



Sustainability Report
viveo 2023



Message from Management

[GRI 2-22]

We start our 2023 message by reflecting on how proud we are of our journey so far. A few years ago, we set out on a very ambitious dream: to transform a business leader in the distribution of medications and hospital materials into a much broader ecosystem of products and services for the healthcare sector, with the genuine purpose of providing care to each life and the mission of simplifying the healthcare market in Brazil.

Since then, we have invested in infrastructure, created new business models, expanded into new channels and product and service categories, made numerous acquisitions, and, most importantly, created a strong, integrated, and unique culture. We went from less than a thousand to almost seven thousand professionals, internally known as “Viveonários”. We respect the legacy of each of the companies we acquire and were successful in retaining main talents and preserving business models. Today we seek to connect these complementary businesses to provide solutions to the main challenges of the healthcare sector in Brazil.

At the end of 2023, we can affirm that we are not only a distributor of medications and hospital and clinical products, but a Company present in most hospitals, healthcare clinics, laboratories, and doctor’s offices in the country, in addition to producing materials that are part of the daily lives of the main healthcare centers, pharmacies, supermarkets, and homes of millions of Brazilians.

We have consolidated a complete portfolio of medications ranging from complex and high-cost to generic and more general-use ones. This includes technical materials and commodities, industrialized nutritional products, and enteral and parenteral nutrition compounding. We also offer solutions and services ranging from intra- and extra-hospital logistics and patient support programs for the production of chemotherapy and dialysis bags, among others. All these services enable our clients to optimize their working capital and reduce waste, allowing them to focus on the core of their operations.

We are present throughout the national territory, with a technical and advisory team supported by an experienced corporate structure. With this solid base and thanks to the broad portfolio, capillarity, and the services offered, we are proud to be among the main partners of the pharmaceutical industry and the most varied clients. We remain engaged in reviewing and developing structuring solutions and alternatives to overcome the challenges imposed on the healthcare chain.

Strategic partnerships

This trajectory would not be possible without the partnership of our various stakeholders, for whom Viveo today is a strategic partner, discussing challenges and opportunities, and jointly building business and innovation plans that often bring novel solutions to old problems in the sector in a differentiated way. We have tremendous respect for all our partners and thank them for their trust in our projects for transformation. We understand that nothing can be transformed without a good dose of courage, boldness, cooperation, and trust.



Our customers, who prioritize their purchases and services with Viveo, in addition to finding greater efficiency in their management of medications and items, have been very satisfied with the level of service and relations. On another front, industries increasingly turn to the Company to share ideas about new releases of products and services, market outlook in Brazil, and avenues of growth and opportunities. We offer a wide range of benefits to all, such as simplifying management and procurement processed with reduced losses and waste.

The year 2023

We had a year that presented many challenges and proportional learning opportunities, which reinforced our conviction of having created

a healthcare ecosystem capable of transforming and simplifying the sector in Brazil. Throughout 2023, we saw payer sources reach high levels of claims and extend their payment terms. As a result, our clients were under greater pressure regarding their working capital and consequently pressured our accounts receivable cycle with the postponement of payments.

For the first time since 2015, we witnessed the deflation in medications, as measured by the IPM-H index. Even with the growth in market share of generic and similar medications, the revenues from such medications fell compared to 2022, generating significant pressure on margins. Many of these factors are still a reflection of the COVID-19 pandemic, which has unbalanced various global supply chains.



Given the sectoral, macroeconomic, and fiscal landscape, our expectation was that we would have a more rational competitive environment, which did not materialize. A drop was recorded in the average medical supplies ticket driven by the search for cheaper products, to the detriment of premium lines. In addition, some tax changes required us to redo our planning and logistics networks, adding complexity to the operation.

In short, we are currently amidst a dynamic scenario of many challenges in the health sector, where current business models are showing clear signs of depletion, involving the misuse of resources, inefficiency, and a lack of business and data integration, among others. Our value proposition of providing solutions to the sector in everything related to the distribution of materials and medications is gaining strength in this context, and we are convinced that, together with our partners, we will be able to develop a novel and more sustainable model. We shoulder our responsibility in this process and will maintain our status as agents of transformation.

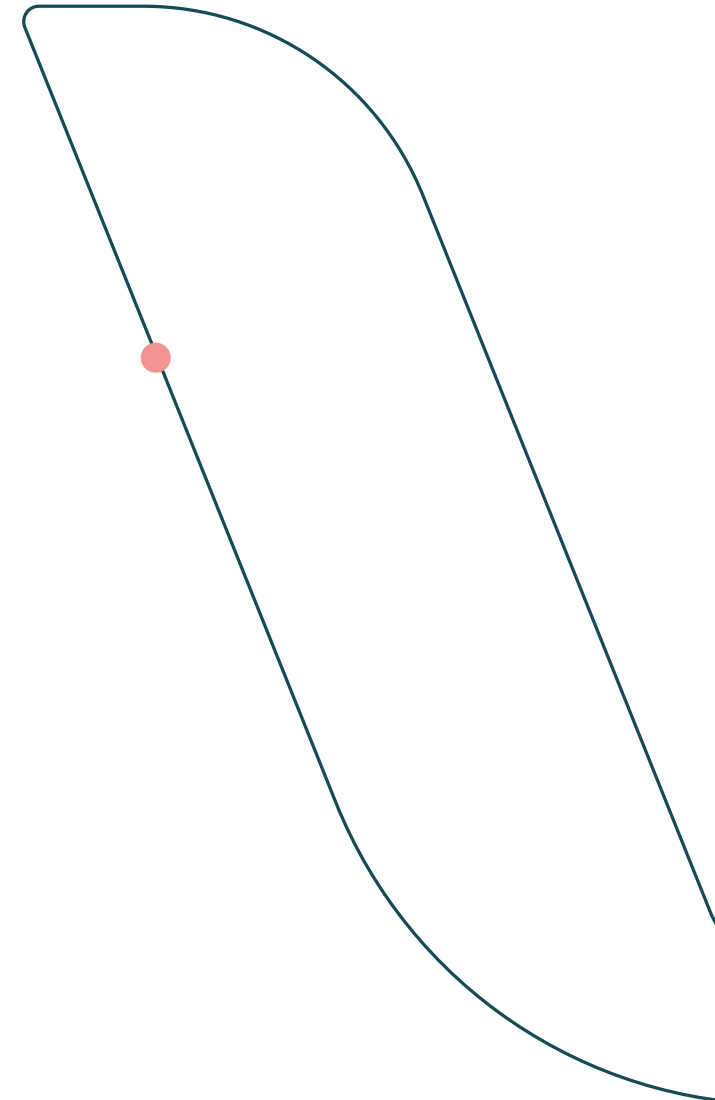
Despite the challenging environment, our revenue in 2023 reached R\$ 11.1 billion, an increase of 26.7%, with 12.0% of organic growth. The Company's adjusted EBITDA increased by 26.8% and we delivered R\$ 250.1

million of adjusted net income. Thus, we are optimistic and even more confident in VIVEO's business strategy. As an increasingly integrated Company, we continue in our purpose to offer solutions to the sector for everything related to the distribution of materials and medications.

Commitment to the future

All of VIVEO's results are aligned with our purpose of providing care to each life and the life of the planet. Thus, in 2023 we further accelerated our performance trajectory and continued to generate positive impacts, following the pillars of ESG – Environmental, Social and Governance – which combines priority socio-environmental and governance issues for the benefit of the Company's stakeholders, with commitments approved by our shareholders and governance body.

For the first time, we have transformed an ESG goal into a corporate goal, which is now a commitment expected of every organization: decoupling business growth from the generation of greenhouse gas (GHG) emissions. We continue to work on the socio-environmental and governance issues most relevant to the generation of value for the Company and its stakeholders. Internally,





we intensified our actions with a focus on occupational health and safety, as well as diversity, and equity & inclusion. For us, these are fundamental aspects of the Company's social impact agenda, which progress from the inside out.

By taking care of approximately 7,000 lives directly connected to our business, we are able to boost good practices in the value chain. This chain includes suppliers within the ecosystem, which have been gradually engaged in socio-environmental agendas, becoming effective partners in the construction of sustainable products and solutions.

At the other end of the spectrum are our clients, with whom we have stayed committed to keeping the ESG agenda increasingly linked to the current and future challenges of the healthcare sector, which requires partnerships that are capable of increasing competitiveness. As a link in a fundamental chain of sustainable development, Viveo reiterates its position as an agent of transformation, capable of raising discussions and proposing solutions to complex problems.

We are confident in building a new trend for the sector based on quality, operational efficiency, financial re-

sults, and respect for people and the planet. This is the way to expand access to health in Brazil, a mission that motivates us to work tirelessly.

We thank all employees who make Viveo happen on a daily basis, as well as shareholders, directors, suppliers, and customers for being part of our history and believing in the purpose of providing care to each life, connecting all links in the chain with a single objective: to simplify the healthcare market. Simple as that.

Mário Sérgio Ayres Cunha Ribeiro

Chairman of the Board of Directors

Leonardo Byrro

CEO

Contents



1 The Company

Corporate Profile
Our ecosystem
Business model
Strategy and competitiveness
Sustainable management

2 Governance and integrity

Corporate governance
Ethical conduct
Risk management

3 Operations and performance

Market context
Operating performance
Quality as a benchmark
Economic and financial results

4 Our team

Workers' profile
Culture and engagement
Health, safety, and wellbeing
Promoting diversity
Professional development

5 Sustainable relationships

Clients
Suppliers
Communities
Investors and other publics

6 Environmental management

Policies and practices
Water
Waste
Energy
Airborne emissions

About the report



The Company

An ecosystem dedicated to providing care to each life and simplifying the healthcare sector through integrated solutions.





Corporate profile

[GRI 2-1; 2-6]

With the purpose of providing care to each life, which reflects its purpose for existing, Viveo is a brand that represents integrity, trust, and dedication to human health. Through an ecosystem that connects different specialized segments of the healthcare chain, the Company has been working to simplify the sector with integrated solutions in order to continuously expand the quality, safety, and sustainability of products and services to which people have access.

Founded in 1996 as a distributor of hospital supplies and medications, Viveo reached the end of 2023 as the only company in Brazil that operates in a complete and integrated way in the Brazilian healthcare market. Thus, its activities range from the manufacture of products and distribution of materials and medications to the management of inventory, services, and solutions for clients and final consumers.

Throughout 2023, Viveo made strategic moves to strengthen its ecosystem. First, it became the 100% owner of Farme, a Brazilian company that pioneered the dis-

tribution and unitarization of prescribed medications, in which it had held a minority stake since 2020. Subsequently, it completed the acquisition of Neve, which operates in the manufacture of hospital products, reinforcing the strategy of increasing the portfolio of products and materials within this segment.

After three years dedicated to building up the ecosystem, especially through acquisitions, the Company

intensified commercial and operational integration initiatives among its companies, starting with the distribution of medications. Thus, what previously operated separately through individual brands – such as Mafra Hospitalar, Profarma Specialty, Tecno4, PHD Produtos Hospitalares, Medcare, and Expressa – was unified into the Mafra brand, which became a one-stop shop for distribution.



Snapshot 2023

With 100% national-based capital, over 70 operating units, distribution centers in all regions of the country, its own trucking fleet, and 16 companies composing its ecosystem, Viveo had 6,905 direct employees.



1. The Company

Mafra Especialidades operates with a focus on patient care, post-discharge, and preventive medicine, bringing the expertise of specialized materials and medications to retail and healthcare professionals, whether in physical stores or online, with delivery throughout Brazil.


In August 2023, Mafra Especialidades launched a single brand for healthcare program management called Humania, created from the merger of two companies that are a reference in patient support programs and diagnostic programs in Brazil, Integra Medical and Azimute Med. Thus, Viveo offers services linked to healthcare promotion programs, which are contracted by the pharmaceutical industries and healthcare operators, as well as being used for educational programs by other companies.

Another relevant development occurred in the services segment, with the business integration of the compounding pharmacies Proinfusion, Life, Nutrifica, and Famap. Carried out based on a robust planning process, this movement sought to respect and preserve the legacy and culture of each company, and included a series of activities such as the integration of the teams, harmonization of people management activities, and the structuring of commercial and operations teams, as well as

the mapping and standardization of processes. At the end of the year, this work was already being reflected in the results, with a 44% growth in EBTIDA in the segment compared to the previous year, and the expansion of the portfolio with the chemotherapy treatment lines provided by Life, Nutrifica, and Famap, and other sterile formulations provided by Life.

Another important front for the Company in 2023 was the business integration of the acquired compa-

nies, with the objective of reducing costs, increasing business synergy, and optimizing corporate structures. Throughout the year, over 17 mergers were carried out, with emphasis on the merger of the companies CM PFS Hospitalar Holding Ltda. and Expressa Distribuidora de Medicamentos Ltda. in the third quarter of the year, which occurred without causing any disruptions or significant interruptions for clients and customers. The companies had revenues of over R\$ 2.5 billion, over 15,000 customers, 1,800 suppliers, and offered over 4,000 products.



By the end of 2023, the business integration of the compounding pharmacies was reflected in the 44% growth in the segment's EBTIDA.



Asset nature

Incorporated as a publicly traded limited liability corporation, Viveo has common shares listed on the B3 S.A. Brazilian stock market under ticker VVEO3.

In August 2023, the Company returned to the capital market with its first subsequent share offering since the IPO held in 2021. R\$ 1.2 billion of capital was raised with the aim of sustaining business growth both organically and via acquisitions. Read more in [Chapter 3](#).

Corporate composition

(em 31/12/2023)

Shares outstanding	56.51%
Genoma VI Equity investment fund Multiestrategia	21.61%
Equity investment fund Mult Genoma I	15.58%
Others – Control group	4.60%
Treasury	0.86%
Statutory Board	0.84%



History

1996

Entrepreneur Carlos Mafra founds Mafra Hospitalar to operate in the distribution segment of hospital materials and medications.

2013

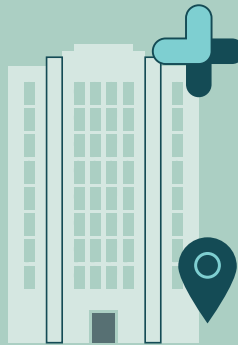
Creation of Mafra Log, currently Health Log, a platform of services and solutions that optimize supply chains for the healthcare market.



Acquisition of

25

companies in the last 10 years.



2015

Mafra ceases to be a limited liability company.

2016

The company gains a shareholder, the investment fund DNA Capital, focused on healthcare. An expansion plan is mapped out foreseeing strategic acquisitions to create a healthcare ecosystem.

2017

Acquisition of Tecnocold, a company specializing in vaccine distribution.



2018

- Acquisition of Cremer, a manufacturer of healthcare products and a benchmark for quality, with over 85 years in the market.
- Restructuring of the Company's corporate governance.



viveo

2022

Expansion of acquisitions:

- Life, FAMAP, Pro Infusion, and Nutrifica in the segments of sterile solutions and enteral and parenteral nutrition.
- Boxifarma in the automated unitarization pharmacotherapeutic services segment.
- Azimute Med, a reference company in patient support programs (PSP).
- PHD and Profarma Specialty in the distribution segment.



2021

- The Mafra Group is renamed Viveo.
- Initial Public Offering (IPO) on B3's Novo Mercado, which moved R\$1.9 billion.
- The Company makes 10 acquisitions: Daviso, FW, Cirurgia Mafra, Tecno4, PointMed, Apijã, Laborsys, Macromed, Medcare, and BEMK.

2020

- Acquisition of the companies Expressa, Flexicotton, Byogene, Biogenetix, Vitalab, and participation in the share capital of Farme.



Raising of

R\$ 1.2 billion

in the capital market in 2023.

2023

- Total acquisition of Farme.
- Completion of the acquisition of Neve.
- Raising R\$ 1.2 billion in the capital market (follow-on).
- Creation of the individual brands, Mafra and Mafra Especialidades.
- Creation of the Humania brand.



Business segments

Hospitals and clinics: Viveo's distribution segment is a link between the industries of the healthcare sector and hospitals, clinics, healthcare plans, home healthcare plans, and institutions in the private and public markets. The Company operates throughout Brazil with a diversified portfolio of medical and hospital materials and medications offering solutions based on extensive expertise and industry experience through the companies Mafra, Cremer, and Neve.

Laboratories and vaccines: the Company offers a one-stop shop solution for customers through the pre-analytical portfolio (products used in the collection and handling of samples) and in reagents for the clinical analysis process – the so-called “analytical portfolio” through Prevena Diagnóstica. Tecnocold Vacinas is responsible for supplying over 50% of the private market throughout Brazil.



Retail: composed of leading companies in their sectors of operation – Cremer, Flexicotton, Daviso, and FW. It involves the manufacture of products for a wide range of needs, such as medical materials and products used in surgeries, first aid, urinary tract, diagnostics, sterilization, wound dressings, personal hygiene and protection, infusion of medications, orthopedics, respiratory tract, and wipes and moistened towels. This category also includes private-label healthcare and hygiene products for large retailers in Brazil.

Services and D2P: this segment consists of several services, such as integrated and complementary solutions of logistics services provided by Healthlog, as well as the D2P platform (direct to the patient) through Far.Me and Boxifarma, which provide automated unitarization pharmacotherapeutic services. This category also includes the physical stores of Mafra Especialidades with over 12 thousand stock-keeping units (SKUs) in its portfolio. Viveo also operates in health promotion programs through Humania and in the segment of compounding and delivery of enteral and parenteral nutrition, sterile solutions, and antineoplastic therapies focused on cancer treatments through Life, FAMAP, and Pro Infusion, expanding the services offered to hospitals.





An ecosystem of care for Brazil



Hospitals and Clinics

Mafra

Expand the reach of healthcare in Brazil through leading-edge materials and medications, boosting industry trends.

- Medications
- Materials
- Nutrition
- Public



Laboratories and Vaccines

prevena

Tecnocold
vacinas

A reference in reliability and quality in the market of vaccines and solutions for pre-analytical laboratories that provide leading-edge service.

- Vaccines
- Reagents
- Materials



Retail

Cremer

GRUPO **FW**
Lenços umedecidos

Flexicotton

Daviso

Over 85 years as the benchmark for quality and innovative products provided to hospitals and retail.

- Textiles
- Adhesives
- Plastics
- Tissues
- Private label



Services and D2P

FAMAP

PRÓINFUSION
PRONTO PARA USO

far.me

humânia

Nutrifica
Convenios de Informática Hospitalar e Patenteada D2P

life
A vida merece mais

mafra
especialidades

HEALTH
LOG

Patient care platform and services and logistic solutions platform for the healthcare chain.

- Specialty pharmacies
- Compounding pharmacies
- Patient support
- Inventory management and specialized logistics



Our ecosystem

For Viveo, each life matters, and so we strive to be present in the lives of every Brazilian. To this end, our activities are carried out in 34 municipalities across the country, with 72 operational units, including industrial factories, retail stores, distribution centers, and administrative bases.



*closed on Feb/24.



Business model

[GRI 2-1; 2-6]

With the purpose of “providing care to each life”, Viveo has created, throughout its trajectory, an ecosystem of companies that has become a benchmark in the Brazilian healthcare market, both for the quality of services provided and for the breadth of its portfolio. Thus, it offers more complete solutions for a wide range of customers in this segment throughout Brazil.

Focused on truly acting as an ecosystem, in which all companies collaborate and strengthen each other, Viveo maintains a business model that outperforms in terms of business integration, growth, profitability, and return on invested capital. On the other hand, it seeks to ensure a differentiated experience for clients, delivering solutions capable of simplifying processes, increasing efficiency, and reducing costs, which contributes to the sustainability of

the sector; in addition to strengthening the pharmaceutical industry through its main suppliers.

The alignment of values, culture, and purpose among the different companies in the ecosystem allows synergies to be captured consistently in order to expand value generation, as detailed on the following page.

Viveo’s business model is guided by integration, growth, profitability, and return on invested capital.





Capital



Click on the items in the list above for more detailed information.



Strategy and competitiveness

As an ecosystem of healthcare products and solutions that manages to be present in each link of the chain, Viveo has consolidated important competitive advantages, highlighted in the infographic on the side.

Competitive advantages



The commitment to ESG aspects adds competitiveness to Viveo's business.



Click on the icons for more detailed information.



Our competitive edge:

One of the leading companies in the health sector in Brazil.

Consolidation as a relevant business partner of the pharmaceutical industry in Brazil

A benchmark for the portfolio and quality of solutions offered – learn more [here](#).

One-stop shop solutions to serve different channels, partners, and customers.

Specialist teams with a broad view of the health-care market that act as business partners, offering strategic proposals with more innovative and complete solutions.

Specialized solutions and services provided by qualified teams for a high level of care.

Strategic alignment with shareholders.

Company management with the highest levels of expertise in the sector.

Commitment to ESG best practices.

Meeting the highest level of Corporate Governance standards of the B3 market.



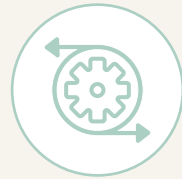


Sustainable management

[GRI 2-13; 2-17]

The integration of ESG (Environmental, Social and Governance) aspects into the various business areas, in a transversal and effective way, reflects Viveo's commitment to sustainable development. Aware of its responsibility to operate in a sector that is essential to the population, the Company has been accelerating the insertion of sustainability into its corporate strategy, focusing on the four fundamental pillars described in the following infographic. Such pillars are provided for in Viveo's Sustainability Policy, a document that guides its conduct and from which other corporate guidelines aimed at managing socio-environmental and governance issues derive.

Our pillars of action



Management based on integrity

Act and be perceived as an ethical and responsible company.

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

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



Human development

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

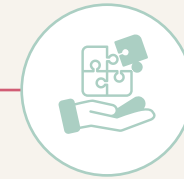
Uphold respect for diversity and strengthen inclusion through our people management practices and business strategy.

Contribute to the democratization of access to health through the exchange of relevant and scientifically based information.



Eco-efficiency

Manage production at all stages to decouple organizational growth from the generation of GHG emissions, reduce the consumption of natural resources, and conserve nature.



Solutions for sustainability

Encourage sustainable consumption and develop products and solutions that have less environmental impact in order to preserve natural resources, integrating innovation and sustainability.





In order to ensure that its ESG agenda reflects the evolution of the sustainability context, the Company updates its materiality surveys periodically. In 2023, this process included the analysis of Viveo's sustainability context in all segments of activity, based on its policies and practices, the public positioning of other sectoral players on the subject, the recommendations of global ESG reporting frameworks, and interviews with members of senior management.

Based on the topics identified as potentially material, stakeholder engagement was carried out through online consultation with a sample of the Company's different stakeholders – employees, suppliers, investors, and clients and customers, among others. 366 respondents participated in this stage, who indicated the relevance, from their perspective, of the topics related to sustainability pre-established by the Company.

In addition, two Sustainability Panels were held with local communities – in Blumenau (SC) and Brasília (DF) – in addition to one dedicated to customers and another

to suppliers, both in São Paulo (SP) – learn more here. In order to create a space for dialogue with strategic publics to address the challenges posed to sustainable development, the panels also contributed to identifying positive and negative impacts of Viveo's performance, which were then added to materiality index.

As a result of this process, the combination of the topics considered most relevant by the stakeholders involved and those deemed as fundamental to the Company's

strategy make up the 2023/2024 Materiality Index, validated by the Board of Directors. In all, eight aspects were listed as material topics, which are linked to the Sustainable Development Goals (SDGs) as proposed by the United Nations (UN) in the 2030 Agenda, which are monitored through specific indicators and reported throughout this publication. The table on the next page presents the development of material topics in relation to the previous reporting cycle.





Development of material topics

2021/2022 Material Topics	2023/2024 Material Topics	Related GRI indicators*	Related SDGs
Ethics and responsible management	Ethics and integrity	2-26; 2-27; 205-2; 205-3; 206-1; 406-1; 418-1	12, 16
Quality products and services	Customer relations, experience, and satisfaction	416-1; 416-2; 417-1; 417-2	12
Diversity & inclusion	Safe, inclusive, and thriving work environment	405-1	3, 8, 10
Employee development and wellbeing	Safe, inclusive, and thriving work environment	401-1; 401-2; 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-8; 403-9; 404-1	3, 8, 10
Sustainable procurement	Fostering sustainability in the value chain	204-1; 308-1; 414-1	8, 10, 12, 13
Water	Eco-efficiency	303-1; 303-3	8, 12, 13
Waste	Eco-efficiency	306-1; 306-2; 306-3; 306-4; 306-5	8, 12, 13
Industry waste	Eco-efficiency	--	8, 12, 13
Energy and emissions	Eco-efficiency Combating and adapting to climate change	302-1; 302-2; 305-1; 305-2; 305-3; 305-6	8, 12, 13
Sustainable products	Ethics and integrity Eco-efficiency	--	8, 12, 16
Knowledge dissemination management	Healthy and sustainable society	413-1	3, 10, 16
-	Operating and financial results of the business	201-1	8

*All indicators listed in this column have been reported in previous years except the following: 206-1; 306-4; 306-5; 308-1; 403-4; 414-1; 417-1; 417-2. Such indicators are being reported on for the first time in this cycle.



1. The Company

Based on the updated materiality index, Viveo will guide the execution of its ESG agenda in the coming years to be conducted by the Sustainability Committee and deployed in initiatives led by working groups (WGs). Multidisciplinary in nature and composed of profes-

sionals from different areas and regions, these groups have been working since 2020 on the diagnosis, analysis, and action plans related to business impacts and externalities, in order to contribute to the objectives determined in the Company's pillars of action.



The results of the work of the WGs in 2023 will be highlighted throughout this Report, inserted in the context of the topics to which they are dedicated. The table below shows the goal achievement status of each group at the end of the year.



The working groups have been working since 2020 on ESG diagnosis, analysis, and action plans.





Performance of the working groups (WGs) in 2023

Pillar	WG	Indicator	2023 TARGET	Target percentage reached
 Human development	Human development	Career development program	Complete position architecture – MG and FW plastics (industrial).	100%
	Generation and dissemination of knowledge	<p>Internal public (employees)</p> <ul style="list-style-type: none"> Lectures to disseminate knowledge of scientific and technical concepts. Participation in lectures to disseminate knowledge of scientific and technical concepts. <p>External public (clients, healthcare professionals, and society)</p> <ul style="list-style-type: none"> Lectures to disseminate knowledge of scientific and technical concepts. Reach customers/healthcare professionals. 	<p>Internal public (employees)</p> <ul style="list-style-type: none"> Lectures to disseminate knowledge of scientific and technical concepts. Reach 1,200 participants through lectures to disseminate knowledge of scientific and technical concepts. <p>External public (clients, healthcare professionals, and society)</p> <ul style="list-style-type: none"> Lectures to disseminate knowledge of scientific and technical concepts. Reach at least 7,000 clients/healthcare professionals. 	107%
 Eco-efficiency	Water	Reduce water consumption per ton produced by 3% from 2021 to 2025.	Consumption of 31.84 m ³ /ton produced (maintain the value reached in 2022, considering the impact of the bleaching process at the Flexicotton unit in Santo Amaro da Imperatriz, where the demands of Brusque and outsourced processes will be absorbed).	115%
	Energy and emissions	Reduce energy consumption (Scope 2) by 1% per ton produced in industrial operations (megawatt/ton produced).	Change in measurement of electricity consumption (Scope 2). MWh/ton produced – an improvement of 1% compared to 2022 – 1.35 MWh/ton produced 2023 – 1.34 MWh/ton produced	113%
	Waste	Reduce final disposal in landfills of waste generated in the industry segment.	Reduce 5% of industrial waste sent to landfill.	240%



Working Groups (WGs) in 2023

Pillar	WG	Indicator	2023 TARGET	Target percentage reached
 Management based on integrity	Sustainable procurement	Sustainable projects	10 projects approved of the Health Partners Program.	103%
	Ethics and responsible management	Achieve adherence as mapped by the compliance training programs*.	1 - Directors and managers – 95% target 2 - Coordinators – 90% target 3 - Other management employees – 85% target 4 - Public operations – target 80% 5 - Acquired companies – SLA after business integration – 100% target	100%
 Solutions for sustainability	Sustainable logistics	Reduce CO2 on SP deliveries (reduced by 0.246 kg per km).	Reduce 77 tons of CO2 in 2023 compared to 2022.	114%
	Sustainable products	50% of products delivered to hospitals and general consumption with criteria that meet 70% of sustainability requirements.	50% of products meeting 70% of the sustainability criteria.	133%

*The compliance topic is disseminated to 100% of new employees at the onboarding stage.



