



Summary

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Introduction

Report presentation

GRI 2-2, 2-3, 2-4, 2-5

Grupo Profarma's 2024 Sustainability Report reflects the Company's ongoing commitment to creating value in a sustainable manner, promoting transparency in operations and strengthening dialogue with employees, customers, suppliers, investors and communities.

This edition describes the main results for the year and the initiatives that drove responsible growth on ESG (Environmental, Social and Governance) fronts. Challenges overcome and the strategic actions that chart a path towards a sustainable future are also mentioned.

To ensure consistency and credibility of information, the document follows the standards of the **Global Reporting Initiative (GRI)** and the **Sustainability Accounting Standards Board (SASB)**, in addition to incorporating the United Nations (UN) Sustainable Development Goals (SDGs), which strengthens global responsibility. The content of this report, covering the period from January 1 to December 31, 2024, was validated by internal teams and senior management.

Each page demonstrates how the Grupo Profarma integrates sustainable practices into the businesses of **Profarma Distribuição** and **Rede d1000**, consistently seeking innovation, eco-efficiency and a positive impact on society.

The entities included in Grupo Profarma's financial statements coincide with the ones in this sustainability report, which did not have any information restated in relation to the previous year and did not undergo external assurance.

The expectation is that this report will inspire confidence and strengthen dialogue with all audiences.

Enjoy your reading!



For questions or suggestions,
please email us at:

esg@profarma.com.br



Message from leadership

GRI 2-22

Dear reader,

2024 was a year of remarkable achievements for the Grupo Profarma, consolidating a leading position in the Brazilian pharmaceutical sector. The performance disclosed within this report reflects the growing maturity of our business, with expressive results that highlight consistency in all areas of activity.

Consolidated gross revenue reached BRL 11.8 billion, reflecting a 17.5% growth compared to the previous year. This performance demonstrates the strength of the strategies and execution capacity of a highly prepared and committed team.

At Profarma Distribuição, the year was marked by the inauguration of a distribution center in Mato Grosso (DC MT) and strengthening of infrastructure. Focus fell on the expansion of DC ES, reinforcement of the IT infrastructure and an important gain in market share. Additionally, more DCs started to adopt eco-efficient practices. These advances contributed to reaching a total market share of 24.6% at the end of 2024.

Rede d1000 also had a strong performance in the year, with the opening of 40 new stores and 11 renovations.

Profitability followed growth, with net income 59.5% higher compared to 2023, reinforcing the robustness of its business model.

Social responsibility gained even more strength in 2024, with the Instituto Profarma leading impactful educational campaigns and actions. Over the last three years, more than 500,000 people have been impacted by initiatives focused on inclusion, health and quality of life. In 2024 alone, more than 270,000 people were impacted by actions that included the collection of 90 tons of food, 10 tons of supplements and 36,000 hygiene items, in addition to 29,000 medical care visits provided in partnership with NGO Doctors of the World. These results reinforce the Company's commitment to a fairer and more sustainable future.

Additionally, the ongoing commitment to innovation is reflected in investments in technology and continuous process improvement. The use of agile methodologies and systemic enhancements led to greater efficiency and impact on operations, allowing for even more strategic action. In 2024, the Grupo Profarma took an important step in risk management by starting a structured journey on the topic, strengthening resilience and increasing responsibility in decision-making. As a result, the Company scored B in the CDP climate change

questionnaire, acknowledging the robustness of its risk matrix, which integrates ESG aspects and reinforces the commitment to sustainability and governance.

For the future, the Group remains committed to a balanced and sustainable growth. With the support of our employees, partners and investors, the Grupo Profarma will continue to transform challenges into opportunities and deliver increasingly expressive results.

Sammy Birmarcker
CEO of Grupo Profarma





Grupo Profarma

About the Grupo Profarma

GRI 2-1, 2-6

Founded in 1961, the Grupo Profarma has become one of the largest players in the Brazilian pharmaceutical sector, consolidating its operations through its two major companies: **Profarma Distribuição** and **Rede d1000**.

Profarma Distribuidora de Produtos Farmacêuticos

S.A. is a publicly traded company, listed on the B3 New Market segment in São Paulo's stock exchange since 2006, a milestone that boosted its expansion and strengthened its corporate governance practices. **Rede d1000**, listed on the stock exchange since 2020, adopts the best governance practices on the market.

GRUPO
PROFARMA

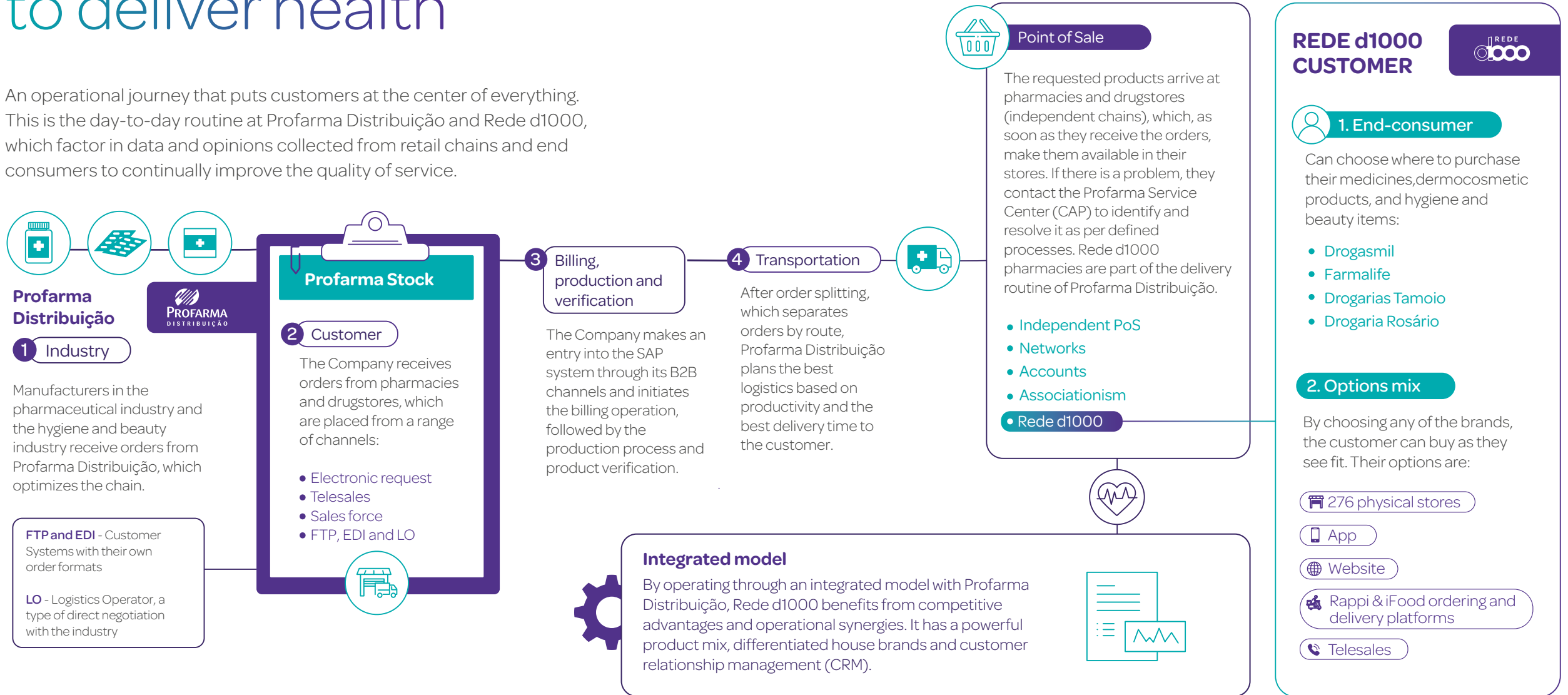
PROFARMA
DISTRIBUIÇÃO

REDE
d1000



Our purpose: to deliver health

An operational journey that puts customers at the center of everything. This is the day-to-day routine at Profarma Distribuição and Rede d1000, which factor in data and opinions collected from retail chains and end consumers to continually improve the quality of service.



Activity fronts

GRI 2-1, 2-6

The Company is present in 17 states and the Federal District, with headquarters in the city of Rio de Janeiro (RJ). Its activities are guided by the ESG agenda, prioritizing sustainable growth, efficiency in process management, and continuous development of its employees.

Profarma Distribuição has a robust logistics infrastructure, including 15 distribution centers (DCs) that serve the Midwest, Northeast, Southeast and South regions. The Company processes, on average, 1.4 million orders each month, offering a wide range of pharmaceutical products, including medicines, hygiene and beauty items. It stands out for its personalized and innovative service, seeking to anticipate the needs of its customers and partners.



IN ADDITION TO ITS MAIN ACTIVITY, PROFARMA DISTRIBUIÇÃO OFFERS A **VARIETY OF COMPLEMENTARY SERVICES** FOR SUPPLIERS AND CUSTOMERS, ADDING VALUE TO THE OPERATIONS:



Promotional logistics and logistical support to introduce and distribute products to the market.



Implementation of marketing campaigns, expanding product promotion and reach.



Product recall at points of sale to ensure regulatory compliance and safety.

Profarma Distribuição



90% OF THE NATIONAL
TERRITORY SERVED



PRESENT IN

17 STATES +
FEDERAL DISTRICT



1.4 MILLION
ORDERS MONTHLY



15 DCs
IN THE COUNTRY



24,000
DELIVERIES PER DAY



+160,000
ACTIVE SKUs
(STOCK KEEPING UNITS)*



1,950
DELIVERY VEHICLES

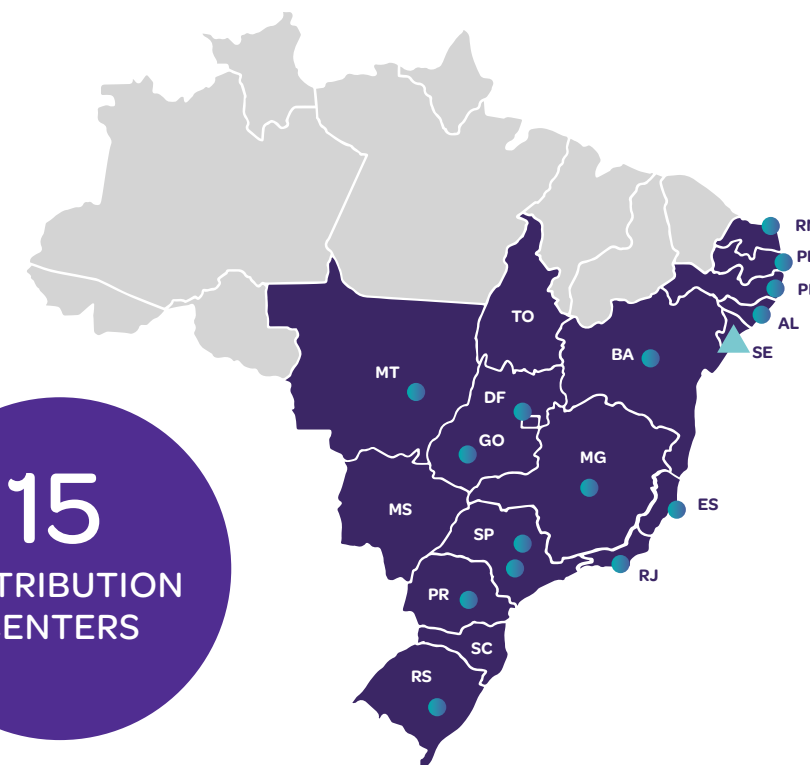


4,118
EMPLOYEES



49,000
SALES CLOSINGS MONTHLY

STRUCTURED DISTRIBUTION



15
DISTRIBUTION
CENTERS

- SERVICE COVERAGE
- ▲ CUSTOMER SERVICE CENTER
- DISTRIBUTION CENTER

*Code that individually identifies each product variation in stock.

Rede d1000

Rede d1000 comprises the following brands



With over 10 years of experience, Rede d1000 has 276 stores located in Rio de Janeiro, the Federal District, Goiás and Mato Grosso, reaching a volume of 28 million services provided annually. According to the ranking of the Brazilian Association of Pharmacy and Drugstore Chains (Abrafarma), Rede d1000 ranks 11th in total revenue and 7th in revenue per store.

It also employs 4,340 people and offers a diverse product mix with medicines, personal hygiene items, dermocosmetics and beauty and convenience products.



THE STORES OFFER EXCLUSIVE REDE d1000 BRANDS IN ADDITION TO TRADITIONAL PRODUCTS

Bem Básico.

To be basic is to be good. This private label makes life easier with basic everyday products that are great value for money.

Bonnevi

The best hour of your day. Delivers convenience with practical snacks for anytime, anywhere.

GO NUTRI

Being healthy is the best! Offers a full portfolio of complements and supplements to enhance your well-being in a safe and guaranteed way.

mini moon

Live each stage. Helps parents at every stage of early childhood with reliable, practical and comfortable products.

mise

Always present. Organizes the daily self-care routine, offering products with proven results that simplify life.

Nº 21

Beauty is in caring. Creates affordable, high-performance skin care products.

Polimix

Your health, our priority. Monitors your health and offers natural treatments for fast relief.

Living Culture

THE ORGANIZATIONAL CULTURE OF THE GRUPO PROFARMA REFLECTS ITS COMMITMENT TO **TRANSPARENCY, ETHICS AND SOCIAL RESPONSIBILITY**, STRENGTHENING ITS GOVERNANCE PRACTICES AND PROMOTING SUSTAINABLE DEVELOPMENT THROUGHOUT ITS OPERATIONS IN BRAZIL.



PURPOSE

To deliver health.



MISSION

Expand and diversify participation in the healthcare ecosystem.



VISION

To be recognized and admired as the best experience in accessing health and well-being, with inclusive, sustainable and socially engaged actions.



VALUES

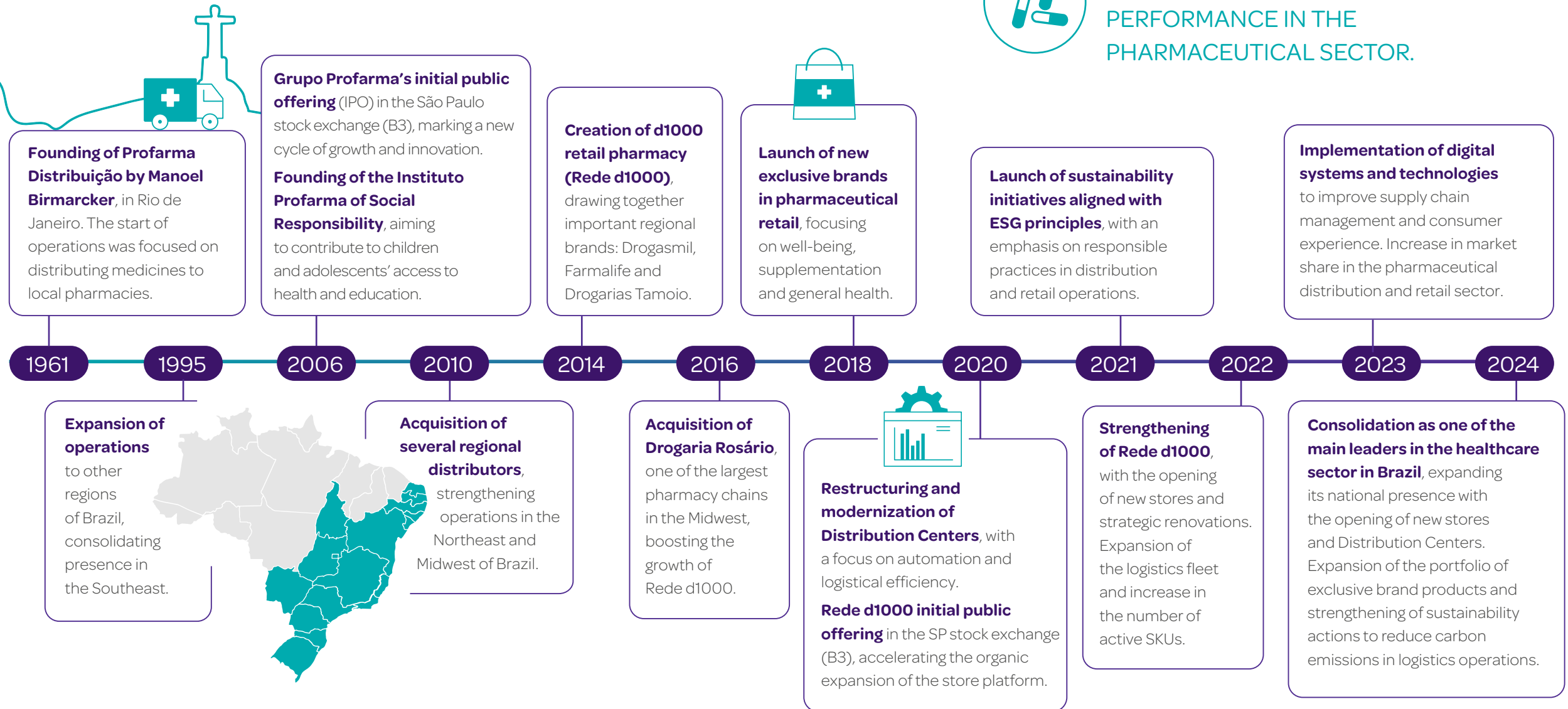
- We act with truth and integrity
- We are nonconformists by nature
- We focus on partner and customer satisfaction
- We value those who make a difference
- We are tireless in the pursuit of excellence



Timeline



GRUPO PROFARMA'S TRAJECTORY IS MARKED BY A CONSOLIDATED PERFORMANCE IN THE PHARMACEUTICAL SECTOR.



Key ESG highlights



Eco-efficient DC:

expansion of the sustainable Distribution Centers model, further minimizing environmental impacts.



Rede d1000 Sustainability Report (2nd edition):

evolution of sustainable practices and greater engagement with stakeholders.



