

RD Saúde	Corporate Policy	Code:	VGC-DSU-POL002
		Version:	003
	Vice President of People, Culture & Sustainability	Target audience:	Audience
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	Stakeholder Engagement	Revised on:	Oct 14, 2024
		Pages:	Page 1 of 6

**TABLE OF CONTENTS**

1. OBJECTIVE ..... 2

2. REACH ..... 2

3. REFERENCES ..... 2

4. DEFINITIONS ..... 2

5. GUIDELINES ..... 3

6. MAP OF STAKEHOLDERS ..... 4

7. RESPONSIBILITIES ..... 4

8. MATERIALITY ..... 5

9. CANAL CONVERSA ÉTICA (anonymous ethics hotline) ..... 5

10. AUTHORITY ..... 6

11. RECORD OF UPDATES ..... 6

<b>RD</b>	<b>Title:</b> Stakeholder Engagement Policy	<b>Code:</b>	<b>VGC-DSU-POL002</b>
		<b>Pages:</b>	<b>2 of 6</b>

## 1. OBJECTIVE

Set guidelines for the management and guidance on the processes of identification, evaluation, processing, monitoring of and communication with interested parties aligned with the best market practices. This policy also seeks to provide a common language so as to disseminate and enhance the culture of relationship with the various stakeholders. RD Saúde acknowledges that its activities, operations and products have short-, medium- and long-term impacts on certain stakeholder groups, and that, likewise, these groups impact on its business and operations. Therefore, this document has the following objectives:

- Setting guidelines that shall guide RD's stakeholder management and relationship practices;
- Fostering the development and strengthening of inclusive, ethical and mutually beneficial ties of trust with its stakeholders;
- Ensuring accountability to and feedback from its stakeholders; and
- Identifying and managing one-off or potential conflicts of interest before they become risks, making sure stakeholders express their concerns about RD's activities.
- Updating the mapping of stakeholders on a periodic and recurring basis.

## 2. REACH

This document has a corporate nature and is applicable to the company as a whole.

## 3. REFERENCES

- People Code - Ethics and Conduct in RD Saúde
- *Canal Conversa Ética* (anonymous ethics hotline) Policy
- Integrity Program
- Anti-corruption, Anti-fraud and Relations with Public Entities/Agencies Policy
- Conflict of Interest Policy
- RD Culture: Beliefs, Purpose, Values
- Suppliers Policy
- Related Party Transactions Policy
- Diversity & Inclusion Policy
- Federal Law no. 12.529/2011 - Antitrust Act
- Law no. 13.709/2018 - General Data Protection Law (LGPD)
- AA1000 Stakeholder Engagement Standard
- 2030 RD Sustainability Commitments
- Guiding Principles on Business and Human Rights
- Human Rights Policy
- ISO 26000 - Social Responsibility
- Anti-Corruption Federal Law no. 12.846/13 and Federal Executive Order no. 8.420/15

## 4. DEFINITIONS

**Stakeholders or interested parties:** individuals, groups of individuals or organizations that can affect and/or be affected by RD's activities, products or services. They represent a wide range of interests and perspectives,

<b>RD</b>	<b>Title:</b> Stakeholder Engagement Policy	<b>Code:</b>	<b>VGC-DSU-POL002</b>
		<b>Pages:</b>	<b>3 of 6</b>

and include, but are not limited to: employees, contractors, customers, investors, market analysts, regulators, suppliers, business partners, creditors, governmental and non-governmental organizations, civil society organizations, unions, syndicates, media, society at large and the communities where we operate.

**Engagement:** actions carried out with the purpose of listening to and asking for feedback from stakeholders through public meetings, forums, community events, telephone calls, interviews, surveys and other spaces where stakeholders are encouraged to give their opinions.

## 5. **GUIDELINES**

RD Saúde seeks to promote positive results throughout its sphere of influence by adopting the ethics of care, which places emphasis on the cultivation of choices and human relations based, above all, on respect, dialogue and sense of responsibility.