Governance and integrity

Viveo is structured to ensure ethical conduct, providing transparency to stakeholders and adequate risk management.

humania
uma empresa viveo



Corporate governance

[GRI 2-1; 2-9; 2-10; 2-11; 2-13; 2-15; 2-16; 2-18; 2-19; 2-20]

Since 2021, Viveo has been part of the Novo Mercado of the B3 Stock Exchange, a segment of the capital market that lists companies that adopt the best corporate governance practices, with higher requirements than those provided for by the legislation for corporations. Thus, its governance is structured to ensure the sustainable development of the business, with transparency, assertive decision-making, and fairness in the treatment of shareholders.

To strengthen management mechanisms, the Company adopts the following main practices:

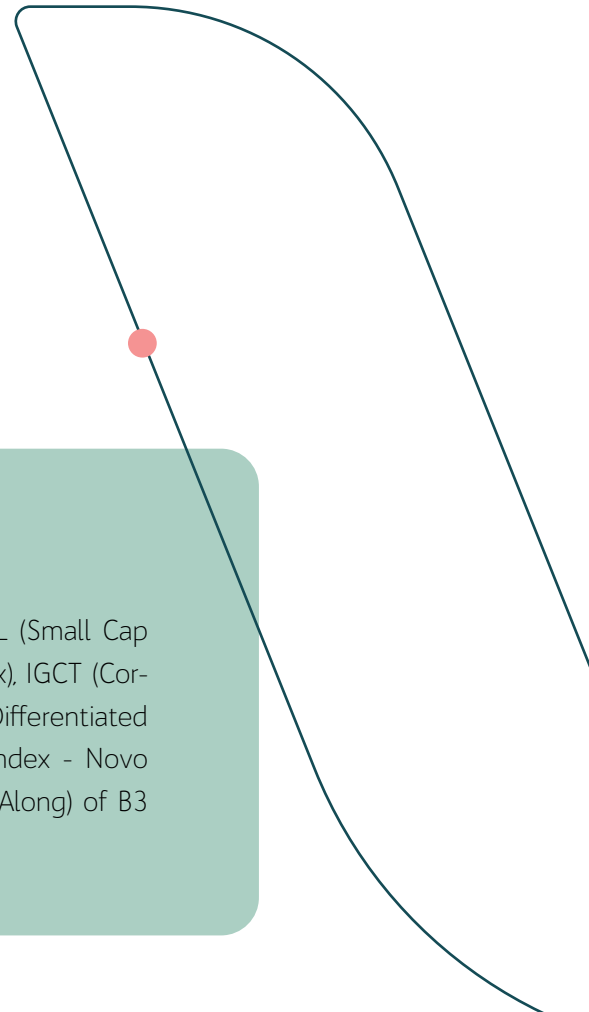
- The application of rigorous ethical and compliance mechanisms, such as reviewing the content of the Integrity Program and providing training, in addition to an external Ethics Channel, which ensures the multiplication of ethical precepts among stakeholders, especially employees;
- The performance of deliberative and advisory bodies to senior management, such as committees and working groups;

- The availability of varied communication channels in order to offer relevant and updated information to the market;
- Shareholders' access to Management, whether through general shareholders' meetings, public meetings, or interaction with the Investor Relations team; and
- The ISO 37001 Anti-Bribery Management System certification.



Capital markets

The shares (VVEO3) comprise the portfolios of the SMLL (Small Cap Index), Ibra (Brazil Broad Index), ICON (Consumption Index), IGCT (Corporate Governance Trade Index), IGCX (Stock Index with Differentiated Corporate Governance), IGNM (Corporate Governance Index - Novo Mercado) and ITAG (Stock Index with Differentiated Tag Along) of B3 S.A. – Brazil, Stock Exchange ("B3").





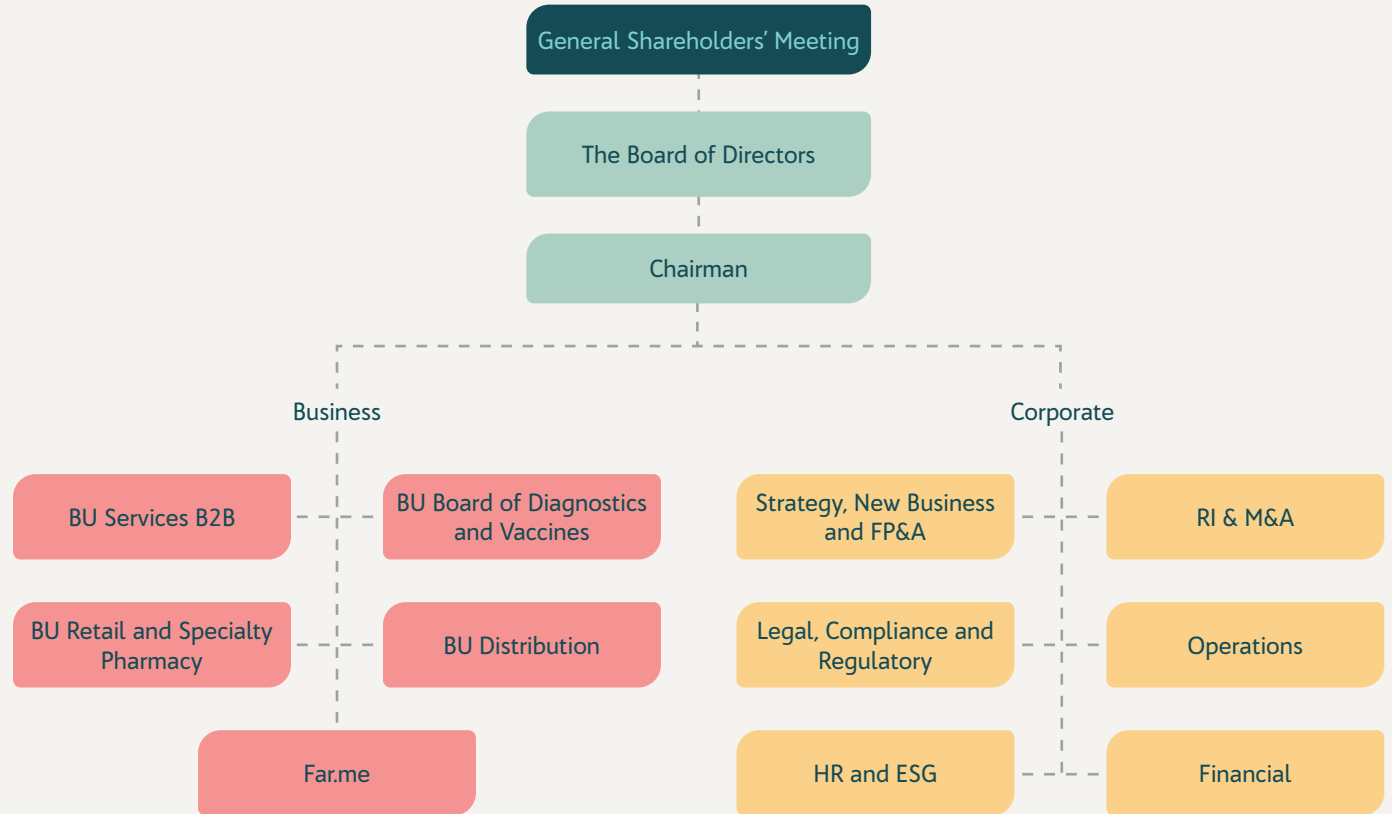
Governance structure

The General Shareholders' Meeting (AGM) is the highest decision-making body of Viveo. Allowing the participation of all shareholders, it is held mandatorily once a year and may be convened extraordinary.

Held in hierarchical sequence, the other management bodies are structured to ensure ample discussion and decision-making in a collegiate manner.

Viveo Organizational Chart*

(on 12/31/2023)



*In an event subsequent to the period reported in this Report, Viveo's governance structure was changed in early 2024. To see the current organizational chart, visit: <https://riviveo.com.br>.



The Board of Directors

The Board of Directors is composed of at least three and at most seven members, of which 20% are independent, in accordance with the terms of the New Market Regulations. The members are elected by the General Shareholders' Meeting for two-year terms, with reelection allowed. To avoid potential conflicts of interest, all directors are subject to the guidelines of the Related Party Transactions Policy.

The directors may be recommended by management or by any shareholder, considering the alignment with the Company's purpose and strategic positioning, as well as experience related to economic, social, and environmental topics, in addition to expertise on the best practices of corporate governance and risk management. Among its attributions is the supervision of the work of the Statutory Board, which elects and dismisses members, as well as other strategic management positions.

Regardless of the date of the election, the terms of office end on the date of the General Shareholders' Meeting that examines the accounts pertaining to the last year of their management. In April 2023, the five members of the Board of Directors were re-elected for another term, maintaining the composition of 80% men and 20% women.

Composition of the Board of Directors

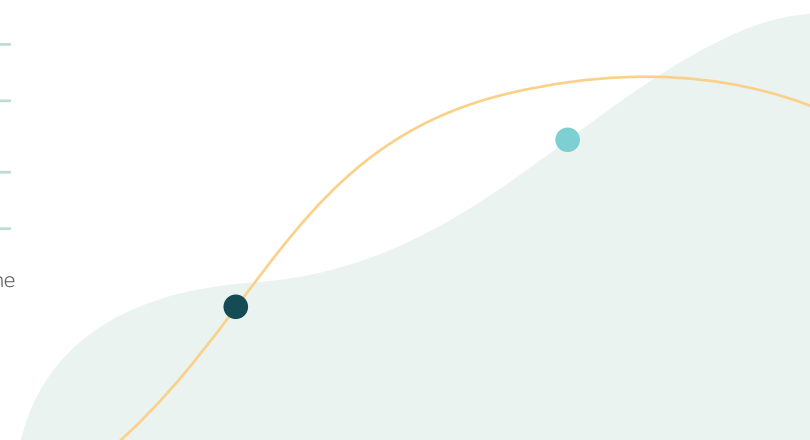
(on 12/31/2023)

Name	Position
Mário Sérgio Ayres Cunha Ribeiro	Chairman*
Carla Schmitzberger	Independent Board Member
Luiz Felipe Duarte Martins Costa	Board Member
Ricardo Pechinho Hallack	Independent Board Member
Thayan Nascimento Hartmann	Board Member

* The Chairman of the Board does not hold an executive role in the Company.

Annually, the members of the Board of Directors undergo a performance evaluation, conducted by the Human Resources Department to measure the effectiveness of the board, as well as the individual performance of each member. Among the criteria evaluated is the ample fulfillment of their responsibilities as part of the governance structure and alignment with the Company's values.

The results of this process, which includes self-assessment and evaluation of the other directors, are presented to the members to identify opportunities for improvement, which are directed by specific action plans.





Executive Board

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

All executive officers are elected by the Board of Directors and can be shareholders or not. Accumulation of positions and reelection are permitted. Once the term of office has expired, the executive officers continue in their positions until the investiture of their substitutes.

Composition of the Statutory Board of Executive Officers

(on 12/31/2023)

Name	Position
Leonardo Almeida Byrro	Chief Executive Officer
André Augusto Spicciati Pacheco	Vice President of Strategy & New Business
Flávia de Lima Carvalho	Investor Relations and M&A Officer
Flávio Henrique Santos Leal	Director of Business Development
Guilherme Fonseca Goulart	Chief Financial Officer
Renan de Almeida Havelha	Commercial Director
Thiago Liska	Director of Diagnostics and Vaccines
Vilson Schwartzman	Vice President of Commercial Distribution and Services



The Executive Board is responsible for conducting the execution of the strategy with the teams.



Advisory Committees

> **Audit, Risk Management and Compliance Committee:** Statutory in nature, the Audit, Risk Management and Compliance Committee is responsible for routines concerning compliance and controls of the Company. It reports directly to the Board of Directors and can support the Executive Board. Its main responsibilities include:

- Evaluate and approve additions and changes to the Company's Corporate Policies, considering the short, medium and long term business objectives;

- Express opinions and provide suggestions to change the operational risk management structure, as well as monitor and evaluate exposures to risk;

- Supervise and evaluate the effectiveness of internal control systems and the risk management process;

- Monitor compliance with current legal and regulatory requirements of operations;

- Follow up on and monitor the activities of the Compliance and Internal Controls areas, including organization, teams, responsibilities, work plans, and results;

- Receive and verify manifestations recorded in the Reporting Channel;

- Examine tax issues of interest;

- Control and review, prior to publication, the financial statements; and

- Keep the Board updated on the oversight and exposure to risks and recommend changes in risk appetite levels, when necessary.





In April 2023, the members of the Committee were elected, who must conduct the activities until 2025 (and may be re-elected). They are:

- José Antonio Miguel Neto – Coordinator
- Ricardo Pechinho Hallack – Member of the Committee and Independent Member of the Board of Directors
- Paulo Sérgio Cruz Dortas Matos – Independent Committee Member

➤ **People Committee:** For advisory purposes, its role is to monitor the personnel policies adopted by Viveo, strategies, criteria and levels of remuneration and benefits of its employees and managers, as well as monitor topics related to culture, organizational climate, and people engagement, among other activities, including:

- Monitor the personnel policies adopted by Viveo, strategies, criteria, and levels of remuneration and benefits of its employees and managers;
- Monitor the organization's performance management;

- Monitor topics related to culture, climate, and people engagement;
- Monitor the development and integration of new managers and key employees at Viveo;
- Monitor organizational development strategies and succession plans for critical positions;
- Monitor the criteria and metrics related to Viveo's short-term and long-term performance management;
- Examine Viveo's organizational structure and recommend adjustments in line with the strategic business and management guidelines; and
- Monitor negotiations and actions set by the Committee.

Like the executive officers, the members of the People Committee undergo annual evaluations.



Other Committees, of a non-statutory nature and multidisciplinary composition, support Senior Management in the analysis of specific topics, such as:

- **Ethics Committee**, responsible for integrity and compliance mechanisms.

- **Sustainability Committee**, which monitors the sustainability strategy and approves the necessary budget for ESG initiatives.

- **Social Investment Committee**, which monitors and approves the company's social responsibility initiatives.

- **Diversity, Equity and Inclusion Committee**, which coordinates the IDEM Program and develops Viveo's initiatives related to these topics.





Remuneration of Senior Management

The remuneration model adopted by Viveo for directors and executive officers seeks to promote the creation of long-term sustainable value, based on strategic goals and best governance practices. As recommended by the Company's Remuneration Policy, this model is designed to promote a culture of exceeding results, making sure to:

- Attract, reward, retain and encourage highly qualified professionals;
- Establish remuneration based on criteria that merit performance and foster the recognition and appreciation of individual and collective performance;
- Ensure the maintenance of standards compatible with the duties of each position and that are competitive within the labor market, establishing guidelines for establishing remuneration and benefits;

- Restrict decision-making that may generate distortions to the defined remuneration structure and strategy; and
- Align executive remuneration with the Company's strategic objectives, focusing on its continuity and long-term value creation.

The remuneration of the Executive Board, both statutory and non-statutory, is approved by the Board of Directors and composed of a fixed and a variable portion (based on the business goals and strategies set by the General Shareholders' Meeting). In addition, the Remuneration Policy provides for specific benefits that include a long-term incentive plan linked to the appreciation of the company's share price, distributed according to the achievement of goals and performance evaluations.

In 2023, the total paid in remuneration to statutory and executive officers was R\$ 20,092,527.9.



ESG Governance

In line with Viveo's commitments to sustainability, management policies and practices include socio-environmental and governance issues overseen by the Sustainability Committee and deployed in initiatives led by Working Groups of a multidisciplinary nature composed of professionals from different areas and regions, who conduct diagnoses, analyses, and action plans related to impacts generated by the businesses. Below we highlight the attributions of the main governance bodies in the management of the ESG agenda.

Board of Directors: Responsible for monitoring and analyzing policies, practices, strategies, and structures related to corporate sustainability.

Sustainability Committee: Its attribution is to discuss and oversee the execution of the strategy, critically analyze the results of the action plans, develop reference studies, and identify trends related to the topic. With bimonthly meetings, it is composed of the Chief Executive Officer and other members of the Executive Board (sponsors of ESG topics), in addition to a specialized external consultant.

Working Groups: Responsible for the execution of the ESG strategy aligned with the Company's strategic planning for each of the topics relevant to the Company's sustainability practices. In 2023, there were 12 WGs working on the following topics:

- Ethics and responsible management
- Quality of products and services
- Sustainable procurement
- Employee development and wellbeing
- Diversity & inclusion
- Generation and dissemination of knowledge
- Energy
- Water
- Waste
- Sustainable logistics
- Industry waste
- Sustainable products

Social Responsibility represents Viveo's commitment to contribute to the sustainable development of society and collaborate with the transformation of healthcare in Brazil based on its strategy of action through four pillars: support the communities surrounding Viveo; donations of ecosystem products and services to individuals and legal entities; support through incentive projects; and corporate volunteering programs.





Ethical conduct

[GRI 2-12; 2-15; 2-16; 2-23; 2-24; 2-25; 2-26; 3-3; 205-2]

Integrity is an inseparable part of Viveo’s culture, along with values such as honesty, transparency, respect for human rights, and sustainability. In this sense, the Company’s actions, decisions, and relationships follow the principles and guidelines of its Code of Ethical Conduct, in addition to other policies that provide guidance on topics such as Compliance, Anti-Corruption and Anti-Bribery, Conflict of Interest, the Ethics Channel, Risk Management, and Human Rights. All Viveo policies are available on the website.

The Code presents the expected behaviors of each employee, as well as intolerable actions. As with its other corporate policies, the Code is applicable to all professionals linked to and acting on behalf of Viveo, directly or indirectly, and other publics with which the Company interacts, such as clients, suppliers, competitors, governments, and regulatory bodies. Thus, it ensures that all activities carried out by Viveo adhere to its corporate, ethical, and moral values, which include respect for current and applicable rules and legislation – including the Anti-Corruption Law (12.846/2013), General Data Pro-



tection Law (13,709), Competition Law (12,529), Money Laundering Law (9,613), among others.

In March 2023, another important step was taken by the Company toward strengthening integrity with the creation of the Ethics Committee, which aims to make the investigation and decision process even more robust concerning the application of disciplinary measures in cases of non-compliance with the Code of Ethical Conduct, corporate policies, or any regulations applicable to the company, in addition to constantly

evaluating the effectiveness of the Integrity Program. The Committee, formed by Viveo’s executive officers, is always informed of the main concerns regarding ethical conduct linked to the company for awareness, discussion, and subsequent decision-making in necessary cases. Depending on the sensitivity of the topic, incidents may be reported to the Statutory Committee and the Board of Directors for their acknowledgment and validation, if applicable.



In September 2023, Viveo became a signatory to the Pact Business Integrity and Anti-Corruption, by the Ethos Institute.

Another highlight of the year was the ISO 37001 recertification, an international standard aimed at preventing, detecting, and addressing anti-bribery within organizations. The certification is valid for three years and is subject to annual maintenance audits. The recertification process took about three months, undergoing the assessment stages, which involves: diagnosis of compliance program and diagnosis of compliance; an internal audit, with the documentary phase, and requirements and systems analysis; and, finally, the external

audit. In addition, about 104 people from different areas of the company were interviewed and 15 processes were audited.

In 2023, the Anti-Corruption and Anti-Bribery Policy was unified, maintaining the general treatment of the topics that are covered in the training of the TRILAR platform. The policies are permanently disclosed to all employees, together with the Code of Ethical Conduct. Both were the subject of specific training programs. In

addition, the inherent risks and controls pertaining to the processes and areas with exposure to risk are mapped and reviewed, at which time the necessary actions and improvements identified were implemented throughout the Company.

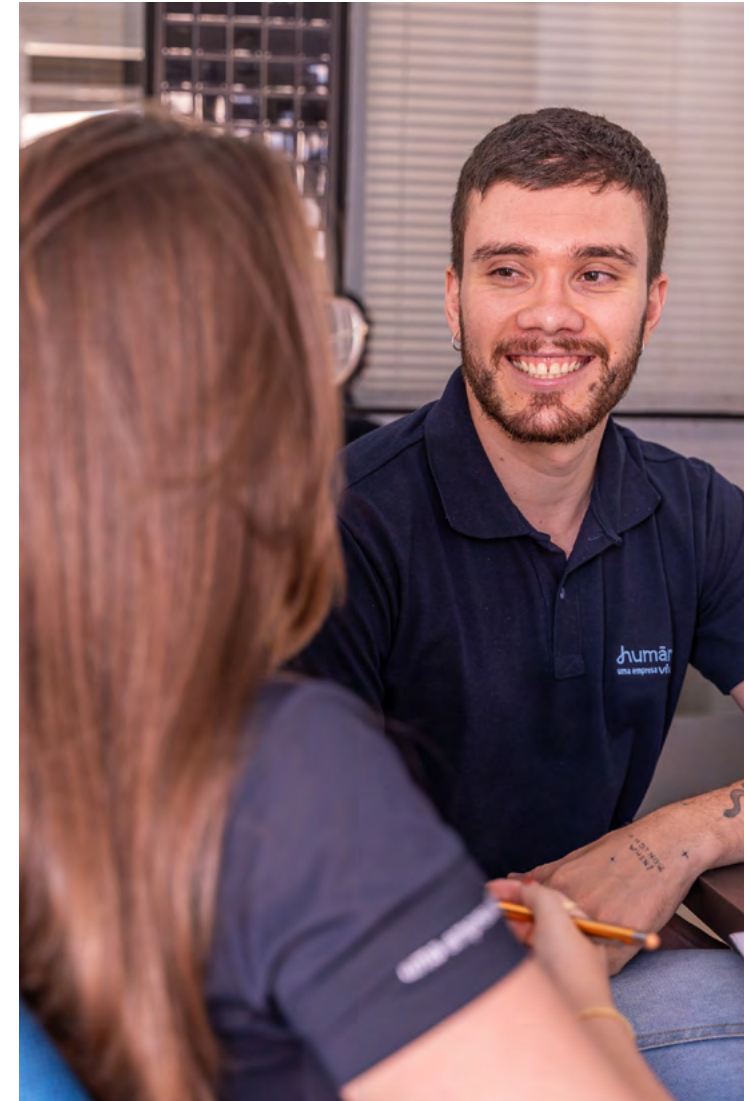
In September, Viveo became a signatory to the Ethos Institute's Business Pact for Integrity and Anti-Corruption, which aims to work with companies to promote a more integral and ethical market.



Integrity Program

Developed to continuously strengthen the Company's compliance culture, the Viveo Integrity Program seeks to detect, remedy, and prevent deviations from ethical conduct, based on eight pillars of action:

- 1. Support from Senior Management:** directors and executive officers must, in addition to disclosing the Integrity Program, provide financial and non-financial resources so that the culture of integrity is maintained.
- 2. Compliance Risk Assessment:** involves guidelines related to contractual clauses, conflict of interest, politically exposed persons and related parties, as well as third parties present on trade sanctions lists.
- 3. Code of Conduct and Policies:** The Code of Ethical Conduct is the guiding document for employees' behavioral guidelines and expectations, while the policies detail the principles that must be observed and followed.
- 4. Training and communication:** training is applied to employees periodically in person and/or online, supported by communication campaigns on Compliance.
- 5. Ethics Channel:** an independent reporting mechanism for reporting any irregular conduct or violation of laws, with protection for the whistleblower, who can report anonymously – learn more on the following page.
- 6. Due Diligence:** applicable to all contracting phases when Viveo deems necessary, including donations and sponsorships.
- 7. Audit and monitoring:** monitoring is carried out to verify the effectiveness of Viveo's Integrity Program, as do internal audits and independent external ones.





To engage the internal public, Viveo offers a training plan on corporate policies, which are provided from the onboarding stage of new employees to annual updates. Training participation is monitored in an automated manner, with monthly reports issued to the area's director.



Related Guidelines

Code of Ethical Conduct: The benchmark for the Company's optimal performance, in accordance with current legislation and other voluntary commitments made.

Anti-Corruption and Anti-Bribery Policy: Reinforces Viveo's commitment to the guidelines of the Anti-Bribery Management System, Brazilian Anti-Corruption Law, and other national and international laws and conventions, if applicable.

Risk Management Policy: Describes the management of the risks inherent to the processes, ranging from their identification, evaluation, monitoring, and treatment in order to mitigate the probability of occurrence and impact, in addition to ensuring the correct communication and monitoring by those responsible, as well as disseminating and strengthening the internal culture.



Ethics Channel

All complaints made through the Ethics Channel, whether anonymously or identified, are received by an independent outsourced company specialized in the handling and investigation of such. After being evaluated with confidentiality, impartiality, objectivity, reasonableness, integrity, and timeliness, the reports are forwarded to the Corporate Compliance area, which carries out the necessary investigations and treatments, issuing the appropriate referrals for disciplinary action, if applicable.

The most relevant occurrences that require a collegiate decision regarding the application of disciplinary measures are forwarded to the Ethics Committee, which has the necessary means to receive and process information related to non-compliance with internal legal and normative bylaws, such as the Code of Ethical Conduct. If the whistleblower is subjected to any conduct that could be characterized as retaliation, this must also be reported to the company in charge of the case so that appropriate measures can be taken.



Contact info

Dial 0800, from Monday to Friday, 7 a.m. to 8 p.m. Outside these hours, an answering machine records messages.



0800-810-8175



Access the Ethics Channel and register your report:
<https://www.contatoseguro.com.br/viveo>



Contact us through the app:

Contato Seguro



In September 2023, Viveo adapted the Code of Ethical Conduct into a Compliance Policy, a document that establishes the guidelines adopted by the Integrity Program. Compliance with these guidelines is the responsibility of the Compliance area, which directs and guides the policy's effectiveness, in addition to monitoring the behavior of employees, service providers, third parties, and business partners of the Company.

The objective is to prevent and take action against situations prone to acts of corruption, bribery, and fraud concerning both public institutions and private companies. Thus, the Compliance area audits, monitors, and ensures compliance and conformities in corporate policies and guidelines, acting as a second line of defense, supporting business areas and managers (first line of defense) in day-to-day duties.

Since 2021, the Company has supported its employees in preparing for the Professional Certification in Anti-Corruption Compliance (CPC-A), offering training on national and foreign legislation, risk management, policies, and controls. On the other hand, it keeps the members of Senior Management updated, addressing with direc-

tors and officers topics on communication, monitoring, auditing, investigation, reporting, due diligence, and legal and digital compliance. In addition, employees of the Human Resources (HR) leadership were trained in investigation procedures required to support the Compliance area regarding complaints received through the Ethics Channel, in addition to analysis and negotiations.



Viveo Compliance Ambassadors Program

Through the Compliance Ambassadors Program, created in 2023, employees act as knowledge multipliers of this theme. Thus, they voluntarily share information about Viveo's Code of Conduct and policies, sensitize other employees regarding the Ethics Channel, disseminate content and communications, and encourage participation in training programs on this theme.

In 2023, 25 employees served as ambassadors in various units and sectors of the Company.

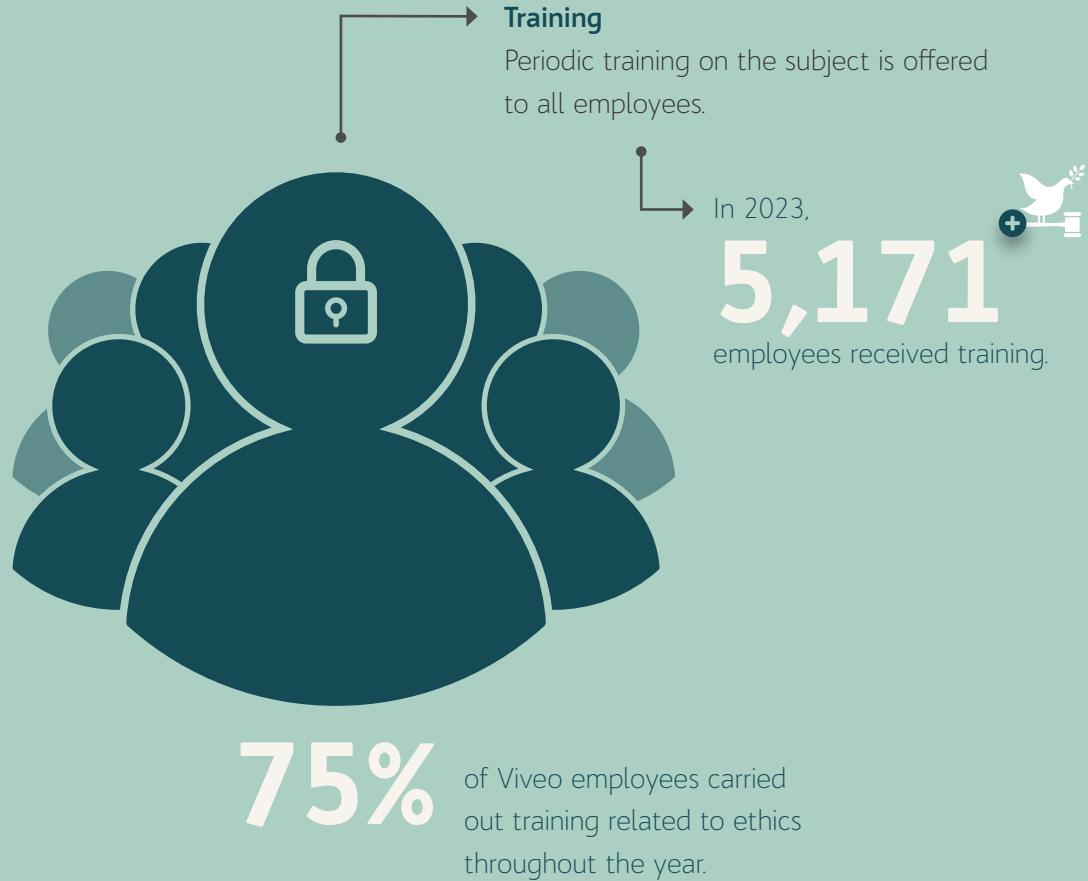


Corruption Prevention

Viveo's policy is zero tolerance for acts of corruption. The exercise of professional activities and commercial affairs must always respect the legislation and rules in force, as well as Viveo's own internal rules and policies.