Expansion of benefits:

Profit Sharing Plan (PSP) maintained for 100% of employees and new social benefits implemented.



3rd Greenhouse Gas (GHG) Emissions Inventory:

continuous monitoring and tracking of emissions.



B score in the CDP rating, reflecting the Company's commitment to transparency and climate management.



Record BRL 4 million

raised through microdonations for UNICEF.



Amcham Eco Award for the **Eco-efficient Distribution Centers project**, acknowledging sustainable initiatives in logistics.



Partnership with the NGO Doctors of the World, promoting access to health for vulnerable communities.



Energy efficiency:

solar energy expansion, with 70% of Rede d1000 stores currently operating with clean energy.

SOCIAL RESULTS 2024

270,000+

PEOPLE IMPACTED
BY INSTITUTO PROFARMA ACTIONS

20

ACTIONS CARRIED OUT

BY THE INSTITUTO PROFARMA
IN VULNERABLE COMMUNITIES

100

TONS OF FOOD

AND SUPPLEMENTS DONATED

17

STATES + FEDERAL DISTRICT BENEFITED

36,000

ESSENTIAL ITEMS DISTRIBUTED

Awards and recognition



IBEVAR-FIA 2024

Ranking: for the second consecutive year, Rede d1000 was recognized by the Brazilian Institute of Retail and Consumer Market Executives and by FIA Business School as the most efficient retail chain in operations, considering the perfumery and pharmacy segment.



ECO Award 2024: the Grupo Profarma was recognized in the Processes category of the ECO Award 2024, promoted by Amcham Brazil, with its "Eco-efficient DC" project.



Green Seal from the Chico Mendes International Social and Environmental Institute: the certification recognizes the methodology applied in the Profarma Distribuição Eco-efficient Distribution Centers (DCs).

TOP 10 Open Corps in the 100 Open Startups ranking:

Rede d1000 is one of the ten companies in Brazil that invest the most in technology and innovation.

3rd place in the 2024 Advantage survey,

which assesses the perception of industry partners and retail chains. This result reflects the Company's commitment to maintaining high operational and service standards.



Our vision for the future

Grupo Profarma is constantly evolving, following market changes and adapting to new customer and consumer behaviors. To strengthen competitiveness and prepare for the future, the Company continually invests in new technologies, digital transformation and training for its employees.

THE GROUP'S COMMITMENT GOES BEYOND MAINTAINING RELEVANCE IN THE SECTOR, SEEKING TO ENSURE SUSTAINABLE GROWTH AND EXPAND MARKET SHARE, THROUGH STRATEGIC DECISIONS ALIGNED WITH SUSTAINABILITY.

BUILDING THE FUTURE WITH CONFIDENCE

The Company understands that building a solid future depends on maintaining a good reputation and credibility with its main audiences: shareholders, employees, customers, suppliers and society. Relationships of trust will always be part of our strategic priorities.

Aware of global challenges such as climate change, the Grupo Profarma incorporates sustainability into its initiatives, including the increased use of clean energy. The use of energy from the Free Market in the Distribution Centers and corporate headquarters is one of the main actions adopted, in addition to supplying renewable energy to stores under the Drogasmil, Farmalife, Drogarias Tamoio and Drogaria Rosário brands, through leasing of photovoltaic farms.



THE GRUPO PROFARMA STRATEGY

The strategy for the coming years is organized into four pillars:

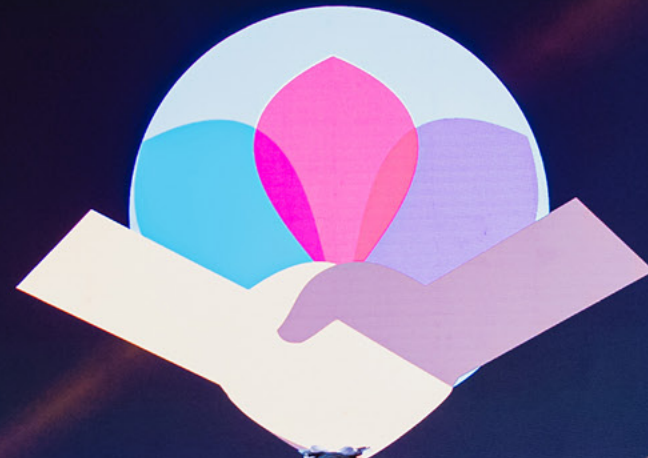
INCREASING THE CUSTOMER BASE

GAINING RELEVANCE IN THE MARKET

INCREASING PRODUCTIVITY AND EFFICIENCY

GENERATING SUSTAINABLE CASH

Strategic decisions ensure not only financial results, but also positive contributions to society and the environment.



Instituto
**Mundo
Novo**



ESG Strategy

ESG strategy at the Grupo Profarma

GRI 2-23

The Grupo Profarma's Sustainability Policy establishes clear guidelines for practices, promotes positive impacts on society and minimizes risks in its operations.

The document points out the guiding pillars for actions, such as environmental conservation, the promotion of fair and safe working conditions for employees, and ethical and responsible conduct in commercial relations. Furthermore, it emphasizes the importance of innovation and the adoption of sustainable practices throughout the value chain.



The policy establishes commitments to the **efficient management of natural resources, respect for local communities and the promotion of diversity and inclusion**. It also addresses strategic issues, such as mitigating environmental impacts and combating climate change, integrating these practices into planning and daily operations.

OUR SUSTAINABILITY POLICY IS AVAILABLE ON THE [COMPANY'S INVESTOR RELATIONS WEBSITE](https://ri.profarma.com.br/governanca/estatuto-politicas-e-codigos/)

<https://ri.profarma.com.br/governanca/estatuto-politicas-e-codigos/>



Stakeholder engagement

GRI 2-29

The Company's strategic performance stands out for building partnerships as well as active participation in sector associations and organizations. These initiatives strengthen operations and generate value throughout the chain, with actions aligned with global best practices and positive social impacts on communities.

ENGAGEMENT WITH STAKEHOLDERS IS AN ESSENTIAL PILLAR FOR THE CONTINUOUS IMPROVEMENT OF CORPORATE PRACTICES AND THE MITIGATION OF POTENTIAL NEGATIVE IMPACTS.

To this end, it maintains open and constant communication with different audiences, including employees, customers, suppliers, the local community and regulatory bodies, in order to understand their expectations and concerns. This ongoing dialogue underpins the definition of organizational strategies and the implementation of preventive and corrective measures.

The information collected through satisfaction surveys, meetings, external and internal audits, and the complaints channel is analyzed and integrated into the decision-making processes. For example, employee feedback on safety conditions in Distribution Centers is used to improve training programs and infrastructure investments. Similarly, recommendations from regulatory bodies and industry best practices guide the adoption of measures related to control and monitoring of these issues.

The effectiveness of the actions is assessed based on performance indicators, such as a reduction in the number of incidents reported through the Whistleblower Channel, the rate of compliance with safety standards, the rate of adherence to mandatory training, stakeholder satisfaction, and the results of internal and external audits. The results of these assessments are communicated transparently in periodic reports and through internal and external channels, reinforcing the Company's commitment to continuous improvement and accountability.

Refer to the next page for the specific channels and frequency of engagement with each stakeholder group.



CHANNELS AND FREQUENCY OF ENGAGEMENT WITH STAKEHOLDERS



Shareholders

Engagement channels	Engagement frequency
Email: "Talk to the IR"	Weekly
Meeting with Boards of Directors (Grupo Profarma and Rede d1000) (at least 6 times), meetings with investors and market analysts (in person/virtually)	Monthly
Audit Committee	Five times a year
Disclosure of results	Quarterly
Lives with investors	Three meetings in 2024
Grupo Profarma Day Event	Annually
Extraordinary General Meeting (EGM)	If needed



Associations

Engagement channels	Engagement frequency
Meeting with members	Monthly
Meeting with Committees	Monthly
Working groups (exclusive brands, unions, GDPR, legal, regulatory, and Culture, People & Management)	Monthly
Workshops	Annually (10x)



B2B Customers

Engagement channels	Engagement frequency
Trade fairs	65 in 2024
Profarma Service Center (CAP)	Daily
Profarma Distribuição meeting with federations	Weekly
Profarma Distribuição participation in the associations' business fairs	Monthly
Profarma Distribuição meeting with pharmacy associations	Monthly
Relationship dinner event	Three times in 2024
Profarma Connection (business rounds)	Twice in 2024
Abrafarma Future Trends	Annually
Winter Experience (Rock in Rio tickets for customers)	Annually
Satisfaction survey (500 individual interviews throughout Brazil, from July to September)	Once in 2024, biannual



B2C Customers

Engagement channels	Engagement frequency
Social media (Facebook and Instagram), NPS and CRM actions, online complaint platform Reclame Aqui, Consumer website (consumidor.gov.br), GDPR website, Customer Service	Continuous
Mystery shopper	Annually
Focus Group	Once in 2024
Workshops	Annually (10x)



Suppliers

Engagement channels	Engagement frequency
Joint Business Plan (JBP) review with key suppliers RT 360 (Profarma Distribuição trade meetings with suppliers)	Quarterly
Strategic meetings (in person and/or Microsoft Teams)	Weekly
Top Suppliers (meetings/disclosure of results)	Monthly
Trade fairs	Three times in 2024
Joint Business Plan (JBP) meetings (in person and/or Microsoft Teams) (multidisciplinary), Trade Stock Book Meeting, Advantage Research, Profa de Ouro Event, Rede d1000 Convention, Abrafarma Future Trends, industry events to which the Company was invited to take/present its content	Annually



Employees

Engagement channels	Engagement frequency
CABE Method – retail/service, TER Method – distribution/logistics, Profa Method – distribution/service, Profas Club (sales force), Profa+ (DC incentive campaign)	Daily
Stay Tuned (email) and Viva Engage (corporate social network)	Weekly
Newsletter	Biweekly
Viva Bem (Brokers and Vittude partnership), in-person training for dermatology consultants, governance ritual for indicator management, incentive campaigns, UGP (courses), <i>Programa Realce</i> , lecture series	Monthly
Tactical planning, PSP for all levels, convention – distribution, convention – retail, Gold of the house	Annually
Celebration of Profarma Distribuição record-breaking achievements	Twice in 2024
Celebration of Rede d1000 records	Four times in 2024
Grupo Profarma Whistleblower Channel (anonymous), Secure Contact App, Telephone, LinkedIn – Grupo Profarma	Permanent

Membership of trade associations

GRI 2-28

The **Grupo Profarma** is a member of strategic associations that contribute to the evolution of the pharmaceutical market, strengthening sustainable development and the exchange of good practices. The most notable are:

- **Brazilian Association of Pharmacy and Drugstore Chains (Abrafarma):** represents the largest pharmacy chains in Brazil and promotes sustainable growth and best practices in the sector.
- **Pharmaceutical Retail Trade Union of the State of São Paulo (Sincofarma):** provides technical, legal and institutional support to companies in the segment, in addition to promoting competitiveness and regulatory compliance.
- **Brazilian Association of Wholesalers and Distributors of Pharmaceutical Products (Abafarma):** represents distributors and promotes sector development policies.
- **International Federation of Pharmaceutical Wholesalers (IFPW):** international organization that promotes collaboration and innovation among global pharmaceutical distributors.

Participation in these associations allows the Grupo Profarma to contribute to strategic discussions in the sector, strengthen partnerships and implement practices that benefit both the market and society.

Considered the most important pharmaceutical retail event in the Americas and one of the largest in the world, Abrafarma Future Trends brought together more than 6,000 participants on August 13 and 14, at Anhembi District, in São Paulo (SP). During the Rede d1000 Retailer Meeting session, Grupo Profarma CEO **Sammy Birmarcker** presented the

Company's main figures, including growth in gross revenue and EBITDA, and the strategic actions that drove these positive results.

Regarding Rede d1000, data were presented on sales evolution, average performance per store and growth per category. The initiatives implemented were also detailed, such as the evolution of customer relationship management (CRM), omnichannel operations, team training and the expansion plan, emphasizing the Company's efficiency and relevance in the market.



Materiality

GRI 3-1,3-2

In 2024, a materiality review was carried out based on the concept of double materiality. This approach integrates both actual and potential impacts – positive and negative – on the environment, society and the economy (impact materiality) and issues that may pose financial and reputational risks (financial materiality).

The review process involved a documentary and contextual analysis based on industry reports. A materiality review workshop was also conducted, bringing together representatives from different areas to assess the topics defined in 2023. At this stage, the topics, previously established from an impact perspective, were analyzed for the first time from a financial perspective.

The financial assessment was based on the topics covered by the Sustainability Accounting Standards Board (SASB) for the Healthcare Distributors sector.

The materiality review resulted in the definition of eight material and three relevant topics. Some of these topics underwent changes in nomenclature and scope, while others remained unchanged. Additionally, a new topic was incorporated: supply chain relationship management.

The process and its respective developments underwent validation by the team responsible for the report and by senior management, ensuring alignment with the organization's sustainability practices, governance and strategic guidelines.



List of material topics

GRI 3-2

1 Ethics, compliance, data privacy and security 

[\(page 68\)](#)

2 Customer relationship management 

[\(page 52\)](#)

3 Supply chain relationship management 

[\(page 77\)](#)

4 Risk and crisis management 

[\(page 72\)](#)

5 Human capital management, with diversity, equity and inclusion 

[\(page 40\)](#)

6 Local community relationships and development 

[\(page 57\)](#)

7 Waste management and reverse logistics 

[\(page 32\)](#)

8 Innovation and technology 


[\(page 75\)](#)

 Financial and impact perspective

 Impact perspective

 Financial perspective


LIST OF RELEVANT TOPICS

1 Natural resources management (energy and water) 

[\(page 30\)](#)

2 Action against global climate change 






[\(page 27\)](#)








3 Health, safety and quality of life in the workplace 

[\(page 50\)](#)

Alignment with Sustainable Development Goals (SDGs)

Grupo Profarma's practices are aligned with several priority Sustainable Development Goals, with direct contributions through strategic initiatives that integrate its ESG (Environmental, Social and Governance) pillars. The connections between material topics and SDG targets are highlighted below.

Material topics	SDG targets	How the Grupo Profarma contributes
Ethics, compliance, data privacy and security	 SDG 12. Responsible consumption and production Target 12.6 Ensure responsible production practices and sustainable management of resources throughout the value chain.	Uses compliance analysis in the supply chain, ensuring ethical and sustainable practices through continuous supplier evaluation and monitoring processes. It also promotes internal training aimed at adopting good sustainability practices.
	 SDG 16. Peace, justice and strong institutions Target 16.5 Substantially reduce corruption and bribery in all their forms.	Implements a robust integrity policy, which includes mandatory training on anti-corruption practices, specific contractual clauses with suppliers and independent audits to ensure ongoing compliance.
Customer relationship management	 SDG 3. Good health and well-being Target 3.8. Ensure universal health coverage, including access to medicines and vaccines.	Through the Instituto Profarma, the Company promotes the donation of hygiene and nutrition products, organizes preventive health campaigns and provides support for volunteering and health education projects.
Supply chain relationship management	 SDG 8. Decent work and economic growth Target 8.7 Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.	It applies strict supplier evaluation criteria, ensuring that labor practices are aligned with ethical and legal standards. The <i>DNA Governança em Rede</i> program trains partners on issues related to human rights, combating child labor, and sustainable practices.
Risk and crisis management	 SDG 9. Industry, innovation and infrastructure Target 9.1 Develop resilient infrastructure to support economic development and well-being.	Profarma Distribuição invests in the continuous modernization of its Distribution Centers (DCs) and in the implementation of fire prevention and operational risk control systems. The use of integrated technology allows for rapid responses in emergencies, minimizing financial and operational impacts.

Material topics	SDG targets	How the Grupo Profarma contributes
Human capital management, with diversity, equity and inclusion	 SDG 5. Gender equality Target 5.5 Ensure women's full and effective participation in the economy and work, and equal opportunities at all levels.	Female representation is encouraged through programs such as <i>Seja Protagonista da Sua História</i> , which empowers women and offers support for entrepreneurship and professional development.
	 SDG 10. Reducing inequalities Target 10.2 Promote the social, economic and political inclusion of all, regardless of age, gender, ethnicity or economic status.	Affirmative actions for social inclusion are promoted through partnerships with non-governmental organizations (NGOs) and professional training programs, ensuring equal opportunities for vulnerable groups.
	 SDG 8. Decent work Target 8.5 Achieve full and productive employment and decent work for all, including persons with disabilities.	Through its expanding operations, especially at Rede d1000 and Profarma Distribuição, the Company generates jobs in several local communities, ensuring the dissemination of good work practices and sustainable growth.
Local community relationships and development	 SDG 1. Poverty eradication Target 1.4 Ensure that everyone, especially the poor and vulnerable, have equal rights to economic and social resources.	The Instituto Profarma donates food, school kits and hygiene items to needy communities on a continued basis, in addition to developing training projects, promoting social inclusion and support for families in vulnerable situations.
	 SDG 2. Zero hunger and sustainable agriculture Target 2.1. Eradicate hunger and ensure access for all people, especially the poorest, to safe and nutritious food.	The Company distributes basic food staples to NGOs assisted by the Instituto Profarma, benefiting vulnerable families.
Waste management and reverse logistics	 SDG 12. Responsible consumption and production Target 12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse.	Implementation of the replacement of cardboard boxes with returnable plastic boxes and adoption of material reuse practices in DCs. It also promotes reverse logistics for expired medicines, ensuring environmentally correct disposal.
Innovation and technology	 SDG 9. Industry, innovation and infrastructure Target 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries.	The Innovation and Digital Transformation Department develops innovative projects to optimize operations and enhance the customer experience. The Company invests in technological solutions focused on energy efficiency, automation and sustainable process management through partnerships with startups.



Environmental Pillar

Climate action

GRI 2-23, 2-25, 305-1, 305-2, 305-3

THE GOAL OF HAVING 70% OF OUR STORES POWERED BY RENEWABLE ENERGY WAS ACHIEVED IN 2024.

