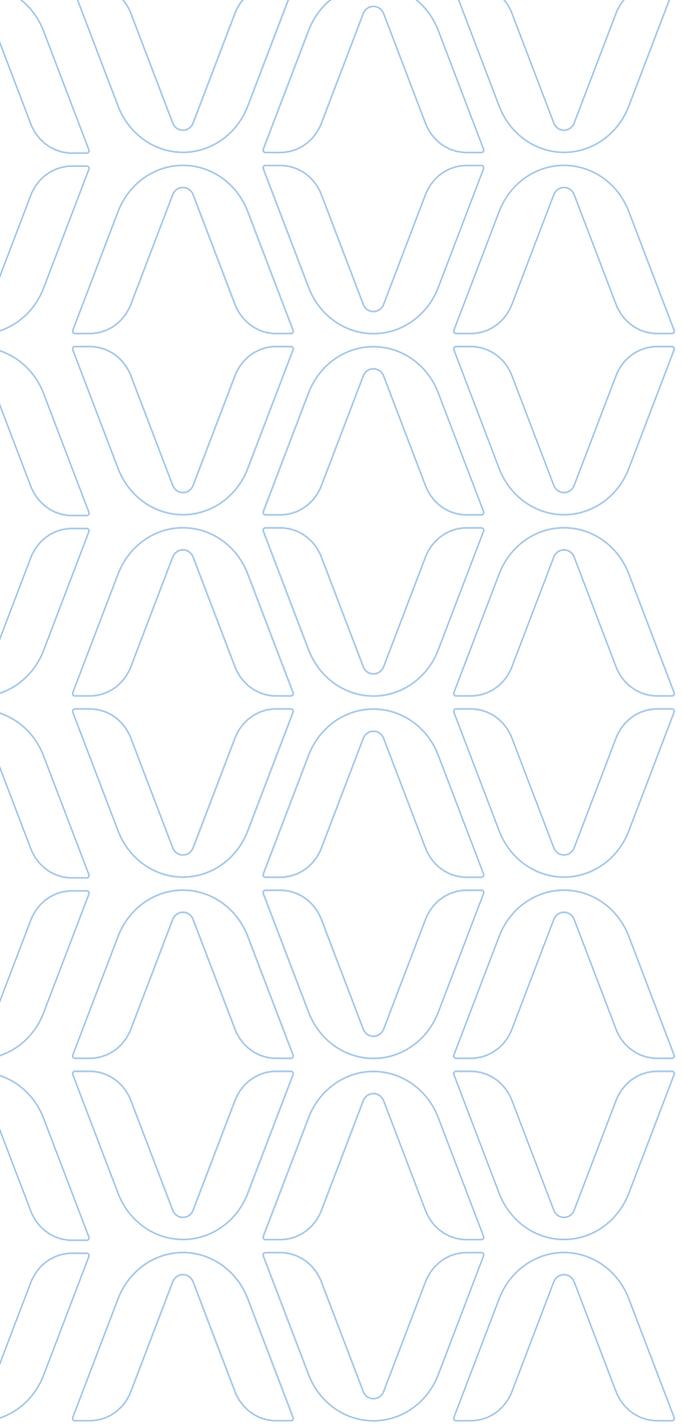
Themes	Recommendations	What we do
Governance 1	Describe how the Board supervises risks and opportunities related to climate changes.	We count on the governance by the sustainability committee. We prepare the strategy's quarterly report to the BOD and present the ESG risk matrix to the risk, audit, compliance and HR committee. For next year, we intend to include the theme in leaders' short-term remuneration, and also in the performance assessment.
Governance 2	Describe the Board role in the assessment of risks and opportunities related to climate changes.	The Board members participate in interviews to build the materiality matrix and sustainability strategy. They also approve budgets (OPEX and CAPEX) and ensure previous assessment of recommendations from the risk, audit, compliance and HR committee (participation of independent members), which has already received validation from the sustainability committee (with participation of specialized consultant).
Strategy 1	Climate change- related risks and opportunities that the organization identified in the short, medium, and long-term.	All material themes and action plans were assessed according to the corporate risk Policy, which addresses the impact and probability of occurrence of events on Viveo businesses. We also ensure sustainable financial risk assessment to implement new technologies in the industrial park and fleet. In the upcoming years, we will carry out a diagnosis to map the scenario in relation to climate risks. Thus, we will define more structured plans.
Strategy 2	Climate change- related risks and opportunities' impacts on the organization's businesses, strategy and financial planning.	We approve budgets according to risk classification identified in the matrix, and also ensure that all entries will undergo ESG criterion assessment – sustainable products.
Strategy 3	The organization's strategy resilience considering different climate change scenarios, including scenario of 2°C or less.	To be integrated.
Risk management 1	Processes used by the organization to identify and assess climate change-related risks.	We are in process of integration. Our current risk classification methodology considers the heat map in impact and probability scale. Learn more on page 38. We also use a matrix that shows impact, effort, obligation, and priority, to prioritize budget (OPEX) of the sustainability cost center.