Employees receive periodic training to prevent any conduct that goes against the Anti-Corruption and Anti-Bribery Policy. In addition, weekly communications are carried out through Viveo's official channels so that everyone is aware of activities related to the Company's Integrity Program.

Throughout 2023, 5,171 (75%) employees were trained in Ethical Conduct, through meetings and the Ethics Trail (DE) platform, focusing on relevant topics regarding Compliance and good practices.





Risk management

[GRI 2-12; 2-16; 2-25]

At Viveo, risk management is a responsibility shared by all employees at different levels and functions. Therefore, the Company strives to ensure effectiveness of the internal control systems, monitor the risks of processes, and systematically and formally communicate aspects and events that may negatively affect its results, whether tangible and intangible.

Viveo's Internal Controls area, created in 2020, is responsible for the Company's risk management and ensures the conduct of this process based on the guidelines and premises of the Corporate Risk Management Policy, which directs the stages of assessment, identification, treatment, monitoring, and communication of risks and events that adversely affect the objectives of the Company and its subsidiaries.

Thus, the Internal Controls area acts as a second line of defense, supporting business areas and managers (first line of defense) in the implementation of processes,

procedures, controls, and respective risks inherent to their processes. The objective is to ensure that such risks are treated in accordance with the policies and regulations established by the Company and good market practices, taking a holistic and effective approach in their identification, evaluation, and mitigation.

The projects and actions for managing the Company's risks are monitored and reported periodically to the Audit, Risk Management, and Compliance Committee, which evaluates and directs the area in the planning, execution, and reporting phases of the results obtained.

The Internal Controls area is responsible for planning and executing projects that serve all the business units in the Viveo Ecosystem. In 2023, the Company made progress in covering the risks of newly acquired companies through general risk analysis with on-site compliance assessments, with controls and governance mechanisms established in the corporate and opera-

tional control matrices. The analyses were performed through substantive tests and inquiry into mappings, interviews, and documental evidence, which is independently evaluated by the Internal Controls area. The results obtained are presented to the managers involved, the executive board, and the Audit, Risk Management and Compliance Committee. The Internal Controls area also supports managers in the design and structuring of action plans in order to identify causes and mitigate risks effectively.

After identifying and assessing a given risk, controls are mapped according to their efficiency and effectiveness, and new action plans are proposed, if necessary, for the implementation of new controls or changes in processes. Corporate risks are also reviewed as the Company enters new business enterprises.



In 2023, the monitoring and controls of the following risk categories identified by Viveo were maintained: Strategic, Operational, Financial and Compliance – see details in the infographic on the side. For detailed information on the risk management process, access item 5.1 of the Viveo Reference Index.

The Company maintains a strong commitment to governance, transparency, and integrity in commercial relations with governments and public agencies in public bidding processes. Therefore, Viveo implemented a specific Bidding Controls and Risks front, with a professional tasked exclusively to evaluate the effectiveness and compliance of all stages of bidding processes, as well as controls and guidelines applicable to public bidding processes, subscriptions, amendments, and waivers, ensuring their compliance with Viveo’s internal policies and procedures related to this scope and the applicable laws in effect, such as the new Law on Bidding and Administrative Contracts (14.133/2021).

In 2023, in addition to expanding the scope of risk coverage in bidding for new businesses to be acquired by Viveo such as compounding pharmacies, specific face-to-face training programs and workshops were

Risk categories monitored

Strategic: includes risks that affect the value of the Viveo brand, image, and reputation, customer satisfaction, and reliance on critical and/or strategic business partners.



Operational: includes risks of operational failure, cyberattacks, data protection, and business continuity.



Financial: includes risks that impact financial liquidity, market risk due to external factors, and credit risk.



Compliance: includes aspects related to ethical conduct and aspects related to regulations, laws, socio-environmental issues, and occupational safety.



conducted to update employees on the applicable legislation, controls, and policies that Viveo adopts to maintain the highest standard of governance and integrity in dealing with public agencies. The training pro-

grams were attended by guests and external viewers, such as partners and manufacturers of the pharmaceutical industry.



Internal Audit

The work performed by the Internal Audit is carried out independently, ensuring the integrity, confidentiality, and independence of its execution, and reported directly to the Board of Directors.

External Audit

Viveo's financial statement reports are audited by an independent external third party hired by the Company to examine and verify the financial statements and accounting records to ensure that the financial statements are presented accurately and fairly and in accordance with accounting principles and other international financial reporting standards mentioned above.

It is also within the scope of the External Audit Department to evaluate the internal control environment, specifically regarding the processes and areas related to the preparation and disclosure of financial state-

ments. This procedure involves the review of the related processes, procedures, and controls to identify whether they are reliable and adequate to minimize the risk of errors or fraud. This procedure is documented and delivered to the Company through the Internal Controls Letter (ICL) issued by the independent external auditors, which contains the main control vulnerabilities identified. The Internal Controls area is responsible for preparing, together with the managers of these processes, the action plans necessary to correct and mitigate such vulnerabilities.

The Internal Audit Department is responsible for identifying and covering risks, mapping controls, performing evidence-based tests, ascertaining control failures, and consolidating reports.



Dissemination of knowledge and acculturation of risk management

An essential part of risk management, Viveo practices the dissemination of knowledge and acculturation of risk management through periodic training programs, applicable to all employees, with content, rules, methodologies, and practical teachings on the Company's Risk Management Policy. The Corporate Risk Management Policy is part of the scope of Viveo's Integrity Program, with training held biannually for all employees and at the time of onboarding.

The Internal Controls area also raises awareness and teaches knowledge on managing risks inherent to the Company's business. In 2023, several internal communications were conducted, such as 'knowledge pills' on Viveo's internal social network, and educational campaigns through online and face-to-face workshops.



Data Privacy

[GRI 418-1]

In 2020, Viveo underwent the process of adapting to the General Data Protection Law (GDPL), with the support of an external consulting firm. In the same year, the processes, activities, and controls related to personal data were mapped to identify inherent risks and implement the necessary action plans, policies, and procedures, among other initiatives. The Information Technology (IT) area conducted and monitored the project adequacy actions with the specialized consulting firm.

In 2023, Viveo directed its data privacy governance to support the management of the Risks and Internal Controls area. It also hired a specialized team and reappointed the Data Protection Officer (DPO). The Company also has a data privacy governance project called the Viveo GDPL Program, which covers corporate processes and all businesses in the Viveo ecosystem.

GDPL Adherence and Compliance Plan

The GDPL Program was planned and designed to include the assessment and coverage of GDPL risks and personal data security, in addition to updating the data inventory (ROPA Matrix), diagnosis, Personal Data Protection Impact Report, survey of compliance actions, and the preparation of action plans, and monitoring of their implementation by the responsible areas of the Company.

Viveo has developed a comprehensive Privacy Risk Coverage Plan to strengthen its stance regarding GDPL and other regulations. In 2023, the planning that is conducted for all the Company's businesses started with the General Risk Analysis of the acquired companies, with a detailed analysis of the regulatory requirements applied to the General Data Protection Law (GDPL), prioritization of critical areas, and a personalized approach for each company. The schedule of this planning ranges from an initial study to continuous monitoring, ensuring efficiency at all stages.

It is important to highlight that the reports that indicate the vulnerabilities of the processes and the recommended plans are presented to the respective responsible managers and Viveo's Risk Committee. This practice ensures open and transparent communication, in addition to incorporating strategic and governance perspectives into the privacy risk management process.

Viveo also has policies, booklets, and procedures in place to fulfill the scope of Privacy and Data Governance. To ensure compliance with the contractual aspects of its agreements in general, the Company has specific bylaws clauses regarding data protection and privacy. Any claims are evaluated jointly by the Legal Department and the Company's DPO to guarantee the roles and responsibilities of the data controllers and operators of the data in question.



Viveo is strongly committed to the transparency of the processing of personal data and to the rights that may be invoked by the holders of the respective data, according to law. To meet these demands, Viveo makes the [Data Holder's Portal](#) available on its website. The tool allows data owners to exercise their rights over their personal data. Demands are handled directly by the DPO.

1st Week GDPL Viveo

In September 2023, the 1st GDPL Viveo Week was held to disseminate information on data security and processing, reinforcing among all teams the commitment to safeguard the personal information of customers, suppliers, employees, and other stakeholders.

In addition to structured training modules, the Week included a live stream and educational videos with experts on the subject, which in

simple and practical ways educated participants on data protection.

The GDPL Booklet was also launched, which highlights the main mechanisms and processes adopted by Viveo in relation to the subject in an effort to ensure security, confidentiality, and transparency.





GDPL Awareness and Training

Throughout 2023, Viveo reinforced its commitment to compliance, ensuring that all members are properly informed and prepared to handle issues related to data privacy. To achieve this goal, we dedicate significant efforts and resources to promoting awareness and providing training to ensure the effective protection of personal data, while cultivating an organizational culture aligned with the fundamental principles of data privacy legislation.

Viveo GDPL Committee

As part of the continuous efforts to improve data protection management, the Company strengthened the performance of the Viveo GDPL Committee, with the reformulation of actions, revitalization of meetings, incorporation of new members representing each business unit, and disclosure of the group's composition so that employees can seek them out at later times and share doubts, ideas, and risks identified in the scope of the General Data Protection Law, with the purpose of mitigating them.

The Company implemented a strategy to continuously disseminate knowledge about the General Data Protection Law (GDPL). This includes the regular publication of informational posts on the internal corporate platform, Workplace. In addition, investments were made to create a comprehensive training program available on the TRILAR platform, with the issuance of certificates of completion for participants.

This measure was implemented to cover the entire Viveo ecosystem. The inclusion of these members makes the Committee more focused and representative, enriching it with the diversity of perspectives from each business unit. This strengthens the Committee's ability to address the specific nuances and particular challenges faced by each Viveo sector, ensuring a more holistic and effective approach to data protection across the organization.



Operations and performance

Vivero's strategy of positioning itself as a diversified ecosystem has facilitated the Company to continue growing sustainably.





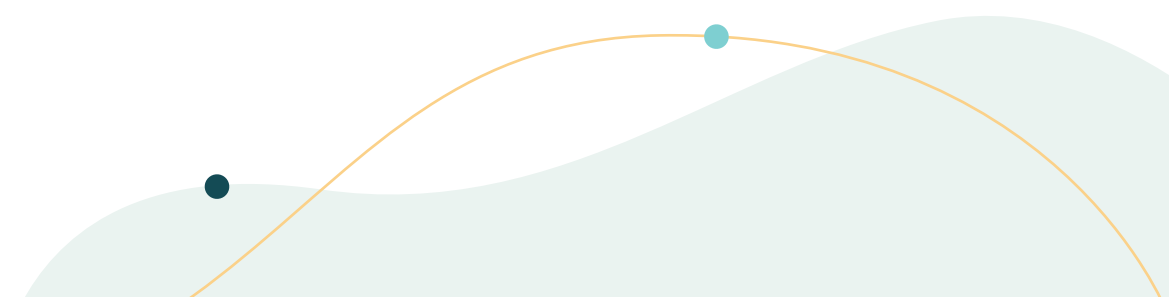
Market context

In 2023, the Brazilian economy exceeded the projections of economists and the market, with a higher-than-expected GDP, a more balanced inflation rate, and one cut in the interest rate. According to the Brazilian Institute of Geography and Statistics (IBGE), GDP grew 2.9% in the year, driven by the good performance of the formal labor market and agribusiness – the country harvested a ‘super crop’ and benefited from still-high global commodity prices.

Inflation, also measured by the IBGE, ended the year at 4.62%, within the target set by the authorities and influenced by the greater availability of food, which helped to curb prices. The inflationary relief allowed the Central Bank to start cutting the

basic interest rate, the Selic, which was 13.75% at the start of 2023 and ended the year at 11.75%.

In the first year after the pandemic, the health sector faced another challenging period. For the first time since 2015, the price of medications, as measured by the Hospital Drug Price Index (IPM-H), fell. Health plans, which had already recorded an operating loss of R\$ 10 billion in 2022 – the worst result in the history of the segment – accumulated losses of R\$ 6.3 billion at the end of the third quarter of 2023, according to the National Supplementary Health Agency (ANS). In June, the Agency approved a maximum annual adjustment of 9.63% for individual and family health plans.





One of the items that influence the readjustment of health plans is the loss ratio, measured based on the ratio between operators' revenue and expenditure on the care provided. By the third quarter of 2023, the loss ratio stood at 88.2%, according to ANS, only two percentage points below that in the same period of the previous year. With a high loss ratio, operators offered extended payment terms to hospitals, clinics, and laboratories. There was also a significant increase in denials¹. This scenario put added pressure on the working capital of the various agents in the sector – health plans took longer to pay hospitals, clinics, and laboratories, which, in turn, put pressure on accounts receivable from the industry and distributors, thus extending the payment terms of accounts receivable.

With the entire healthcare chain under pressure and being forced to reduce costs, Viveo's strategy of positioning itself as a diversified ecosystem that serves the industry from end to end, with innovation and efficiency, allowed the Company to continue growing sustainably and responsibly. In 2023, Viveo recorded a net revenue of R\$ 11.083 billion, an increase of 26.7% compared to 2022.

¹ The non-payment by health operators of procedures, hospitalizations, and exams, among other services.

This result was driven by organic growth, mainly in the hospital and clinic service and retail channels, and by the acquisitions made in the previous 12 months, especially PFS and ProInfusion.

After over 25 acquisitions since 2017, the priority agenda for 2023 was the simplification of structures and systems: throughout the year, the Company made R\$ 66 million from captured synergies.



Capital markets

Viveo's shares (VVEO3) are listed on B3's Novo Mercado, a segment that concentrates on companies with higher levels of corporate governance. The Company is part of the portfolios of the IGCX and IGNM indexes, which list companies with high levels of governance, and ITAG, the Differentiated Tag Along Stock Index (ITAG), which lists companies that provide better conditions for minority shareholders.

In August 2023, the Company completed the process for its follow-on offering of shares, raising R\$1.2 billion, of which R\$ 778 million was allocated to reinforce its cash position and su-

pport the execution of the growth strategy. At the end of the year, VVEO3 shares closed at R\$ 13.95², with a total market value of R\$4.5 billion.

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, in addition to other shareholders that are part of the control group, who hold 41.79% of the shares. Founded in 2013, DNA Capital is a fund manager focused on the health sector (see corporate composition chart in [Chapter 1](#)).

² Considers the share price on the last business day of 2023.



Operating performance

Distribution to Hospitals and Clinics

At the beginning of 2023, the distribution segment for hospitals and clinics began to be represented by the Mafra brand. This business unit of Viveo represents a link between industries and hospitals, clinics, agreements, home care, and health institutions in the private and public markets, present throughout Brazil.

Thus, the Company stands out for being a company with a diversified portfolio of medications, medical and hospital materials, and nutritional therapy, offering a high level of service, its own trucking fleet, and the largest sales force among all competitors. This status makes it a benchmark for the market, with a 21% participation in the private sector in the non-retail segment, selling medications and hospital supplies to institutional clients such as hospitals, clinics, and public and private healthcare units.

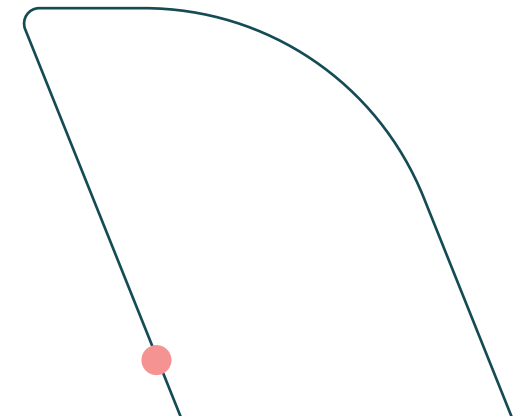
With the unification of six companies under the Mafra brand, the one-stop-shop strategy was reinforced, with the offering – in one place – of a variety of products that serve all healthcare segments: oncology, medications in general, specialties, disposable items, and technical and nutritional products.

In June 2023, Viveo completed the acquisition of Neve, a company that operates in the development of highly efficient and high-performance hospital products in four lines: surgical, orthopedic, gowns, and protective gear. Production takes place in a modern factory located in Bragança Paulista (SP).

In 2023, Mafra also started the distribution of OPSM materials (orthotics, prosthetics, and special materials) by the @Medtronic Brasil Surgical line throughout the state

of Rio Grande do Sul. This new product line began to meet demands for materials used in bariatric surgeries and other interventions.

With the integration of Neve and partnerships with new suppliers, Mafra expanded its materials portfolio from 75% to 84%, which reinforces the one-stop-shop concept and demonstrates the Company's ability to meet the varied needs of customers in a single location.





Retail

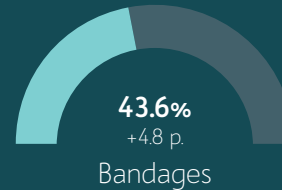
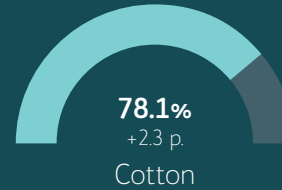
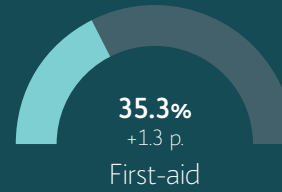
The retail channel comprises the manufacture of personal care, hygiene and beauty, and first aid products (through Cremer, FW, Daviso, and Flexicotton). It also includes the sale of products, mainly to Pharmacies, Supermarkets, Cash & Carry (C&C), and e-commerce channels, with brands recognized for their high standards of quality and innovation, which offer items to meet different demands and different stages of the lives of consumers.

In 2023, Viveo maintained strong market leadership status, both with its brand names (mainly Cremer, Topz, Piquitucho, Feel Clean) and private label brands, gaining space in most segments in which it operates – with accelerating market presence and distributions to pharmacy and food channels, as shown in the infographic on the side.

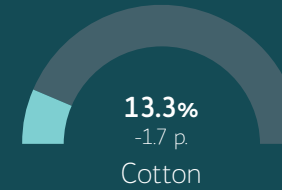
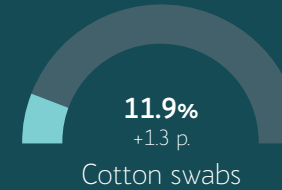
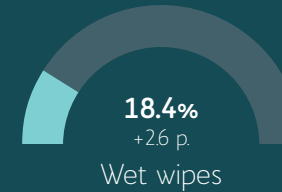
Market Share

(Ratio 2023 X 2022)

Pharmacies*



Supermarkets + C&C**



*Source: IQVIA FY 2023 by value.

** Source: NIELSEN RETAIL INA+C&C FY 2023 / by volume.



Throughout 2023, Viveo expanded its portfolio with several innovations and product launches across all its brands. Among the highlights is the Cremer brand, with five new products launched through the sports line in the orthotics category:

- Adjustable thigh brace, with thermo-compressor effect that provides more stability and firmness;
- Posture corrector;
- Wrist brace with a bilateral wrist splint, which contributes to the rehabilitation of sprains and hand injuries;
- Body shaper; and
- Orthopedic sling, which offers stability and comfort in the recovery of injuries of the upper limb (shoulder, arm, and forearm).

Subsequently, the new cotton swabs by the Piquitcho brand were launched, specially designed to provide greater access and democratization of the category on the display shelves of the C&C and small retail channels. The Piquitcho brand has also expanded into the category of disposable diapers. At the end of the year, there was another major product launch: the arrival of the Topz Baby Galinha Pintadina brand in the categories of cotton, cotton swabs, and cloth diapers – an important step

for Viveo in its entry into large retail categories, using the strength of its brands, innovation, and expertise.

In 2023, the Company also became the market leader in the bandages segment, in which it was already a market leader as a manufacturer. These achievements and performance represent the realization of Viveo's cross-selling strategy and consolidate its market leadership.





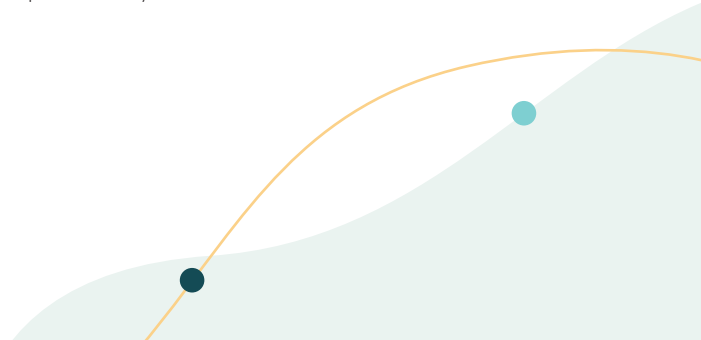
Laboratory and vaccines

Viveo operates in the laboratories and vaccines market through two companies. Tecnocold Vacinas is responsible for supplying over 50% of the private market throughout Brazil. Prevena – launched in 2022 at the integration of the companies Byogene, Biogenetix, Vitalab, Cremer Diagnostica, Apijã, Laborsys, and Macromed – offers complete solutions for laboratories and hospitals in the pre-analytical and analytical stages in in vitro diagnosis – (IVD).

The diagnostic medication market, estimated at R\$ 5 billion, is characterized as being quite pulverized, with over 12,000 laboratories in Brazil today. This segment still lacks suppliers with a broad portfolio of national reach and a differentiated level of service. In this context, Viveo's strategy is to offer a one-stop-shop solution for these customers, not only in the pre-analytical portfolio (products used in sample collection and handling), but also in equipment and reagents for clinical analysis processes.

At the end of 2023, Prevena served about 4,500 customers among laboratories and hospitals, both with a pre-analytical and analytical portfolio, providing to this market approximately 3,000 SKUs (stock maintenance units), over 3,000 installed equipment, and a team of about 80 specialized professionals dedicated to technical support and scientific consulting.

Meanwhile, Tecnocold, given the evident transformation of the private vaccine market in Brazil – mainly with the arrival of new vaccines for adults, a market with great growth potential – brought into its portfolio the distribution of the QDENGGA® vaccine, which prevents any of the four serotypes of the dengue virus. According to the Ministry of Health, in 2023, 1.6 million cases of dengue were recorded in Brazil, an increase of 15.8% compared to the same period of the previous year.





Other vaccines added to the portfolio were:

- **VAXNEUVANCE** 15-valent, released by MSD in the third quarter of 2023 for the prevention of pneumococcal diseases;
- **EFLUELDA**, against influenza – for the 60+ public, as it has a more effective response for this age group;
- **GARDASIL 9** (updated version), against HPV, also produced by MSD with efficacy against five more serotypes than the previous version (Gardasil 4).

In 2023, Tecnocold expanded its vaccine product lines in the Nova Santa Rita-RS and Ribeirão Preto-SP distribution centers, which increased capillarity, improving the level of service and decreasing SLA in these regions. At the end of the year, its commercial portfolio had over 2,700 active customers throughout Brazil and approximately 44 SKUs.

Services and D2P (Direct to Patient)

Viveo offers complete solutions for customers and partners through a series of integrated services performed by different companies that make up its ecosystem. Health Log is a complete logistics operator specialized in the health segment, with its own trucking fleet of 264 vehicles, of which eight are electric, guaranteeing a high level of service – in 2023, 98% of deliveries were made within 48 hours.

The initiative to adopt electric cars in its operations, added to the project of using returnable transport boxes, has made a positive impact on sustainability, as well as guaranteeing safety, stability, and quality of the products transported, reducing the generation of solid waste and greenhouse gas (GHG) emissions.

Logistics Structure



130 thousand m²

of distribution centers spread across the country.



264 vehicles dedicated to the healthcare market.



8 electric vehicles of the JAC Motors brand.



In 2023, Viveo invested in structure and systems to increase efficiency gains in logistics operations. Eight Distribution Centers were renovated, with an expansion of 20,000 m². In addition, the Company inaugurated a DC in the city of Nova Santa Rita (RS). R\$12 million was invested in the project, which has an area of 7.2 thousand m² and the capacity to handle over 500 thousand volumes per month. Another 14 DCs received the new WMS (Warehouse Management System), which indicates the best and fastest way to collect products.

Throughout the year, Viveo also repositioned and rebranded Cirúrgica Mafra to Mafra Especialidades, unifying the companies and reinforcing the one-stop-shop strategy,

since it is the only company that services all healthcare segments: oncology, medications in general, specialties, disposable materials, technical and nutritional products. Mafra Especialidades has six physical stores with approximately 20,000 SKUs in its portfolio and an online store (e-commerce), in addition to the specialty delivery model for high-cost and highly complex medications.

In February, the acquisition of all shares that constitute the capital stock of Far.Me was completed, a startup that holds a stake in pharmaceutical retail. Operating in Greater São Paulo (SP) and Belo Horizonte (MG), Far.Me is a pharmacy specialized in offering personalized and digital care services, with a monthly medication delivery

subscription sorted by date and time, according to the patient's medical prescription.

This practical solution is provided jointly with pharmaceutical follow-up carried out by a healthcare team that, through the use of technology, supports patients and health institutions in ways that range from receiving and analyzing medical prescriptions, the clinical team coordinating care to mitigate health risks, to actions designed to increase adherence to treatment and patient well-being. The acquisition of Far.Me, together with the Bo-xifarma Group, carried out in April 2022, reinforces the strategy and performance in the direct-to-patient segment.



Humania, a Health Management company that is a reference in health promotion programs and diagnostic programs in Brazil, was announced in August 2023, with the unification of Azimutemed and Integra. Together, the companies have over 18 years of experience, 12 million lives impacted, and 30 therapeutic areas covered, representing 33% of the market, according to data from Integration Consulting.

The new company was founded with the purpose of offering complete solutions in the area of health promotion and is based on three pillars that guide its services: humanization, technology, innovation, and synergies within the ecosystem that can leverage Viveo's business strategy and boost the entire healthcare chain. Humania's service is segmented as follows:

Pharmaceutical Industry: in this segment, the company mainly serves patients, their caregivers, and doctors. It offers, among other services: Health Promotion Programs, mainly dedicated to specialty and primary care products, disease awareness; Diagnostic Support Programs (PSD); medical information services (InfoMed); direct communication with a multidisciplinary health team; services to physicians, providing updated and validated scientific information; customer service (SAC); pharmacovigilance services; medical visitation; and consulting.

Health Operators: Humania offers patient follow-up programs to assist patients with chronic diseases and specific health situations, which may include specialized assistance and educational actions. This type of follow-up is carried out with the objective of promoting the rational use of the resources of health operators, promote prevention and reduction of work-related injuries, provide support for hospitalized patients, and reduced demand for emergency care.

Educational Programs for Companies: in this segment, the company works in partnership with the HR sector of other organizations, with educational programs aimed at maintaining employees' health through programs dedicated to people with chronic diseases or situations that may result in health problems such as tobacco smoking.





Quality as the benchmark

[GRI 3-3, 416-1, 416-2]

Providing care to each life requires responsibility and excellence. Therefore, safety and quality are Viveo's priorities. With the strategy of being a benchmark for the healthcare sector, Viveo focuses on providing the best experience to business partners and customers, offering sustainable, reliable, and innovative solutions.

To ensure the highest standard of products, processes, and services, the Company follows its Integrated Quality Policy, revised in October 2023. As a result, it maintains a Quality Management System composed of corporate guidelines, certifications, licenses, and authorizations that ensure full compliance with applicable laws and regulations in its segments of operation.

Committed to the quality of the products and services it offers, the Company ensures that the units undergo complementary evaluations to verify that the requirements are met within the standards of each segment. Thus, it seeks to ensure that the products reach the

consumer in full compliance with their original characteristics.

The practice of conducting internal audits has become widely disseminated to ensure and validate compliance with the quality and regulatory requirements of the products and services, in addition to evaluating opportunities for internal improvements in their processes.