The Company's operations are linked to greenhouse gas (GHG) emissions mainly due to logistics activities, electricity consumption in stores and Distribution Centers, and the transportation of employees and goods. Part of these emissions is generated by the use of fossil fuels in logistics operations. Furthermore, the value chain contributes to indirect emissions, associated with the transportation of products and the production practices of suppliers.

To mitigate these effects and support the transition to a low-carbon economy, the Company invests in energy efficiency, such as the use of renewable sources in Distribution Centers, transforming them into Eco-efficient DCs, and in Rede d1000 stores, which contributes to reducing energy consumption and emissions. In 2024, the

goal of supplying more than 70% of stores with renewable energy was achieved, in addition to increasing the number of Eco-efficient DCs, ending the year with three units, out of a total of fifteen, operating with low-carbon technologies.

GREENHOUSE GAS EMISSIONS (SCOPES 1, 2, AND 3) (tCO₂e)

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

	2024	2023
Scope 1 emissions, in tCO ₂ e	2,345.25	3,292.15
Scope 1 biogenic emissions (tons)	29.31	10.32
Total Scope 2 emissions based on a location approach, in tCO ₂ e	1,482.27	846.88
Total Scope 2 emissions based on purchasing choice, in tCO ₂ e	946.32	465.91
Scope 3 emissions, in tCO ₂ e	17,047.50	5,294.13
Scope 3 biogenic emissions (tons)	3,242.60	838.47

In 2024, increased Scope 3 emissions was a consequence of mapping and the declaration of the shared logistics transport fleet in the inventory, which improved monitoring. Scope 2 emissions also increased due to higher energy consumption, associated with the expansion of the built area and the installation of more robust lighting systems in new and renovated stores. In response, significant investment in renewable energy is planned for the coming years.

Continuous monitoring of emissions is done through annual GHG inventories, following the GHG Protocol guidelines, covering Scopes 1, 2 and relevant parts of Scope 3. Logistical improvements were also adopted to optimize transport routes and reduce fossil fuel consumption.

Note 1: For Scope 1, CO₂, CH₄, N₂O, and HFC are included; for Scope 2, CO₂ alone; and for Scope 3, CO₂, CH₄, and N₂O, covering upstream transportation and distribution, business travel, home versus work emissions.

Note 2: With operational control approach, according to GHG Protocol.

Note 3: With the aim of improving reporting each year, the Grupo Profarma managed to map and declare its shared logistics transport fleet, which explains the increase in the number compared to the previous year.

These actions are integrated into the Sustainability Policy, which establishes clear commitments to reducing emissions, aligned with both the UN SDGs and the Paris Agreement.

In addition to operational initiatives, internal awareness campaigns are conducted with employees and customers, addressing the impact of climate change and encouraging sustainable practices. The Company also responds to the CDP climate change questionnaire, which strengthens its commitment to transparency by disclosing both the progress and challenges faced. In 2024, the Company received a B score, highlighting its progress in climate management and the implementation of sustainable practices.

CDP score (ascending order):



Whenever negative impacts are identified, corrective measures are applied, which ensure the implementation of cooperative solutions and the engagement of those involved. Dialogue with stakeholders such as employees, suppliers and local communities takes place through consultations, workshops and materiality research, to ensure that their expectations and demands are considered when defining strategic priorities. These interactions also contribute to improving the Company's environmental practices, such as initiatives aimed at energy efficiency and encouraging the use of clean sources, aligning the commitment to sustainability with the needs of the public involved.

CARBON OFFSETTING

2,400 t CO₂ offset, covering the entire scope 1

1. Cikel Project – PA (REDD+ Projects registered with Verra).

Project integrity guarantee through:

- ✓ Land and reputational due diligence
- ✓ Baseline development
- ✓ Integrated monitoring
- ✓ Carbonext Quality Standards

2. BB rating from BeZero, with the highest score for Brazilian projects being BBB.

3. A rating of 1.47 from Renoster: rate 1 means that 1 carbon credit represents 1 ton of CO₂e, reflecting one of the highest project scores.



In order to inform all of its stakeholders, the Company publishes sustainability reports with performance indicators and the results achieved. Meetings with the Board of Directors and internal campaigns targeted at employees reinforce communication regarding progress and improvements implemented.

CLIMATE-RELATED RISKS AND OPPORTUNITIES

GRI 3-3

In 2024, the Grupo Profarma carried out a new climate risk assessment for its operational scenarios, considering both optimistic projections (RCP 4.5) and more severe scenarios (RCP 8.5). The study, which allowed an in-depth analysis of vulnerabilities and opportunities, aimed to guide the Company's strategy for the coming years.

- **Extreme weather events:** storms and floods continue to be a challenge as they can impact facilities, distribution networks and logistics operations. To minimize losses, the Company increased investments in resilient infrastructure and contingency plans.
- **Increase in average temperature:** rising temperatures require greater energy efficiency to preserve products and ensure proper functioning of facilities. In order to mitigate this impact, the group has intensified the use of renewable energy and expanded distributed generation in its operational centers, leading to reduced costs and carbon emissions.

Additionally, the Company monitored regulatory and financial risks arising from the transition to a low-carbon economy, considering rising energy costs and changes in the supply chain. The study used the UN Sustainable Development Scenario (SDS) and reports from the Intergovernmental Panel on Climate Change (IPCC) to support its climate strategies.

The opportunities identified include improving green logistics, innovating in sustainable packaging, and strengthening compliance with environmental standards, actions that will ensure resilience and competitiveness for the coming years.



Natural resources management

GRI 302-1

Responsible management of natural resources at Grupo Profarma is a priority, given that its operations involve energy consumption and solid waste produced by both stores and Distribution Centers. To manage these factors, the Company implements measures aimed at efficiency, reuse of materials, and the use of sustainable technologies.

The main initiatives include expanding the use of returnable boxes in logistics and reusing packaging, actions that reduce the need for new materials and minimize the generation of disposable waste. Eco-efficient DCs operate with a focus on sustainable waste management by sending these materials to recycling cooperatives. The goal of supplying 70% of stores with renewable energy, achieved in 2024 through the leasing of photovoltaic plants, also reflects the Company's ongoing efforts to reduce its environmental footprint.

In addition, the administrative headquarters and part of the DCs are already supplied from renewable sources in the free energy market, promoting a gradual transition to cleaner energy practices. Continuous monitoring of the consumption of natural resources and the implementation of waste reduction policies merge into daily operations, with emphasis on reducing the use of disposable packaging and promoting more efficient technologies with regard to energy and water. Three units currently operate with low-carbon technologies, and the Company plans to expand this model to new DCs, with goals defined for the coming years. Continuous mapping of these initiatives allows monitoring the progress of actions and adjusting practices as necessary, incorporating the values and objectives of the Sustainability Policy.

The Grupo Profarma also promotes internal training to increase environmental awareness among employees and partners and encourage sustainable practices in everyday life.

ENERGY CONSUMPTION WITHIN THE ORGANIZATION

GRI 302-1

		2024	2023	2022
Non-renewable energy consumption (GJ)	Gasoline	4.68	476.16	421.62
	Diesel oil	3,074.40		
Electricity consumption (GJ)	Free market + photovoltaic plant farms	35,427.20	35,614.44	13,921.20
	Electricity concessionaire	62,553.78	43,553.16	57,611.66
Total energy consumption		101,060.06	79,643.76	71,954.48

Note: GHG Protocol emissions inventory methodology.

WATER MANAGEMENT

GRI 303-1, 303-2, 303-3, 303-4, 303-5

Due to the specificities of its business model, the Grupo Profarma’s water consumption is mainly associated with support activities, such as use in toilets, cafeterias, kitchens, cleaning of facilities, and landscape irrigation. Although the operation does not require large volumes of water for production processes, the Company agrees that there is room for improvement in water management and the implementation of sustainable practices.

ONE OF THE PRACTICES ADOPTED BY THE COMPANY IS TO REUSE RAINWATER, ONE OF THE PILLARS OF ECO-EFFICIENT DCS, WHICH HELPS REDUCING THE CONSUMPTION OF DRINKING WATER IN BUILDING MAINTENANCE ACTIVITIES.

The Company’s approach to water management is structured and includes constant monitoring of consumption and discharge in its operations, covering stores, DCs and corporate headquarters. To this end, Profarma Distribuição fosters internal awareness and encourages rational use of this resource.

The disposal of effluents, derived exclusively from toilets, is properly directed to the public sewage system. There is no need for specific consumption reduction targets, given the low water impact of operations.

With these practices, the Company reinforces its commitment to the responsible management of water resources, minimizing waste and integrating its actions with the sustainability pillars that guide its operations.



WATER WITHDRAWAL BY SOURCE (ML)

GRI 303-3	2024	2023
Surface water	0	0
Groundwater	0	0
Third-party water	1,273.33	17.16
Total	1,273.33	17.16

Note 1: The significant increase seen in water collection between 2023 and 2024 is due to the start of mapping consumption in Rede d1000 stores.

Note 2: Third-party water is sourced from water supply companies.

WATER DISPOSAL BY SOURCE (ML)

GRI 303-4	2024	2023
Disposal into superficial water	0	0
Disposal into groundwater	0	0
Disposal into third-party water	1,273.33	17.16
Total	1,273.33	17.16

WATER CONSUMPTION (ML)

GRI 303-5	2024	2023
Total water consumption	0	0
Total	0	0

Waste management and reverse logistics

GRI 3-3, 306-1, 306-2, SASB HC-DI 410a.1, SASB HC-DI410a.2

The adoption of a structured and preventive approach to waste management reinforces the Company's commitment to minimizing environmental and social impacts throughout its operations and business relationships. Although the activities of the Grupo Profarma do not cause significant negative impacts, waste from packaging and discarded unused medicines can pose environmental risks, especially in the event of improper disposal.

These risks are associated with product distribution, marketing, and final consumption operations. Challenges in the value chain are also considered, such as non-recyclable waste from suppliers and emissions from logistics processes.

The Company's waste management follows the guidelines of the Solid Waste Management Plan (SWMP), a document approved by the bodies responsible for licensing DCs. The entire collection and disposal process is monitored through records and disposal

certificates, issued by contracted and duly licensed companies. Monitoring includes the use of Waste Disposal Waybills and the issuance of certificates that attest to environmentally appropriate disposal.

MAIN INITIATIVES AND PRACTICES

Responsible collection and disposal of unused medicines

The Grupo Profarma, in partnership with Abrafarma, promotes the collection and proper disposal of expired or unused medicines and their packaging, preventing environmental impacts, such as soil and water contamination. Profarma Distribuição carries out the logistics of transporting the collected items, ensuring disposal in compliance with environmental and regulatory requirements.



Moreover, in accordance with the policy established with suppliers, damaged or expired medicines may be returned or sent for disposal by specialized companies, reinforcing the Company's commitment to sustainability and environmental safety.

Eco-efficient Distribution Centers

At Grupo Profarma, Eco-efficient DCs are designed to operate sustainably, integrating several pillars that promote responsible environmental practices. Investments in sustainable infrastructure include reusing materials, reducing waste and improving energy efficiency, creating a cleaner operation aligned with sustainability principles. The waste generated in the DCs is sent to cooperatives for sorting, separation, and sale or correct disposal. Of the ten pillars that support Eco-efficient DCs, organic composting presents the greatest application challenges. The technique requires adequate space and specific care with the management of organic waste. Still, the Group continues to advance in its sustainable practices.

THE GOAL IS TO INCREASE REUSE OF RECYCLABLE WASTE TO 85% IN ECO-EFFICIENT DISTRIBUTION CENTERS.

As a result of these sustainable initiatives, the Grupo Profarma was recognized with two important eco-efficiency awards: the Green Seal, granted by the Chico Mendes Institute, and the Eco 2024 Award from American Chamber of Commerce (Amcham), reinforcing its commitment to environmental responsibility and sustainable innovation.



THE 10 PILLARS THAT GUIDE THE CONCEPT OF GRUPO PROFARMA'S ECO-EFFICIENT DISTRIBUTION CENTER



GOAL

Launch of 3 more
Eco-efficient DCs in
2025



Waste management: waste is sent to cooperatives for sorting and proper disposal.



Environmental education: increased employee awareness about sustainable practices.



Organic composting: transformation of organic waste into fertilizer.



Hand dryer: reduced paper waste.



Biodegradable cleaning soap: use of products that minimize environmental impact.



Reusable cups: reduced the consumption of disposable cups.



Cardboard boxes reuse: reduced wastage.



Rainwater reuse: efficient use of water resources.



Energy efficiency: implementation of technologies to optimize energy consumption.



Load Transfer Module (LTM): technology to improve operational efficiency.

Reuse and repurposing of cardboard boxes

The Company prioritizes the reuse of cardboard boxes from suppliers, reducing the need to purchase new boxes to just 5% of the total used. Whenever necessary, purchases are made with a focus on reusable boxes. For retail service, returnable plastic boxes are used, reinforcing its commitment to sustainable logistics (SASB HC-DI 410a.1).

By reusing the boxes received from suppliers, the Grupo Profarma no longer purchased over 13 million boxes (around 434,000 fewer than in 2023). This decision alone prevented the deforestation of more than 20,000 trees and the consumption of 170,701,952 liters of water. Nevertheless, when purchases are necessary, the Company prioritizes purchasing reusable boxes, reducing the environmental impact of its operations. This initiative resulted in the acquisition of more than 2.4 million reusable boxes, allowing more than 3,000 trees to be preserved and 30,147,697 liters of water to be saved.



13,934,853
BOXES REPURPOSED
IN 2024



2,461,036
REUSABLE BOXES
PURCHASED IN 2024



MONITORING AND TRANSPARENCY

The Grupo Profarma continually monitors its waste management practices, ensuring that the final disposal process is carried out outside its premises, by licensed companies. Waste generated by internal breakdown or operational processes is also responsibly sent to specialized companies.

These actions are communicated through sustainability reports, which include performance indicators, progress towards goals and examples of successful practices, such as increasing packaging reuse and reducing the purchase of new boxes. With this, the Company reinforces its commitment to sustainability and maintains a constant dialogue with stakeholders, promoting engagement and collaboration in the construction of sustainable solutions.

**1,745 TONS OF PRODUCTS WERE
ACCEPTED FOR RETURN AND
EITHER REUSED OR RECYCLED**

(SASB HC-DI-410a.2).

To maximize positive impacts, the Company launched initiatives such as reducing the use of plastic bags in Rede d1000 stores, exceeding the reduction target by reaching 9%. As part of this action, a reusable bag from one of Rede d1000’s exclusive brands was launched, promoting environmental awareness among consumers. Expanding the use of returnable plastic boxes has been a priority, as it contributes to reducing waste and promotes positive environmental and social impacts. These initiatives reinforce our commitment to sustainability, optimize resources and encourage more responsible practices throughout the distribution chain.

In cases of actual negative impact, such as improper disposal or the generation of hazardous waste, the Grupo Profarma takes corrective and cooperative measures, ensuring proper management of these materials and, if necessary, working jointly with the competent authorities. The process is supported by strict policies, such as the **First In, First Out (FIFO)** system, which reduces losses by ensuring that the medicines closest to expiry are the first to be used or distributed.

As part of this commitment, the Company seeks to avoid unnecessary incineration of items close to expiration. Products that are still in usable condition, even if they have minor damage, are donated to NGOs that are partners of the Instituto Profarma, ensuring that essential products reach those who need them most.

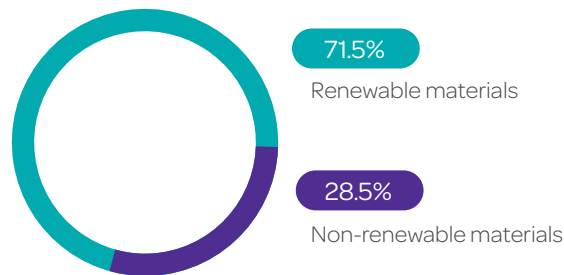
In 2024, a partnership was signed with Nestlé to donate food products close to their expiration date to the NGO Women’s Movement, in São Gonçalo. The initiative made it possible to donate approximately 1 ton of dietary supplement Mucilon®, a measure that benefited hundreds of families in the municipality of São Gonçalo and neighboring areas.

These actions reinforce the Grupo Profarma’s commitment to sustainable waste management, combining environmental responsibility with positive social impacts in the communities served.

MATERIALS USED, BROKEN DOWN BY WEIGHT (t)

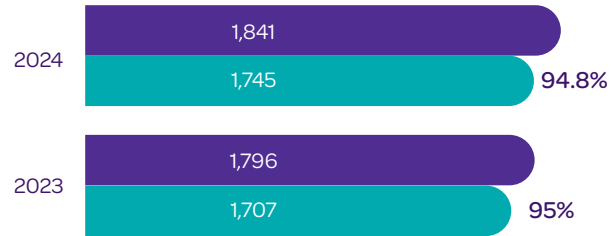
GRI 301-1	2024	2023
Renewable materials		
Paper bags	136	132
Kraft paper tape	82	84
Cardboard boxes	1841	1796
A4 paper	88	78
Rede d1000 paper reel	6	15
Total	2,153	2,105
Non-renewable materials		
Plastic seals	54	57
Rigid frozen packs	420	371
Adhesive tape	9	9
Stretch wrap	145	53
Plastic perforated reels	14	13
Thermal labels	12	8
Styrofoam (Distribution Centers + Rede d1000)	160	102
Plastic bags (Rede d1000)	45	92
Total	859	705

MATERIAL CONSUMPTION BY TYPE – 2024



REUSED PRODUCTS AND THEIR PACKAGING

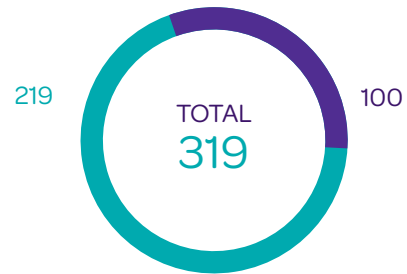
GRI 301-3



● Packages sold ● Packages repurposed

WASTE GENERATED BY TYPE OF WASTE (t)

GRI 306-3



● Medications ● Group B waste

Note: Group B waste is healthcare waste containing chemicals that may pose a risk to public health or the environment.