Therefore, all our stakeholder engagement interactions and actions are based on:

- Compliance with Our Code - RD's Ethics & Conduct, strengthening RD Saúde's principles and values throughout our chain;
- Compliance with the Environmental and Occupational Health & Safety Policy, as well as the Philanthropy & Contributions Policy, thus expanding RD's best practices;
- Prioritized transparency in its decisions and activities, offering communication channels open to all, such as the emails [sustentabilidade@rd.com.br](mailto:sustentabilidade@rd.com.br) and/or [ri@rd.com.br](mailto:ri@rd.com.br), and the *Canal Conversa Ética* (anonymous ethics hotline);
- Periodic consultations with its main stakeholders to analyze social and environmental trends and define the material topics that guide RD Saúde's sustainability management;
- Whenever necessary, RD Saúde will hold dialogues with priority audiences and/or directly affected groups to discuss the impact of its products, services and/or operations;
- Adherence to the Guiding Principles on Business and Human Rights through compliance with the Human Rights Policy and the Sustainable Development Goals, established by the UN 2030 Agenda;
- Combat to sexual exploitation of children and adolescents, discrimination practices, moral harassment, child and forced labor, and encouragement to the adoption of practices that respect human rights;
- Compliance with the Diversity & Inclusion Policy, ensuring that RD Saúde's relations with its stakeholders are based on mutual respect and inclusion;
- Integration of stakeholder consultation into the company culture;
- Establishment of communication channels that encourage the exchange of information and opinions, measure the level of satisfaction of the various stakeholders and foster dialogue and transparency;
- Accountability of relevant issues that may directly or indirectly impact on our priority audiences, including the publication of Sustainability Reports and the provision of up-to-date information on the RD Saúde institutional website ([rdsaude.com.br](http://rdsaude.com.br));
- Adoption of resolutions favoring formats that encourage co-creation, arising from different points of view, based on relationships that bring mutual benefits to RD Saúde and its stakeholders.

- Where applicable, surveys will be carried out with end consumers aimed at co-creation of products. Line and brand names, main benefit claims, packaging design, product efficacy and sensory acceptability

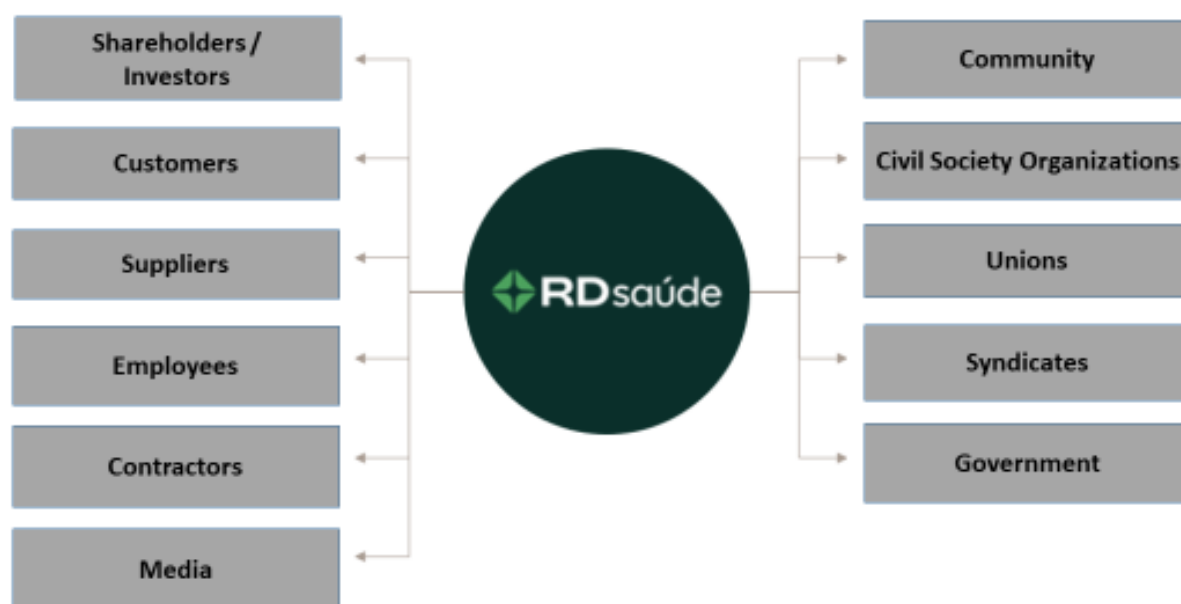
<b>RD</b>	<b>Title:</b> Stakeholder Engagement Policy	<b>Code:</b>	<b>VGC-DSU-POL002</b>
		<b>Pages:</b>	<b>4 of 6</b>

will be evaluated. In other cases, perceived efficacy tests may also be carried out with end consumers to validate and confirm benefit claims.