In addition, it has a Corporate Quality Assurance Area specialized in each segment: industry, compounding pharmacies, logistics operations, and health promotion programs, controlling aspects related to the theme and aligned with internal goals. Employees receive training on the quality management process focused on each area of activity.





Industries

Viveo's industrial segment is comprised of the operations of Cremer, Flexicotton, FW, Daviso and Neve, totaling eight manufacturing units, which produce a wide portfolio of products for health and personal hygiene such as surgical drapes, crepe bandages, compression garments, adhesive tape, microporous tape, bandages, probes, equipment, catheters, the complete line of cotton products, cotton swabs, breast pads, wet wipes for cosmetics, women's hygiene, baby hygiene, pet sanitizers, in addition to industrial tapes of the white, automotive, and footwear products lines. The industrial units operate with state-of-the-art technology and high levels of quality standards, which guarantees excellence in production quality. The companies seek to meet the highest quality certifications in the manu-

facture of their products to ensure safety and efficacy of the products.

Based on the Viveo Strategic Plan and the Viveo Quality Policy, the Quality Assurance area of the industrial segment is premised on ensuring customer satisfaction through robust and structured quality inspection processes in manufactured inputs and products, the approval of business partners, control of processes and product changes, risk management, internal and external audits, treatment of non-conformities, validation of critical processes, and training of its employees.

The management of the quality management system documents and action plans is carried out through specific software, in which over 13 thousand documents such as proce-

dures, work instructions, and product specifications are controlled.

The area's decisions are supported through critical analysis of indicators and improvement actions are performed using quality tools such as cause analysis, the Pareto Principle, and 5W2H. The performance of business partners is evaluated monthly through the Supplier Excellence Program,

also called Health Partners. In 2023, 480 partners were evaluated.

The Viveo industrial units meet all the sanitary requirements provided for in current legislation and rely on the strong performance of their technical team to ensure full compliance with the requirements of good manufacturing practices.

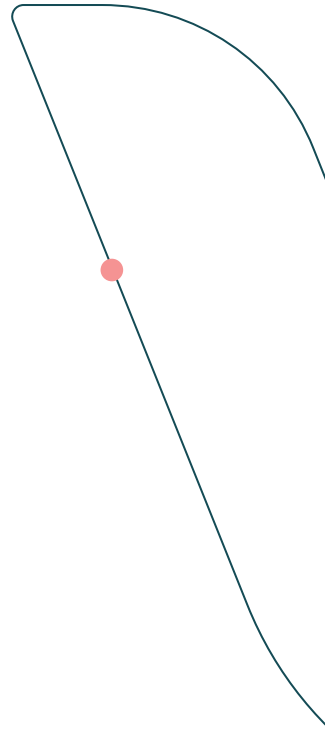
The industrial units operate with state-of-the-art technology and high levels of quality standards, which guarantees excellence in production quality.



Compounding pharmacies

The vertical positioning of Viveo's compounding pharmacies includes the operations of ten companies – Famap, Aporte, Proinfusion (Moema, Valinhos, and Rio de Janeiro units), Seven, Solus, Hospphama, Life, and Nutrifica – specialized in the compounding of parenteral and enteral nutrition, chemotherapy, and other sterile solutions, which are sold only under medical prescription. In parenteral nutrition, all clients have access to software that assists in the calculation and preparation of the formulas. The compounding process is computerized, which ensures high efficiency in the processing of prescriptions, in addition to a high level of control and traceability over each of the compounding steps of the formulas.

In all categories, strict process controls are carried out to ensure product quality, which are performed through control tests, monitoring, and validation of processes, management of procedures and records, as well as internal audits and certification procedures. Process improvement occurs through the evaluation of indicators and customer perception. Seven of the companies have the ONA qualification seal. Thus, Viveo is the parent company of 50% of the select group of compounding pharmacies in Brazil to hold this quality certification.





Logistic operations

Viveo offers warehousing, fractioning, transportation, restocking, and import services to hospitals, pharmaceutical industries, and international medical-hospital equipment manufacturers. The company has an area of 130,000 m² of distribution centers. In all, there are 37 branches in Brazil, performing distribution of highly complex medications, oncology medications and vaccines, health and diagnostic products, and pharmaceuticals as a freight services and logistics operator.

Capillarity and distribution capacity are a fundamental competitive edge for Viveo, which adds value to the ecosystem and ensures excellence in customer service.

The Quality Assurance area of logistics operations ensures compliance with good storage, distribution, supply, transportation, and service practices aimed at continuous improvement of processes with a focus on quality and, above all, patient safety in all Viveo's operations, with full compliance to legal requirements. The Company has 85 professionals who perform quality assurance activities and ensure compliance with procedures, manuals, quality management system policies, and legal requirements.

The management of over 350 documents that define, control, and support the processes within the quality

management system is carried out through specific quality management software. There are, on average, 150 documents issued by professional bodies and councils that authorize the activities of Health Log. Nine of the 12 distribution centers are certified in Good Distribution and Storage Practices by ANVISA, which carried out approximately 100 audits throughout 2023, including health surveillance inspections, technical visits to customers, and supplier audits.

Capillarity and distribution capacity are a fundamental competitive edge for Viveo.



To guarantee quality and meet the storage conditions of products, the distribution centers have electronic temperature monitoring controls in the storage areas 24 hours a day, seven days a week, with almost 300 monitoring points within the branches.

For shipping, in addition to the traditional qualified thermal packaging, returnable packaging is also used, which in addition to providing safety and temperature stability for a longer period, contributes to the environment, significantly reducing the amount of waste generated.

The Quality Assurance area of logistics operations performs self-inspection procedures, internal audits, and non-conformity management. All processes that are part of the quality management system

include procedures such as temperature monitoring, thermal and provider qualifications, technovigilance, returns, collection, technical complaints, and operational processes (receipt, storage, separation, shipping, packaging for transport). The monitoring of all processes is documented and reported monthly, and the results are evaluated in monthly meetings with the participation of the sectors involved and the Executive Board.

In the Distribution units, all categories regulated by Anvisa are evaluated; i.e., medications, health products, sanitizers, and cosmetics.



Health Promotion Program

This Viveo business offers services that are contracted by the pharmaceutical industries and health operators, as well as educational programs for other companies.

Thus, the services provided by Humania strictly comply with Brazilian and international health laws and regulations. The Quality Assurance area is responsible for the management of the company's quality indicators, monitoring internal and external audits, management of non-conformities, and the management of organizational documents, processes, and compliance according to applicable laws, with the support of the areas involved. The QA area constantly evaluates possible risks and improvements that can be adopted throughout the programs.

In all segments of Humania's operations, impacts on health and safety are assessed, so that the projects are developed with the objective of providing the best possible emergency care, since the focus of the service

is the well-being of the patient.

The Humania Non-Conformity Procedure establishes that any type of deviation must be properly documented on the QA Platform, with the description, root cause determined, corrective and preventive actions, the responsible personnel, delivery deadline, and a recurrence assessment, among other information. The internal procedures are segmented and developed in a customized way for each client, according to the agreed-upon service.

Internal audits are focused on the agreed-upon services and evaluate the performance of each area involved. At the end of these audits, reports are prepared that list all items evaluated and the findings. For non-conformities, the QA area works on an action plan to mitigate non-conformities and risks identified.





Integral Management: Product and Service Quality Working Group

[GRI 2-13]

This WG is part of the continuous product improvement strategy, which is integrated into the ESG strategy. Their focus is on:

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

The main activities performed in 2023 include:

- Review of the Quality Policy as it is integrated into new segments that were acquired (compounding pharmacies, specialty pharmacies, and health promotion programs); and
- Determining the quality certification strategy at Viveo for the next three years.





Evolution of Quality at VIVEO:

2021

- 54% reduction in internal malfunctions.
- The implementation of automatic continuous temperature monitoring, which controls the temperature in the distribution centers (DCs) in real-time.
- ISO 13485:2016 Certification – Quality Management Systems for Health Products at the Cremer Headquarters (Blumenau, Santa Catarina) and the São Sebastião do Paraíso branch (MG).

2022

- 100% of significant product and service categories assessed for impacts on consumer health and safety.
- Harmonization of the business partner performance evaluation process to support the Health Partners Program (a supplier excellence program).
- Restructuring of the process of monitoring technovigilance notifications of manufactured products, ensuring even greater health and safety for customers.
- Maintenance of ISO 9001 and ISO 13485 certifications.

2023

- Creation of the corporate management structure of compounding pharmacies to harmonize processes.
- Review of the flow and control of access to special control medications, especially during transport, thus ensuring greater safety in the process and control over unauthorized access.
- Investment of R\$ 31.9 million in site expansions and structural improvements, mainly related to the cold storage chain.
- Implementation of the WMS system (Alcis) in six distribution branches and five pharmacies for better inventory management and product traceability.
- Implementation of the 5S Program to increase productivity, efficiency, and employee satisfaction through an organized and standardized work environment.



Economic and financial results

[GRI 201-1]

The main results by segment were:

- **Distribution to hospitals and clinics: R\$ 8,195.6 million in net revenue (21.4% vs 2022).**
- **Retail: R\$ 924.6 million in net revenue (14.8% vs 2022).**
- **Laboratories and vaccines: R\$ 953.5 million in net revenue (+16.7% in 2022).**
- **Services: R\$ 1,010.1 million in net revenue (170.2% vs 2022).**

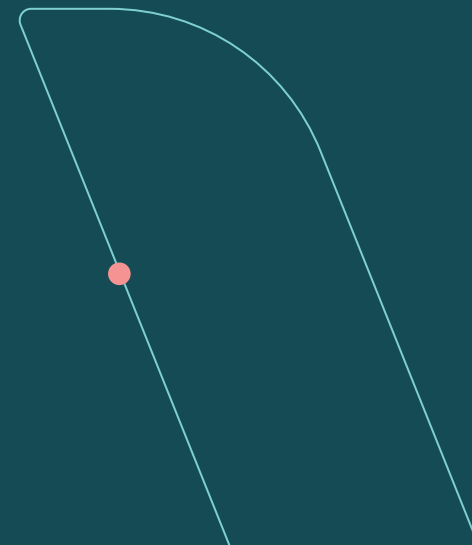
Even in the face of a series of internal and conjunctural challenges in the health sector, in 2023 Viveo was able to strengthen its ecosys-

tem and execute strategic actions with discipline, delivering an annual organic growth of almost 12%. It gained market share and increased its addressable market to R\$ 261 billion.

Viveo recorded a net revenue of R\$11.1 billion in 2023, an increase of 26.7% compared to the previous year. Adjusted Ebtida reached R\$ 927.5 million, an increase of 26.8% and a margin of 8.4%. Adjusted net income totaled R\$ 253.2 million in the previous year.

See more on financial highlights on the following page, or access the details in the 2023 Income Statements, available [here](#).

	2022 (R\$ million)	2023 (R\$ million)	2022 vs 2023 (%)
Net Revenue	8,746,531	11,083,830	26.7%
Gross Profit	1,396,664	1,734,717	24.2%
Adjusted EBITDA	731,407	927,473	26.8%
Adjusted net income	345,482	253,151	-26.7%





Proforma results

In August, we concluded the process of the follow-on public offering of shares, raising R\$ 1.2 billion, of which R\$ 778 million reinforced the Company's cash position. As a result, Viveo now has a healthier capital structure, with the net debt/adjusted EBITDA Proforma indicator that went from 2.67 in the first quarter of 2023 to 2.44 at the end of 2023. The Company's structure allows us to continue growing organically and in a disciplined way, keeping a close eye on potential new acquisitions, while boosting the operational efficiency of its customers and partners.

Return on invested capital (ROIC)

ROIC is one of the most important metrics, as it considers adjusted operating income (EBIT) after income tax and social contribution divided by total invested capital, the latter being calculated by the sum of working capital and fixed assets (total invested capital).

In 2023, the Company's Proforma ROIC was 17.2%.

Loans, Financing, and Debentures

As of December 31, 2023, the Company's gross indebtedness, considering derivatives, was R\$ 3,263.1 million. Thus, at the end of the year, Viveo had a net debt of R\$ 2,261.6 million, compared to the net debt position of R\$ 1,341.2 million at the end of 2022.





IFC Recognition

At the beginning of 2023, another important step was taken in Viveo’s growth plan, with the formalization of the Financing Agreement with the International Finance Corporation (IFC), which guaranteed investments of R\$ 200 million, with a CDI rate of +1.60% and term expiring in October 2029 for the development of the organic and inorganic expansion strategy, in addition to boosting internal working capital.

IFC, a member of the World Bank Group, is the largest global development organization focused on the private sector in emerging markets. The investment was only made available after an audit that considered pillars such as Environmental, Social, Corporate Governance and Financial Management, and proposed action plans, which began to be implemented in 2022.

The audit will continue to be carried out periodically, which guarantees IFC’s recognition of the Company’s ESG strategy, since the agency only makes loans to companies that have the same values and are in accordance with all socio-environmental and governance standards and requirements indicated by the World Bank.

This operation is part of IFC’s Global Health Platform (GHP), aligned with IFC’s strategic priorities in Brazil, to support market consolidation, promoting the availability of medical technologies and equipment and investing in efficient pharmaceutical distributors.

Added Value Distribution

In 2023, this figure totaled R\$ 4,024,039 billion distributed, as shown in the table below. Further information can be found in the 2023 Financial Statements, [available here](#).

Added Value Distribution 2023	Value (R\$ thousand)
Personnel	491,126
Taxes, fees, and contributions	2,494,665
Remuneration of third-party capital	678,332
Remuneration of shareholder equity	359,916
Added Value Distribution	4,024,039
Economic value	12,540,008



Our team

Providing an adequate work environment that encourages human development is a perpetual commitment of Viveo.



Workers' profile

[GRI 2-7; 2-8; 2-30; 405-1]

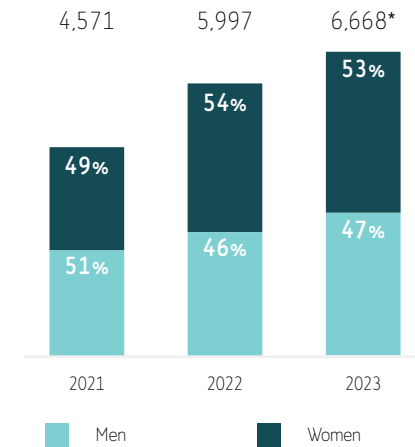
For Viveo, the purpose of providing care to each life begins at home, taking care of those who provide care: its workers, who are primarily responsible for making the Company a reference in the segments in which it operates. Therefore, providing an appropriate work environment, based on ethical and transparent relationships and that encourages human development, is a perpetual commitment to all people working in the ecosystem.

At the end of 2023, there were 6,905 employees, of which 6,668³ were direct employees – an increase of 11% compared to the previous year, due to the ex-

pansion of the business, especially from the recent acquisitions made by the Company. Of the total number of employees, 96% worked full-time and 33% are covered by collective bargaining agreements or negotiations conducted with their union representatives – with whom Viveo establishes a relationship based on cooperation, transparency, and mutual respect⁴. In addition to direct employees, 211 outsourced professionals completed the Company's workforce, of which 45% worked in sanitation, 39% in reception and security, and 16% in other activities. Viveo also had 218 apprentices and 17 interns.



Evolution of the workforce



* The following companies were consolidated in this figure: Cremer, Vitalab, Apijã, Laborsys, Macromed, CM Hospitalar, FW, Boxifarma, PHD, Nutrifica, FA- MAP, Aporte, Lfe, Mafra, Proinfusion, Seven, Ative, Solus, Helath Log, Hos- p-Pharma, and Neve.

3 All (100%) hired indefinitely.

4 Viveo employees are guaranteed the rights to freedom of association, collective bargaining agreements and internal representation of employees through collective bargaining agreements. All are represented by their own labor unions linked to the functional role of each business unit. Collective bargaining agreements are entered into when a specific negotiation need arises for a functional role or one of its functions.



Workers' profile

6,668 thousand
direct employees

Employees by gender and age group

53%

3,509 mil
women

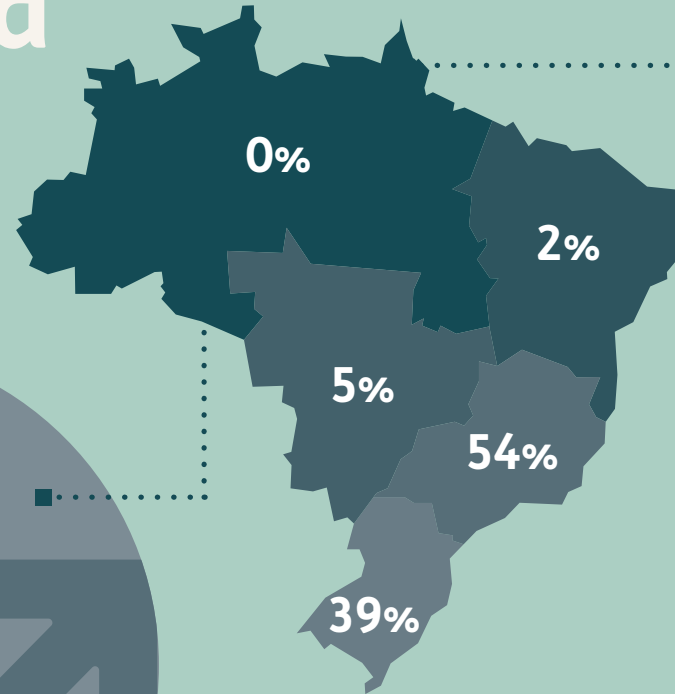
<29 **1,343**
30 a 50 **1,922**
>50 **244**

47%

3,159 mil
men

<29 **1,041**
30 a 50 **1,768**
>50 **350**

Employees by region



Number of employees according to level of education

Incomplete elementary school	282
Complete elementary school	357
Incomplete high school	395
Complete high school	3,081
Trade school graduate	12
Incomplete higher education	714
Complete Higher Education	1,323
Graduate degree (complete)	420
Graduate degree in progress	51
Master's degree (complete)	14
Master's degree (incomplete)	2
Doctorate and Ph.D.	16
Incomplete doctorate	1
Total	6,668



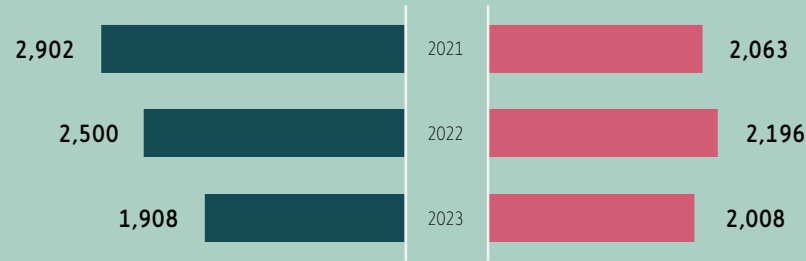
Admissions and dismissals

[GRI 401-1]

With the expansion process and integration of the various companies acquired in recent years, Viveo admitted 1,908 employees and 2,008 were dismissed. Thus, the Company's turnover rate was 32.5%⁵. Compared to 2022, there was a reduction of 23.7% in the number of admissions and 86% of dismissed employees.

By practicing talent development and equitable offering of opportunities, Viveo directly announces open job vacancies to the internal public, who can participate in the selection processes without any interference from managers, and must only comply with the criteria of the job vacancy and, if approved, undergo the transition process to the new area. In addition, Viveo encourages the internal use of its human capital – in 2023, 27% of internal use of human capital was achieved, so that professionals already working at the Company were transferred to the jobs offered.

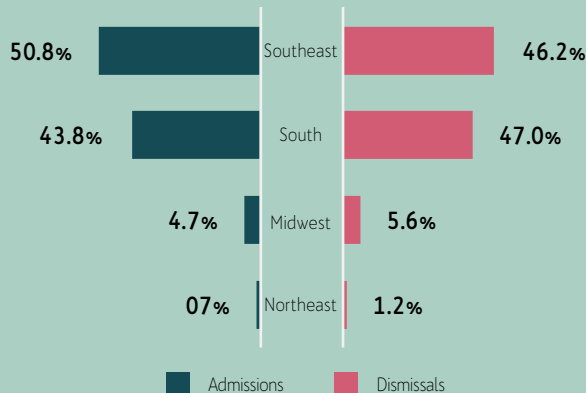
Admissions and dismissals



Admissions and dismissals by age group



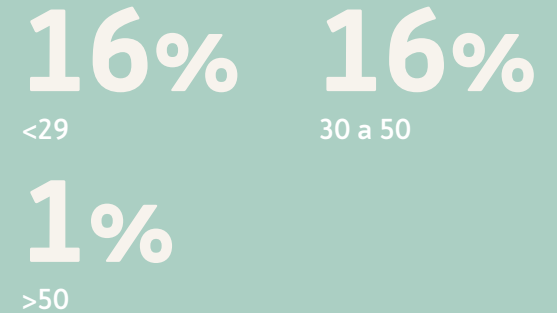
Percentage of admissions and dismissals by region



Turnover rate according to gender



Turnover rate according to age group*



* Turnover does not include increases in workforce and reductions in structure.

⁵ Calculation formula: Movement/Average Effective Movement = (Admissions + Dismissals) / 2 Effective average = (EF1 + EF2) / 2

EF1: Number of employees of the organization on the last day of the previous period.

EF2: Number of employees of the organization on the last day of the period considered.



Remuneration and benefits

[GRI 401-2]

For all job categories, except operational, remuneration is measured based on reference methodologies in the market, which use universal comparable factors that qualify and quantify the size of a position, being classified into levels (know-how, problem-solving, and responsibility for results). This practice aims to make the process of measuring and valuing positions clearer, more objective, and impersonal, adopting a compensation model that takes into account the representativeness of the position in relation to the Company's results.

The remuneration of commercial, technical, and operational positions is composed of a fixed salary and benefits, in addition to variable remuneration such as the PPR – Profit Sharing Program – which provides for the payment of up to 1.5 times one salary according to profits and results calculated on an annual basis. For commercial positions, variable compensation also applies through the payment of sales commissions according to the achievement of monthly goals of its business unit.

Another type of variable compensation is short-term incentives (STI), which aims to compensate managers for general and individual corporate performances. Eligible for the positions of CEO, Director, Senior Manager, Manager, Coordinator, and Specialist, it is composed of individual and global goals, ranked according to the achievement of level 1 to 5. The STI is composed thus: 60% for corporate goals (PPR), and 40% for results of the individual annual evaluation. The total value of the STI is paid according to the level of achievement of the goals, multiplied by the individual weight of each one. Each level of management receives different targets for their job level.





Viveo also provides benefits packages as prescribed by law to provide greater security and comfort to employees regarding health, finances, and family care.



Healthcare benefits



Dental Care



Private pension plan



Viveo Health Center



Chartered transport



In-company restaurant



Variable compensation



Christmas basket



Gym pass



Payroll loan



Childcare and special child allowance



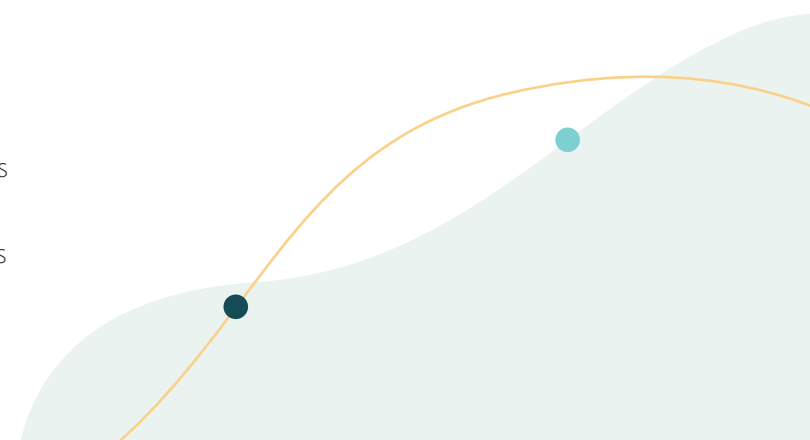
Meal and grocery vouchers



Life insurance, including disability/invalidity coverage



Special discounts at Cremer and Mafra Specialties stores





Culture and engagement

Viveo is constantly challenged by the dynamism and accelerated expansion of its business. In order to ensure that the entire team – comprised of 6,600 people in 2023 – share the same aspirations and vision for the future, the Company carried out throughout the year significant efforts to strengthen the corporate culture to make the integration of different businesses a gradual, synergistic, and respectful process.

As part of the process of strengthening organizational identity, cultural heirlooms were made that symbolize the attitudes that Viveo believes in and values in an effort to guide the actions and decisions in the daily lives of employees.



Viveo Values

Integrity comes first: the safety of every human being is a priority for us. As a benchmark in the healthcare industry, recognized for its legacy of quality, safety, and compliance, integrity is a core value in everything we do.

Each life matters: our reason for existing is to provide care for each life, and we see each human being in the same way, whether employee, supplier, customer, or patient.

Thinking in an integrated way strengthens us: our brands and the people who work with them work in a network, with connected and collective thinking to deliver complete solutions. We understand our role as agents in the world

and keep sustainability at the forefront of everything we do.

Simplifying is our way of being: we know that for the health sector to become more effective and accessible, it is necessary to know and understand our customers and partners on a deeper level. Thus, we reduce bureaucracy, value assertiveness, and unite business models that facilitate access to healthcare.

We build the future of healthcare: we know our role as builders of the future of healthcare. This means constant evolution of professionals and the Company, bringing innovations that will define the care of people tomorrow.



2023 was highlighted by several actions that were a fundamental part of the communication and engagement plan for Viveo's new values. Among them, the following stand out:

Viveo Recognition Manual: Structured in seven categories (Safety, Innovation, Journey in the Company, Birthdays, Social Responsibility, Moments of being close, and Other Recognition Awards), it aims to provide clarity on the forms of recognition and rewards offered by the Company to employees.

Office revitalization: With spaces designed and dedicated to maintaining a hybrid work system, Viveo's office headquarters in São Paulo (SP) was redesigned in 2023, with resting rooms that offer comfort and reinvigorate the work environment.



New Viveo competencies: Developed based on the strategic map, current challenges, organizational values, purpose, and corporate vision, Viveo's new competencies translate the expected behaviors of employees, with the objective of empowering and strengthening the Company towards the projected future. Each competency contains a set of behavioral aspects, according to job level, which facilitates understanding. The new competencies also serve as a guideline for recruitment and selection processes, performance evaluations, and professional development.



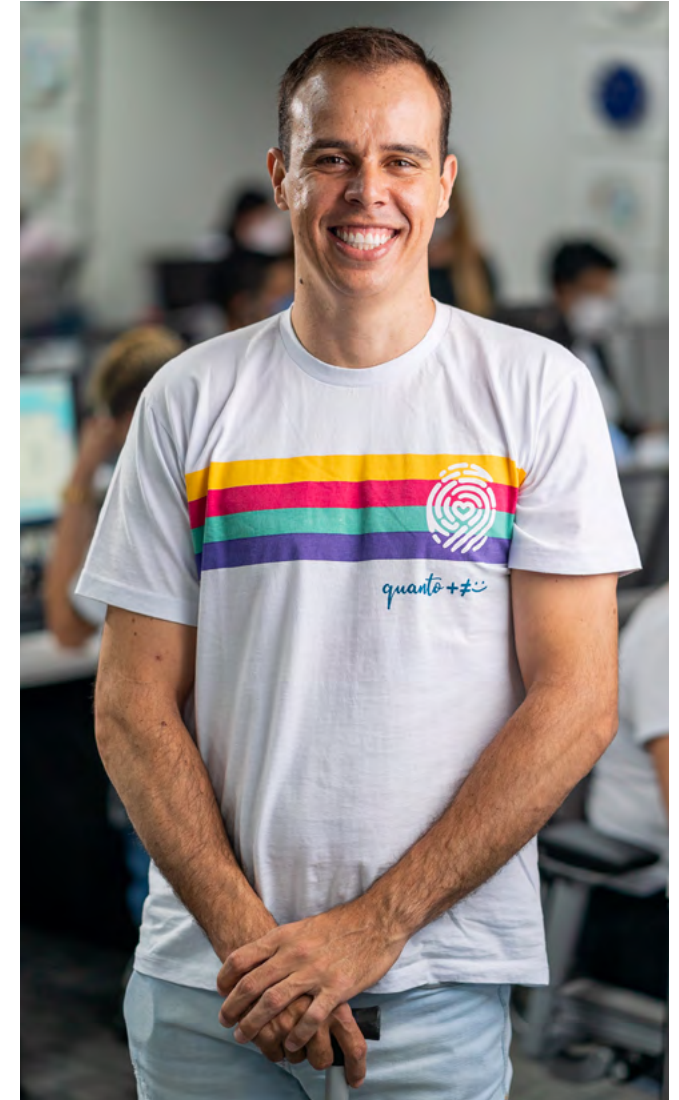
Managerial positions

Organizational excellence: behaviors that demonstrate a results-oriented approach, investigation and problem solving, the construction of profound and simple processes, without losing sight of the necessary flexibility of each business, thus aiming at the evolution of the ecosystem. Organizational excellence defines long-term strategies and constantly monitors short-term results, projecting futures through data, and anticipating decisions that may impact the strategy that has been outlined.