WASTE RECOVERED BY TYPE OF WASTE (t)

GRI 306-4

Type of waste	2024
Hazardous waste	
Recovery operations	0
Non-hazardous waste	
Recovery operations	62
Total waste recovered	62

Note: waste recovered outside the Grupo Profarma.

WASTE DIVERTED TO DISPOSAL BY TYPE OF WASTE (t)

GRI 306-5

Type of waste	2024
Hazardous waste	
Incineration with energy recovery	100
Landfills	8
Other disposal operations	1
Incineration with no energy recovery	147
Non-hazardous waste	
Incineration with no energy recovery	1
Total waste diverted to disposal	257





Social Pillar

Our team

GRI 2-7, 2-8, 2-30

Grupo Profarma's results are driven by the dedication and collaborative spirit of its team, which lives the principles of Living Culture. In 2024, the Company had 8,458 employees distributed across different regions of Brazil, a team made up of professionals from different backgrounds and profiles who share a common purpose: the ongoing pursuit of excellence and business improvement. In addition to the team of employees, another 614 professionals related to administrative services contribute to the business: 506 apprentices, 81 interns and 27 professionals hired as legal entities (self-employed).

At Profarma Distribuição, teams are essential for providing support, services and supplying pharmacies throughout the country. These operations, which impact more than 23 million people, rely on the engagement of field employees and Distribution Centers, ensuring the integration of processes and the achievement of consistent results, with a permanent focus on operational excellence.

A relevant aspect of the Company's people management is the fact that 100% of the workforce is covered by

collective bargaining agreements, with the exception of interns, young apprentices and self-employed professionals. This coverage reflects observance of workers' rights through negotiations based on dialogue, legal compliance and respect for good practices.



With these initiatives, the Grupo Profarma demonstrates that **STRENGTHENING ITS TEAM IS A STRATEGIC PRIORITY** for the sustainable growth of the organization.



PERMANENT EMPLOYEES BOTH FULL-TIME AND PART-TIME, BY GENDER AND REGION

GRI 2-7	2024		2023		2022	
	Permanent full-time	Permanent part-time	Permanent full-time	Permanent part-time	Permanent full-time	Permanent part-time
By gender						
Male	3,318	20	3,100	22	3,124	11
Female	5,105	15	4,605	20	4,514	73
Total	8,423	35	7,705	42	7,638	84
By region						
AL	49	0	50	0	56	0
BA	175	0	176	0	191	0
CE	0	0	0	0	2	0
DF	1,351	32	1,077	36	1,155	0
ES	218	0	142	0	149	0
GO	169	0	138	0	162	0
MG	317	0	326	0	311	0
MT	223	0	80	0	80	0
PB	46	0	52	0	53	0
PE	88	0	85	0	94	0
PR	200	0	197	0	205	0
RJ	4,674	3	4,550	6	4,324	84
RN	41	0	41	0	44	0
RS	136	0	140	0	165	0
SE	42	0	41	0	23	0
SP	680	0	610	0	623	0
TO	14	0	0	0	1	0
Total	8,423	35	7,705	42	7,638	84

Note: There are no employees on temporary contracts.

PERMANENT EMPLOYEES, BROKEN DOWN BY GENDER AND REGION

GRI 2-7	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
AL	29	20	32	18	35	21
BA	85	90	82	94	85	106
CE	0	0	0	0	1	1
DF	417	966	380	733	409	746
ES	125	93	92	50	108	41
GO	82	87	64	74	86	76
MG	126	191	129	197	140	171
MT	66	157	17	63	14	66
PB	30	16	33	19	40	13
PE	51	37	50	35	61	33
PR	106	94	96	101	105	100
RJ	1,799	2,878	1,760	2,796	1,682	2,726
RN	27	14	25	16	26	18
RS	73	63	74	66	80	80
SE	31	11	33	8	16	7
SP	282	398	255	355	242	381
TO	9	5	0	0	0	1
Total	3,338	5,120	3,122	4,625	3,135	4,587

Note 1: There are no employees on temporary contracts.

Human capital management with diversity, equity and inclusion

GRI 3-3

For the Grupo Profarma, sustainable business development is directly related to the appreciation of human capital and an inclusive, safe and favorable environment for professional growth.

Diversity and inclusion are at the heart of our management. The Grupo Profarma implements policies and programs that guarantee equal opportunities for employees of different origins, genders, ages and conditions. With affirmative actions and by encouraging female representation, the Company contributes to reducing inequalities in the workplace.

Professional development is another strategic pillar. The Company continually invests in training, qualification programs and initiatives aimed at improving the technical and behavioral skills of its employees. These actions, carried out both in person and virtually, allow for greater reach and personalization of development activities.

In regard to **health and safety at the workplace**, the Grupo Profarma adopts a preventive and integrated approach. Working conditions are monitored periodically, and training is provided on safety standards and good operational practices. Caring for the well-being of employees includes supporting their physical and mental health, with psychological monitoring programs and campaigns to promote quality of life.

Programs such as **Seja Protagonista da Sua História** train women under the care of NGOs that are partners of the Instituto Profarma, with the purpose of strengthening their insertion in the job market and fostering financial autonomy. The initiative reinforces the Grupo Profarma's social commitment to reducing inequalities and empowering women in society.

This set of practices reflects the priority given to human capital, in order to strengthen an inclusive, healthy organizational environment targeted at



personal and professional growth. The recognition received by the Company is a direct reflection of its commitment to valuing people, which promotes a virtuous circle of development and innovation.

DIVERSITY, EQUITY & INCLUSION

GRI 405-1, 405-2, 406-1

Promoting diversity, equity and inclusion (DE&I) in the workplace is one of the fundamental pillars that support the construction of a respectful, safe and welcoming space. Commitment to DE&I is reflected in a number of strategic initiatives, such as training promoted by the Universidade Grupo Profarma (UGP) addressing topics such as gender, race, generations, disability, religion and inclusive leadership.

An external and independent whistleblower channel provides a confidential space for any inappropriate behavior to be reported, while standards established by the Code of Ethical Conduct and Management Protocols define corrective and preventive actions guided by a consequences matrix approved by the Ethics Committee.

In 2023, the distribution of a literacy booklet was expanded to all employees, offering clear guidance on discrimination. In addition, leaders received a specific guide to promote inclusive leadership practices and create an environment of psychological safety within teams. These actions had repercussions in 2024, with a more inclusive and respectful work environment, with greater awareness and a reduction in discriminatory behavior.

Combined with the Code of Ethical Conduct, the Diversity, Equity & Inclusion Policy reinforces the importance of equal opportunities and combating prejudice. To support this process, specialized consultancies train leaders and sponsors on the topic, while actions resulting from the 2021 DE&I Census continue to be implemented. In 2024, the hiring of women for positions on the Boards of Rede d1000 and Profarma Distribuição reaffirmed the Company's commitment to diversity in strategic decisions.

There was also progress in other diversity and inclusion initiatives, with affirmative hiring and the expansion of existing projects. One of the main actions promoted in continuation of previous years is the **Projeto Pixel**, a film club of the Grupo Profarma, which promoted debates on religious diversity, racism and respect for differences through the screening of Brazilian short films. As a result, a more inclusive and respectful work environment and greater employee engagement were observed. Of the 25 cases of discrimination reported, 18 were investigated and resolved, while 7 remain under investigation. In cases considered valid, corrective measures were applied in accordance with the consequences matrix.

Continuous monitoring of these initiatives includes several indicators, such as the number of complaints handled, adherence to mandatory training and assessments made at periodic meetings of the Board of Directors. Tracking is carried out through the Whistleblower Channel,

Customer Service, and training during the onboarding stage for new employees. The **Diversidade em Cena** program constantly reinforces the topic through institutional campaigns, communications and meetings, highlighting that discriminatory behavior is not tolerated and is subject to negative consequences.

With clear protocols, well-defined policies and continuous monitoring practices, the Company ensures that there is no recurrence and that the culture of respect is strengthened. By integrating these actions into the organizational strategy, the Grupo Profarma advances in building an inclusive environment and disseminating values that benefit not only employees, but also society as a whole.

DIVERSITY IN GOVERNANCE BODIES, BY GENDER AND AGE RANGE

GRI 405-1

	2024		2023		2022	
	Number	%	Number	%	Number	%
Gender						
Male	19	76	18	85.71	17	89.47
Female	6	24	3	14.29	2	10.53
Age range						
Under 30 years	1	4	1	4.76	0	0
30 to 50 years	5	20	5	23.81	3	15.79
50+ years	19	76	15	71.43	16	84.21

EMPLOYEE DIVERSITY BY GENDER AND JOB CATEGORY

GRI 405-1	2024		2023		2022	
	Male (%)	Female (%)	Male (%)	Female (%)	Male (%)	Female (%)
C-suite positions	79.5	20.5	80	20	79.55	20.45
Management	65.9	34.1	66.41	33.59	62.07	37.93
Store management	23.3	76.7	22.46	77.54	25.97	74.03
Coordination	49.3	50.7	57.75	42.25	42.42	57.58
Supervision	70.9	29.1	71.86	28.14	69.57	30.43
Sales force	71.6	28.4	71.82	28.18	70.44	29.56
Store operations	29.2	70.8	30.55	69.45	29.94	70.06
Store supervision	30	70	29.19	70.81	31.49	68.51
Analysts	40.8	59.2	41.72	58.28	42.06	57.94
Operational	42.5	57.4	42.88	57.15	45.13	54.87
Total	39.47	60.53	40.30	59.70	40.59	59.40

EMPLOYEE DIVERSITY BY AGE GROUP AND JOB CATEGORY

GRI 405-1	2024			2023		
	< 30 years (%)	30-50 year (%)	> 50 years (%)	< 30 years (%)	30-50 year (%)	> 50 years (%)
C-suite positions	2.56	38.46	58.97	2.86	40	57.14
Management	2.9	86.23	10.87	2.29	86.26	11.45
Store management	11.45	83.59	4.96	10.17	84.75	5.08
Coordination	1.33	89.33	9.33	5.63	84.51	9.86
Supervision	15.5	78.29	6.2	14.72	78.35	6.93
Sales force	10	72.97	17.03	9.39	73.33	17.27
Store operations	48.59	46.13	5.28	46.9	47.88	5.22
Store supervision	29.64	65.52	4.84	22.73	70.81	6.46
Analysts	28.65	67.74	3.61	26.48	69.97	3.55
Operational	52.46	41.6	5.95	55.16	39.19	5.65
Total	41.92	51.81	6.27	42.18	51.56	6.26

GOALS INCLUDE ACHIEVING 35% OF WOMEN AND 30% OF INDIVIDUALS FROM MINORITY GROUPS OCCUPYING LEADERSHIP POSITIONS.

PERCENTAGE OF EMPLOYEES FROM MINORITY AND/OR VULNERABLE GROUPS BY JOB CATEGORY (BLACK – INCLUDES BROWN AND BLACK PEOPLE)

GRI 405-1

Black	2024	2023
C-suite positions	38.5	22.86
Coordination	49.3	47.89
Supervision	57.8	55.41
Sales force	46.2	45.76
Management	41.3	46.56
Store management	62.2	63.14
Store operations	72.6	72.59
Store supervision	67.9	66.03
Analysts	59.4	60.06
Operational	72.2	70.98

PERCENTAGE OF EMPLOYEES FROM MINORITY AND/OR VULNERABLE GROUPS (PwD) BY JOB CATEGORY

GRI 405-1

PwD	2024	2023
C-suite positions	0	0
Coordination	0	0
Supervision	0.78	0.87
Sales force	0.27	0
Management	0	0
Store management	0	0
Store operations	0.4	0.45
Store supervision	0.4	0.48
Analysts	0.39	0.3
Operational	1.46	1.86

RATIO OF BASIC SALARY AND REMUNERATION OF WOMEN TO MEN

GRI 405-2

	2024		2023	
	Base-salary	Remuneration	Base-salary	Remuneration
C-suite positions	0.68	0.61	0.88	0.88
Coordination	0.93	0.92	0.90	0.90
Supervision	0.98	0.96	1.04	0.99
Sales force	0.95	0.93	0.96	1.00
Management	0.92	0.87	0.87	0.96
Store management	1.01	1.00	0.99	0.97
Store operations	1.00	0.99	0.99	1.01
Store supervision	1.01	1.01	1.04	1.05
Analysts	0.90	0.91	0.89	0.91
Operational	0.96	0.97	0.92	0.93

Nota: to calculate this indicator, the Company includes data from all operating units. December was used for the composition of fixed and variable remuneration. Base salary (BRL) refers to the fixed portion received in December, while remuneration (BRL) includes fixed compensation plus a variable portion.

Professional development

GRI 404-1, 404-2, 404-3

Continuous employee development is an essential part of the Grupo Profarma’s strategy, which invests in technical and behavioral training to prepare its professionals for market challenges. The **Universidade Grupo Profarma (UGP)** offers a distance learning platform with around 200 training courses, available for access at any time. In 2024, **6,635 page views** and **74,535.75 hours of training** were recorded, covering topics that include technical skills; innovation; ethics; and diversity, equity & inclusion.

The Company complements this process with structured programs, such as the **Ciclo de Palestras**, focused on behavioral skills, and the **Calendário de Saúde e Bem-Estar**, with discussion groups based on schedules issued by the Ministry of Health. **LIGA GP**, a leadership academy, offers in-person and online actions for the development of managers, while **LIGA GP Encarregados** is dedicated to training the first level of leadership in Distribution Center operations.

The **Programa Realce**, in turn, encourages employee recognition, while the **Coaching** and **External Mentoring** initiatives offer personalized support for job transitions and executive development. The **CABE Method**, implemented in stores, is a practical guide to guarantee

excellence in customer service, while the **Rota** plan is focused on the service itinerary at the Profarma Distribuição point of sale. As for **Operations and Sales Forums**, they present technical and motivational content to improve results and engagement. **Tactical Planning** involves the presentation of annual objectives, with the participation of speakers and internal teams.

The **Onboarding** procedure, in turn, provides complete integration of new employees into the Company, with training on policies, internal processes and work tools. For employees in career transition, the Grupo Profarma offers benefits such as health plan extension, outplacement with specialized consulting services and exit bonuses.

In 2024, the **Ciclo de Gente** was expanded, benefiting more than 400 junior, full, senior and specialist analysts, with continuous feedback and development opportunities.

The **Programa Profissa**, aimed at interns, offers a development plan and mentoring. In 2024, **21 interns** participated in 21 areas, totaling over **634 hours of training**, with **7 of these internships being converted into a permanent** position. Over the

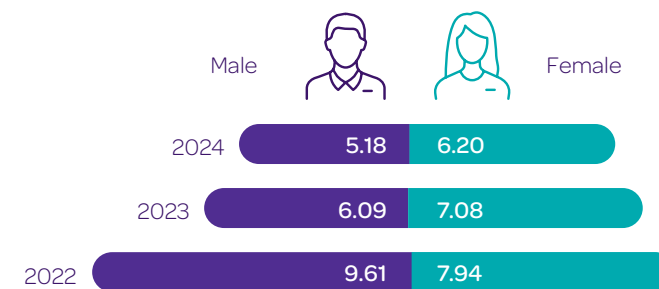
year, the program expanded, training students to take on pharmaceutical roles after graduation.

With a focus on the LEAN* philosophy, the **Programa TER** is constantly evolving. In 2024, the “T” axis (Train) trained technical multipliers, while the “E” axis (Evolve) discussed development opportunities and highlights in operations with leaders. The “R” axis (Recognize), in turn, was consolidated, increasing the visibility of outstanding employees and promoting recognition as part of continuous improvement.

* Management methodology that aims to reduce waste and continuously improve processes.

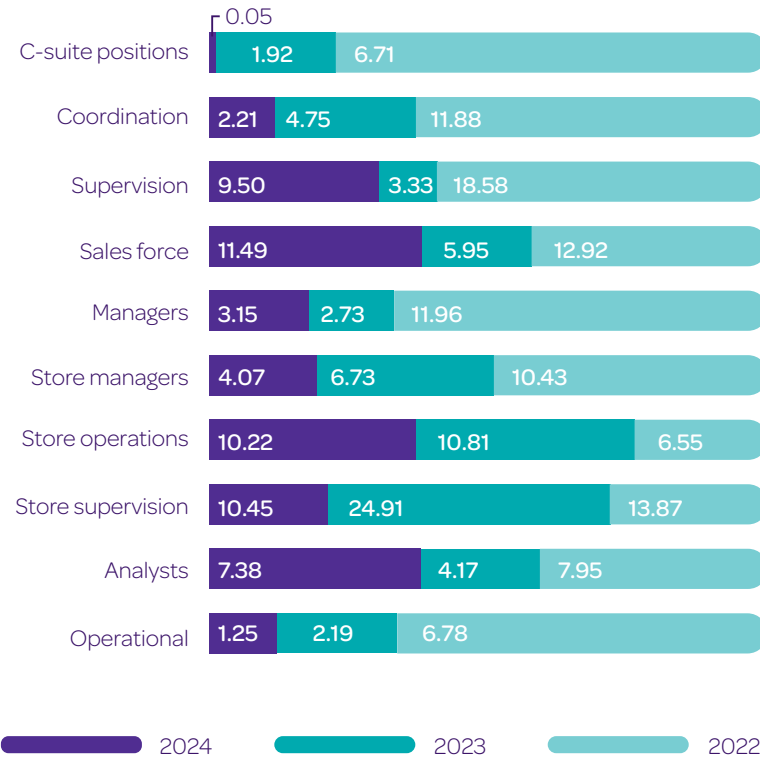
AVERAGE HOURS OF TRAINING PER YEAR BY POSITION AND GENDER

GRI 404-1



AVERAGE HOURS OF TRAINING PER YEAR, BY POSITION AND FUNCTIONAL CATEGORY

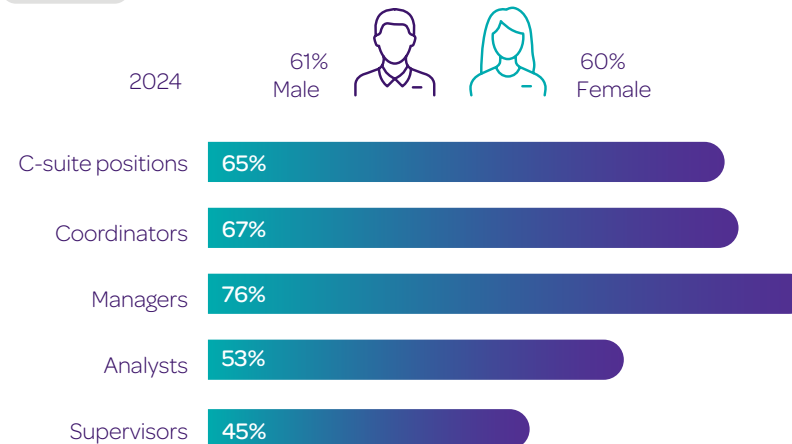
GRI 404-1



In 2024, following the expansion route in pharmaceutical retail and the consolidation of innovative practices in DCs, the Grupo Profarma completed once again the *Ciclo de Gente*, its annual employee assessment. The process includes training leaders to conduct team assessments, performance calibration sessions, structured feedback, and the construction of the Individual Development Plan (IDP). In the case of leaders, the assessment is 360°, also including the analysis of peers, managers, internal customers and subordinates. In addition to being a criterion for promotions, this assessment supports the Company in mapping potential successors for leadership pipelines, assists managers in deciding to allocate the right projects to the right people and strengthens the culture of recognition.