- Encouragement to the adoption by stakeholders - as an underlying assumption in their relations and actions - of the guidelines of the Anti-corruption, Anti-fraud and Relations with Public Entities/Agencies Policy, so as to strengthen RD Saúde's business image and integrity.

## 6. MAP OF STAKEHOLDERS

RD Saúde cares for a constant, transparent, ethical and thoughtful relationship with its various stakeholders, including:



RD Saúde periodically maps and prioritizes its stakeholder groups to make sure that potential changes in this ecosystem will be taken into account in our internal processes.

## 7. RESPONSIBILITIES

The guidelines of this policy are applicable to all RD Saúde's employees that have - or not - relations with one or more stakeholder groups listed in this document. RD Saúde believes that each and every person plays a key role in building more respectful, more thoughtful and healthier human relations.

- **Sustainability Officer**

Revises, whenever necessary, this policy's commitments and guidelines, as well as the materiality matrix and the stakeholders. Monitors and guides the relationship areas to follow the relationship and engagement programs. Assists the areas in developing, implementing and continuously improving the programs, and

<b>RD</b>	<b>Title:</b> Stakeholder Engagement Policy	<b>Code:</b>	<b>VGC-DSU-POL002</b>
		<b>Pages:</b>	<b>5 of 6</b>

periodically presents the results to RD Saúde's Sustainability Committee.

- **Other Officers**

Provide for good relations with the various stakeholders, making sure that RD Saúde's values are shared by all. Are open to criticism and suggestions aimed at continuous improvement. Make sure that the demands from the various stakeholders are addressed to the appropriate channels so that each stakeholder will be given attention and feedback.

- **Sustainability Committee and Board of Directors**

Monitor the application of the guidelines of this Policy as one of the ways to integrate social and environmental issues into the Company's strategic planning and day-to-day activities.

## **8. MATERIALITY**

RD Saúde periodically reviews its material topics and engages its main stakeholders in this process through online or in-person consultations aimed at:

- Understanding their perceptions of the company's performance in specific topics;
- Revisiting the most relevant future issues for the business and defining the material topics to report information to the market and guide RD's strategic management;
- Listening to the expectations and experiences of these stakeholders in their relationship with RD;
- Seeking opportunities for innovation and value creation.

RD Saúde is committed to disclosing, at the end of each cycle, the results and developments of materiality to the stakeholders and other audiences interested in its Annual and Sustainability Report.

## **9. *CANAL CONVERSA ÉTICA* (anonymous ethics hotline)**

RD Saúde makes available the *Canal Conversa Ética* as a whistleblowing tool to report misconduct and/or wrongdoing that violates RD Saúde's policies, the Legislation and People Code - Ethics and Conduct in RD Saúde, which can be accessed 24/7.

In the event of any situation that may qualify as the violations described, the employee, supplier, partner, service provider, customer, and others may file a report through the following communication channels:

Website: [www.conversaetica.com.br](http://www.conversaetica.com.br)

It is a confidential and independent channel, operated by an independent contractor that receives the

<b>RD</b>	<b>Title:</b> Stakeholder Engagement Policy	<b>Code:</b>	<b>VGC-DSU-POL002</b>
		<b>Pages:</b>	<b>6 of 6</b>

wrongdoing reports, guarantees anonymity and information confidentiality. The employee and stakeholders reporting a wrongdoing shall not be subject to any threat, intimidation or retaliation.

#### 10. AUTHORITY

Action	Created by	Approval
Establish the guidelines for the stakeholder engagement process.	Sustainability Officer	CEO

#### 11. RECORD OF UPDATES

Version	Date of Creation	Date of Approval	Access	Maintenance and Update	Storage	Changes
001	March 31, 2021	May 31, 2021	Audience	Sustainability Officer	Workplace and IR	N/A
002	March 31, 2021	Oct 25, 2022	Audience	Sustainability Officer	Workplace and IR	N/A
003	March 31, 2021	Oct 21, 2024	Audience	Sustainability Officer	Workplace and IR	Changes in items 3, 5 and 7.