Themes	Recommendations	What we do
Risk management 2	Processes used by the organization to manage climate-related risks.	We are studying more specific models to the theme. We currently count on a standard risk assessment methodology and, within categories, we assess socio-environmental issues.
Risk management 3	How the processes used by the organization to identify, assess, and manage climate-related risks are integrated to the organization's general risk management.	Same as above.
Metrics and targets 1	Metrics used by the organization to assess climate-related risks and opportunities according to its strategy and risk management process.	Learn more about the fight against climate changes on page 84.
Metrics and targets 2	Scopes 1 and 2 Greenhouse Gas Emissions, and, where applicable, Scope 3, and risks related to them.	Learn more on page 86.
Metrics and targets 3	Targets used to manage climate-related risks and opportunities, and performance related to the targets.	Learn more about targets on page 27.

Capital Map





SDG Map



Pages
23, 51, 58, 68, 69, 70, 75



Pages
51, 58, 68



Pages
23, 51, 58, 60



Pages
23, 91



Pages
23, 83, 84



Pages
08, 21, 23, 40, 51, 58,
68, 69, 70, 76, 95



Pages
08, 23, 40, 83, 84



Pages
23, 51, 58, 60



Pages
20, 21, 23, 28, 68, 76,
83, 91, 94, 95, 96



Pages
23, 76, 83, 84



Pages
21, 23, 28, 29, 34, 36, 95



Pages
23, 28, 51, 76, 94

Audit Letter

GRI 2-5



Relatório de asseguração limitada dos auditores independentes sobre as informações não financeiras constantes no Relatório de Sustentabilidade

Ao
Conselho de Administração e aos acionistas da
CM Hospitalar S.A.
São Paulo - SP

Introdução

Fomos contratados pela CM Hospitalar S.A. ("Viveo" ou "Companhia") para apresentar nosso relatório de asseguração limitada sobre as informações não financeiras constantes no "Relatório de Sustentabilidade 2022" da Viveo, relativas ao exercício findo em 31 de dezembro de 2022.

Nossa asseguração limitada não se estende a informações de períodos anteriores ou a qualquer outra informação divulgada em conjunto com o Relatório de Sustentabilidade, incluindo quaisquer imagens, arquivos de áudio ou vídeos incorporados.

Responsabilidades da Administração da CM Hospitalar S.A.

A Administração da Viveo é responsável por:

- Selecionar e estabelecer critérios adequados para a elaboração das informações constantes no Relatório de Sustentabilidade.
- Preparar as informações com base nos critérios e nas diretrizes da Global Reporting Initiative (GRI – Standards).
- Desenhar, implementar e manter controle interno sobre as informações relevantes para a preparação das informações constantes no Relatório de Sustentabilidade, que estão livres de distorção relevante, independentemente se causada por fraude ou erro.

Responsabilidade dos auditores independentes

Nossa responsabilidade é expressar conclusão sobre as informações não financeiras constantes no Relatório de Sustentabilidade 2022, com base nos trabalhos de asseguração limitada conduzidos de acordo com o Comunicado Técnico CTO 07/2022 emitido pelo CFC, e com base na NBC TO 3000 – Trabalhos de Asseguração Diferente de Auditoria e Revisão, também emitida pelo CFC, que é equivalente à norma internacional ISAE 3000 – Assurance engagements other than audits or reviews of historical financial information, emitida pelo International Auditing and Assurance Standards Board (IAASB). Essas normas requerem o cumprimento pelo auditor de exigências éticas, independência e demais responsabilidades referentes a ela, inclusive quanto à aplicação da Norma Brasileira de Controle de Qualidade (NBC PA 01) e, portanto, a manutenção de sistema de controle de qualidade abrangente, incluindo políticas documentadas e procedimentos sobre o cumprimento de requerimentos éticos, normas profissionais e requerimentos legais e regulatórios aplicáveis.

Adicionalmente, as referidas normas requerem que o trabalho seja planejado e executado com o objetivo de obter segurança limitada de que as informações não financeiras constantes no Relatório de Sustentabilidade 2022, tomadas em conjunto, estão livres de distorções relevantes.

Um trabalho de asseguração limitada conduzido de acordo com a NBC TO 3000 (ISAE 3000) consiste principalmente de indagações à Administração da Viveo e a outros profissionais da Viveo que estão envolvidos na elaboração das informações, assim como pela aplicação de procedimentos analíticos para obter evidências que nos possibilitem concluir, na forma de asseguração limitada, sobre as informações tomadas em conjunto. Um trabalho de asseguração limitada requer, também, a execução de procedimentos adicionais, quando o auditor independente toma conhecimento de assuntos que o levem a acreditar que as informações divulgadas no Relatório de Sustentabilidade, tomadas em conjunto, podem apresentar distorções relevantes.