PERCENTAGE OF EMPLOYEES WHO RECEIVED REGULAR PERFORMANCE AND CAREER DEVELOPMENT EVALUATION

GRI 404-3



Employment practices

GRI 202-1, 401-1, 401-2, 401-3, 402-1, 407-1, 410-1

The Grupo Profarma adopts employment practices in compliance with the law, respecting the rights of employees and promoting a fair and inclusive work environment. Salary payments are made in line with current labor laws and the rules established in Collective Bargaining Agreements (CBA), ensuring that all employees earn at least the nationally-set minimum wage. Exceptions apply only to employees on a part-time basis, whose salaries are proportional to the hours worked. During the reporting period, **603 employees** were paid proportional amounts, **584** from the operational area and **19** from store operations.

Additionally, the Company offers a comprehensive benefits package, extended to all employees, regardless of their work regime, in compliance with both legislation and internal policies. Before implementing significant operational changes, senior leadership assesses the impacts and defines appropriate communication strategies to ensure an effective transition aligned with organizational objectives.

Safety and respect for human rights are also priorities for the Grupo Profarma. All security professionals, whether internal or outsourced, receive specific

training in human rights, reinforcing the Company's commitment to responsible practices.

In supplier management, the Grupo Profarma ensures that most of these companies adopt formal CLT employment contracts and CBAs as the basis for their labor policies. Contract adjustments with these suppliers are made based on contractual clauses and updates to the CBAs, promoting people management aligned with established standards.

These practices strengthen the Group's commitment to valuing its employees, complying with legal standards and strengthening fair and sustainable labor relations throughout the value chain.

The policy of universalizing the Profit Sharing Plan (PSP) for all employees without other variable remuneration was maintained in 2024, strengthening the sense of belonging among professionals. At the same time, the Company implemented a significant change in the variable income structure for the sales team, adjusting the policy to align with the market and the specific challenges of each team member.

THE GRUPO PROFARMA VALUES
FAIR, INCLUSIVE WORKING
RELATIONS ALIGNED WITH THE
RIGHTS OF EMPLOYEES, PROMOTING
A SAFE AND RESPECTFUL
ENVIRONMENT FOR EVERYONE.



TOTAL NUMBER AND RATE OF NEW EMPLOYEE HIRES

BY GENDER

GRI 401-1	2024			2023	
	Average number of employees in the period	New hires	Hiring rate (%)	New hires	Hiring rate (%)
Male	3,174	1,950	61.45	1,408	45.10
Female	4,776	3,117	65.27	2,232	48.26
Total	7,950	5,067	63.74	3,640	46.99

BY AGE RANGE

GRI 401-1	2024			2023	
	Average number of employees in the period	New hires	Hiring rate (%)	New hires	Hiring rate (%)
Under 30 years	3,119	3,076	98.64	2,269	69.45
30-50 years	4,297	1,842	42.87	1,297	32.50
50+ years	534	149	27.93	74	15.74
Total	7,950	5,067	63.74	3,640	46.99

BY REGION

GRI 401-1	2024			2023	
	Average number of employees in the period	New hires	Hiring rate (%)	New hires	Hiring rate (%)
AL	48	29	60.42	17	34.00
BA	167	114	68.26	101	57.39
DF	1,228	1,033	84.12	585	52.56
ES	178	272	152.81	90	63.38
GO	155	208	134.19	129	93.48
MG	312	356	114.1	268	82.21
MT	155	367	236.77	80	100.00
PB	46	23	50.00	11	21.15
PE	83	47	56.63	19	22.35
PR	195	143	73.33	127	64.47
RJ	4,523	1,850	40.90	1,776	38.98
RN	40	9	22.50	16	39.02
RS	136	96	70.59	92	65.71
SE	42	3	7.14	4	9.76
SP	632	509	80.54	325	53.28
TO	10	8	80.00	0	0
Total	7,950	5,067	63.74	3,640	46.99

Note 1: New hire rate = hires by gender, age group or region ÷ average total employees by gender, age group or region during the period × 100.

TOTAL NUMBER OF DISMISSALS AND TURNOVER RATE

BY GENDER

GRI 401-1	2024			2023	
	Average number of employees in the period	Dismissals	Turnover rate (%)	Dismissals	Turnover rate (%)
Male	3,174	1,621	51.07	1,307	41.86
Female	4,776	2,428	50.84	1,966	42.51
Total	7,950	4,049	50.93	3,273	42.25

BY AGE RANGE

GRI 401-1	2024			2023	
	Average number of employees in the period	Dismissals	Turnover rate (%)	Dismissals	Turnover rate (%)
50+ years	534	156	28.73	1,868	57.16
30-50 years	4,297	1,672	38.91	1,319	33.02
Under 30 years	3,119	2,221	71.21	86	17.73
Total	7,950	4,049	5.93	3,273	42.25

Note: Turnover rate = total dismissals by gender, age group or region ÷ average total number of employees by gender, age group or region during the period × 100.

BY REGION

GRI 401-1	2024			2023	
	Average number of employees in the period	Dismissals	Turnover rate (%)	Dismissals	Turnover rate (%)
AL	48	28	58.33	22	44
BA	167	97	58.08	100	56.82
CE	0	0	0	10	0
DF	1,228	722	58.79	552	49.6
ES	178	192	107.87	92	64.79
GO	155	179	115.48	132	95.65
MG	312	346	110.90	242	74.23
MT	155	231	149.03	78	97.5
PB	46	23	50.00	12	23.08
PE	83	38	45.78	19	22.35
PR	195	132	67.69	128	64.97
RJ	4,523	1,541	34.07	1,443	31.67
RN	40	8	20.00	18	43.9
RS	136	96	70.59	110	78.57
SE	42	4	9.52	4	9.76
SP	632	412	65.19	321	52.62
TO	10	0	0	0	0
Total	7,950	4,049	50.93	3,273	42.25

PARENTAL LEAVE BY GENDER

GRI 401-3	2024	2023
Number of employees		
Male	3,338	3,122
Female	5,120	4,625
Total number of employees who took parental leave by gender		
Male	-	-
Female	101	97
Total number of employees who returned to work after the end of parental leave by gender (includes employees who took leave in 2023 and returned in 2024)		
Male	-	-
Female	146	97
Total number of employees who returned to work after the end of parental leave and remained employed for twelve months		
Male	-	-
Female	103	57
Retention rate		
Male	-	-
Female	70.5%	58.76%

Note 1: Absences due to paternity leave, unlike what happens during maternity leave, are not recorded in the system and therefore were not reported.

Note 2: Rate of return calculation is missing from this table due to incomplete data.





Health, safety and quality of life in the workplace (relevant topic)

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10

Health, safety and quality of life at work are fundamental pillars to guarantee the well-being of employees and the excellence of operations. To this end, the Company adopts structured programs, such as the Risk Management Program (RMP) and the Occupational Health Medical Control Program (OHMCP), integrating risk management and accident prevention into daily activities. Even though the Company does not yet have a formal healthcare management system – i.e., a computing platform to streamline processes such as scheduling, monitoring, and tracking medical appointments –, its initiatives go beyond legal requirements and promote a safe, healthy work environment aligned with the best prevention and care practices.

Risk identification and incident analysis in the workplace are carried out based on reports generated by the Moki app, using methodologies such as the **5 Whys** and the **Ishikawa Diagram** to identify root causes and

propose corrective and preventive actions. Employees have the right to refuse to work in risky conditions, as established in Regulatory Standard No. 1 (NR-1).

Occupational health is promoted with periodic medical examinations, certificate and license management, wellness campaigns and regular audits. Mandatory training, such as that provided for in NR-35 and NR-10, is carried out according to the risks of activities. Outsourced workers also undergo this preparation during the hiring phase, in order to ensure alignment with security standards.

Initiatives such as the **Programa Bem-Estar**, launched in November 2023 at the Distribution Centers, focus on creating more comfortable and functional work environments, with structural improvements in cafeterias, bathrooms and break rooms. The program was maintained in 2024, seeking to improve team engagement and productivity.

Moreover, emotional well-being remains a priority for the Company. In 2024, the Zenklub platform was implemented, which offers access to a range of experts, including psychologists, therapists, nutritionists and career coaches. The program provides four free monthly consultations with psychologists for employees and a 40% subsidy for their dependents. In the first seven months, 3,177 consultations were carried out, highlighting the positive impact of the initiative. As a complement, the Personal Support Program provides additional free psychological support by telephone for employees, their spouses and children.

Accident prevention is carried out based on a continuous inventory of risks in the RMP, with the implementation of preventive measures to minimize occurrences. During the reporting period, no cases of reportable occupational diseases or work-related deaths were recorded.

Monitoring and tracking of the measures adopted employ performance indicators, with targets to reduce accidents leading to time off work and therefore absenteeism rates. In 2024, the goal of reducing lost time accidents (non-fatal workplace accidents leading to serious consequences) by 50% reinforces a commitment to the continuous improvement of working conditions, promoting a safer and more productive environment.

**WORKPLACE ACCIDENTS WITH EMPLOYEES
(DOES NOT INCLUDE OUTSOURCED WORKERS)**

GRI 403-9	2024	2023	2022
Number of hours worked	7,346,357.45	DND	DND
Number of fatalities resulting from workplace accidents	0	0	0
Rate of fatalities resulting from workplace accidents	0	0	0
Number of workplace accidents leading to serious consequences (non-fatal)	0	12	12
Rate of workplace accidents leading to serious consequences	0	1,51	2,2
Number of reportable workplace accidents (fatal and non-fatal)	140	101	54
Rate of reportable workplace accidents	19.06	12.73	9.9

Note 1: The most common types of workplace accidents in 2024 were same-level slips, trips, and falls. The accident rate calculation is the following: number of accidents ÷ number of hours worked × 1,000,000.



Customer relationship and management

GRI 3-3

A solid relationship and a positive experience for customers are fundamental aspects for the success and sustainability of operations. The Company continually seeks to improve its processes and service channels, ensuring consistent and effective communication. Strategic goals include increasing customer satisfaction and retention, reducing issue resolution time, and personalizing interactions based on purchase history. Through multifunctional and integrated service, customers have access to support through different channels, namely, telephone, website, email and social media, which makes it easier to resolve their needs efficiently.

Adherence to the Code of Ethical Conduct, DE&I policies and the Standard Customer Contact Protocol ensures that all employees understand the service standards and promote responsible performance. The CABE method (acronym in Portuguese of Move around the store, Serve, Seek solutions and Obtain customer loyalty) and the Operational Relationship Program with a Focus on Service (PROFA) are fundamental to strengthening relationships with customers, as they provide standardized

but flexible customer care, ensuring quality and efficiency in both B2C and B2B interactions.

In order to prevent or mitigate negative impacts, the Company adopts several measures, such as risk mapping, ongoing employee training and monitoring through performance indicators. Deviations are corrected with specific action plans, internal audits and the assessment of mystery shoppers. Assertive communication, with clear information about policies, prices and deadlines, reinforces transparency in interactions with customers.

To maximize positive impacts, tools such as customer relationship management (CRM) and loyalty programs are used to personalize offers and communications, increasing the relevance of interactions. Training using the CABE and PROFA methods empowers B2C and B2B teams, providing effective service adapted to the specific needs of each client. A diversification of payment methods, including instant payment solution Pix and digital wallets, also contributes to a better experience.



Each time actual negative impacts occur, the Company adopts immediate corrective measures, prioritizing deviations according to their impact on the business and ensuring transparent communication. A crisis management plan is activated, together with post-repair monitoring, in order to prevent recurrences and preserve customer confidence.

The effectiveness of the measures is tracked through internal audits, monitoring of indicators such as net promoter score (NPS) and average call resolution time (SLA), satisfaction surveys and performance reports. Communication channels, such as Rede d1000's Customer Service and the Profarma Service Center (CAP), are constantly monitored to ensure compliance with

quality and efficiency objectives. Additionally, the mystery shopping methodology is used as an impartial assessment tool, providing valuable insights that contribute to process adjustments and improvements.

Learning embedded in operational policies and procedures includes the continuous improvement of CRM systems to personalize interactions and increase communication effectiveness, the expansion of loyalty programs, and the enhancement of omnichannel service channels. Training programs were adjusted based on customer feedback, which led to more agile, empathetic and effective service.

With these integrated practices, the organization strengthens its ability to anticipate risks, solve problems quickly and provide positive experiences, contributing to customer loyalty and maintaining a solid reputation in the market.

CUSTOMER SERVICE INDICATORS

	Planned for 2024 (%)	Accomplished in 2024 (%)
% of services within deadline (SLA)	90.00%	91.11%
Percentage of solution	97.00%	97.42%
Level of service	95.00%	87.83%
Online complaint platform <i>Reclame Aqui</i>	7.55%	5.33%
Net promoter score (NPS)	80.00%	78.40%
Profarma Service Center (CAP) (0800, WhatsApp and chat bot)	78.75%	82.62%
Integrated Call System (ICS)	90.00%	94.58%



Local community relationships and development

GRI 3-3, 201-1, 202-2, 203-1, 203-2, 204-1, 413-1

The development of communities surrounding its operations is part of the Grupo Profarma's integrated strategy, in line with the guidelines of the Sustainability Policy. Its social impact strategy is aligned with the ESG agenda and materiality, guiding initiatives aimed at socioeconomic development. The Instituto Profarma is the basis of the Company's social agenda, with initiatives that promote female leadership, food security and professional qualification.

In 2024, one of the highlights was the opening of a new Distribution Center in the state of Mato Grosso (MT), which expanded Rede d1000's logistical capacity and boosted the generation of income and jobs in the region. With a focus on inclusion, DC-MT has a high percentage of women on its team and primarily hires local workers, therefore strengthening the regional economy.

Furthermore, the expansion of stores in states such as RJ, GO, MT and the Federal District resulted in the creation of approximately 500 new jobs, reflecting the Company's commitment to socioeconomic development in the areas where it is present.



The Instituto Profarma

With a history spanning 18 years, the Instituto Profarma develops projects aimed at the growth of people and communities, connecting employees, suppliers and volunteers. In 2024, more than 500 volunteers participated and several actions were carried out:



Back to school: distribution of school kits to employees and institutions in RJ and DF.



Food security: monthly donation of 6+ tons of basic food staples to 15 institutions in RJ.



Milk donation campaign: 1 ton collected, benefiting more than 2,500 families.



Female entrepreneurship: female leadership program (*Seja Protagonista da Sua História*), which formed its 4th class in 2024, totaling more than 250 women trained.



Professional training: in 2024, Drogasmil, in partnership with the NGO Anjos da Tia Stellinha and the Boticário Group, sponsored a technical education space with 400 women trained that year.

IN 2024, THE INSTITUTO PROFARMA REACHED THE MARK OF

270,000

PEOPLE IMPACTED
BY ITS SOCIAL ACTIONS

IN THE LAST THREE YEARS,

+ 500,000

PEOPLE WERE BENEFITED
IN DIFFERENT AREAS OF ACTIVITY

THE COMPANY ALSO

DONATED MORE THAN

36,000

ESSENTIAL ITEMS, REINFORCING ITS COMMITMENT TO SUSTAINABLE DEVELOPMENT AND REDUCING INEQUALITIES



STRATEGIC PARTNERSHIPS

The Instituto Profarma has expanded its social activities through strategic partnerships with the industry, strengthening initiatives to assist, develop and empower vulnerable communities. The Company consolidated partnerships with 74 manufacturers, enhancing the reach of projects aimed at social inclusion and community development.

Partnerships with manufacturers and organizations reinforce the positive impact of social actions:

- **Nestlé:** donation of 1 ton of food to the NGO Women's Movement, in São Gonçalo.
- **Boticário Group:** the Beauty Entrepreneurs course trained 32 makeup artists, providing materials to help them start their careers.
- **L'Oréal:** with the Stand Up project, training on combating street harassment was carried out, benefiting 788 people.
- **Kimberly Clark & the Intimus® brand:** menstrual dignity campaign, with lectures and distribution of products.
- **Sanofi/Opella:** the Enterogermina® Buy and Donate campaign provided three collective water filters to communities in the Amazon.

Positive social impact

THE GRUPO PROFARMA HAS PARTNERSHIPS WITH INSTITUTIONS SUCH AS:

Abrinq Foundation: achievement of the Child-Friendly Company Seal, based on actions to combat child labor and sexual exploitation.