Entrepreneurship: behaviors focused on business management, such as creativity, simplicity and agility, commitment, and proposing solutions for the business. Constant construction of an environment full of innovation and change, stimulating bold ideas and accepting calculated risks, in addition to having in-depth knowledge of its stakeholders and trends for the healthcare chain.

Acting in an ecosystem: understanding organizational processes and relationships, encouraging systemic action, and the formation of partnerships that connect teams in favor of the business. Building solid relationships with customers and designing business models, products, and services that meet the market needs, thus influencing behaviors guided by ethics, health, safety, environmental awareness, and quality.

People who take care of people: perform according to the culture and purpose of Viveo, valuing and respecting the individualities of each individual, and building a diverse and inclusive environment. Constantly seek self-development using strong listening skills as the main tool for individual and team development, thus challenging teams to build relationships of trust through a safe environment in which people feel comfortable expressing ideas and taking responsibility for business results.





Operating positions

Collaboration: behaviors that demonstrate co-operation, good relationships, and commitment to company standards, always based on ethics and respect.

Technical knowledge: involves the skills needed for transmitting knowledge to others, including quality and safety procedures, and understanding the impact of their work on the company's results.

The dissemination and training of the new skills included workshops called Protagonism and Careers offered to leaders and other employees, an online course with exclusive content on Trilhar (EaD Platform), as well as 10 vacancies for group mentoring. The actions had significant results in the reaction evaluations, with an average of 92% satisfaction rate in the career workshops and 71% satisfaction in the group mentoring program.

100% of the company leaders underwent the full evaluation cycle in 2023.

Competency-based assessments are an excellent tool for continuous development, as it is through them that workers can assess their strengths and opportunities for development, thus building Individual Development Plans as a way to boost careers. Thus, in 2023, 100% of the leadership teams underwent complete evaluations, as well as 52% of the administrative employees and 56% of the operational public in a specific system of the Company.





Transparent communication

Workplace by Meta: In the process of cultural strengthening, cultivating an environment of constant and transparent dialogue is fundamental, which is why Workplace, our internal social network, has been active since 2019 and has 2,900 currently active employees, representing 42% of the workforce. It is through this platform that the team follows Viveo's news in an easy and interactive way, participates in chats, live streams, lectures, challenges, and has access to various content produced by the company, leaders, and employees themselves.

Workplace is a strategic and important tool because, in addition to democratizing access to internal information, campaigns, and news, it allows people to interact, thus increasing engagement and integration, in addition to strengthening the business ecosystem.

In addition to Workplace, Viveo has other internal communication channels that boost its recurrent and transparent communication strategy, namely:



Corporate Email: with specific newsletters such as Missão Líder Viveo Comunica and "Hotnews" is an official channel for important communications, notices, and information about our procedures.

Viveo Moment: broadcasted live through Workplace, where quarter results are disclosed, updates on important projects of the company are provided, and information and feedback are exchanged through Q&A.

Corporate TV: shows informational videos, company messages, internal campaigns, and other information.

Message board in the units: physical space for notices, announcements, and general information for the operational public.



Engagement Survey

Investing in a positive work environment is a priority on the agenda for Viveo. In this sense, since 2020, an engagement survey has been carried out, in partnership with Mercer and Valor Econômico (a survey by Valor Carreira). In 2023, the focus was on working on the opportunities for improvement identified, including the construction and development of action plans derived from the results of applied research in 2022.

In addition, the climate survey conducted by GPTW – Great Place to Work was applied, prioritizing the latest acquired companies, such as Humania, Manipuladoras, and PHD. The 68% of employees (average participation rate of the participating companies) who participated in the survey answered 73 inquiries relating to their area in the company and the company itself. The main highlights were as follows:

GPTW Survey Highlights

90% of participants said they work in an environment free of harassment and discrimination.

89% of participants agreed with the statement “This is a physically safe place to work”.

87% of participants feel good about the way the company contributes to society.

With an average result of 73% of employee satisfaction, Humania became certified as a Great Place to Work, a title in effect between October 2023 and October 2024.





Health, safety, and wellbeing

[GRI 2-25; 403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-8; 403-9]

Health, safety, and the natural environment are essential for the Company's growth and sustainable development. Viveo is committed to continuously improving working conditions, minimizing risks, and providing a safe and healthy environment for all people who work and visit

the Company's facilities, thus strengthening the safety culture.

Supported by the pillars of compliance, safe behavior, and safe working conditions, the occupational health

and safety management system has been consistently improved each year with a focus on prevention, in line with Viveo's purpose of providing care to each life.



Occupational health and safety management system



Compliance – Legal Compliance

Identification of the legal requirements applicable to the units, the definition of procedures, and monitoring of compliance with legislation and internal policies, standards, and procedures.



Processes - Safe Working Conditions

Mapping, risk assessment, and diagnosis of unsafe working conditions to make work environments increasingly safe by preventing the occurrence of occupational diseases and work-related injuries.



People – Safe Behavior

Development of risk perception, of the feeling of ownership in being exemplary in complying with health and safety standards, in caring for oneself, in caring for the colleague next door, and in allowing to be cared for.



To support occupational health and safety management, Viveo maintains 26 Internal Commissions for the Prevention of Accidents and Harassment (CIPAs) composed of 114 worker representatives and 114 employer representatives, including incumbents and alternates, in addition to a team of 29 employees of different specialties. CIPA participates in the investigation of accidents, and contributes to identifying risk factors and thus strengthening preventive actions.

With regard to safe behavior, Viveo has been advancing in the implementation of the Behavioral Observation Program in its units, where leaders recognize employees and third parties who carry out their activities safely or when necessary point out possible behavioral deviations identified. The Daily Safety Dialogues initiative is a valuable resource for the Safety team to build a safer and healthier work

environment. Through daily conversations of a maximum of 15 minutes, employees and supervisors have the opportunity to share information about risks, good safety practices, emergency procedures, recent incidents, and other issues relevant to workplace safety. These meetings contribute to keeping the team engaged, informed, and motivated, in addition to increasing the team's productivity.

The Safety and Environment (SMA) area monitors monthly safety performance indicators, such as accident frequency rate (with and without days lost), severity rate, and absolute number of accidents. Periodic meetings on the team's routine and monthly meetings are held, on a strategic basis, with the heads of different departments.

Means for employees to report risks/ hazards related to work activities

Channel	Description
CIPA	With a fundamental role in building a safer and healthier work environment, CIPA contributes to the identification and assessment of risks in the work environment, representing employees on safety and health issues, and promotes awareness campaigns and employee training.
SESMT	The Specialized Service in Safety Engineering and Occupational Medication aims to act in the identification and evaluation of risks in the work environment, proposing measures to control and eliminate such risks. It promotes health in the worker's daily life through occupational medical examinations and provides personal and collective protection equipment. SESMT also prepares and implements the Occupational Health Medical Control Program (PCMSO).
ETHICS CHANNEL	The Ethics Channel is the fundamental tool to promote ethics and integrity at Viveo allowing our employees to safely and confidentially report their concerns regarding safety and environmental issues anonymously, whenever necessary.



Occupational Safety Indicators*

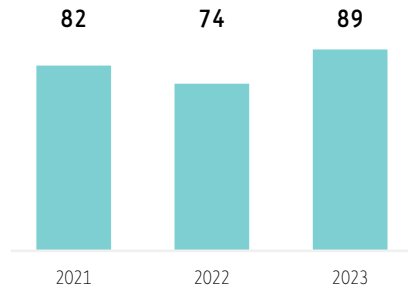
Y/Y trend

Indicator	2021	2022	2023
Number of hours worked	9,034,257	9,896,098	11,882,618
Number of fatal accidents (deaths)	0	0	0
Number of accidents with serious consequences (except deaths)	0	3	2
Number of days lost	555	1,160**	1,021

* In the indicators, the data of the company Neve are not accounted for because this information had not yet been integrated.

** Data corrected in relation to that published in the 2022 Sustainability Report because the number of accidents (22) was considered instead of the days lost.

Number of accidents with mandatory reporting (typical and commuting)



Workplace accidents with mandatory reporting (CAT)

Accidents	With days lost	Without days lost	Total
Number of occupational accidents (typical)	22	34	56
Number of commuting accidents	31	2	33

Frequency rate and severity

Indicator	2021	2022	2023
Frequency Rate (FR) of company employees ***	4,21	7,48	4,71
Severity Rate (SR) of company employees	61	117****	86

*** Data corrected in relation to that published in the 2022 Sustainability Report.

**** Considering typical total accidents (with and without leave).

In 2023, two occupational accidents were recorded with serious consequences (greater than 180 days lost) related to the cleaning of machines in the Company's production environment. As a preventive action, improvements were made in safety devices and training on the importance of using Personal Protective Equipment (PPE) in workstations.



Main actions of the Safety and Environment (SE) area

As an evolution of the health, safety, and well-being strategy to ensure the full protection of employees, the Safety Management team is structured according to technical expertise to work on the prevention and mitigation of risks more effectively, divided into three pillars: (i) service to industrial units, (ii) service to other units, and (iii) management of indicators and governance.

Elaboration of important corporate procedures: Risk Management Program (PGR); Behavioral Observation Program; Safe Practice Index Program (IPS); and Chemical Storage; Training Management Procedure.

Safety training

Before starting their job roles, all new workers participate in the onboarding occupational safety module, in which they are instructed on the occupational risks and controls necessary for accident prevention, as defined in the units' Risk Management Program (RMP).

Viveo constantly trains its workers on the Regulatory Standards (RSs) of the Ministry of Labor and Employment, according to the risks and characteristics of the workplace. The Company also carries out other types of training, such as emergency brigade training, PPE management, and recording and handling incidents.

In 2023, 12 types of training were carried out, totaling over 15,000 hours.





Caring for health

Viveo's health team operates in two aspects: health care and occupational health – the latter regulated by Regulatory Standard 4, which aims to promote health and protect the integrity of workers, and Regulatory Standard 7, with the objective of protecting and preserving the health of employees in relation to occupational risks, according to the risk assessment of the organization's Risk Management Program (RMP).

Improvement actions are carried out based on indicators such as attendance, absenteeism, compliance with legal requirements, and occupational health exams. These data are stratified and analyzed critically together with the heads of departments, leaders, and the health team, who provide support to the planning process. The monitored data are presented monthly at the meetings of the Health Team.

In order to expand and make health more accessible to employees, in 2021 Viveo built its Health Center in Blumenau (SC), offering clinical assistance to employees through free and personalized services, both in person and remotely.

The Center is run by a multidisciplinary team composed of an occupational physician, a general practitioner, a gynecologist, three psychologists, a nursing team composed of three occupational nurses, an occupational nursing technician, four nursing technicians, a physiotherapist, an ergonomist, a health analyst, and an administrative assistant.



At the Health Center

10,820

services (face-to-face and telemedication) were provided in 2023:

7,666

General practice

2,120

Psychology

849

Gynecology

170

Nutritionist

15

Orthopedist



In São Sebastião do Paraíso (MG), there is also an outpatient clinic with a general practitioner, a nursing team, and an ergonomist/physiotherapist to provide care to workers within the unit itself.

In the units where Viveo has an outpatient clinic, we provide face-to-face care and exams. In other units, care is provided through a contracted service provider that has an accredited network throughout the national territory, staffed by an occupational physician who is responsible for the documentation and validation of the exams provided.

To facilitate access, appointments are scheduled, preferably during working hours, through different channels: WhatsApp, telephone, email, Microsoft Teams, and the HCM (management system).

The program entitled HCP (Hearing Conservation Program) is directed to all operating units that present noise risk with levels above the tolerance limits. In addition, the health team performs periodic ergonomic evaluations (AEP and AET), in order to provide comfort and minimize the risks inherent to the activity.

The health mapping of employees enables the plan-

ning and execution of actions, campaigns, and assertive strategies, in addition to serving employees individually, providing comprehensive care. Throughout the years, health education campaigns are also carried out with varied themes and professionals, providing interaction, health promotion, and quality of life.



Among the periodic actions that care carried out, topics such as anxiety and stress control, self-knowledge, and well-being are addressed.



Viveo also develops the following health promotion programs, with a preventive approach:

Mental Care

Mental Care provides psychological and psychiatric care and support, as well as periodic mental health prevention actions. In 2023, 13 actions related to the subject were carried out, with the participation of over 1,600 people.

Move

This initiative encourages the practice of physical activity, healthy eating, and changes in habits through collective activities and consulting services. In addition to medical follow-up to promote regular physical activity, it offers discounts at gyms (TotalPass). In 2023, three actions were carried out, totaling 232 participants. In total, 809 registered on the TotalPass platform.

The Flourish Program

Aimed at women, the Program promotes consultations with a specialist on women's health, in addition to offering the preventive health exams (Pap smear) once a year, in person and free of charge. In 2023, over 200 preventive tests were conducted. As part of the Program, campaigns on the prevention and diagnosis of breast and cervical cancer were carried out, with the participation of 452 people, in addition to exemption of the co-participation and exam fees of this type during the month of October.

The Gestate Well Program

A group of pregnant women offers the future mother a learning path through lectures on pregnancy and prenatal care, breastfeeding, and life in the first days with the baby. In 2023, two meetings were held with the participation of 75 pregnant women.

The Nourish Well Program

This program encourages the practice of physical activity, healthy eating, and changes in habits, with free consultation with a nutritionist and tips on eating, as well as clinical follow-up when necessary. In the period, three lectures/meetings were attended by 92 people.

Care for employees

In 2023, we developed a series of initiatives to protect the health of employees:

- Implementation of the management system for occupational health documents;

- Conducting in-company exams in units with over 20 employees, reducing commuting risks of workers.



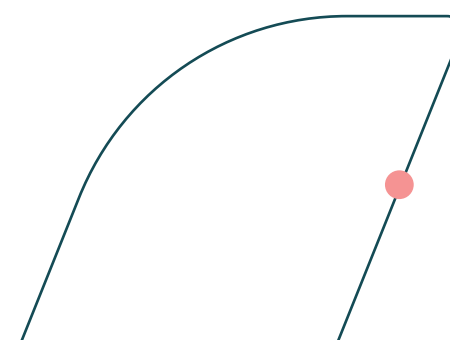
Promoting diversity

[GRI 405-1]

Viveo constructs its internal culture based on the following pillars: respect, appreciation of diversity, inclusion, equity, and the fight against any and all forms of discrimination. A diverse work environment is believed to strengthen the business ecosystem and employees. To this end, constant investments in the training of leaders and employees are made by the Company.

With the help of the Diversity and Inclusion Committee, people management mechanisms are being improved to ensure respect for diversity and enhance an increasingly inclusive culture.

In order to provide care for each life, starting with the members of the team, Viveo has adopted a Diversity and Inclusion Booklet and implemented the Diversity and Inclusion Program (IDEM) composed of its own employees. IDEM is divided into four affinity groups, with members called “allies”, who are tasked with bringing forth new perspectives and initiatives to build welcoming and inclusive spaces for all human plurality, combating discrimination. The following groups were in action in 2023:





4. Our team

BeWholAM - 95 Allies: Addresses issues related to sexual-affective orientation and how each person identifies as an individual. In 2023, awareness and visibility actions were carried out during LGBTQIA+ Pride month, which included internal communication and conversation circles.

InRace - 69 Allies: It is involved with human groups normally defined by skin color, hair type, and physical and genetic characteristics. In 2023, this group directed efforts on raising awareness and visibility during Black Awareness Month. In addition, it supported the creation of the Mentoring Program for black people, focusing on career acceleration, which was attended by 10 mentors and mentees.

InHerPower - 107 Allies: a group dedicated to promoting gender equity in the corporate environment through equality, inclusion, and respectfulness practices. In 2023, conversation circles were held to discuss gender biases, special coffee breaks in the units, and workplace actions, encouraging the writing of dedicatory messages to other women. The activities were developed throughout March, in celebration of Women's Month.





SuperAction - 79 Allies: addresses the inclusion of people with disabilities or some form of physical, motor, intellectual, or sensory impediment. In 2023, it promoted awareness-raising campaigns during Persons with Disabilities Month through internal communications, talks with guests, conversation circles, and knowledge pills. In addition to hiring a specialized consulting firm to attract and select people with disabilities, leadership training was implemented to properly welcome this group. In addition, the Company approached third-sector institutions that work in this field and included Sign Language interpreters in meetings and during the onboarding process of new employees to provide accessibility for the hearing-impaired. Since 2022, Viveo has signed the REIS (Social Inclusion Business Network) pact, which is committed to including people with disabilities in the labor market, in addition to offering exclusive benefits to employees with disabilities or rehabilitated by the Social Security Institute of Brazil (INSS), including subsidies for hearing aids and prostheses, in addition to the exemption of the healthcare plan membership fees.



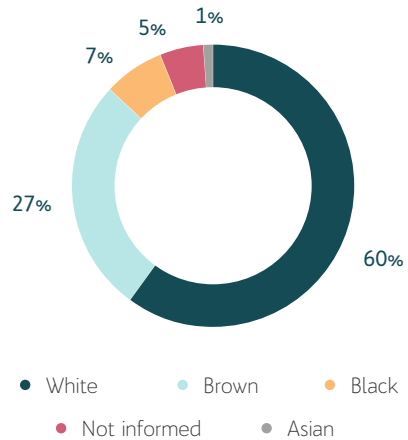


In August 2023, in addition to the activities mentioned above, the groups became involved in the Diversity and Inclusion Week, internally called "No Labels". Two live streams were held – one on Respect for Equal Rights, another on Labor Laws for People with Disabilities – and face-to-face group activities in 17 units. The group

activities were carried out with videos on four "hidden" protagonists who told their stories, and the task was for the participants to describe their thoughts on these individuals based on what was shown. The intention was for the participants to overcome unconscious biases and stereotypes. About a thousand employees parti-

cipated in these group activities. Educational banners were sent to units throughout Brazil designed to draw attention to discriminatory and prejudiced phrases to be avoided daily by workers.

Percentage of employees by ethnicity*



*Based on the registration form

Percentage of women by job category

Functional role	2022	2023
Directors	28%	25%
Managers	46%	46%
Coordinators/ Specialists	49%	47%
Supervisors/Leaders	49%	45%
Professionals/ Technicians	59%	58%
Operational	50%	49%
Interns/Trainees	62%	62%
Total	54%	53%

Number of employees by functional role

Functional role	Men	Women	Total
Directors	21	7	28
Managers	103	87	190
Coordinators/ Specialists	142	126	268
Supervisors/Leaders	121	100	221
Professionals/ Technicians	1,161	1,623	2,784
Operational	1,611	1,566	3,177



Human Development: Diversity and Inclusion Working Group

Responsible for helping to reduce inequalities in the labor market, the Committee is composed of 16 members, including leaders and representatives of the Human Resources area dedicated to the project, it aims to ensure an inclusive and diverse environment. Its main objectives include:

- Link D&I actions to the sustainability strategy;
- Analyze and manage plans and results on the topic;
- Provide data and information for the planning of actions; and
- Guide, monitor, and support the Affinity Groups.

2023 Highlights

- In 2023, the case of the IOFC Program was certified by the 13th edition of the Human Being Award, by the Brazilian HR Association (ABRH SC), in the People Management category – ESG;
- At Trilhar, the Company's distance learning platform, training on unconscious biases was offered, available to all employees;
- Training on inclusion of people with disabilities for managers and employees in general; and
- Training of D&I Guardians for leaders and employees in the administrative sector, totaling 323 participants.

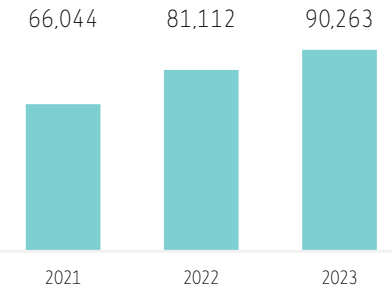


Professional development

[GRI 3-3; 404-1]

To maintain the levels of excellence and quality that have made Viveo a benchmark for the healthcare market, professionals are encouraged to continually develop and evolve as professionals. The continuous development of human capital skills is an essential practice for business sustainability. In 2023, there were over 90,300 hours dedicated to specific training, an increase of 11% compared to 2022, with an average of 13.3 hours per employee. In total, R\$ 1.5 million was invested in employee training throughout the year.

Total number of training hours



Total number of training hours by gender

Men	Women
39,531	50,731

Average hours of training by gender

	2021	2022	2023
Men	13:30	12:32	12:30
Women	15:18	14:21	14:27

Average number of training hours per job category and gender

Functional role	Men	Women	General average
Directors	17:32	13:57	46:38
Managers	33:31	48:49	40:31
Coordinators/Specialists	24:53	29:31	27:03
Supervisors/Leaders	09:17	12:37	10:48
Professionals/Technicians	09:21	05:58	07:22
Operational	18:32	12:01	15:20



Viveo from the Heart – Leadership to pound your chest

For Viveo, developing leaders is crucial for business success and sustainability. Last year, over two days, the Company held the largest meeting of leaders in its history, expanding the business vision and providing clarity regarding the role of leaders in this journey.

The days were dedicated to integration, development, and exchanging information among the leaders. This was the first face-to-face meeting after the pandemic and brought together 460 participants. After the event, some directors held face-to-face or online conversations with the other employees to share the main information, thus ensuring alignment of all levels with the Company's strategic objectives.

Among the highlights of the development actions is the LiderA Program, which operates at all leadership levels. In 2023, Viveo continued to train leaders, providing them with opportunities to develop a solution-oriented analytical mindset, systemic vision, and decision-making in complex environments. This professional development prepares leaders for building the future of healthcare and be guardians of the Viveo culture.

In 2023, in order to enhance the connected, synergistic, and inclusive business ecosystem, another cycle of the Organizational Mentoring Program was carried out with the Company's main leaders. The 23 pairs invited were coordinators as mentees, and senior managers as mentors. This initiative reinforces the valorization of talent and the encouragement of a culture based on sharing and continuous learning.

To support the adaptation and adoption of its cultural practices, Viveo also carried out a training program dedicated to the 27 leaders of the acquired companies, supported by a specialized consulting firm. The main themes addressed were trust as the basis of leadership,

delegation, systemic and strategic vision, and management of business goals and indicators. Along with this work, the Company was also concerned with facilitating the adaptation of other professionals through dozens of initiatives to develop technical skills linked to the specific performance of employees' job roles in all the businesses. The main themes addressed were assertive communication, project management, and aspects of diversity, equity, and inclusion.





Weaver School

The Weaver School's main objective is to internally train production operators and prepare them to apply for job vacancies as weaving operators. The course adopts SENAI's teaching methodology, with the practical part carried out at Cremer's factory in Blumenau. In 2023, 15 students completed the course.



Working Group for Employee Development and Well-Being

It aims to maximize the potential of each employee through the promotion of personal care and development, focusing on worker health and safety, career and leadership development, as well as encouraging internal recruitment. Among the main activities developed by the Group in 2023, the following stand out:

- Leadership Development Program: construction and execution of the leadership program for the different hierarchical levels of Viveo.
- Career Development Program: job position structuring project.
- Health and benefits actions: automation of scheduling processes, dispatching documents to the corporate Health Center, and preparing the annual action plan with the Occupational Health team.



Opportunities for youths

Viveo prioritizes the employability of youths through the Trainee Program and Internship Program. The Trainee Program consists of introducing youths between 14 and 24 years old to the labor market. Thus, the Company prioritizes the development of these youths within the business ecosystem, dividing their learning path into a technical phase through specialized educational institutions, and a practical phase, mainly carried out in the administrative areas of Viveo. In 2023, 252 trainees were admitted and 12 professionals were hired as direct employees.

Since 2022, the Internship Program has maintained a selection process that values plurality, with the objective of expanding the social impact of the initiative.

With over 1,500 job applications received in 2023, the selection of candidates focused on the learning and experience journey of each intern since the recruitment phase in a humanized and welcoming way, carried out in six stages: LinkedIn registration, form submission, group dynamics, interview with the manager and HR professional, and hiring process. The internship lasts up to two years: in the first year, the interns participate in

professional development actions aimed at soft skills. In the second year, practical training occurs with the development of a project applicable to the intern's area of activity.

In the year, 22 interns were admitted and three were hired by the end of December.





Sustainable relationships

Viveo positions itself as a transformative agent in society, acting to democratize access to healthcare.



Viveo Connections

Providing care to people is at the center of Viveo's strategy, which positions itself as a transformative agent in society, acting to democratize access to healthcare. This action is shared among all our publics, from employees to customers, by the communities where we operate, and our suppliers, healthcare professionals, shareholders, and other partners. Everyone helps the Company achieve its purpose of providing care to each life.



Clients

[GRI 2-29; 3-3]

All decisions made by Viveo are based on caring for our customers. The excellence of the services, the level of quality of the products, the personable and responsible service, and the zeal in every detail along the chain are the results of a customer-focused culture.

At the end of 2023, Viveo had about 32,000 clients, including private and public hospitals, clinics, pharmacies, supermarkets, wholesalers, distributors, laboratories, pharmaceutical industries, medical agreements, offices, health professionals, patients, and final consumers. Overseas, most clients are distributors.



The diversity of the portfolio in each business segment requires multiple relationship channels, adapted to different customer profiles, focusing on identifying their demands and seeking solutions to their challenges, thus strengthening loyalty. Among the main relationship channels, the following stand out:

Distribution Ecosystem of Products and Services: Service to private and public institutional clients, with the distribution of materials, medications, and nutritional therapy, as well as complete healthcare services and solutions.

E-commerce: Online channel for the distribution and marketing of consumer products, laboratories, medications, and materials.

Specialty Pharmacies: The sale of specialized products to individuals, medical clinics, and health professionals.

Customer Service (SAC): tasked with receiving and handling inquiries, complaints, and compliments. In 2023 there were 2,423 interactions, over in 2022, which was 2,351 interactions⁶.

Satisfaction monitoring: aims to ensure effectiveness and frequently update strategies to ensure good relations, engagement, and customer loyalty. In 2023, the NPS survey reached an average rate of 73.5%, which represents a total of 8,661 opinions. As part of the resulting action plan, a critical analysis was carried out focused on each business unit to generate coordinated actions to improve processes and customer service. In addition, programs for engagement were developed in the commercial area.

Protocol Panel: a tool that ensures agility in responding to requests made by customers. In 2023, the platform reached an average of 43,600 monthly accesses. Through the dashboard, it is possible, for example, to view a complete list of all CNPJs at once, as well as access all available and updated legal documents of the Viveo group and regulatory documents (necessary for product procurement).

⁶ Data corrected in relation to that reported in the 2022 Sustainability Report, as an error was found in the basis used for the consolidation of that year.



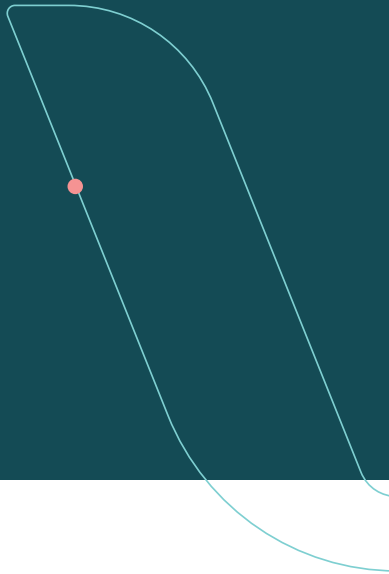
Virtual Service Platform

Viveo was the first healthcare company active in both the production and distribution segments to implement a Customer Care platform. The MEL virtual assistant was created in 2020 to streamline customer service for inquiries, requests, and procurement management, providing a more targeted service with added security levels and different access channels – such as WhatsApp and email.

In 2023, there were:

- 9,345 active registrations.
- 15,902 active customers/users*.
- 523,541 customer experiences fulfilled.

*There may be more than one user per registered customer.



Suppliers

[GRI 2-6; 2-29; 3-3; 204-1; 308-1; 414-1]

Viveo's supply chain is composed of organizations of different sizes, sectors, and regions of Brazil and the world. At the end of 2023, there were 3,900 actively registered suppliers, including of raw materials, productive services, non-productive services, non-productive parts/materials (MRO), shipping, and imports. The increase in the number of suppliers, compared to 2022, is due to the expansion of the scope of the report, which now includes suppliers from all industries, new companies acquired from other segments, and imports.