Os procedimentos selecionados basearam-se na nossa compreensão dos aspectos relativos à compilação, à materialidade e à apresentação das informações contidas no Relatório de Sustentabilidade 2022, de outras circunstâncias do trabalho e da nossa consideração sobre áreas e sobre os processos associados às informações materiais divulgadas no Relatório de Sustentabilidade 2022, em que distorções relevantes poderiam existir. Os procedimentos compreenderam, entre outros:

- a. Planejamento dos trabalhos, considerando a materialidade dos aspectos para as atividades da Viveo, da relevância das informações divulgadas, do volume de informações quantitativas e qualitativas e dos sistemas operacionais e de controles internos que serviram de base para a elaboração das informações constantes no Relatório de Sustentabilidade 2022.
- b. Entendimento da metodologia de cálculos e dos procedimentos para a compilação dos indicadores por meio de indagações com os gestores responsáveis pela elaboração das informações.
- c. Aplicação de procedimentos analíticos sobre as informações quantitativas e indagações sobre as informações qualitativas e sua correlação com os indicadores divulgados nas informações constantes no Relatório de Sustentabilidade 2022.

- d. Para os casos em que os dados não financeiros se correlacionem com indicadores de natureza financeira, o confronto desses indicadores com as demonstrações contábeis e/ou registros contábeis.
- e. Análise dos processos para a elaboração do Relatório e da sua estrutura e conteúdo, com base nos Princípios de Conteúdo e Qualidade dos Standards para Relato de Sustentabilidade da Global Reporting Initiative (GRI).
- f. Avaliação dos indicadores não financeiros amostrados.
- g. Entendimento da metodologia de cálculos e dos procedimentos para a compilação dos indicadores por meio de entrevistas com os gestores responsáveis pela elaboração das informações.

Os trabalhos de asseguarção limitada compreenderam, também, a aderência às diretrizes e aos critérios da estrutura de elaboração GRI – Standards aplicável na elaboração das informações constantes do Relatório de Sustentabilidade 2022.

Acreditamos que a evidência obtida em nosso trabalho é suficiente e apropriada para fundamentar nossa conclusão na forma limitada.

Alcance e limitações

Os procedimentos executados em trabalho de asseguarção limitada variam em termos de natureza e época e são menores em extensão do que em trabalho de asseguarção razoável. Consequentemente, o nível de segurança obtido em trabalho de asseguarção limitada é substancialmente menor do que aquele que seria obtido se tivesse sido executado um trabalho de asseguarção razoável. Caso tivéssemos executado um trabalho de asseguarção razoável, poderíamos ter identificado outros assuntos e eventuais distorções que podem existir nas informações constantes no Relatório. Dessa forma, não expressamos uma opinião sobre essas informações.

Os dados não financeiros estão sujeitos a mais limitações inerentes do que os dados financeiros, dada a natureza e a diversidade dos métodos utilizados para determinar, calcular ou estimar esses dados. Interpretações qualitativas de materialidade, relevância e precisão dos dados estão sujeitos a pressupostos individuais e a julgamentos. Adicionalmente, não realizamos trabalho em dados informados para os períodos anteriores, nem em relação a projeções futuras e metas.

A preparação e a apresentação de indicadores de sustentabilidade seguiu os critérios da GRI – Standards, portanto não possuem o objetivo de assegurar o cumprimento de leis e regulações sociais, econômicas, ambientais ou de engenharia. Os referidos padrões preveem, entretanto, a apresentação e a divulgação de eventuais descumprimentos a tais regulações quando da ocorrência de sanções ou multas significativas. Nosso relatório de asseguarção deve ser lido e compreendido nesse contexto, de forma inerente aos critérios selecionados (GRI – Standards).

Conclusão

Com base nos procedimentos realizados, descritos neste relatório, e nas evidências obtidas, nada chegou ao nosso conhecimento que nos leve a acreditar que as informações não financeiras constantes no Relatório de Sustentabilidade, para o exercício findo em 31 de dezembro de 2022 da Viveo, não foram elaboradas, em todos os aspectos relevantes, com base nos Standards para Relato de Sustentabilidade da GRI.

São Paulo, 30 de maio de 2023

KPMG Auditores Independentes Ltda.
CRC 2SP-014428/O-6

Sebastian Yoshizato Soares
Contador CRC 1SP257710/O-4

Credits

Coordination

Sustentabilidade Viveo

Editorial project:

Writing, GRI Consultancy, and Integrated Report

RICCA Sustentabilidade

<https://www.linkedin.com/company/riccasustentabilidade/>

Graphic design:

layout, diagramation, and illustrations

Ricca Sustentabilidade

<https://www.linkedin.com/company/riccasustentabilidade/>

Photos and illustrations

Viveo Image Bank

viveo