The United Nations Children's Fund (UNICEF): since 2019, the partnership has promoted collection of microdonations in Rede d1000 stores. It is a project that demonstrates the Company's commitment to strengthening municipal public policies aimed at vulnerable children and adolescents in the Amazon and Brazil's semi-arid region. In 2024, BRL 4 million were transferred to the Fund, totaling BRL 14 million since the beginning of the campaign, which benefited over 25 million children and adolescents.

NGO Doctors of the World: with the commitment to bring health to those who need it most, in 2024, the Instituto Profarma became a strategic partner of NGO Doctors of the World. The NGO is made up of volunteer doctors, dentists, nurses and psychologists, who participate in expeditions to provide multidisciplinary care in socially vulnerable communities. Each expedition is carefully planned, starting with coordination with the local public health network and mapping the needs of each region. Since the beginning of the partnership, more than 29,000 medical appointments have been carried out in 8 states.

Also, the Instituto Profarma, in partnership with Huggies, launched an exclusive ecobag for customers who donated more than BRL 20 to UNICEF, an initiative that engaged more than 3,000 people.

With the goal of benefiting 350,000 people over the next three years, the Grupo Profarma reaffirms its commitment to the sustainable development of communities by promoting social inclusion, economic opportunities and strengthening strategic partnerships.



Governance Pillar

Corporate governance

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-17, 2-18

Grupo Profarma's governance structure complies with the Corporations Law, the Bylaws, the B3 New Market segment regulation and the specific internal regulations of each body. This robust structure ensures transparency, efficiency in decision-making and compliance with best governance practices.

BOARD OF DIRECTORS

This is the collegiate body responsible for establishing strategic guidelines and supervising the operations of the Executive Board. The BoD is made up of 9 members, four of which are independent. The term of office is 2 years, with the possibility of re-election.

The Company also has a statutory Audit Committee linked to the Board, formed by two independent advisors and one external specialist member.

The BoD may form advisory committees, such as the **Innovation and Digital Transformation Committee** and the **People Committee**, to assist decision-making for specific topics.

Key responsibilities of the Board of Directors include:



Establishing general guidelines for the business.



Approving and reviewing business and investment plans.



Assessing and managing the economic, environmental and social impacts of the Company's operations.



Having all meetings recorded in minutes to ensure transparency and traceability of decisions.

MEMBERS OF THE BOARD OF DIRECTORS OF THE GRUPO PROFARMA

EX **IN** **MARCEL SAPIR**
Chairman of the Board of Directors
+ Member of the Audit Committee

EX **IN** **SAMMY BIRMARCKER**
Vice-Chair of the Board of Directors
+ CEO

EX **IN** **MANOEL BIRMARCKER**
Member of the Board of Directors
+ CEO of Locafarma

EX **IN** **ANA MARTA HORTA VELOSO**
Member of the Board of Directors

EX **IN** **CARLOS RANDOLPHO GROS**
Member of the Board of Directors
+ Coordinator of the Audit Committee

EX **IN** **RAFAEL TEIXEIRA**
Member of the Board of Directors
+ BoD of Rede d1000

EX **IN** **CRISTINA PROCÓPIO**
Member of the Board of Directors

EX **IN** **ARMANDO SERENO**
Member of the Board of Directors

EX **IN** **FERNANDO PINA**
Member of the Board of Directors

EX Holds an executive position

EX Does not hold an executive position

IN Independent

IN Not independent

+ Positions in other bodies within the organization

In addition, the BoD holds regular meetings at least ten times a year and extraordinary meetings whenever necessary. During these meetings, the Board presents detailed executive reports to ensure continuous assessment of results.

Supervision model:

- Periodic reports presented by the Board of Directors.
- Assessment of gaps and opportunities for improvement.
- Continuous monitoring and review of the effectiveness of sustainability initiatives.

The Policy for Nominating Members of the Board of Directors and Statutory Board, approved in February 2022, defines the criteria and procedures for selecting Board members. The process seeks to ensure diversity, considering technical knowledge, professional and academic experiences, behaviors, cultural aspects, gender and age groups.

Specific criteria for members:

- Alignment with values and the Living Culture.
- Commitment to the Code of Ethical Conduct.
- Professional, academic, and technical experience.
- Background checking.

THE POLICY IS PUBLICLY
AVAILABLE ON THE WEBSITES OF
THE [BRAZILIAN SECURITIES AND
EXCHANGE COMMISSION \(CMV\)](https://sistemas.cvm.gov.br/)

<https://sistemas.cvm.gov.br/>

AND THE COMPANY'S INVESTOR
RELATIONS OFFICE

<https://ri.profarma.com.br/>



FEMALE REPRESENTATION – GRUPO PROFARMA HAS A WOB SEAL

GRI 3-3 – HUMAN CAPITAL MANAGEMENT WITH DIVERSITY, EQUITY AND GENDER INCLUSION

The presence of two women on the Grupo Profarma's Board of Directors reflects the Company's commitment to diversity and the promotion of female representation, fundamental pillars of its ESG strategy.

The Women on Board (WOB) seal, an initiative supported by UN Women, recognizes companies with at least two effective female advisors and reinforces

the role of gender diversity as a strategic lever for innovation and more inclusive decision-making in the corporate environment.

At Rede d1000, there are plans to include a second female representative in the coming years, which will guarantee eligibility for the WOB seal.

Goal: Have Rede d1000 to join the WOB seal.

The Grupo Profarma ensures several measures to enhance the collective knowledge, skills and experience of the Board of Directors and its advisory committees. These actions aim to strengthen corporate governance and ensure more assertive strategic decisions.

Key initiatives include:

- Access to updated information, which allows trend and impact analysis in the economic, social and environmental spheres.
- Permanent engagement of leadership, promoting greater integration and strategic alignment of decision-makers.
- Performance evaluation, to ensure that Board and committee members have their skills regularly reviewed and improved.
- Participation in specialized committees and working groups, enabling in-depth discussions on technical and strategic topics.

Audit Committee

It is composed of 3 independent members, one of whom has recognized experience in corporate accounting matters, in accordance with the regulations issued by the Brazilian Securities and Exchange Commission (CVM). The Committee is responsible for advising the Board of Directors and must assess, monitor and control: (i) independent audit services; (ii) the quality of the Company's accounting information; (iii) the activities of the Company's internal audit and internal controls area; (iv) risk exposures and the effectiveness of the Company's risk management systems; and (v) the integrity/ compliance systems adopted by the Company, including the whistleblower channel. In addition, they also carry out transactions with related parties.

Executive and Supervisory Boards

Executive Board: responsible for the general administration of the business and the legal representation of the Company in acts associated with its operations, except those under the responsibility of the Board of Directors.

Supervisory Board: acts independently, with 3 to 5 permanent members and the same number of substitutes, elected at General Meetings. Their roles include:

- Monitor the actions of the administration.
- Review the financial statements.
- Issue opinions to the General Meetings.

THE SUPERVISORY BOARD ENSURES COMPLIANCE WITH LEGAL AND STATUTORY REGULATIONS AND ENSURES THAT SHAREHOLDERS INTERESTS ARE PROTECTED.



GOVERNANCE ROLE IN ESG MANAGEMENT

GRI 2-23

The evolution of the ESG agenda is directly linked to the robust corporate governance structure of the Grupo Profarma. The Board of Directors plays a central role in monitoring ESG indicators and supervising the Company's impacts on the economy, the environment and society.

To support this journey, the Company created an internal group, formed by members of the ESG Board, CFOs from Profarma Distribuição and Rede d1000, as well as IR and Compliance members. This group was structured to ensure compliance with regulatory standards, such as CVM Resolution 193, and to integrate ESG practices into the business model.



POLICIES THAT GUIDE ESG ACTION

- Code of Ethics and Conduct.
- Diversity, Equity and Inclusion Policy.
- Sustainability Policy.
- Anti-bribery and Anti-Corruption Policy.

MAIN RESPONSIBILITIES OF THE BOARD OF DIRECTORS IN ESG MANAGEMENT

- Assess economic, financial, social and environmental risks and impacts.
- Monitor sustainable performance indicators.
- Establish general guidelines and periodically review business and investment plans.



All decisions and reviews carried out by the Board of Directors are recorded in minutes, reinforcing a commitment to transparency.

GOVERNANCE BODY EVALUATION

The Grupo Profarma adopts structured processes to evaluate the performance of the Board of Directors, Advisory Committees and the CEO, with the aim of identifying deficiencies and promoting continuous improvements in corporate governance. This process is governed by the Evaluation Policy of the Board of Directors, Advisory Committees to the Board of Directors and the CEO, approved on December 14, 2021.

Assessments are carried out annually and include:

- Measuring the collective performance of governance bodies.
- Identification of opportunities for improvement in the performance of administrators.
- Ensuring alignment of governance practices with organizational strategies and ESG objectives.

The assessments results are consolidated by the Culture & People Management (CPM) Office, which presents suggestions for action plans at subsequent meetings of the Board of Directors and Advisory Committees.

Gap identification and corrective actions

At the BoD's regular meetings, executive reports presented in detail by the Executive Board allow for the analysis of assessment results, the identification of gaps and the implementation of corrective actions, in order to continually improve the Company's governance.



REMUNERATION

GRI 2-19, 2-20, 2-21

The remuneration policy's main objective is to align the interests of directors with the Company's strategic objectives, following best market practices. Approved by the Board of Directors, this policy establishes a fixed and variable remuneration structure, ensuring transparency and compliance with legal standards.

The remuneration of senior executives may be composed of the following components:

- **Fixed remuneration:** consists of a base salary received regularly, regardless of performance.
- **Variable remuneration:** linked to individual performance and the achievement of organizational goals.
- **Benefits:** these include life insurance, health plan and other benefits offered by the Company.

In cases of dismissal, severance pay follows CLT rules. In addition, the terminated employee has the option of maintaining the health care plan for a minimum period of six months, with costs fully covered by the Company.



THE COMPANY ALSO
OFFERS SUPPORT FOR
EMPLOYEES IN PROCESS
OF RETIREMENT.





REMUNERATION POLICY

The remuneration policy for members of the Board of Directors, the Executive Board and Statutory Board is defined based on market analyses conducted by a specialized Human Resources team. To ensure a comprehensive and business-aligned approach, this policy considers the following:

- Strategies and programs relevant to the Company.
- Performance indicators, focusing on impacts, financial results and human capital.

The remuneration definition process is conducted transparently and includes the participation of Korn Ferry, a specialized consultancy, in addition to being presented and approved at the General Shareholders' Meeting.

The remuneration of the governance bodies comprises:

- A fixed portion: related to the position and responsibilities performed.
- A variable portion: it is up to the governance bodies to determine the variable part of the remuneration for the Executive and Statutory Boards, which is linked to the achievement of goals and delivery of the Company's strategic results.

The remuneration strategy for top management levels and relevant programs are periodically reviewed by the Culture & People Management Department and the CEO, before being submitted for approval at the General Shareholders' Meeting.

REMUNERATION INDICATORS

- Ratio between the total annual remuneration of the highest-paid individual in the organization and the average total annual remuneration of all employees (except for the highest-paid): 89.26.
- Ratio between the percentage increase in the total annual remuneration of the highest-paid individual and the average percentage increase in the total annual remuneration of all employees (except for the highest-paid): 0.97.

These proportions were calculated based on the total values for 2024, on an annual basis. The following were considered for constructing the indicators:

- Fixed remuneration: base salary and its components.
- Variable remuneration: commissions, bonuses and incentives.

FINANCIAL PERFORMANCE

GRI 203-2

The macroeconomic environment in 2024 remained challenging, marked by interest rate volatility, political uncertainty and a downturn in some consumption segments. Even in this scenario, the Grupo Profarma achieved significant results, reflecting the resilience of its business and a disciplined execution of its strategy.

2024 consolidated historical performance records in Distribution and Retail, with consistency over the last five years, even under adversities such as the pandemic, inflation and economic instability. This trajectory reinforces the resilient nature of the Grupo Profarma's activities, inserted in an essential sector, whose Compound Annual Growth Rate (CAGR) reached 16% per year in the last two decades.

In 2024, the Company achieved gross revenue of **BRL 11.8 billion**, an expansion of 17.5% compared to 2023. In the same period, adjusted EBITDA totaled BRL 333.9 million, up 19.5% over the previous year, with a margin of 3.3% – an increase of 0.1 p.p. compared to 2023. Recurring net income reached BRL 131.3 million, up 78.6%, representing the best result in the Group's history.

The advances were also evidenced by profitability indicators. Return on invested capital (ROIC) was 16.8%, and return on equity (ROE) reached 15.2%. Efficient working capital management enabled a 10-day reduction in the Distribution cash cycle in the fourth quarter, compared to the same period in 2023.

This performance contributed to cash generation and reduced leverage. Net debt ended the year at BRL 555 million, with leverage of 1.7x net debt/adjusted EBITDA – a 24% drop compared to the previous year.

In parallel with the expansion and increase in profitability, the Company maintained its policy of valuing shareholders, with remuneration compatible with the value generation achieved. In 2024, 70.5M were distributed as dividends.

The omnichannel strategy stood out as one of the main growth vectors during the period. E-commerce showed an increase of 227.4%, driven by technological improvements, new delivery methods and a focus on consumer experience.

The expansion of the store network, combined with operational maturity, resulted in a higher contribution margin, which totaled BRL 196.1 million in 2024 – an increase of 24.2%, equivalent to 8.9% of gross revenue, with an increase of 0.3 p.p. compared to 2023.



GRUPO
PROFARMA

2024

GROSS
REVENUEBRL 11.8
BILLION(Growth of **+17.5%** compared to 2023)ADJUSTED
EBITDABRL 333.9
MILLION(Growth of **+19.5%** compared to 2023)ADJUSTED
EBITDA
MARGIN3.3%
(+0.1 p.p.)GROSS
MARGIN

15.0%

(Growth of **+0.1 p.p.**)PROFARMA
DISTRIBUIÇÃO

2024

GROSS
REVENUEBRL 11.3
BILLION(Growth of **+18.1%** compared to 2023)ADJUSTED
EBITDABRL 257.0
MILLION(Growth of **+17%** compared to 2023)EBITDA
MARGIN2.6%
(-0.1 p.p.)GROSS
PROFITBRL 866.0
MILLION(Growth of **+17.2%**, with gross margin of **8.9%**)REDE
1000

2024

GROSS
REVENUEBRL 2.2
BILLION(Growth of **+20.3%** compared to 2023)ADJUSTED
EBITDABRL 82.2
MILLION(Growth of **+35.5%** compared to 2023, with
a margin of **3.7%**)GROSS
PROFITBRL 661.6
MILLION(Growth of **+19.7%** compared to 2023, with
gross margin of **30.0%**)

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

GRI 201-1

Direct economic value generated: revenues	BRL 11,567,572
Distributed economic value - operating costs, employee wages and benefits, payments to capital providers, payments to government (by country), and investments	BRL 2,342,246
Retained economic value	BRL 9,120,806

CHECK OUT THE COMPLETE REPORT ON THE COMPANY'S ECONOMIC AND FINANCIAL PERFORMANCE ON THE [INVESTOR RELATIONS WEBSITE.](https://ri.profarma.com.br/)

<https://ri.profarma.com.br/>



Ethics, compliance, data privacy and security

GRI 3-3, 2-15, 2-16, 2-24, 2-25, 2-26, 205-1, 205-2, 205-3, 206-1, SASB HC-DI-510a.1, SASB HC-DI-510a.2

Commitment to ethics, integrity and transparency is a strategic priority for the Grupo Profarma and guides its operations and business decisions. The Company has a robust approach to preventing risks and promoting an ethical and sustainable environment, through transparent communication, continuous monitoring and impartial investigations. These practices not only prevent negative impacts, but also drive continuous improvement and strengthen the ethical culture among employees, partners and suppliers.

The Grupo Profarma maintains a structured compliance program, based on strict internal policies and controls, reflecting its commitment to preventing and mitigating conflicts of interest and unethical business practices. The Company spares no effort to remain aligned with these objectives and adopts several initiatives to ensure that they are met, including clear policies, training for employees and business partners, audits, monitoring and due diligence of business partners.

To mitigate negative impacts, the Company implements due diligence on new suppliers, regular communication and training on ethics and integrity, in addition to data security measures, such as data subject's consent. Intelligent monitoring is carried out to identify opportunities for improvement and reinforce proactive risk management.

The Code of Ethical Conduct is widely publicized and easily accessible, ensuring that suppliers are informed of the guidelines to follow. The contracts signed include anti-bribery and anti-corruption clauses. It is worth noting that the Code of Ethical Conduct is incisive in its provisions on unethical business practices.

ACCORDING TO THE CODE, ONE MUST:

1.8 INTEGRITY

Establish commercial relations with honest suppliers who adhere to the Company's principles, in their operations and contractual practices, without privileges or discrimination of any nature, respecting the confidentiality of the information processed during the execution of services and the supply of materials to the Grupo Profarma.

It is prohibited:

3.20 THIRD-PARTY RISK OF ILLEGAL PRACTICES

Having commercial relations with suppliers, service providers and/or customers who use forced labor or child labor, or engage in human trafficking, as well as directly benefiting from the aforementioned practices.

Governance to ensure ethics and integrity is supported by the Internal Audit and Compliance Department, which oversees transparency and accountability through internal and external audits and reports to committees and the Board of Directors.

WHISTLEBLOWER CHANNEL

To ensure that concerns about business conduct are raised safely and effectively, the Grupo Profarma offers several mechanisms accessible to employees, suppliers and other stakeholders.

The Whistleblower Channel is one of these mechanisms and is available confidentially, externally and independently, allowing for the secure recording of complaints. This channel guarantees:

- Protection against retaliation and impartial treatment of complaints.
- An **environment of trust**, encouraging responsible reporting of inappropriate behavior.
- **Continuous monitoring and periodic audits**, promoting constant improvement of internal processes.