The Company paid approximately R\$ 1.3 billion to suppliers (direct, indirect, and imports), with 92% (R\$ 1 billion) expended on local suppliers headquartered in states where it maintains industrial operations.

Regarding distribution (resale), the total volume of procurements in 2023 exceeded R\$ 7.9 billion, of which about 92% were spent on the acquisition of medications and 8% on medical materials – in the same year, Viveo had over 245 suppliers in the distribution channel.

All these suppliers and other partners are required to conduct activities compatible with the Company's principles and values, as detailed in the Ethical Compliance Agreement signed at the time of contracting. Thus, all agents involved in the Company's business must be aligned with its Compliance precepts, respect integrity standards, and contribute to the fight against corruption.



In addition, all partners must conduct their activities in line with Corporate Policies, with emphasis on the Procurement Policy and the Suppliers Booklet, which in 2023 was translated into English and also presented to international partners. As a result, the Company integrates socio-environmental criteria into its supply management, mitigates risks, and encourages the development of suppliers. Issues related to legal compliance are actively verified, as well as technical requirements related to environmental management and health and safety issues.



Working Group for Sustainable Procurement

[GRI 2-12; 2-16; 2-25]

In order to integrate socio-environmental criteria into supply management, mitigating risks and encouraging the development of suppliers, Viveo maintains a Working Group (WG) focused on sustainable procurement. Supported by a specialized consulting firm, since 2021 this WG has been seeking to improve policies and practices along the value chain. Among the actions carried out in 2023, the following stand out:

- Strengthening of the Supplier Excellence Program, called Health Partners, to strengthen bonds of trust through performance monitoring and award those with the best performance – see [here](#).
- Review of the Criticality Matrix for suppliers.
- Construction of the ESG questionnaire in order to assess the level of maturity of suppliers in relation to sustainability and management.
- Support the development of supplier-led ESG projects.

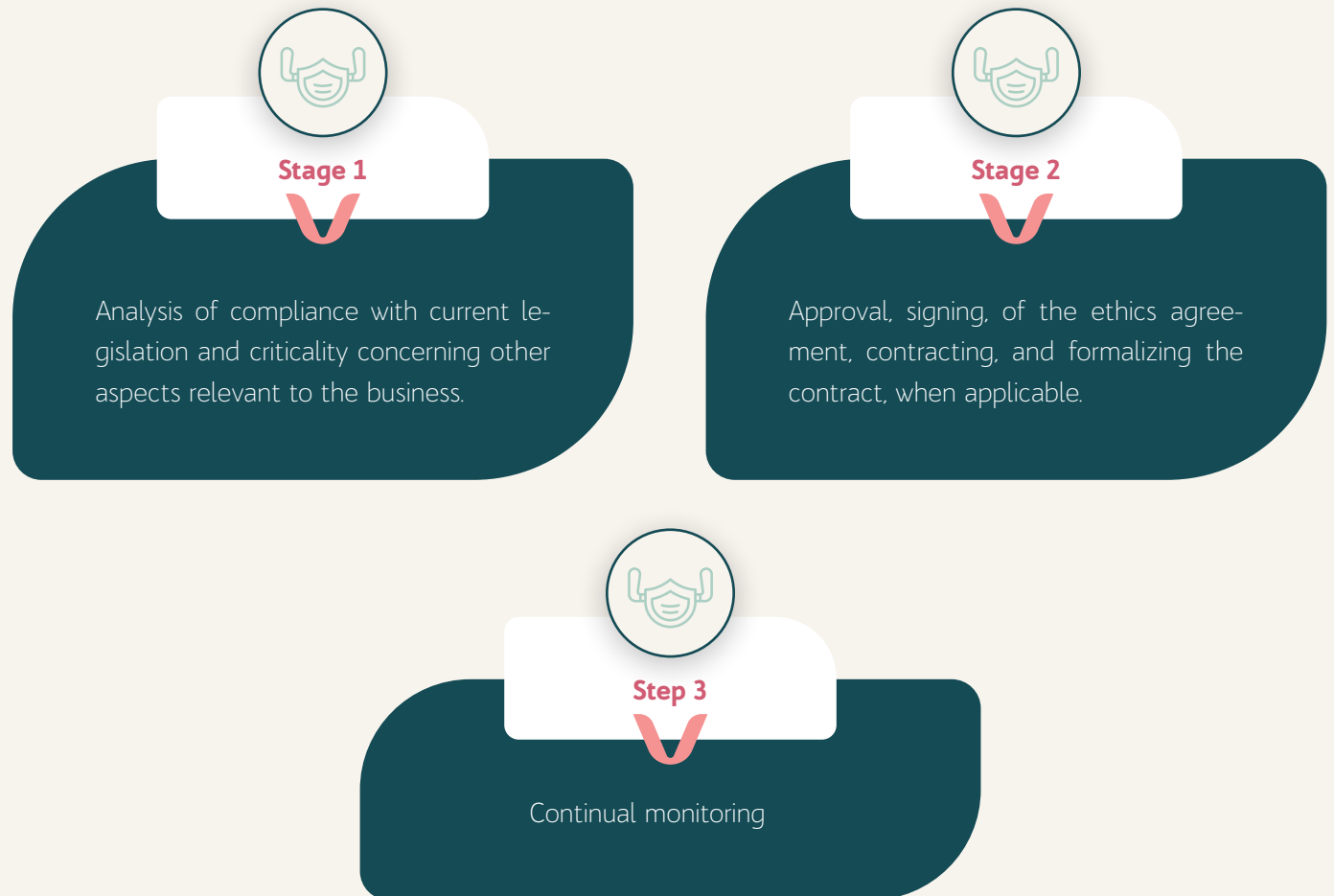


Monitoring of the chain

When contracting suppliers of inputs, goods, and services, Viveo carries out a rigorous evaluation process, which considers criticality levels concerning environmental, labor, legal, tax, administrative, and occupational safety aspects. In addition to the documentation analysis, all suppliers must adhere to the Ethical Compliance Agreement, with the commitment to not use child, forced, or slave labor, as well as any practices that characterize corruption.

Periodically, partners are evaluated by the Supply, R&D, Quality and Regulatory teams, through the Supplier Performance Index (IDF and IDPSC). On a monthly basis, Viveo's cross-functional areas meet to carry out a critical analysis of suppliers and decide on replacements, if necessary.

Stages of the supplier evaluation process





Fostering sustainability

In 2022, as part of the Sustainable Purchasing WG initiatives, the Company launched Health Partners, a Supplier Excellence Program that aims to engage the supply chain in good performance and ESG practices. Thus, it includes measuring the level of service contributed to the ecosystem, in addition to encouraging and rewarding projects that focus on quality, compliance, and positive socio-environmental impact.

Starting with suppliers of direct inputs, in the second half of 2022 the Program engaged 87 partners in its

first phase. In February 2023, 24 partners were awarded, of which 6 were recognized for developing sustainable projects. Among the winners, the initiative to reduce the consumption of cardboard boxes— developed in partnership with a packaging supplier – based on reverse logistics processes, was a standout. According to data from January to May 2023, 12,713 boxes were returned, preventing over six tons of cardboard from being generated. Another award-winning partner was a plastic packaging supplier, which started to produce packaging for bath soaps with 100% residual plastics from its production pro-

cess, thus using zero virgin raw materials, thus preventing the consumption of natural resources and generating GHG emissions.

During 2023, the Company expanded the capillarity of the Program, including the services category, which increased the number of partners to 230. In addition, indicators were defined for monitoring the management of ESG criteria in the Procurement Department in order to increase the acquisition of products and services committed to the sustainable development of the chain. Given the results achieved, Viveo plans to hold the second edition of the Health Partners in 2024, which will include all participants who stood out based on the Program's criteria, as well as 12 sustainable projects approved in 2023.

To participate in the Program, suppliers must keep regulatory documentation up to date, in addition to evaluating a series of indicators related to the quality of products and services.





Communities

[GRI 2-29; 3-3; 413-1]

Viveo contributes to local development through active social responsibility policies and practices, valuing the well-being of communities surrounding their operating locations. The Company seeks to ensure the social legitimacy of its activities by strengthening interaction with these communities and integrating their interests into the business activities. Thus, it operates on four fronts:

- Support communities in situations of social vulnerability and those experiencing difficulty in accessing healthcare, located in the vicinity of Viveo units;
- Donation of Ecosystem Products and Services;
- Corporate Volunteer Program; and
- Support through Tax Incentive Projects.



To define the donation and tax incentive strategy, Viveo maintains a Social Investment Committee that evaluates requests for support and ongoing projects, directing the allocation of resources accordingly. All donations made follow ethical and legal standards, in accordance with the Social Investment Policy, the Code of Conduct, the Anti-Corruption and Anti-Bribery Policy, and other related corporate guidelines⁷.

All donations made follow ethical and legal standards.



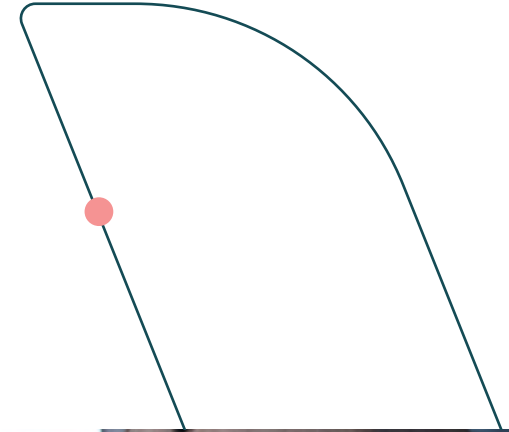
⁷ As provided for in the Policy, the Company does not make, directly or indirectly, donations for electoral purposes and ensures the suitability of partner entities.



Each application or project is evaluated by the Committee according to the following criteria:

- Actions carried out by hospitals and healthcare institutions;
- Social projects for publics experiencing social vulnerability;
- Situations that necessitate support due to situations of public calamity;
- Self-sufficient projects or institutions;
- Preferably entities present in locations where we operate; and
- Initiatives that boost the pillars of the sustainability strategy.

The Company develops and supports several projects through tax deductions, based on laws such as the Culture Incentive Law (Pronac), the Sports Law, the Childhood and Adolescence Fund (FIA), and the Elderly Law. In 2023, such investments reached R\$ 1.2 million. On another front, hygiene and hospital products were donated to 60 institutions, individuals, and through internal actions, totaling 158,569 items that benefited over 65,000 people.





Featured initiatives – 2023:

Medical expeditions:

DownWind Solidário

In September 2023, Viveo participated in another edition of DownWind Solidário – an expedition that travels through northeastern Brazil with medical and non-medical volunteers specialized in various fields – to offer basic medical care and treatment to communities, as well as projects focused on education and environmental solutions. In this edition, the expedition went through the regions of Batalha, Purão, Moitas, Cural Velho, and Curimãs, benefiting over 1,125 people. In addition to donating supplies and medications for care, Viveo engaged in a women's health project, in partnership with Nossa Instituto, donating over 100 IUDs and training local health professionals.

Health Expeditionary Association (EDS)

The Health Expeditionary Association (EDS) is a Brazilian non-profit organization created by a group of volunteer physicians that aims to provide specialized medication,

mainly surgical, to indigenous populations living geographically isolated in the Brazilian Amazon. It is a complementary service to public health care programs and aims to prevent Indigenous people from traveling to urban centers – which is not always feasible.

In February 2023, EDS responded to the humanitarian crisis in the Yanomami Indigenous Land, in Roraima, where it sent its Mobile Hospital Complex. The structure had urgent care and emergency rooms, adult and pediatric ICU, an outpatient clinic with care rooms, a pharmacy, and a clinical analysis laboratory. In addition, the organization also promoted the complete restoration of the local health structure which now has an inpatient capacity for 80 patients. Viveo supported the expedition through the donation of 175 hospital products.

Miracle of the Sertão

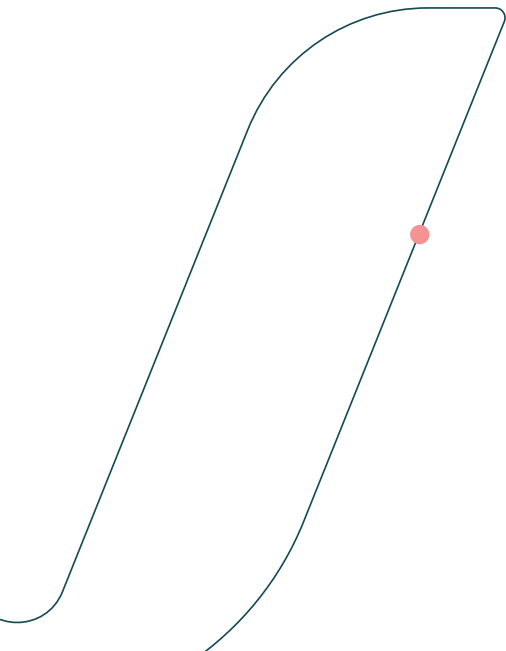
The Milagre do Sertão Project is an NGO that operates throughout the state of Paraíba and seeks to promote effective solutions in the development of sustainable systems through the empowerment of families suffering from the effects of drought. In addition to bringing donations of food, clothes, toys, and other basic necessities to families living in rural Paraíba cities, the project also offers community support services, such as medical care.

In the 2023 expedition, the Sertão Miracle Project served about 330 people in the communities of Umbuzeiro (PB) and Orobó (PE). The Company supported the expedition with the donation of 63 hospital products, complementing the donation made in 2022 of special kits to serve families.



Doutores das Águas (Doctors of Water)

The Doctors of Water project brings health care to riverside communities in the Amazon on a hospital boat adapted to reach remote communities, staffed with a crew of volunteer professionals from all over Brazil. The actions carried out include vaccination and awareness of hygiene practices in remote locations of the Amazon basin. Viveo supported the initiative in 2023 through the donation of 168 hospital products intended for the care of about 2,000 residents of riverside communities.



Regions included in the expeditions in 2023

DownWind Solidário

- Region: Batalha, Purão, Moitas, Curral Velho, and Curimãs
- 1,125 beneficiaries
- R\$ 46,036.16 invested

Miracle of the Sertão

- Region: Serra Talhada (PE), Princesa Isabel (PB), and Algodão de Jandaíra (PB)
- 669 beneficiaries
- R\$ 878.65 invested

Health Expeditionary Association (EDS)

- Region: Surucucu
- 2,250 beneficiaries
- R\$ 1,624 invested

Doctors of Water

- Region: 2,800 kilometers along rivers in the states of Roraima and Amazonas to serve 35 riverside communities.
- 2,082 beneficiaries
- R\$ 2,167.10 invested



Volunteer Program

The Volunteer Program aims to encourage the involvement of all employees in social actions with a positive impact on the corporate environment. Among them, donated materials were collected, and training and awareness campaigns were directed to organizations freely and voluntarily. In 2023, there were 85 volunteer employees from 18 locations.

The initiative prioritizes social causes directly aligned with the achievement of the goals of the UN 2030 Agenda. Throughout the year, Viveo completed three related "missions":

OnLife Mission: Collection of recyclable materials and batteries to support socio-environmental projects that transform waste into resources that benefit people in situations of social vulnerability.

Warming Hearts Mission: Collecting warm clothes and other clothing items to support social projects.

Full Plate Mission: Collection of non-perishable foods to support institutions that assist people in situations of social vulnerability.

In total, nine units participated in the missions, collecting 1,509 units of clothing, 158 recipients of recyclable materials, and 373 kilograms of food.

The year was also highlighted by another edition of Solidarity Christmas, an action in which the business units set up a special Christmas tree and promote the donation of gifts to people being received by local institutions. In 2023, five units participated, giving gifts to 338 people.





Onlife Apprentice

Onlife Apprentice is a program to encourage the professionalization of youths in social vulnerability and promote their insertion into the labor market. In 2023, Viveo carried out a project with Casa do Zezinho, an institution that works after school hours in Capão Redondo, in São Paulo (SP), serving about 1,100 children, adolescents, and youths up to 21 years old. The Company promoted the training of 101 “Zezinhos” in careers and employability, with the participation of their leaders, who talked about the impact that professions have on society. In addition, the recruitment and selection team offered guidance on preparing job resumes and using social networks. Two youths who participated in the program were hired as trainees by Viveo.

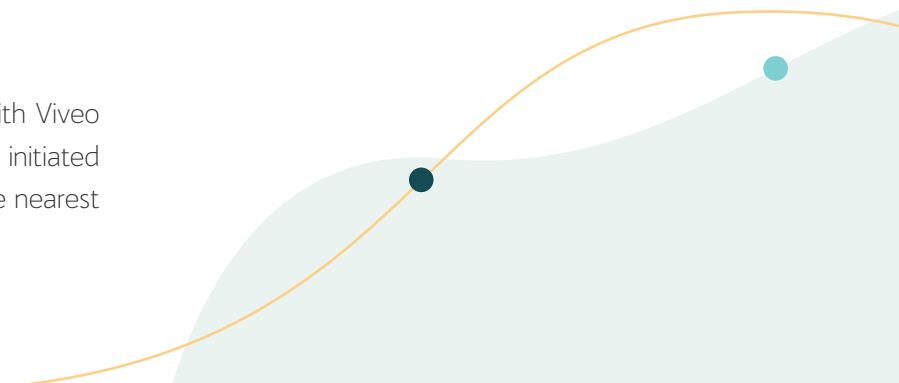
Mutirão de Saúde (Group Effort for Health)

In line with the Sustainable Development Goals (SDGs) 3, 10, and 17 and Viveo’s purpose of providing care to each life, Mutirão de Saúde was created to expand access to healthcare for families in situations of social vulnerability. The project is in partnership with Instituto Human, Instituto Dharma, and Associação Lar Maria e Sininha. In 2023, 238 medical consultations were carried out by 10 specialties for the population of the communities of Morro do Macaco and Lua Brilhante, in the South Zone



of São Paulo, SP. In all, 83 volunteers participated in the action, of which 43 were Viveo professionals.

In the joint effort, 152 personal hygiene kits with Viveo products were delivered and medical care was initiated – when necessary, the patients were sent to the nearest public health clinic.





New partnerships and initiatives

UNIBES – Menstrual Dignity and Gender

In May 2023, Viveo supported Unibes, an institution that seeks to develop and implement projects in the areas of social service, reinforcement learning, quality of life, and culture. The Company participated in the initiatives of Menstrual Dignity Day with donations that totaled about R\$ 12,500, compiling 2,769 hygiene products, which benefited over 1,200 women. Viveo professionals also gave a lecture on Women's Health. Headquartered in São Paulo (SP), Unibes serves children, adolescents, the elderly, and families living in situations

of social vulnerability. Today, over 15,000 services are performed by the Institution whose purpose is to help these people transform their own life story.

Human Day – Fest Pra Rua – People in Situations of Homelessness

In August 2023, Viveo participated in the Fest Pra Rua – Human Day of the Human Institute, an organization that works on social projects related to human rights and promotes personal development programs and social engagement in companies. The event offers services focu-

sed on citizenship and culture for homeless people, such as haircuts, free clothing stores, and medical care. About 1,100 people were assisted in the Anhangabaú Valley, São Paulo, in the 2023 edition. Viveo supported the festival, donating 11,319 items that made up the personal hygiene kits distributed to the participants, in addition to a sponsorship contribution of R\$ 5,000. Viveo's total investment in the event was R\$ 40,100.





LGBTQIAPN+ Community Support - Casa 1 and Casa Florescer

In 2023, the Company expanded its assistance to LGBTQIAPN+ people, donating personal hygiene products to two foster homes based in São Paulo (SP): Casa 1 and Casa Florescer. 2,224 hygiene items were donated to the institutions, which together serve 290 people – in an investment of R\$ 7.1 thousand.

Founded in 2017, Casa 1 is a civil society project whose purpose is to welcome youths between 18 and 25 years old who were ousted from their homes by their families because of sexual-affective orientation and gender identity. The work is conducted in parallel with the activities of the Cultural Center and the Social Clinic. All the services are offered free of charge. Casa Florescer, in turn, is the first exclusive reception center for transvestites and transsexual women in situations of social vulnerability. The project was created in 2016 to welcome this population and offer guidance regarding their rights and ways to guarantee them.

UNICEF / ADRA MANAUS

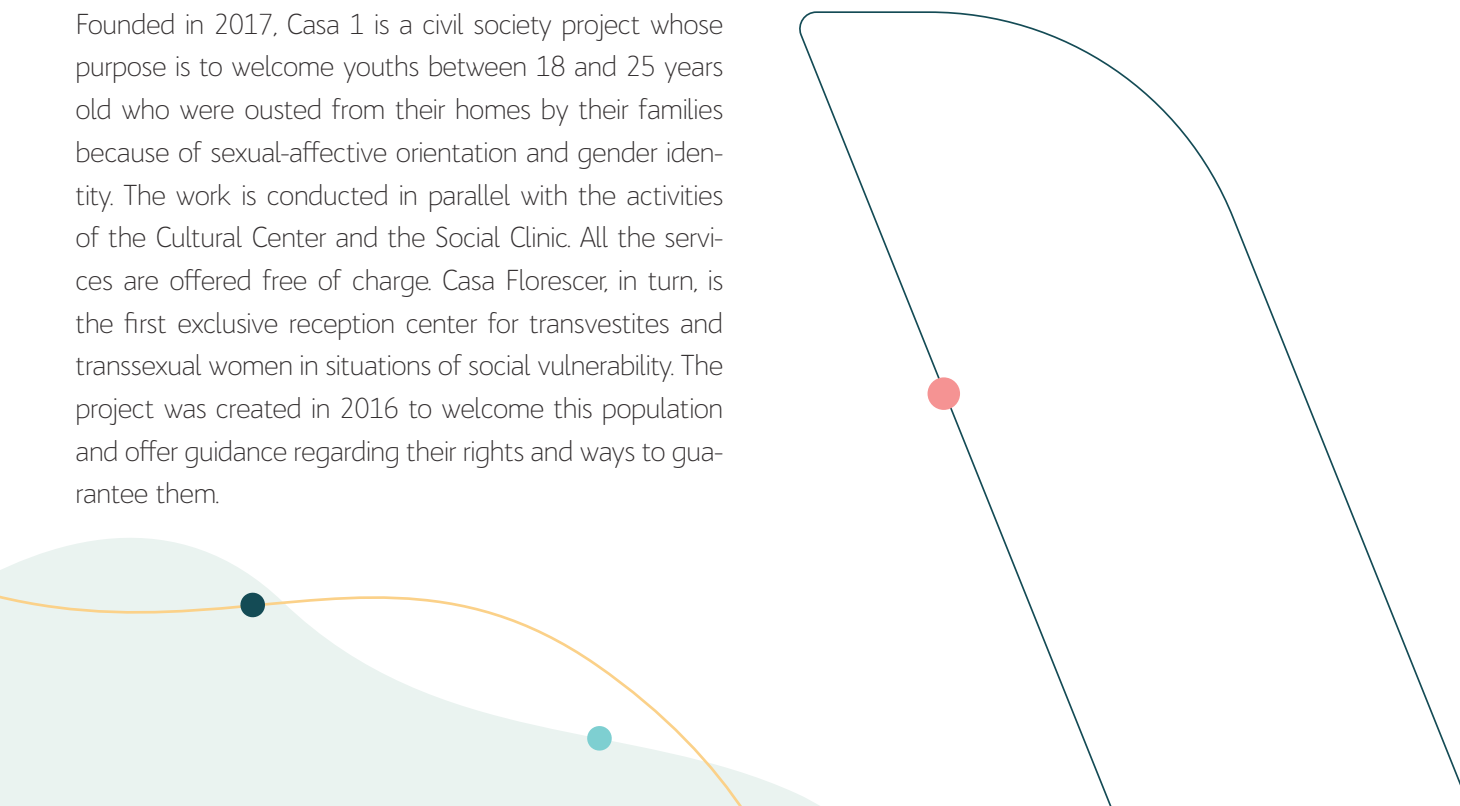
Given the water scarcity in Manaus (AM) in 2023, Viveo donated wet wipes in partnership with UNICEF and Adra MANAUS, a non-profit organization, to assist in the personal hygiene of the local population. In all, 5,158 products were donated, which benefited 12,000 people. The investment was R\$ 20,300.



Recognition

The work done through donations and volunteering complements Viveo's and its employees' journey of providing care to each life. Monitoring the results of these partnerships and how they impact the lives of people and their families reveals the true breadth of this type of initiative and motivates the Company to want to do more and for more people. In 2023, this work was also recognized by its partners. In addition to receiving the Impactando Vidas Seal from the Human Institute, with whom it held the Fest para Rua event, Viveo won an honorable mention granted by the Retaguarda Hospital. Casa André Luiz highlighted the Company as an "Enlightened Company".

Through the tax incentive projects, Viveo also received the Social Investor award for supporting the Bairro da Juventude institution in the construction of CLICK, an integrated education center.





Investors and other publics

[GRI 2-28; 2-29]

At the end of 2023, Viveo's shareholder base was composed of approximately 9,700 investors. In accordance with the best corporate governance practices, communication channels dedicated to shareholders were maintained, through which relevant information about the business is disclosed, which supports decision-making. As a result, the Company establishes a very close and trusting relationship with these stakeholders.

In 2023, the second edition of Viveo Day was held, an event in which the Company's main executives updated the market on Viveo's strategy and presented information on the day-to-day operations. During Viveo Day, executives explained to investors about the integration process of the acquisitions and the cost synergies expected for the coming years. The analysts left the event with a positive perspective on the Company, recommending the purchase of shares, and with the view that Viveo can become a leading company

to serve the health sector with long-term solutions to the problems that the market faces.

In addition, Viveo remained engaged with representative entities of the sectors of operation, among which the following stand out:

- Brazilian Association of the Medical Device Industry (ABIMO)
- Brazilian Association of the Personal Hygiene, Perfumery and Cosmetics Industry (ABIHPEC)
- Brazilian Association of Nonwoven and Technical Fabric Industries (ABINT)
- Brazilian Association of Specialized, Exceptional and Hospital Medication Distributors (ABRADI-MEX)

In addition to the publics already addressed in this Report, the Company seeks to maintain positive relationships with universities, government representatives in all its spheres, the press, and non-profit organizations, among others. With everyone, the Company seeks to build connections based on ethics and cooperation.

The Company seeks to build connections based on ethics and cooperation.



Sustainability Panels

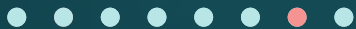
2023 was also marked by a special activity in some of the regions where Viveo operates: the Sustainability Panels, meetings dedicated to dialogue with representatives of its different stakeholders. The initiative aims to increase the engagement of the public and listen to their perspectives on the socio-environmental challenges and impacts of the Company's performance, as well as its potential to contribute to sustainable development.

In total, four Panels were held throughout November. The first took place in São Paulo (SP), bringing together representatives of customers of the ecosystem – especially health institutions. Subsequently, also in São Paulo, dialogues were held with suppliers of different sizes, segments, and regions of the country. Finally, the panels were carried out with two local communities: in Blumenau (SC), where the Company maintains one of its main industrial operations, Cremer, and in Brasília (DF), an important logistics hub, which has a Distribution Center.

Together, the four Panels were attended by about 100 participants, including clients, suppliers, community leaders, educators, and representatives of third-sector entities and public agencies. Facilitated by a specialized consulting firm – acting as interlocutor to ensure impartiality and objectivity – the dialogues addressed the context of sustainability experienced by Viveo, based on the perspective of the different publics with which it interacts.

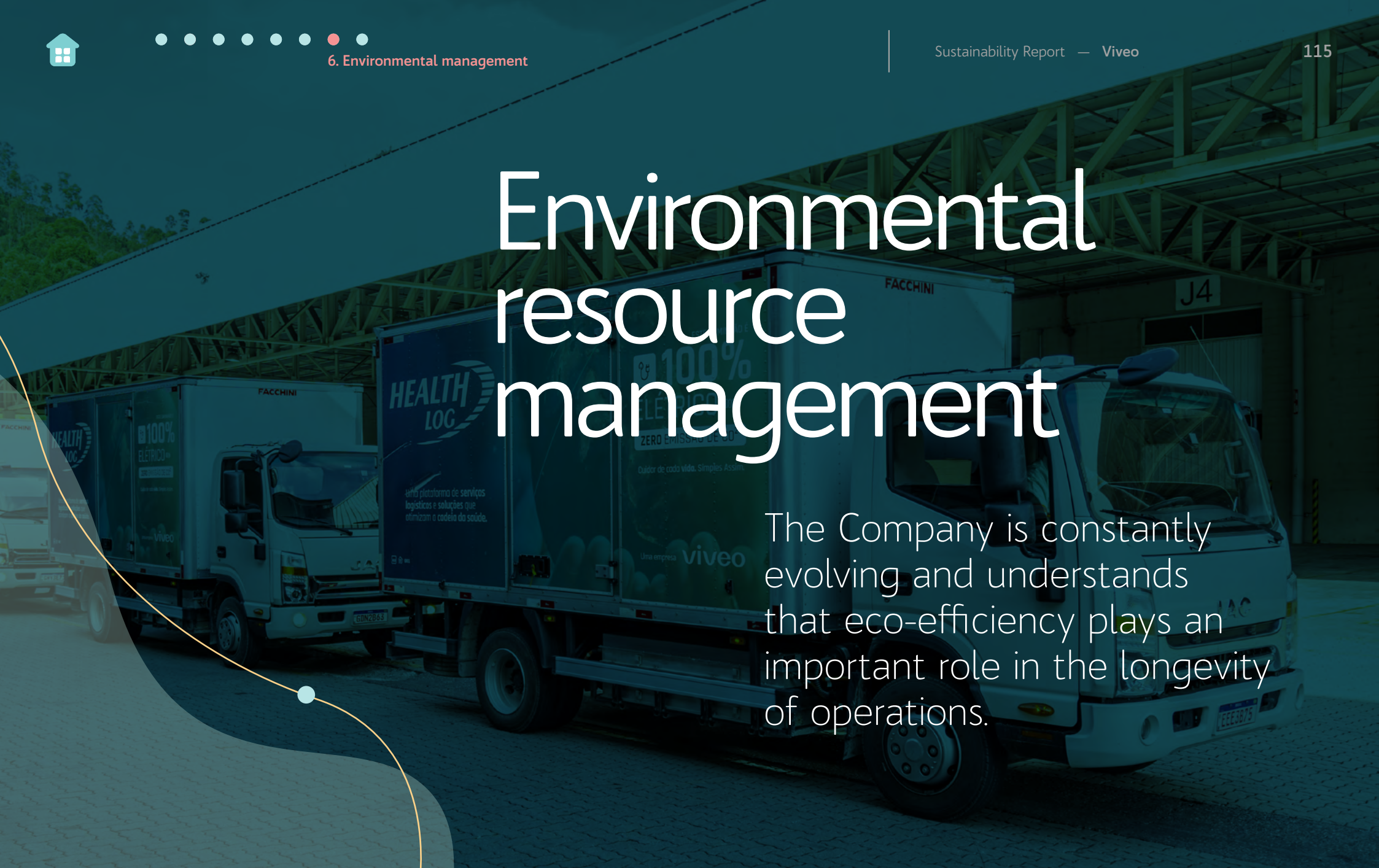
In addition to contributing to the review of the Company's materiality matrix and strengthening relationships with stakeholders, the results of the dialogues should direct initiatives to be coordinated over the coming years by different corporate areas, in response to the challenges and opportunities identified. Thus, they will support Viveo in developing and improving socio-environmental actions that mitigate risks and expand the positive impact of its ESG agenda.





Environmental resource management

The Company is constantly evolving and understands that eco-efficiency plays an important role in the longevity of operations.





Policies and practices

Viveo acts responsibly and strives to achieve eco-efficiency, minimizing the impact of its activities on the environment. The Company is constantly evolving and understands that eco-efficiency plays an important role in the longevity of operations. Therefore, it seeks to meet all legal requirements, promotes internal campaigns for conscious consumption of natural resources in order to strengthen engagement among employees, and, whenever possible, opts for the use of more sustainable materials in the production chain.

Characterized by the ability to produce more using less, eco-efficient operation generates indicators and seeks continuous improvement of priority environmental topics for the sustainability strategy. The Company also maintains Working Groups to establish guidelines and practices aimed at improving environmental performance.





Water

[GRI 303-1; 303-3]

Water is a fundamental resource in the development of Viveo's activities, mainly in the manufacture of products and supply of operating units. This demand is met through surface and underground withdrawal in urban areas, carried out by local distributors and via the public concessionaire in other areas.

A governance structure that involves several areas of the Company ensures that water consumption is conscious and that disposal respects the standards required by the legislation: the environment sector is responsible for obtaining licenses; a technical team is responsible for the treatment of effluents; the production enginee-

ring team ensures that water is being used consciously and optimally in production processes; another team of technicians is responsible for carrying out disposal in accordance with the legislation.

The information is monitored based on the invoices received from the companies that operate the public water supply. Through the water meters installed at the groundwater and surface water collection points, measurements of the volume withdrawn are carried out, in order not to exceed that defined in the concessions granted by the environmental agency.





The monitoring is carried out daily and evaluations occur monthly. Oscillations are critically analyzed, focusing on continuous process improvement.

In 2023, Viveo reduced water withdrawal by 5% compared to the previous year. The reduction is the result of the continuous improvement process, which includes a series of actions, such as checking valves that may hide leaks and using new technologies that contribute to reducing consumption, such as Waterjet technology, a closed water reuse circuit that prevents waste.

Water collection by source

(in m³)

Source	2021	2022	2023	Variation 2023x2022
Surface withdrawal	580,909.0	587,037.0	508,474	-13%
Public supply (concessionaire)	18,528.8	19,426.3	55,375.2	185%
Groundwater	69,300.5	73,020.9	83,721.4	15%
Total	668,738.3	679,484.2	647,570.6	-5%

Of the 647,570 m³ of water consumed in 2023, 91% was consumed in factories, with textile (Cremer Têxtil) and cotton (Flexicotton) operations being the largest consumers. The highest consumption was recorded in Blumenau due to the bleaching process (whitening and cleaning of cotton fabric), and the cafeteria because it is the unit with the largest number of employees. The water consumed in the textile unit comes from the surface catchment of the Itajaí-Açu River. After using the water, the generated effluent is treated internally in an effluent treatment plant and, in turn, is rereleased into the Itajaí Açu River, according to the standards established by the legislation.

In the year, water supply through the concessionaire registered an increase of 185% in the year, mainly due to the expansion of Flexicotton's production line in Santo Amaro da Imperatriz (SC). In the same unit, the use of technology has contributed to a significant reduction in consumption at each stage of the manufacturing process of cotton discs and squares. The Flexicotton plant uses high-pressure water jets to precisely cut and shape cotton, eliminating waste. With this technology, over 90% of the water is returned and reused in the process.



Viveo has Effluent Treatment Plants (ETPs) in industrial units with the highest consumption, where the water used in industrial processes is treated before disposal. In places where there is no ETP, disposal is carried out in the treatment networks of the concessionaires.



Working Group for Water

This Working Group works to reduce the water consumption index per production unit, promote the technological modernization of processes and equipment that reduce water consumption, in addition to implementing programs aimed at reducing waste and promoting water reuse. Within the scope of the initiatives promoted throughout 2023, the initial phase of industrial-scale tests for the study of new technology as an alternative to the use of water deserves to be highlighted.

In 2023, with the consolidation of the project to eliminate the first washing bath in the cotton bleaching process, we reduced the consumption of another 226 million liters of water.



Waste

[GRI 3-3; 306-1; 306-2; 306-3; 306-4; 306-5]

Responsible waste management is part of Viveo's commitment to the environment, reflected in its quest to send as little material as possible to landfills, making continuous advances in reduction, reuse, and recycling rates. Each unit of the Company maintains a Solid Waste Management Plan (SWMP), in addition to specialized service providers, trained and licensed to conduct the final disposal of discarded materials.

The most significant environmental aspects related to solid waste, with potential environmental impacts in our segments, are related to the industrial process (textile, plastics, adhesives, personal hygiene, and cosmetics), where there are greater volumes and diversity of discarded materials.

Below, we highlight the main forms of waste generated in the Company's main operations:

Textile: in the process of bleaching cotton and fabrics, a volume of effluent is generated that receives internal treatment in an effluent treatment plant. This process generates sludge, which represents the largest volume among all types of waste generated by the Company, which is properly directed to landfills.

Plastics: these wastes (probes, catheters, collection vials, and others) are reused internally or sent to external recycling plants.

Adhesives: leftover fabrics, out-of-specification products, and leftover chemicals. These residues are properly directed to landfills and recycling.

Logistics: expired medications, plastic and cardboard packaging, pallets, and refrigerants involved in distributing materials and medication to hospitals, clinics, and healthcare institutions in general in the public and private sectors. These are directed to recycling, incineration, and landfill.

Wet wipes: paper, cardboard, plastics, wooden pallets, empty chemical packaging, expired chemicals, non-woven fabric, and non-conforming products. These wastes are directed to recycling, co-processing, and landfill.

Personal care: ETP sludge, boiler ash, processed scrap (non-conforming products), packaging plastics and cardboard, wooden pallets, and chemical packaging are properly directed to landfills and recycling.



Diagnostics (LABs): defective or expired diagnostic reagents, reagents used in measurement and/or maintenance processes of electronic equipment and devices. In this segment, Viveo's activities include receiving, storing, separating, and shipping diagnostic kits and equipment – purchased from suppliers based in Brazil, so that the Company does not handle raw material, only finished product in the original packaging. These are properly directed to incineration, landfills, and recycling.

Handling: contaminated PPE, compounded chemotherapy vials, sharp objects used in handling, plastic waste, paper, Styrofoam boxes, enteral and parenteral nutrition glass vials, and refrigerating elements (foam ice and hard ice). These wastes are properly directed to landfill, incineration, recycling, autoclave, and pyrolysis.

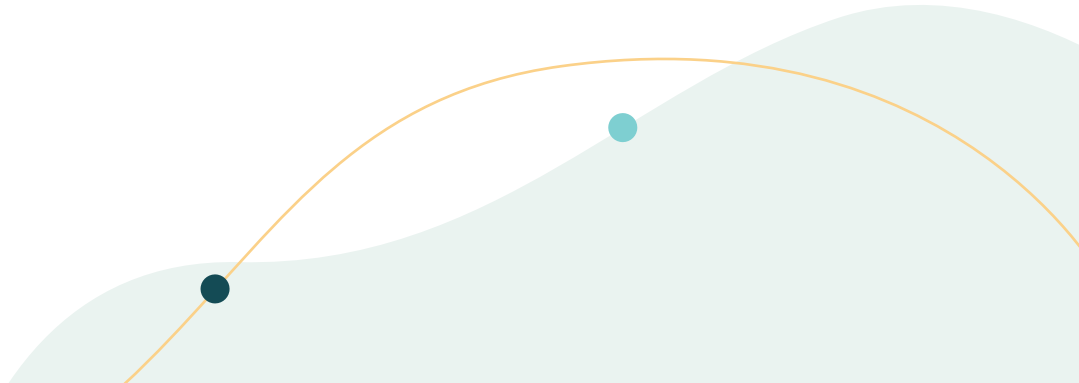
Pharmacies: expired and damaged medications and products, sharp waste, common waste such as organic and sanitation materials, and recyclable waste such as paper and plastic, Styrofoam boxes, and refrigerating elements (foam ice and hard ice). These are properly directed to incineration, autoclave, landfills, and recycling.

Throughout 2023, Viveo generated about 6,700 tons of waste. Of this total, 2% was hazardous waste and 98% non-hazardous. The reduction in the volume of hazardous waste generated was 39%.

Volume of waste generated

(in tons)

Source	2021	2022	2023	Variation 2023x2022
Hazardous Waste	47.57	208.19	127.3	-39%
Non-Hazardous Waste	5,036.44	6,614.90	6,606.3	0%
Total	5,084.01	6,823.09	6,733.6	-1%





Hazardous waste disposed of outside the organization

(in tons)

Destination	Volume
Co-processing	18.1
Decontamination of light bulbs	0.4
Recycling	2.7
Re-refining	1.9
Treatment of sludge and oily sludge	2.7
Landfill	33.1
Autoclave	5.3
Incineration	62.5
Microwave	0.1
Pyrolysis	0.5
Total	127.3

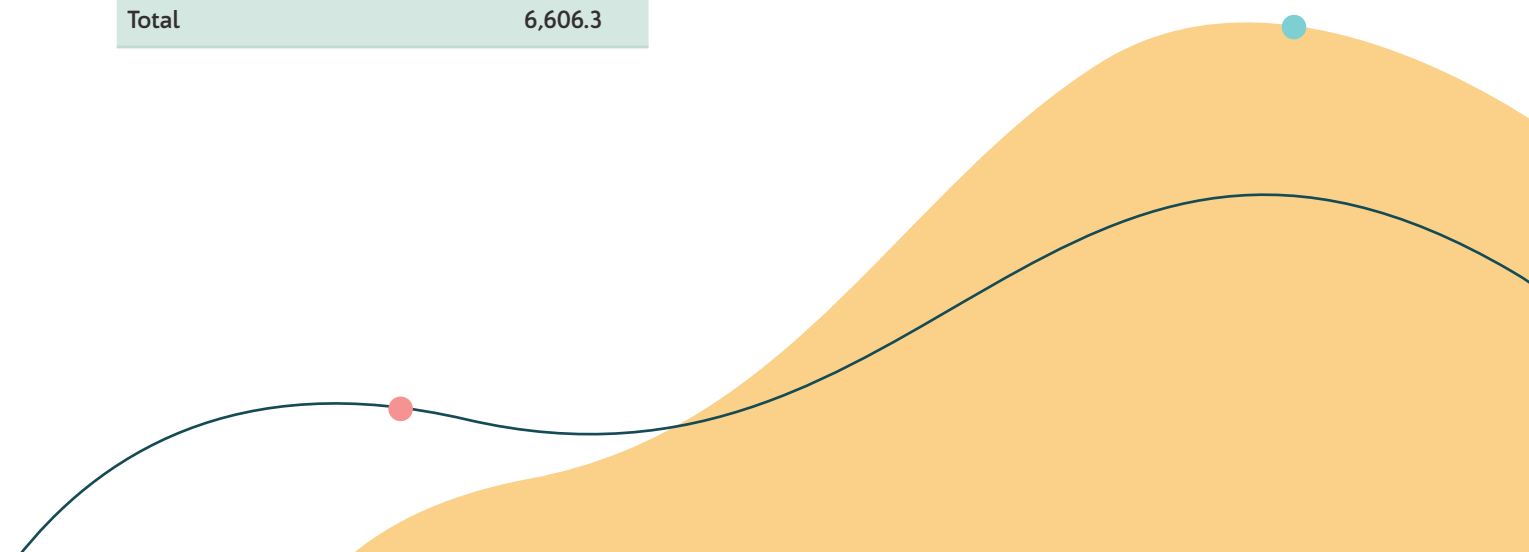
Hazardous waste disposed of outside the organization

(in tons)

Destination	Volume
Composting	24.7
Co-processing	339.7
Recycling	2,613.9
Treatment of sludge and sediment	175.8
Landfill	3,418.8
Incineration	32.8
Pyrolysis	0.7
Total	6,606.3

The transportation and final disposal of waste are outsourced. For the hiring of management companies, standardized procedures are defined, in accordance with current environmental legislation. Verification is performed through the review of documentation and, whenever possible, by monitoring the routine of partners' operations by Viveo's Environmental Department.

The environmental indicators of the industries, the largest waste generators within the Company, are monitored daily and reported monthly. Based on the results, action plans, goals and objectives for continuous improvement are drawn up.





2023 Highlights

Waste management at Viveo units is based on the commitment to seek the zero landfill target, focusing on reducing the volumes of solid waste generated, and aiming to reduce the amount of waste sent to landfills as much as possible. In 2023, our Daviso tissues factory started to allocate all industrial waste to cleaner final disposal technologies, as did our FW factory. The change in the form of waste disposal in these units prevented 989.1 tons of waste from being sent to landfills in 2023. They began using processes such as recycling for disposal, meeting the priority target of achieving zero landfill, thus encouraging more sustainable forms of

disposal, in addition to promoting practices to reduce waste generation.

The Flexicotton industry, in SantoAmaro da Imperatriz (SC), promotes the circular economy with its partners in the textile segment, reusing the waste of short cotton fibers, which is used as a raw material (100% originating from textile industry waste) in the manufacturing process of personal hygiene products, diverting about 5.4 thousand tons of this waste from landfills. This initiative won the 2022/23 Ecology Expression Award, in the Recycling – Textile sector category.

In Cremer's industry, products that present any quality deviation are ground down and later returned to the production process through internal recycling. This practice prevents the generation of approximately 1,500 tons of waste per year, favoring circularity and lower consumption levels of virgin raw materials.



Working Group on Waste

The Working Group on Waste prioritizes reducing disposal in landfills, in addition to ensuring legal compliance at all the stages of waste management in the business ecosystem. Among the highlights of 2023 are the acquisition of software for waste management, the monitoring of indicators in management meetings, and the restructuring of WG actions in order to boost the monitoring, reduction, and recovery of waste generated, in addition to ensu-

ring legal compliance at all stages of management. Among the related actions of 2023, the following stand out:

- Expansion of the MTR process in Viveo units;
- Studies for the feasibility of the Sludge Waste Project of the textile unit;

• The new downcycling stage with Flexicotton cotton waste being sent to a partner company for the production of carpets for pets; and

• The opportunity mapping of foam ice residue generated in the DCs, to be sent for use in civil construction. Currently in the testing phase with a partner entity.

Volume of waste diverted from landfills

(in tons)

	2022		2023	
	Landfill / Incineration	Recycling	Landfill / Incineration	Recycling
Hazardous	196.69	11.5	101.5	25.8
Non-Hazardous	4,237.98	2,376.92	3,452.3	3,154.1
Total	4,434.67	2,388.42	3,553.8	3,179.9
Total	6,823.09		6,733.7	
% Landfill	65		53	
% Recycling	35		47	

In 2023, the Company reduced the sending of waste to landfills by 12% compared to 2022.

Viveo understands that impact analysis of products and packaging and the search for sustainable solutions must be intrinsic elements in the process of innovation and continuous development of its portfolio, involving the entire scope of the useful life of products and services. Therefore, this topic is part of the Company's sustainability strategy and reflects its commitment to the entire ecosystem of the businesses.



Working Group for Sustainable Products

The group is dedicated to integrating sustainability into the product development process and has carried out a series of diagnoses and boosted the engagement of teams for innovation parameters, which are among the ten sustainability attributes proposed in the Sustainable Products Policy, whose premise is the development of products or improvement of existing products to make them more sustainable, involving the entire scope of the useful life of products/services.



The Circular Papyrus Program

Papyrus, one of the main cardboard manufacturers in the country, has partnered with Grupo Viveo to make the packaging of the Cremer, Bellacotton, and Topz brands produced with Vitacycle cardboard, the composition of which is 40% post-consumption scraps. In addition to the use of more sustainable cardboard, Viveo can attest to the entire packaging production process through the Papyrus Circular program, which tracks the origin of the raw material used in the manufacture of cardboard and certifies the process in terms of sustainability, also generating recycling credits for these brands.

The project also involves Gráfica Edelmann, tasked with producing packaging, and Cleantech Polen – a partner of Papyrus, which generates recycling credits. In 12 months (from January to December 2023), over 290 tons of post-consumer scraps were used at Viveo to produce Vitacycle® paperboard in sufficient volumes for 82.6 million units of packaged products. In this process, the emission of 172 tons of CO² equivalent was avoided.



Energy

[GRI 302-1 | 302-2]

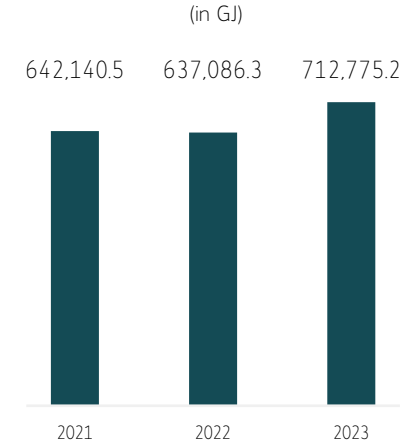
With a focus on continuously expanding energy efficiency in its operations, Viveo acquires energy through the Free Contracting Environment (ACL), which encourages the use of renewable sources, and has acquired renewable energy certificates (I-REC) since 2021, which ensures a low environmental impact energy matrix. Energy consumption is constantly monitored on a specific platform and analyzed in management meetings, in which actions for performance improvements are drawn up.

In 2023, total energy consumption was 712,800 gigajoules, 12% higher than in 2022, due to the investment in more cold storage rooms, used to store medications in the distribution centers.

Among the actions carried out to reduce consumption with a focus on reducing CO₂ emissions, the following stand out:

- Investments for the reduction of electricity consumption. Investment resources have been used, for example, in the procurement of a centrifugal air compressor;
- Operational optimization with the air conditioning of the spinning sector of the textile unit, reducing the use of the water chiller; and
- Reduced energy consumption (scope 2) by 1% per ton produced in industrial operations (megawatt/ton produced).

Total energy consumption (internal and external)



Fuel consumption – Non-renewable sources

Source	2021	2022	2023	Variation 2023x2022
Acetylene	2,9	1,3	1,7	33%
Diesel	68,913.0	65,157.2	66,646.5	2%
Gasoline	12,365.5	12,029.5	17,258.5	43%
GLP	5,934.6	6,343.8	12,456.9	96%
Natural gas	87,076.1	55,316.3	323.6	-99%
Total	174,298.1	138,848.1	96,687.2	-30%



In 2023, energy consumption from non-renewable sources fell by 30% due to the replacement of natural gas by biomass in the boiler of the textile production area, and due to the thermal fluid heater in the adhesives unit. In the biomass-fired boiler, fossil fuel was substituted for biomass from reforestation wood.

In the same period, the use of LPG grew by 96% due to the increase in production in Santo Amaro da Imperatriz (SC), where the gas is used to dry cotton blankets. Due to the 43% increase in gasoline consumption last year compared to 2022, the Company will conduct a study to define criteria regarding fuel use by its trucking fleet.

Electricity consumption

(in GJ)

2021	2022	2023	Variation 2023x2022
238,771.9	228,791.0	257,249.1	12%

Fuel consumption – Renewable sources

(in GJ)

Source	2021	2022	2023	Variation 2023x2022
Etanol	1,702.6	2,922.9	4,157.1	42%
Biomass	213,490.9	248,628.7	330,275.6	33%
Total	215,193.5	251,551.6	334,432.7	33%

Energy Consumption External to the Organization

(in GJ)

Source	2021	2022	2023	Variation 2023x2022
Kerosene	2,358.3	4,449.8	7,793.4	75%
Diesel	11,248.9	12,979.9	13,326.8	3%
Gasoline	269.5	465.4	3,286.0	606%
Lubricants	-	0.3	-	
Total	13,876.7	17,895.4	24,406.2	6%



Green Fleet

Viveo reached the end of 2023 operating a fleet of eight electric trucks.

Throughout the year, 1,211 green deliveries were made with these trucks in three states: 738 in São Paulo, 289 in Distrito Federal, and 184 in Rio Grande do Sul, which generated a reduction of 87.7 tCO₂e and savings of about R\$ 401.8 thousand in diesel fuel, considering the average value per liter in 2023.

In parallel, the partnership with Movida – a car rental company – offsets 100% of the GHG emissions that would have been generated from the leasing of the trucking fleet previously used by the commercial area. This offset is generated by planting native trees in the biodiversity corridor of the Araguaia River, one of the largest biodiversity areas in the world.





Working Groups: Energy and Emissions Sustainable Logistics

The Working Group (WG) on Energy and Emissions is tasked with establishing long-term objectives and promoting the implementation of eco-efficient practices to reduce energy intensity and greenhouse gas (GHG) emissions, in addition to increasing the use of renewable energy sources in production processes.

In tandem, the Sustainable Logistics WG focuses on the planning and monitoring of actions aimed at reducing emissions from logistics activities. Since 2021, these groups have spearheaded the management of the Emissions Inventory and directed most of the investments approved by the company, totaling over R\$ 3.9 million for ESG projects in 2023 alone.

Airborne emissions

[GRI 305-1; 305-2; 305-3; 305-6]

Viveo wants to grow as an organization that is not only able to mitigate its negative impacts related to greenhouse gas emissions, but also to decouple business expansion from a consequent increase in emissions. In 2023, the Company continued to work on improving the quality of scope 1 and 2 emissions data. In scope 2, since 2021, it has invested in I-REC certificates to maintain the traceability and compensation of energy consumed from renewable sources.

It also increased the mapping of scope 3 categories: business travel, waste generation in operations, procured goods and services, and employee commuting. This monitoring is carried out through a specific platform, Climas, in 48 operations in 2022 and 69 operations in 2023. Professionals at the units report consumption data into Climas. The verification and review of the data is carried out by the engineering, utilities and energy efficiency, maintenance, and corporate environment teams.

In addition, the consistency of the data is evaluated every six months by a specialized company, and the results are reviewed at the Climate Change Forum.

At the end of 2023, the eco-efficiency initiatives implemented resulted in a 20% reduction in total GHG emissions. Among the initiatives that contributed to the decrease in scopes 1 and 2, the following stand out:

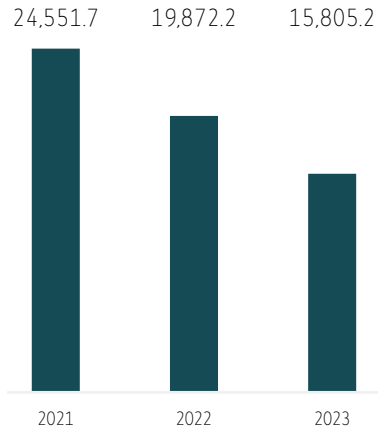
- The start of operation of the biomass thermal fluid heater in the adhesives unit in August 2022;
- The start of operation with more efficient propellers in the thread-spinning cooling towers in the textile unit; and
- The replacement of lighting fixtures with a model that uses LED technology in the textile unit.

In parallel to the ongoing actions, the Company has planned the mapping of climate risks, to be carried out in 2024.



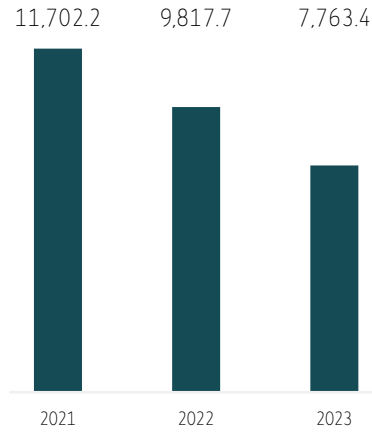
Total volume of emissions of GHGs

(in tCO₂e)



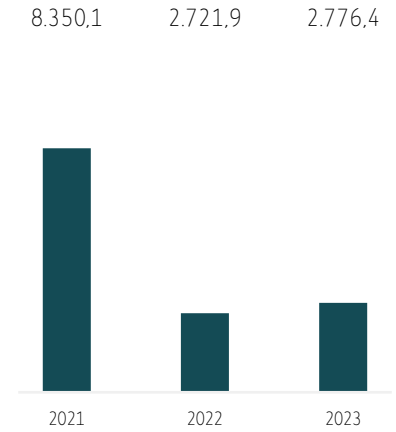
Evolution - Scope 1

(in tCO₂e)



Evolution - Scope 2

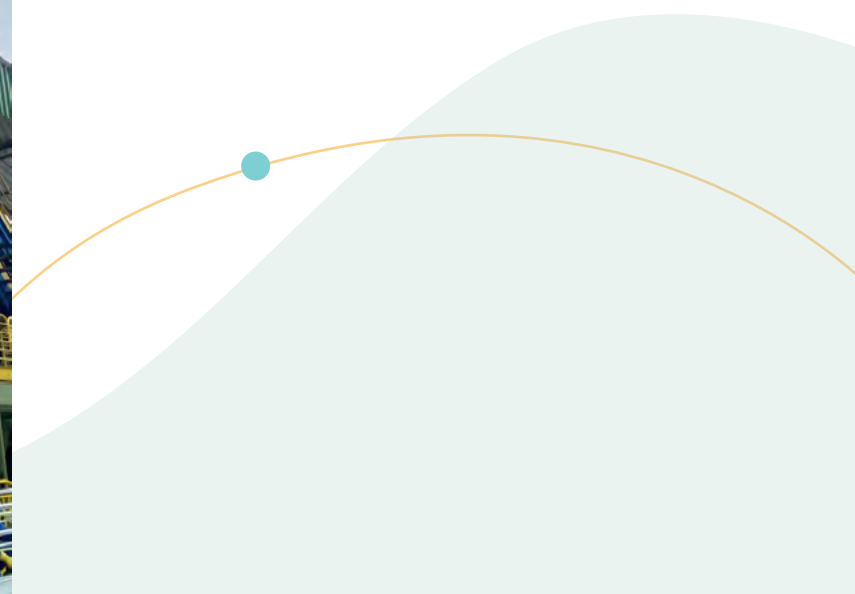
(in tCO₂e)



Scope 1 emissions

(in tCO₂e)

Emission sources	Volume
Stationary combustion	1,433.8
Mobile combustion	5,417.3
Fugitive emissions	773.1
Solid Waste	139.2
Total scope 1	7,763.4

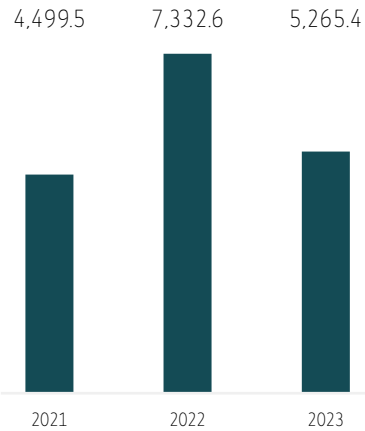




Considering the categories covered in Scope 3, the largest impact is from waste. The largest reduction recorded in 2023 is concentrated in this item, due to the reduced levels of waste sent to landfills, and the two “zero-landfill” units, Daviso and FW.