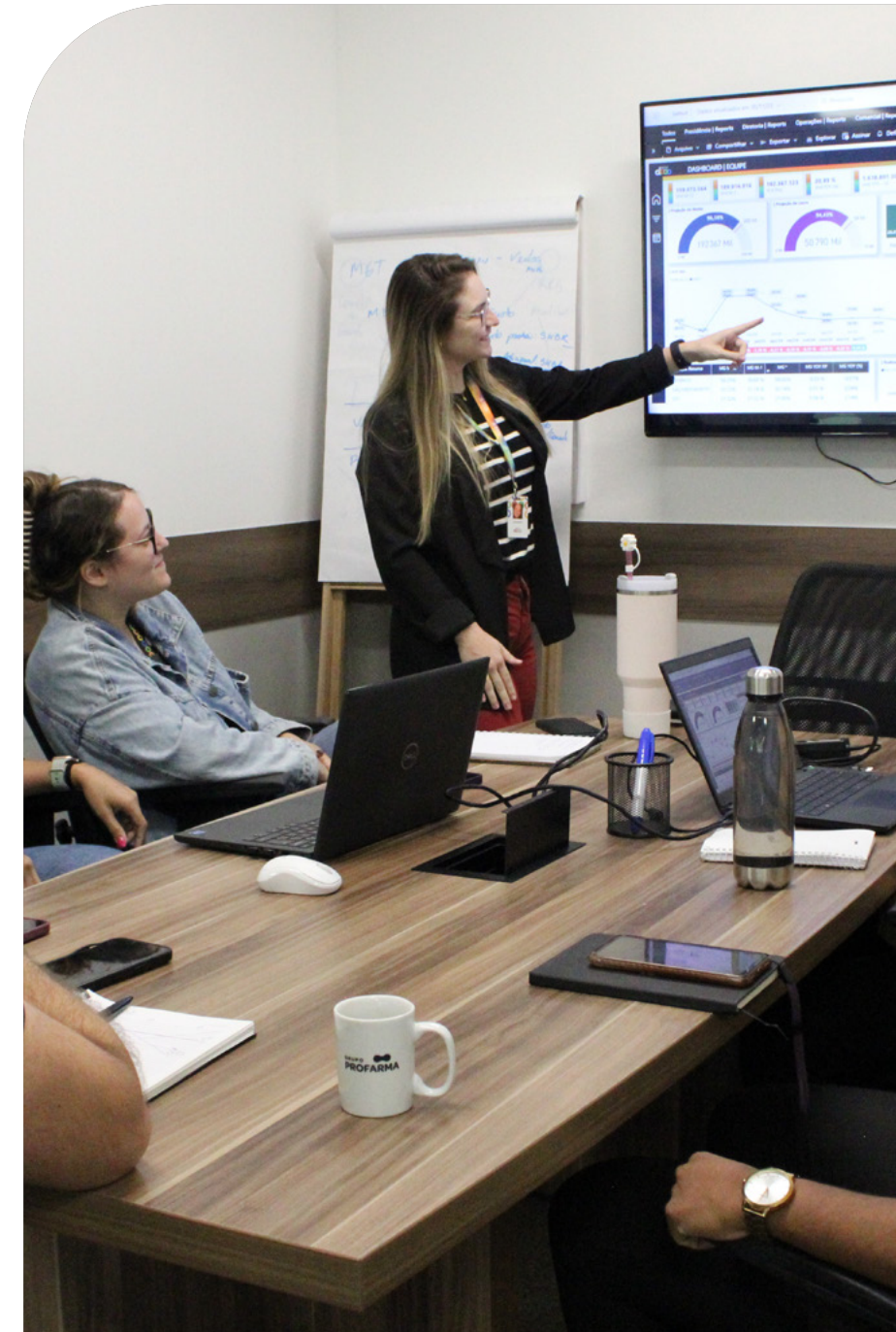
In addition, the Company adopts structured internal communication plans and monitors adherence to internal policies. These mechanisms are complemented by ongoing training, which ensures that the practices of all those involved are aligned with ethical and integrity commitments.

CORPORATE CONTROLS AND POLICIES

The Company's compliance structure is based on fundamental policies:

- **Code of Ethical Conduct:** defines ethical principles and provides guidance on acceptable conduct, which encourages the use of the Whistleblower Channel.
- **Anti-Bribery and Anti-Corruption Policy:** prevents illegal practices and ensures compliance with regulations.
- **Supplier Relationship Policy:** establishes ethical standards for business transactions.
- **Information Security Policy:** protects sensitive data with technical and organizational measures (Privacy by Design and Privacy by Default).
- **Privacy Policy:** aligned with the General Data Protection Law (LGPD), it uses tools to respond to data requests.

The compliance program also includes regular audits and monitoring in order to identify and mitigate potential unethical practices and ensure compliance with internal and external standards.



GOVERNANCE AND SUPERVISION

Grupo Profarma's governance system is ensured by the direct involvement of supervisory bodies:

- **Ethics Commission:** works together with the **Audit and Compliance Office** to conduct investigations into complaints impartially and apply corrective and preventive measures.
- **Statutory Audit Committee:** oversees transactions with related parties and ensures compliance with legal and regulatory standards.

In **2024**, no significant cases of non-compliance with laws and regulations were recorded, nor were any fines applied in relation to these issues. There were also no confirmed cases of corruption or legal actions related to unfair competition, trust or monopoly. Likewise, no substantiated complaints about privacy and data loss were recorded. Furthermore, there have been no monetary losses as a result of lawsuits associated with bribery, corruption or other unethical business practices.

All of this is the result of the Company's robust governance structure, which includes rigorous labor compliance processes, financial monitoring and regulatory compliance, ensuring risk mitigation and alignment with best practices.

TRAINING AND ORGANIZATIONAL CULTURE

To reinforce ethical principles in everyday life, the Grupo Profarma promotes regular training on corporate ethics, compliance and internal policies. During the integration process, new employees are introduced to the Company's values. In this context, the Universidade Grupo Profarma (UGP) plays a strategic role by offering ongoing training on topics such as sustainability, human rights and governance.

In 2024, 16 members of the Executive Board were trained in anti-bribery and anti-corruption policies. In addition, 919 employees (36.7% of the total) participated in mandatory training on the Code of Ethical Conduct, and a total of 2,500 employees were impacted by communications on the topic, across all functional categories in the South, Southeast, Northeast and Midwest regions.

Due diligence was also carried out on **1,012 suppliers and partners**, with specific contractual clauses to mitigate risks. Also, in 2024, the **DNA – Governança em Rede** Project continued to expand its reach by promoting training and dissemination of topics linked to the ESG agenda for an even greater number of partners. The initiative, which previously trained only logistics operators, now also includes non-resale suppliers, increasing the Company's value network.

During the training sessions, the Company addressed essential topics, such as children's and adolescents' rights and ways to combat sexual violence and child labor. The program also delved into issues regarding Human Rights, Code of Ethical Conduct, Whistleblower Channel and Supplier Policy, reinforcing Grupo Profarma's commitment to good practices and social and environmental responsibility in the supply chain.



RISK COMMUNICATION TO THE HIGHEST GOVERNANCE BODY

Communication of critical concerns to the highest governance body is carried out in an organized and transparent manner, through a solid governance and risk management framework.

The **risk matrix**, prepared with the support of a specialized consultancy, identifies and monitors the **16 main risks** mapped by the Company. These risks are managed by:

- **Operational areas**, which act as the **first line of defense**, applying mitigation measures.
- **Risk, compliance and internal controls areas**, which monitor and supervise risk management.

In addition, the **Audit and Compliance Office**, in partnership with external auditors, plays an essential role in communicating critical concerns related to the Company's financial and operational information. These matters are forwarded transparently to the Statutory Audit Committee and the Board of Directors.

Through periodic reports and presentations, the Board of Directors performs the analysis and monitoring of the Audit Committee, in order to monitor the treatment and progress of critical issues, ensuring that they are managed effectively and in compliance with corporate governance practices.

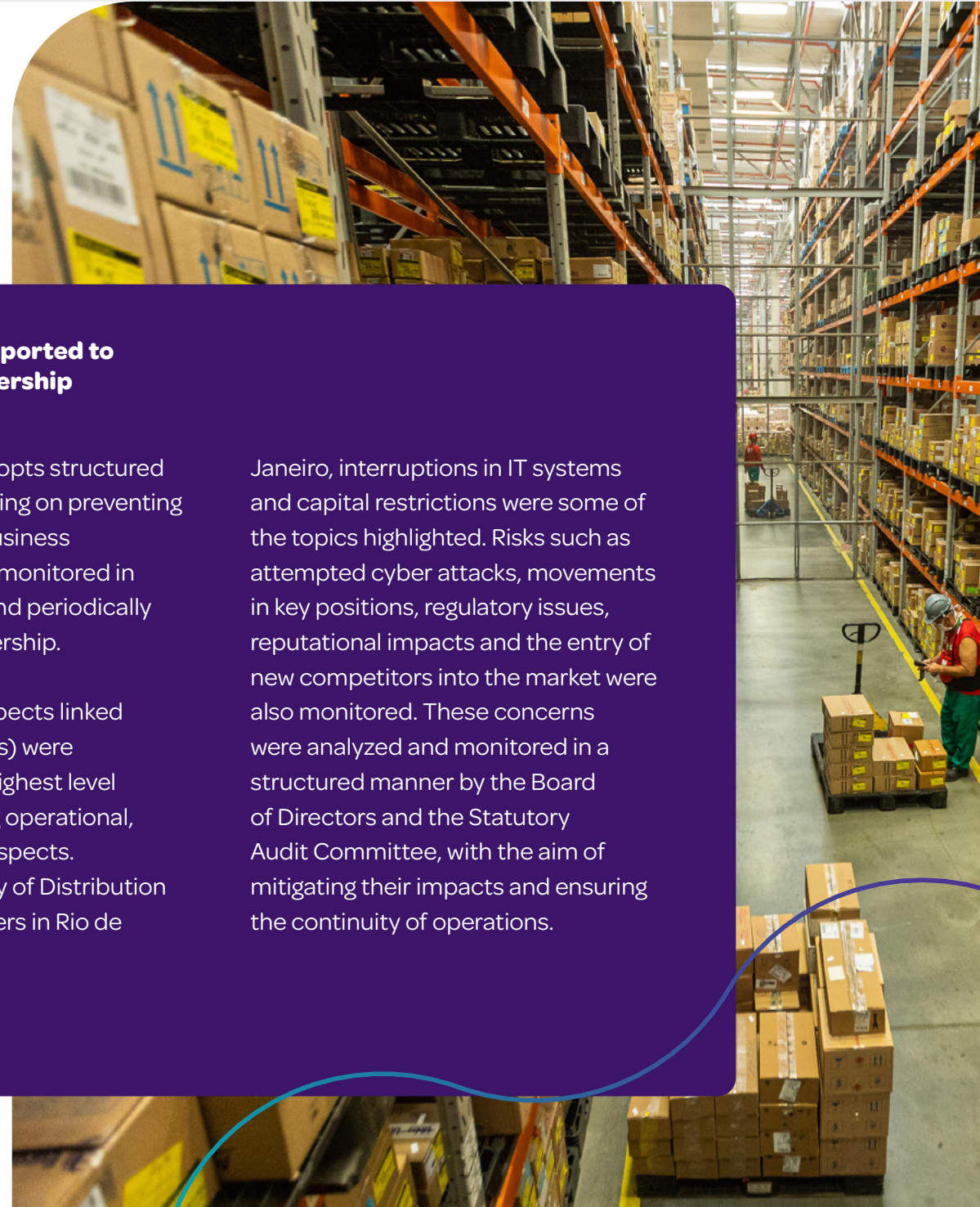


Key risks reported to senior leadership

The Grupo Profarma adopts structured risk management, focusing on preventing relevant impacts and business continuity. Key risks are monitored in an integrated manner and periodically reported to senior leadership.

During the period, 16 aspects linked to risks (crucial concerns) were communicated to the highest level of governance, involving operational, financial and strategic aspects. Temporary unavailability of Distribution Centers and headquarters in Rio de

Janeiro, interruptions in IT systems and capital restrictions were some of the topics highlighted. Risks such as attempted cyber attacks, movements in key positions, regulatory issues, reputational impacts and the entry of new competitors into the market were also monitored. These concerns were analyzed and monitored in a structured manner by the Board of Directors and the Statutory Audit Committee, with the aim of mitigating their impacts and ensuring the continuity of operations.



Risk and crisis management

GRI 3-3

Risk management is an essential part of Grupo Profarma's operational and sustainability strategy, addressing the potential negative impacts associated with its activities. Risks highlighted include the management of waste such as cardboard and plastic from damaged products, the disposal of medicines, and indirect greenhouse gas (GHG) emissions



from outsourced road transport. Another critical point is the storage of flammable products, such as aerosols, in Distribution Centers, which requires strict preventive measures and continuous investment in safety infrastructure.

Risk management is guided by the international frameworks ISO 31000 and COSO, using a Risk Matrix (RM) to assess probability, impact and criticality levels. Risk appetite and tolerance are defined based on the operational needs of the business lines, ensuring clear limits and a consistent strategic direction. Critical risks are reviewed regularly, and measures are adapted in light of changes in the internal and external environments.

Continuous monitoring involves collecting data directly from risk owners, using key indicators to obtain an accurate quantitative view. Past occurrence analysis and performance of implemented controls allows for proactive adjustments to mitigation plans, maintaining their adherence to strategic objectives.

PREVENTION AND MITIGATION MEASURES

The first phase of the fire prevention and fighting plan received investments of BRL 3 million, covering the ten largest Distribution Centers. The second phase, currently underway, will expand coverage to other DCs. The actions include:

- **Infrastructure modernization:** updating sprinkler systems and control valves, ensuring efficiency in emergency situations.
- **Fire brigade training:** continuous training in firefighting and first aid techniques.
- **Secure storage:** use of specific modules for aerosols, reducing the risk of flame spread.
- **Regulatory monitoring:** annual renewal of Fire Department Inspection Reports (FIR), ensuring compliance with safety standards.



POSITIVE IMPACTS GENERATED

In addition to reducing risks, the measures implemented promote significant benefits:

- **Improved working conditions:** reduction of accidents and a safer environment for employees.
- **Asset protection:** minimization financial losses and interruptions in operations.
- **Strengthened corporate reputation:** demonstration of commitment to safety and social responsibility.

INCIDENT MANAGEMENT AND RECOVERY PLANS

Even with robust preventive measures, the Company has a structured contingency plan to deal with emergencies:

- **Response protocols:** clear actions to trigger authorities and evacuate the facilities.
- **Recovery plans:** strategies for quickly reestablishing operations.
- **Insurance policies:** coverage against fires and accidents, ensuring business continuity.

CONTINUOUS MONITORING AND IMPROVEMENT

The effectiveness of the measures is assessed through the performance of key risk indicators, periodic meetings with those responsible and internal and external audits. Lessons from incidents and audit reports are incorporated into processes and ensure ongoing reviews of policies and procedures.

FUTURE ADVANCEMENTS AND PROCESS IMPROVEMENTS

The Company is constantly evolving, always working on the continuous improvement of inventory and internal control processes. Initiatives such as automated monitoring, timely corrections and structural reviews are continually implemented, with the expectation of a progressive reduction in inventory adjustments and greater operational efficiency in the coming years.

RISK MANAGEMENT POLICY

All risk management guidelines are detailed in the Risk Management Policy, available on the [Investor Relations](#) website: Risk Policy. With this structured approach, the Grupo Profarma ensures the identification, mitigation and monitoring of risks, in addition to promoting safer and more resilient operations.



Innovation and technology

GRI 3-3

Innovation is one of the strategic drivers at Grupo Profarma, led by the Innovation and Digital Transformation Department, which focuses on internal training, connection with the open innovation ecosystem and leadership of digital transformation projects in business units (distribution, retail and corporate). The Innovation and Digital Transformation Department aims to promote efficiency gains, reduce inputs and have a positive impact on operations, always with clear goals for return on investment (ROI), meeting deadlines (lead time) and delivering projects.

To boost innovation, UGP provides training to employees through learning paths, using online content to maximize reach. Throughout 2024, the Innovation and Digital Transformation Office, together with the CEO and senior leadership, prioritized strategic automation and digital transformation projects. These projects were presented to the Board, which ensured visibility and alignment with corporate objectives.

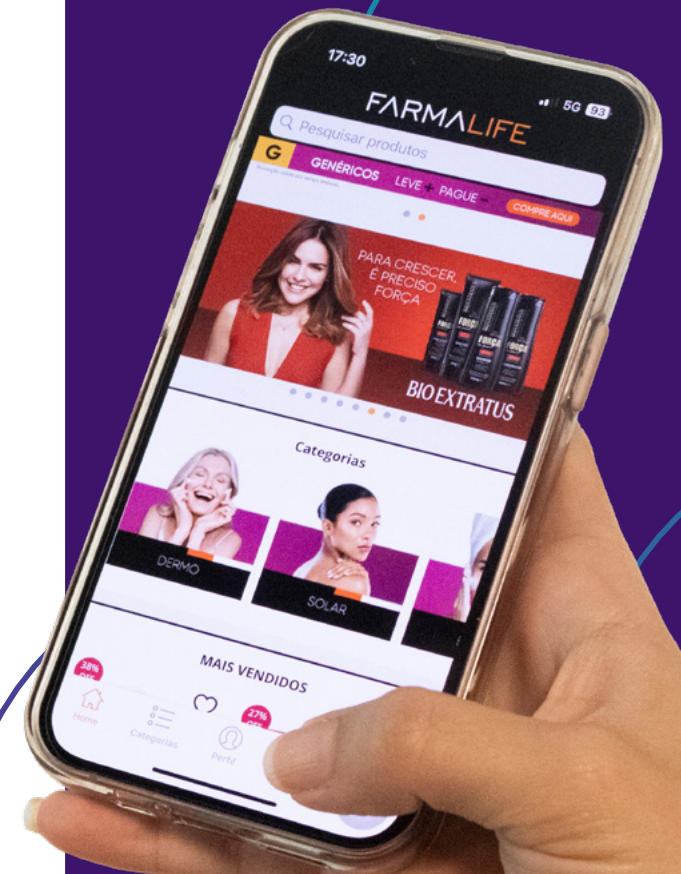
The projects developed are focused on reviewing processes and increasing productivity, especially in the operations of Distribution Centers and stores, where technologies are applied to optimize tasks. Furthermore,

the Innovation and Digital Transformation Office actively explores the open innovation ecosystem through startup scouting, seeking innovative solutions to operational and strategic challenges.