Evolution - Scope 3

(in tCO₂e)



Emissions - Scope 3

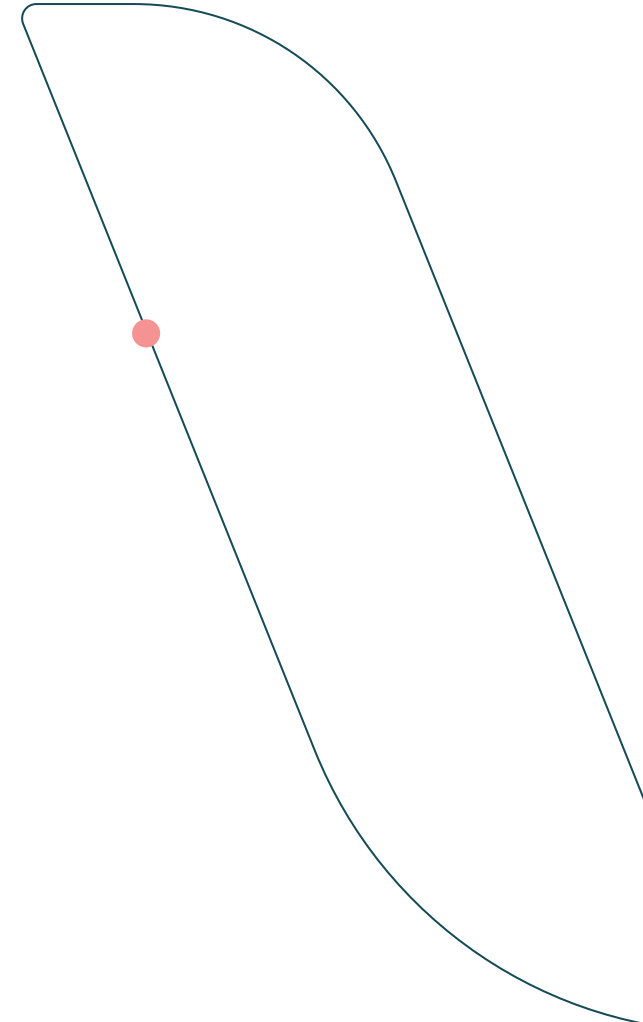
(in tCO₂e)

Emission sources	2023
Related activities with fuel and energy not included in Scopes 1 and 2	292.6
Employee commuting (home-workplace)	894.8
Business travel	751.2
Waste generated in operations	3,326.7
Total Scope 3	5,265.4

Emission of other GHGs

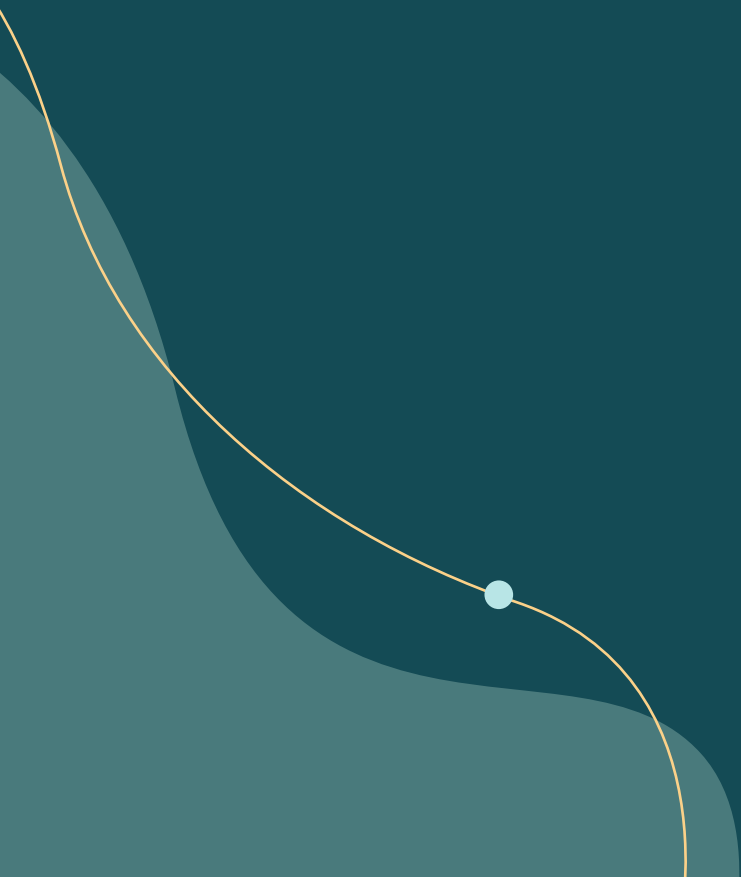
(em tCO₂e)

SDO	2021	2022	2023	Variação 2023x2022
HCFC (R-22)	1,436.1	1,643.1	446.3	-73%
HCFC-141b	8.2	0.0	0.000000	-
Propane (R-290)	0.0	0.000858	0.001158	35%
Isobutane (R-600a)	0.0	0.003474	0.000000	-100%





About the Report





Report Profile

[GRI 2-2; 2-3; 2-4; 2-5; 2-14]

This is Viveo's third Sustainability Report in line with the guidelines of the Global Reporting Initiative (GRI), a non-profit organization that proposes guidelines to ensure the quality and comparability of reports from organizations around the world. In recent years, following global trends in ESG management and reporting, the Company has added to the Report part of the recommendations of other reference institutions on the subject, such as the International Integrated Reporting Council (IIRC), the United Nations Global Compact, the World Economic Forum, the Sustainability Accounting Standards Board (SASB) and the Financial Stability Board (FSB) – within the scope of the Task Force for Climate-related Financial Disclosures (TCFD).

Thus, this edition presents information for the period between January 1 and December 31, 2023, the same period that applies to the financial information, and highlights the Company's environmental, social, economic, and governance performance, in addition to aspects re-

levant to the corporate strategy and business model adopted in this period. The information published refers to the activities of Viveo, headquartered in São Paulo (SP), and all its subsidiaries – as presented in the 2023 [Management Report](#) e [Financial Statements](#).

Following the latest version of guidelines proposed by GRI (standards), this Report underwent independent external verification – an activity performed by KPMG, reflecting the Company's commitment to transparency. See Letter of Assurance issued by the independent auditors on [page 144](#).

The preparation of the Report involves several areas of the Company, which provide information, indicators, and analyses related to different spheres of the business, allowing a transversal approach to Viveo's sustainability context. The final version of the publication is reviewed by the Board of Directors.



Publication

Viveo's Sustainability Reports are published annually and can be accessed on its website. The last edition was published in June 2023, referring to 2022. Considerations or questions about the publication can be done by emailing sustentabilidade@viveocom.br



Stakeholder Engagement

[GRI 2-29, 3-1]

As recommended by GRI, Viveo focused the 2022 report on topics relevant to the sustainability of the business, considering different perspectives. In order to ensure that both the interests of the Company and those of its varied stakeholders were included in this Report, **the Materiality Study, which supports the report, included a broad stakeholder engagement process, carried out in the second half of 2023.**

This process included the mapping of the Company's stakeholders, based on their influence and impact, giving rise to a sample of stakeholders to be engaged

through an online consultation in which employees, suppliers, investors, customers, public agencies, and financial institutions participated, among others. In total, 161 respondents indicated the relevance, based on their perspective, of the pre-listed topics related to sustainability.

In addition, Viveo promoted Sustainability Panels, in-person events that brought together representatives of customers, suppliers, and two local communities: Blumenau (SC) and Brasília (DF). Held in November, the Panels were attended by 100 people and aimed to iden-

tify socio-environmental aspects and impacts resulting from the Company's activities. To this end, they were conducted by a specialized consulting firm to ensure impartiality and harmony in the collection of opinions.

According to GRI guidelines, the degree of impact on stakeholders was the parameter for the degree of engagement of other publics, in addition to communities, employees, and local suppliers, which formed the sample present in the panels.





Relevant topics

[GRI 3-2]

The 2023 Materiality Study was developed with the objective of reviewing the relevant topics pre-established for the 2023 Sustainability Report, identifying any new topics relevant to the insertion of ESG aspects into the business strategy, and their disclosure in the 2023 report. Thus, it included a combination of analyses, among which the following stand out:

Corporate context: considers internal documents, guidelines, and communication platforms that highlight Viveo's ESG policies and practices, as well as interviews with members of Senior Management;

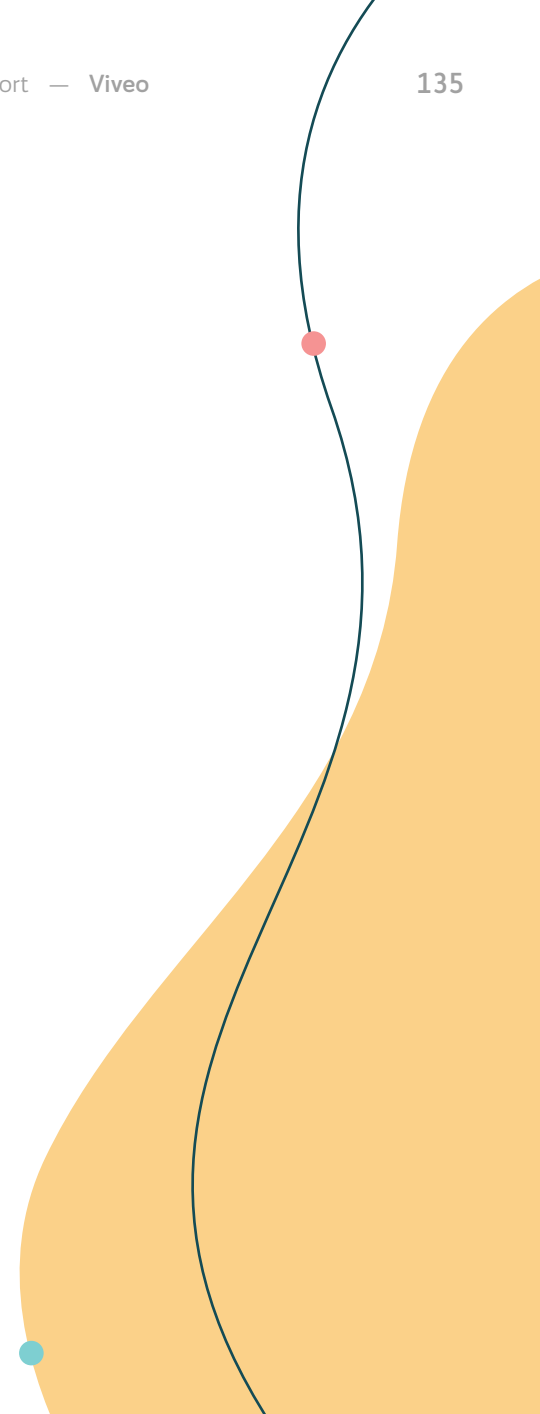
Sector benchmarking: involves the review of sustainability reports from other players in the sector to identify recurring material topics and their respective approaches, as well as the connection of those topics with the 2030 Agenda;

Global frameworks: analysis of ESG management and reporting guidelines for materiality correlation;

Stakeholder engagement: consolidating the results of different interaction mechanisms with specific stakeholder groups through Sustainability Panels and online consultation.

Based on these analyses, the material topics and their respective performance indicators were proposed, evaluated by the Company regarding the feasibility of monitoring and reporting, considering the effective management of these topics, as well as the operational and strategic issues involved.

Thus, the materiality of this reporting cycle considers eight fundamental macro topics, as shown in the table on [page 22](#).





GRI Content Summary

Statement of Use

Viveo S.A. prepared this report based on the GRI reporting standards for the period from January 1, 2023, to December 31, 2023.

GRI 1: Fundamentals 2021

GRI Standard	Content	Page	Answer
The organization and its reporting practices			
GRI 2: General Contents 2021	2-1 Details of the Organization	8, 16, 27	
GRI 2: General Contents 2021	2-2 Entities included in the sustainability reporting of the organization	133	
GRI 2: General Contents 2021	2-3 Reporting period, frequency, and contact information	133	
GRI 2: General Contents 2021	2-4 Restatements of information	133	
GRI 2: General Contents 2021	2-5 External verification	133	
Activities and workers			
GRI 2: General Contents 2021	2-6 Activities, value chain, and other business relationships	8, 16, 101	
GRI 2: General Contents 2021	2-7 Workers	71	
GRI 2: General Contents 2021	2-8 Workers who are not employees	71	



GRI Standard	Content	Page	Answer
Governance			
GRI 2: General Contents 2021	2-9 Governance structure and its composition	27	
GRI 2: General Contents 2021	2-10 Appointment and selection to the highest governance body	27	
GRI 2: General Contents 2021	2-11 Chairperson of the highest governance body	27	
GRI 2: General Contents 2021	2-12 Role performed by the highest governance body in overseeing the management of impacts	36, 43, 102	
GRI 2: General Contents 2021	2-13 Delegation of responsibility for impact management	20, 27, 65	
GRI 2: General Contents 2021	2-14 Role performed by the highest governance body in sustainability reporting	133	
GRI 2: General Contents 2021	2-15 Conflicts of interest	27, 36	
GRI 2: General Contents 2021	2-16 Communication of crucial concerns	36, 43, 102	
GRI 2: General Contents 2021	2-17 Collective knowledge of the highest governance body	20	Additional information on the Directors is available in the Reference Form, item 7.3.
GRI 2: General Contents 2021	2-18 Performance review of the highest governance body	27	
GRI 2: General Contents 2021	2-19 Remuneration policies	27	
GRI 2: General Contents 2021	2-20 Process for determining remuneration	27	
GRI 2: General Contents 2021	2-21 Proportion of total annual remuneration	-	A. 37.0% B. 0% Regarding item B, in 2023 there was no adjustment in the remuneration of the highest paid individual in the organization. The average remuneration readjustment of employees was 13.7%.The annual remuneration (salary, vacation, 13th salary, and benefits) of all employees described in indicator 2-7 was considered for the calculation.



GRI Standard	Content	Page	Answer
Strategy, policies, and practices			
GRI 2: General Contents 2021	2-22 Declaration on Sustainable Development Strategy	2	
GRI 2: General Contents 2021	2-23 Policy commitments	36	
GRI 2: General Contents 2021	2-24 Incorporation of policy commitments	36	
GRI 2: General Contents 2021	2-25 Processes to repair negative impacts	36, 43, 82, 102	
GRI 2: General Contents 2021	2-26 Mechanisms for advising and raising concerns	36	
GRI 2: General Contents 2021	2-27 Compliance with laws and regulations	-	The actions considered significant by Viveo are those described in item 4 of the Reference Form. There were no significant new cases during the Reporting period.
GRI 2: General Contents 2021	2-28 Membership in associations	113	
GRI 2: General Contents 2021	2-29 Approach to stakeholder engagement	99, 101, 105, 113, 134	
GRI 2: General Contents 2021	2-30 Collective bargaining agreements	71	All employees of Viveo are represented by labor unions specific to the functional role of each business unit, and the employees are subject to the parameters of the collective bargaining agreements in force. We enter into collective agreements when a need arises for specific negotiations for a job role or part of it. In 2023, 33% of professionals were covered.



GRI Standard	Content	Page	Answer
Material Topics			
GRI 3: Material Topics	3-1 Process of defining material topics	134	
GRI 3: Material Topics	3-2 List of material topics	82, 135	
GRI 3: Material Topics	3-3 Management of material topics	36, 59, 94, 101, 105, 120	
Economic Development			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	67	
Procurement Practices			
GRI 204: Procurement Practices 2016	204-1 Proportion of procurement from local suppliers	101	
Anti-Corruption			
GRI 205: Anti-Corruption 2016	205-2 Communication and capacity building on policies and anti-corruption procedures	36	
GRI 205: Anti-Corruption 2016	205-3 Confirmed cases of corruption and measures taken	-	In 2023, Viveo registered one confirmed case of corruption, in which the appropriate measures were taken (dismissal due to just cause and ongoing legal proceedings). As a result of this case, the guidelines of the Anti-Corruption and Anti-Bribery Policy with employees were reinforced.
Anti-competative Behavior			
GRI 206: Anti-competative Behavior 2016	206-1 Legal actions due to anti-competative behavior, anti-trust, and monopoly practices	-	At the end of 2023, the Company had a pending legal action with the Administrative Council for Economic Defense (Cade). Detailed information can be found in the Reference Form.



GRI Standard	Content	Page	Answer
Energy			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	126	
GRI 302: Energy 2016	302-2 Energy consumption outside of the organization	126	
Water and Effluents			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	117	
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	117	
Emissions			
GRI 305: Emissions 2016	305-1 Direct greenhouse gas emissions (GHG), (Scope 1)	129	
GRI 305: Emissions 2016	305-2 Indirect greenhouse gas emissions from energy acquisition (Scope 2)	129	
GRI 305: Emissions 2016	305-3 Other indirect (Scope 3) greenhouse gas emissions (GHG)	129	
GRI 305: Emissions 2016	305-6 Emissions of ozone-depleting substances (ODS)	129	



GRI Standard	Content	Page	Answer
Waste			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	120	
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	120	
GRI 306: Waste 2020	306-3 Waste generated	120	
GRI 306: Waste 2020	306-4 Waste diverted from disposal	120	
GRI 306: Waste 2020	306-5 Waste directed to disposal	120	
Supplier Environmental Assessment			
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers selected based on environmental criteria	101	
Employment			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	73	
GRI 401: Employment 2016	401-2 Benefits offered to full-time employees that are not offered to temporary or part-time employees	74	



GRI Standard	Content	Page	Answer
Occupational Health and Safety			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	82	
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	82	
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	82	
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultations, and communication regarding occupational health and safety	82	
GRI 403: Occupational Health and Safety 2018	403-5 Worker training on occupational health and safety	82	
GRI 403: Occupational Health and Safety 2018	403-6 Promotion of worker health	82	
GRI 403: Occupational Health and Safety 2018	403-8 Workers covered by a occupational health and safety management system	82	
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	82	
Training and Education			
GRI 404: Training and Education 2016	404-1 Average number of training hours per employee	94	
Diversity and Equal Opportunities			
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	71, 89	
Non-Discrimination			
GRI 406: Non-Discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	-	In 2023, four discrimination incidents were confirmed. These incidents were handled internally and the appropriate corrective actions were applied.



GRI Standard	Content	Page	Answer
Local Communities			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and local development programs	105	
Social Evaluation of Suppliers			
GRI 414: Social Assessment of Suppliers 2016	414-1 New suppliers selected based on social criteria	101	
Customer Health and Safety			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of products and services categories	59	
GRI 416: Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	59	
Marketing and Labeling			
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning the information and labelling of products and services	-	In 2023, the Company received a notification from the National Health Surveillance Agency (ANVISA).
GRI 417: Marketing and Labeling 2016	417-3 Incidents of non-compliance concerning marketing communication	-	In 2023 there were no cases of non-compliance related to marketing.
Customer Privacy			
GRI 418: Customer Privacy 2016	418-1 Proven complaints regarding breach of privacy and loss of customer data	46	



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Independent auditors' limited assurance report on the non-financial information included in the 2023 Sustainability Report

(A free translation of the original report issued in Portuguese, containing the Assurance Report)

To the Board of Directors and Shareholders

CM Hospitalar S.A.

São Paulo - SP

Introduction

We have been engaged by CM Hospitalar S.A. ("Viveo" or the "Company") to present our limited assurance report on the non-financial information included in Viveo's 2023 Sustainability Report for the year ended December 31, 2023.

Our limited assurance does not extend to prior period information or any other information disclosed together with the Report, including any images, audio files or embedded videos.

Responsibilities of the Management of CM Hospitalar S.A.

Viveo's Management is responsible for:

- select and set proper criteria for preparing the information included in the Report;
- prepare information on the basis of the Commission's criteria and guidelines *Global Reporting Initiative (GRI – Standards)*;
- design, implement and maintain internal control over the information that is relevant for the preparation of the information included in the Report to be free from material misstatement, whether due to fraud or error.

Responsibility of independent auditors

Our responsibility is to express a conclusion on the non-financial information included in the Report, based on the limited assurance engagements conducted in accordant with NBC TO 3000 (reviewed) – Assurance Engagements other than Audits and Reviews, issued by the CFC, which is equivalent to *ISAE 3000 (revised) – Assurance engagements other than audits or reviews of historical financial information*, issued by the *International Auditing and Assurance Standards Board (IAASB)*. These standards require work planning and procedures to obtain limited assurance that the non-financial information included in Viveo's Report as a whole is free from material misstatement.

KPMG Auditores Independentes Ltda. ("KPMG") applies the Brazilian Standard on Quality Management (NBC PA 01), which requires the firm to plan, implement and operate a quality management system, including policies or procedures related to compliance with ethical requirements, professional standards and applicable statutory and regulatory requirements. We have met the independence and other ethical requirements of the Accountant's Professional Code of Ethics and Professional Standards (including Independence Standards) based on key integrity, objectivity, professional competence and due zeal, confidentiality and professional behavior.

A limited assurance engagement conducted in accordance with the revised NBC TO 3000 (*ISAE 3000 revised*) consists mainly of inquiring the management of Viveo and other Viveo's professionals who are involved in the preparation of the information and applying analytical procedures to obtain evidence that enables us to conclude, in the form of a limited assurance, information taken as a whole. A limited assurance engagement also requires additional procedures to be applied when the independent auditor gets to know about issues that may lead him to believe that the information disclosed in the Report as a whole may have material misstatements.

The selected procedures are based on our understanding of the issues related to the compilation, materiality and presentation of the information included in the Report, of other circumstances of the engagement and of our consideration about the areas and processes associated with the material information disclosed in the Report, in which material misstatements could exist. The procedures consisted of, among others:

- planning our engagement, considering the materiality of the issues to be addressed by Viveo's activities, the relevance of the information disclosed by the Company, the amount of quantitative and qualitative information, the operational systems and internal controls that supported the preparation of the information included in the Report.
- understanding the calculation method and procedures followed for compiling indicators by inquiring the managers in charge of gathering information;
- applying analytical procedures to quantitative information and inquiring about qualitative information and its correlation with the indicators disclosed in the information included in the Report; and
- when non-financial data correlate with financial indicators, these indicators are cross-checked against financial statements and/or accounting records.
- analyzing the procedures followed for preparing the Report and its structure and contents, in accordance with the *Global Reporting Initiative – GRI's Content and Quality Standards for Sustainability Reporting Principles*;
- assessment of sampled non-financial indicators;

The limited assurance engagements also covered compliance with the GRI – standards framework applicable to the preparation of the information included in the Report.

Scope and limitations

The procedures applied in a limited assurance engagement vary in terms of nature and timing and are smaller to the extent than in a reasonable assurance engagement. Therefore, the



security level obtained from a limited assurance engagement is substantially lower than that obtained if a reasonable assurance engagement had been carried out. If we had carried out a reasonable assurance engagement, we could have identified other issues and possible misstatements of the information included in the Report. Accordingly, we do not express an opinion on that information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate this data. Qualitative interpretations of materiality, relevance and accuracy of data are subject to individual assumptions and judgments. Moreover, we did not carry out any work on data informed for prior periods, or about future projections and goals.

The preparation and presentation of sustainability indicators followed *GRI – Standards's* criteria and therefore do not have the purpose of ensuring compliance with social, economic, environmental or engineering laws and regulations. However, those standards provide for the presentation and disclosure of possible violations to these regulations when significant sanctions or fines are imposed. Our assurance report should be read and understood accordingly, inherent to the selected criteria (*GRI - Standards*).

Conclusion

Our conclusion was based on and is subject to the matters described in this report.

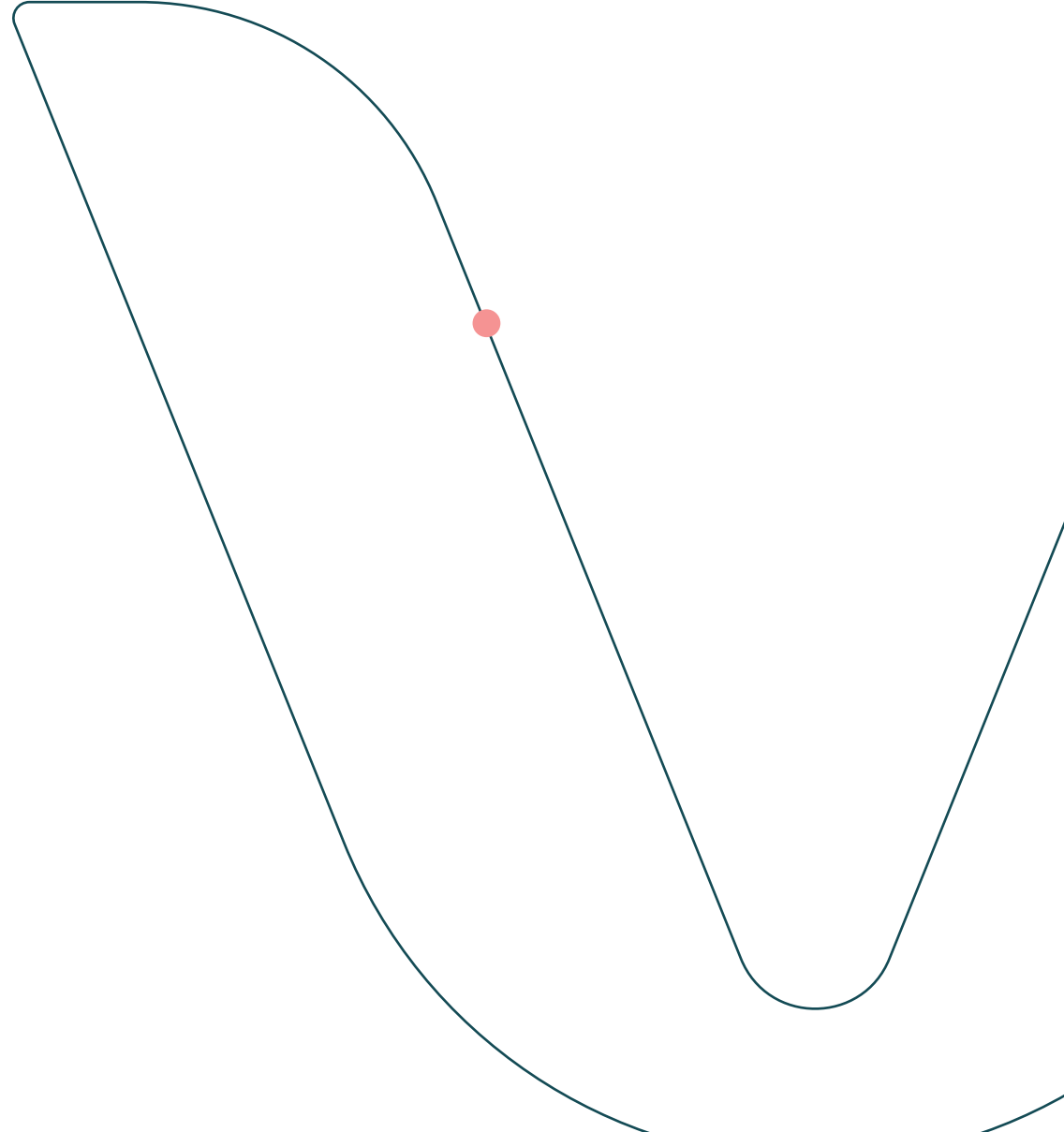
We believe that the evidence we have obtained in our work is sufficient and appropriate to provide a basis for our limited conclusion.

According to the procedures applied by our team and described on this report and the evidence we obtained, nothing came to our attention that causes us to believe that the non-financial information included in the 2023 Sustainability Report for the year ended December 31, 2023 of Viveo was not prepared, in all material respects, according to the *Global Reporting Initiative – GRI Sustainability Reporting Standards*. The procedures are a

São Paulo, June 13, 2024

KPMG Auditores Independentes Ltda.
CRC No. 2SP-014428/O-6

Original report in portuguese signed by
Juliana Leonam de Araujo Braga
Accountant CRC 1SP25106210/O



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2023 Sustainability Report

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Viveo Sustainability

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We Sustentabilidade

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