GOVERNANCE AND RISK MITIGATION

To ensure the effectiveness and security of innovation projects, the Grupo Profarma adopts robust governance and structured practices, including:

- **Multidisciplinary teams:** projects are led by teams made up of specialists from the areas of operations, legal, technology, finance and regulatory, ensuring a broad and integrated vision.
- **Transparent documentation:** each project is documented with schedules, scope, technical specifications, process flows, risk matrices and detailed action plans.
- **Recurring meeting and reporting routines:** teams and leaders continually monitor the progress of initiatives in order to identify risks, meet requirements and make important decisions, ensuring agile and effective management.





POSITIVE IMPACTS AND INNOVATION CULTURE

The projects developed by the Innovation and Digital Transformation Department generate direct positive impacts, such as the optimization of operational processes, the reduction of activity execution time and the increase in overall efficiency in operations. Collaboration with the CPM team and institutional relationships are essential to drive the culture of innovation, strengthen the Company's image and promote innovation events and agendas with the active participation of stakeholders.

OBJECTIVES AND GOALS

With this structured approach, the Grupo Profarma advances in the digital transformation of its operations, promoting more efficient, intelligent and sustainable management.



Short term:

disseminate the culture of innovation, as well as accelerate employee training and increase the execution of automation projects in operational areas.



Medium term:

renew the Company's technological base, improve the ability to work with data and increase the potential for process automation.



Long term:

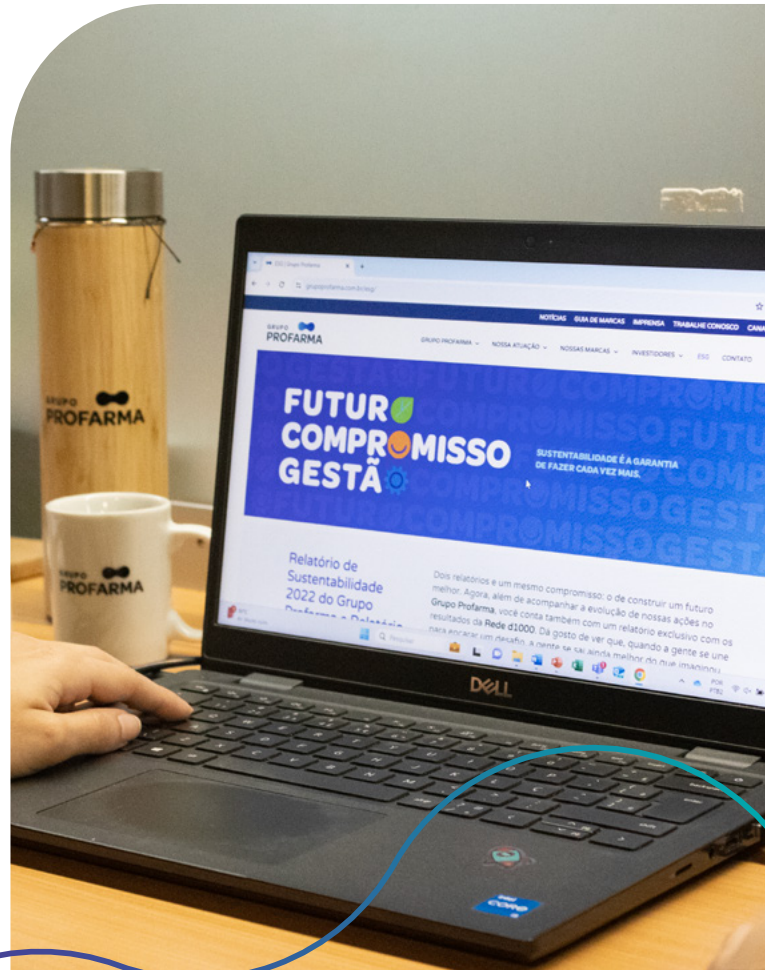
develop disruptive and innovative projects that go beyond the core business, applying artificial intelligence (AI) at scale with the aim of making operations more profitable and prepared for the future.

Supply chain relationship management

GRI 3-3, 308-1, 308-2, 408-1, 409-1, 414-1, 414-2, SASB HC-DI 260a.2

Responsible supply chain management at the Grupo Profarma includes rigorous processes for selecting, qualifying and monitoring suppliers. This ensures that business partners meet technical, economic, and social and environmental criteria. Selection is carried out through competition and includes analysis of technical capacity to meet the full scope, including financial health, product quality, delivery times and compliance with health and safety standards.

The qualification process is also supported by a risk analysis system, assessing issues such as environmental fines, inadequate waste management, pollutant emissions, tax and labor status, and practices such as child or forced labor. In 2024, all new suppliers were selected based on social criteria, 95% of which also based on environmental criteria. No significant cases of negative impacts, such as child labor or forced labor practices, were identified.



ETHICAL MECHANISMS AND GUIDELINES

The Company adopts a set of policies and procedures that guarantee ethical and sustainable practices throughout the supply chain. The Code of Ethical Conduct is widely shared with suppliers, and contracts incorporate specific anti-bribery and anti-corruption clauses. Due diligence is a mandatory step, ensuring that suppliers comply with the required standards.

Policies that guide supply chain management include:

- NG 109.000.1 – Supplies Purchasing Policy (Non-Resale Items)
- Purchasing Procedure for Supplies and Requesting Areas
- Due diligence process when contracting suppliers
- Sustainability Policy



DNA GOVERNANÇA EM REDE PROJECT FOR SUPPLIERS

The **DNA Governança em Rede** project, implemented by the ESG area in partnership with Supplies and Compliance teams, is a highlight in value chain management. The initiative aims to guide and train suppliers on ESG issues, promoting the adoption of sustainable and ethical practices. This project has contributed to strengthening relationships with partners and ensuring that they are all aligned with the Company's environmental, social and governance commitments. Each year, the number of participants is increased. In 2024, a 90% participation rate of invited suppliers was recorded.

COMMITMENT TO CONTINUOUS IMPROVEMENT

Suppliers are continuously monitored, and corrective measures are taken whenever necessary. If non-conformities are identified, the Company improves its processes based on lessons learned, reviewing policies and procedures. Based on this structured approach, the Grupo Profarma ensures that its supply chain operates sustainably, mitigating risks and promoting the generation of shared value throughout its operation.

Distribution chain traceability

SASB HC-DI 260a.1, SASB HC-DI 260a.3

Profarma Distribuição adopts a robust set of measures to ensure the traceability and quality of products throughout the distribution chain, guaranteeing the safety of the items sold. Products are purchased exclusively from registered companies, while suppliers and service providers undergo rigorous approval processes to ensure compliance with the standards established by the Company.

Furthermore, the Group adopts rigorous practices to ensure the integrity of the purchasing and contracting processes. All quotes are made systematically, within the controlled and secure environment of the Electronic Market, avoiding favoritism or external communications that could compromise transparency. The Company also uses a Platform tool to evaluate the supplier's score, considering criteria such as tax and labor issues, bankruptcy history and other compliance indicators. In the case of outsourced labor, the age and legal status of professionals are pre-validated, ensuring compliance with current regulations. After hiring, the same tool is used to monitor whether the provider complies with legal practices, reinforcing the commitment to an ethical and responsible value chain.

The teams responsible for receiving, storing and transporting are constantly trained and follow standardized procedures supported by modern and suitable facilities, which preserve product integrity. The use of integrated systems, such as SAP (Systems, Applications, and Products) and WMS (Warehouse Management System), allows for precise management of all product movements and offers real-time traceability. To optimize the process, barcode labels are applied to the packaging of antibiotics and controlled medications, containing critical information such as batch, expiration date and internal code, which increases monitoring security.

Efficient delivery management is guaranteed by monitoring and tracking vehicles in real time, enabling continuous supervision from departure to delivery of products at the final destination. Input and output control, managed by the SAP system, enables the rapid recovery of information, such as customer data, invoices and batches. This process makes it easier to take corrective action in cases of critical situations, such as theft, robbery or tampering, ensuring the rapid collection of compromised batches.

To address the risks related to counterfeit products, the Grupo Profarma implements a thorough authenticity verification process. Upon identifying any irregularity, the Company issues an immediate communication to the operational units so that the products are separated, in addition to publishing an official alert on the portal and application, ensuring that customers are adequately informed. If there are still products in stock, a record is made at the Profarma Service Center, so that the Company can collect and dispose of them correctly.

THESE PRACTICES, BASED ON ETHICS, TRANSPARENCY AND SAFETY, REFLECT GRUPO PROFARMA'S COMMITMENT TO QUALITY AND SUSTAINABILITY, IN TOTAL ALIGNMENT WITH THE PRINCIPLES OF THE UN 2030 AGENDA.



GRI and SASB Content Summaries

GRI and SASB Content Summaries

Statement of Use	The Grupo Profarma complied with the requirements to report in accordance with the current GRI Standards for the period from 01/01/2024 to 12/31/2024
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	Not applicable

GRI Standard	Contents	Location	Omission		
			Requirement	Reason	Explanation
GRI 2: General Disclosures 2021	2-1 Organizational details	p. 7			
	2-2 Entities included in the organization's sustainability reporting	p. 4			
	2-3 Reporting period, frequency and contact point	p. 4			
	2-4 Restatements of information	p. 4			
	2-5 External assurance	p. 4			
	2-6 Activities, value chain and other business relationships	p. 7			
	2-7 Employees	p. 38, p. 39			
	2-8 Workers who are not employees	p. 38			
	2-9 Governance structure and composition	p. 58			
	2-10 Nomination and selection of the highest governance body	p. 58			
	2-11 Chair of the highest governance body	p. 58			
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 58			
	2-13 Delegation of responsibility for managing impacts	p. 58			
	2-14 Role of the highest governance body in sustainability reporting	p. 58			
	2-15 Conflicts of interest	p. 58			
	2-16 Communication of critical concerns	p. 58			
	2-17 Collective knowledge of the highest governance body	p. 58			
	2-18 Evaluation of the performance of the highest governance body	p. 58			
	2-19 Remuneration policies	p. 58			
	2-20 Process to determine remuneration	p. 58			
	2-21 Annual total compensation ratio	p. 58			
	2-22 Statement on sustainable development strategy	p. 5			
	2-23 Policy commitments	p. 18, p. 27, p. 61			
	2-24 Embedding policy commitments	p. 68			
	2-25 Processes to remediate negative impacts	p. 27, p. 68			
	2-26 Mechanisms for seeking advice and raising concerns	p. 68			

GRI Standard	Contents	Location	Omission		
			Requirement	Reason	Explanation
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations	In 2024, there were no fines imposed for non-compliance with laws and regulations. The complaints received involved issues such as moral and sexual harassment, as well as non-compliance with internal policies. All occurrences are analyzed impartially, guaranteeing the right of whistleblowers to remain anonymous. If there is merit, measures are adopted in accordance with the Code of Ethical Conduct and the Ethics Committee's consequences matrix. The assessment of significant cases includes criteria such as severity of the breach, financial and operational impact, reputation, recurrence, and alignment with external and internal standards.			
	2-28 Membership associations	Rede d1000 and Profarma Distribuição are members of the Brazilian Association of Pharmacy and Drugstore Chains (Abrafarma), which represents the main pharmacy chains in Brazil, and of the Pharmaceutical Retail Trade Union of the State of São Paulo (Sincofarma), focused on representing pharmaceutical retail in São Paulo. International Federation of Pharmaceutical Wholesalers (IFPW): international organization that promotes collaboration and innovation among global pharmaceutical distributors.			
	2-29 Approach to stakeholder engagement	p. 19			
	2-30 Collective bargaining agreements	p. 38			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 22			
	3-2 List of material topics	p. 23			
Material Topic: Human capital management, with Diversity, Equity And Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 40			
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	p. 46, p. 47, p. 48			
	401-2 Benefits offered to full-time employees that are not offered to temporary or part-time employees	p. 46			
	401-3 Percentage of employees receiving regular performance and career development reviews	p. 46, p. 49			
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	p. 46			
GRI 404 Training and Education 2016	404-1 Average hours of training per year, per employee	p. 44, p. 45			
	404-2 Programs for upgrading employee skills and transition assistance programs	p. 44			
	404-3 Percentage of employees receiving regular performance and career development reviews	p. 44, p. 45			
GRI 405 Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	p. 41, p. 42, p. 43			
	405-2 Gender gap in base salary and remuneration	p. 41, p. 43			

GRI Standard	Contents	Location	Omission		
			Requirement	Reason	Explanation
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 41			
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	p. 46			
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	p. 46			
Relevant topic: Health, safety and quality of life in the workplace					
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	p. 50			
	403-2 Hazard identification, risk assessment, and incident investigation	p. 50			
	403-3 Occupational health services	p. 50			
	403-4 Employee participation, consultation, and communication on occupational health and safety	p. 50			
	403-5 Employee training on occupational health and safety	p. 50			
	403-6 Promotion of worker health	p. 50			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 50			
	403-8 Workers covered by an occupational health and safety management system	p. 50			
	403-9 Work-related accidents	p. 50			
	403-10 Occupational illnesses	p. 50			
Material Topic: Customer relationship and management					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 52			
Material Topic: Local community relationships and development					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 54			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p. 54, p. 67			
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	p. 46		Not applicable.	Salary payments comply with current legislation, as well as the rules established in the Collective Bargaining Agreements (CBA). Employees earn at least the nationally-set minimum wage, with the exception of employees who work part-time, as the salary paid is proportional to the hours worked.
	202-2 Proportion of senior management hired from the local community	p. 54			
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	p. 54			
	203-2 Significant indirect economic impacts	p. 54, p. 65			
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	p. 54			
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	p. 54			
Relevant topic: Natural resources management					
GRI 302 Energy 2016	302-1 Energy consumption within the organization	p. 30			
	303-1 Interactions with water as a shared resource	p. 31			
	303-2 Management of water discharge-related impacts	p. 31			
	303-3 Water withdrawal	p. 31			
	303-4 Water discharge	p. 31			
GRI 303: Water and effluents 2018	303-5 Water consumption	p. 31			

GRI Standard	Contents	Location	Omission		
			Requirement	Reason	Explanation
Relevant topic: Climate action					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) greenhouse gas (GHG) emissions	p. 27			
	305-2 Indirect (Scope 2) GHG emissions arising from electricity purchasing	p. 27			
	305-3 Other indirect (Scope 3) GHG emissions	p. 27			
Material Topic: Waste management and reverse logistics					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 32			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	p. 32			
	306-2 Management of significant waste-related impacts	p. 32			
	306-3 Waste generated	p. 36			
	306-4 Waste diverted from disposal	p. 36			
	306-5 Waste directed to disposal	p. 36			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 35			
	301-3 Reclaimed products and their packaging materials	p. 36			
Material Topic: Ethics, compliance, data privacy and security					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 68			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	There were no recorded cases of corruption in the reported year.			
	205-2 Communication and training about anti-corruption policies and procedures	p. 68			
	205-3 Confirmed incidents of corruption and actions taken	p. 68			
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 68			
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no recorded legal actions in the reporting year regarding business ethics.			
Material Topic: Supply chain relationship management					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 77			
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	p. 77			
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	p. 77			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	p. 77			
	414-2 Negative social impacts in the supply chain and actions taken	p. 77			
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	p. 77			
	308-2 Negative environmental impacts in the supply chain and actions taken	p. 77			
Material Topic: Innovation and technology					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 75			
Material Topic: Risk and crisis management					
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 72			

SASB Summary – Healthcare Distributors sector

Topic	Contents	Code	Location/Omission
Fleet fuel management	What is the calculated load fuel economy in liters/RTK?	HC-DI-110a.1	Data not available.
Supply chain integrity	Description of efforts to reduce the environmental impact of logistics	HC-DI-110a.2	Grupo Profarma has invested in actions to mitigate the environmental impacts of its logistics operations, highlighting the implementation of the Load Transfer Module (LTM) model, which optimizes deliveries between distribution centers and stores, reducing travel, fuel consumption and GHG emissions. The Company also implemented a real-time route control and monitoring system, ensuring more efficient routes and less wear and tear on the fleet. These initiatives are part of the Company's sustainable logistics strategy, aligned with commitments to operational efficiency, emissions reduction and environmental responsibility.
Integrity of the drug supply chain	Describe the methods and technologies used to maintain product traceability throughout the supply chain and prevent counterfeiting	HC-DI-260a.1	p. 79
Supply chain due diligence	Discuss the due diligence process for qualifying suppliers of pharmaceutical products and medical equipment and devices	HC-DI-260a.2	p. 77
Counterfeit risk alert	Discuss the process for alerting customers and business partners about potential or known risks associated with counterfeit products	HC-DI-260a.3	p. 79
Product life cycle	Discussion of strategies to reduce the environmental impact of packaging throughout its life cycle	HC-DI-410a.1	p. 32 , p. 34 ,
Returned, reused, recycled or donated product	Quantity (by weight) of products accepted for return and reused, recycled or donated (in tons)	HC-DI-410a.2	p. 32 , p. 34 ,
Business ethics	Description of efforts to minimize conflicts of interest and unethical business practices	HC-DI-510a.1	p. 68
Monetary losses due to unethical conduct	Total amount of monetary losses as a result of lawsuits associated with bribery, corruption or other unethical business practices	HC-DI-510a.2	p. 68

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GRI CONSULTANCY, CONTENTS AND DESIGN

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