RD Saúde	**Corporate Policy**	**Code:**	**VPI-DMP-POL01**
		Version:	**001**
	Vice President	**Target audience:**	**Corporate**
		Created on:	**Jul 30, 2024**
	Quality & Safety of Products & Services Policy	**Revised on:**	**Jul 30, 2024**
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1. OBJECTIVE

Define guidelines for managing the quality and safety of RD Saúde's products and services. The policy also aims to reinforce the organization's commitments and its responsibility in the management of private label products and health services.

2. REACH

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

3. REFERENCES

- ISO 9001:2015 - Quality Management Systems
- ISO 19011:2018 - Guidelines for Auditing Management Systems
- ISO10002:2018 - Quality Management - Customer Satisfaction
- ISO10015:2019 - Quality Management - Guidelines for competence management and people development
- ISO10004:2018 – Quality Management - Customer Satisfaction - Guidelines for Monitoring and Measuring
- ISO31000:2018 - Risk Management - Guidelines
- ISO 45001:2008 - Occupational Health and Safety Management Systems
- Global Reporting Initiative (GRI) Standards;
- Anvisa's Resolution RDC no. 786, dated May 5, 2023
- RD Saúde Supplier Management Program
- VFA.DCO-POL007 - Supplier ESG Management Policy
- POP-025_SF Quality Control Management in Health Services
- RD Saúde Sustainability Strategy
- People Code - Ethics and Conduct in RD Saúde
- POP-MP-SGQ-003 - Preparing, Conducting and Managing Supplier Audits
- POP-MP-GQ-006 - Product Testing
- POP-MP-GQ-004 - PAP - Product Evaluation Program
- POP-MP-GQ- 005 - Handling Claims of Customers and Branches
- IT-CD-DSC-APO-LFR-008-Recall-and-Reverse-Logistics

4. DEFINITIONS

- **Product Quality:** Defines compliance with specifications that products must meet, taking into account technical, performance and regulatory specifications. Product quality also considers the use of materials that meet the desired quality and safety standards, as well as consistent performance and durability as designed. (*Re. ISO 9001:2015 / ASTM International Standards*)

- **Product Safety:** Process that ensures the identification and mitigation of all potential risks associated with the use of the product, complies with the necessary certifications and approvals from regulatory agencies and provides the user with clear and precise information on the safe use of the product. (*Re. ISO 31000:2018, ISO 14020 Series, RDC no. 429 and Normative Instruction no. 75*)

- **Service Quality:** Processes, procedures and controls that ensure service excellence, providing services that meet or exceed customer expectations. Service quality considers capacity building to be a prerequisite for success, as well as the implementation of systems to measure and continuously improve services. (*Re. ISO 9001:2015, ISO 1d0015:2019 and ISO 10004:2018*)

- **Service Safety:** Standardized processes and procedures that ensure safety at all stages of the service through the continuous capacity building and training of employees in safety practices and ongoing monitoring in order to implement improvements when necessary. (*Re. ISO 45001:2018 and OSHA Standards*)

- **Regulatory Compliance:** Processes, procedures and controls that ensure compliance with standards, laws and regulations applicable to the product or service, as well as auditing, monitoring, control and recording procedures that allow for corrective actions and continuous improvement. (*Re. ISO 9001:2015 and ISO 19011:2018*)

- **Supplier Management:** Program and controls that standardize the process of selecting and evaluating suppliers to ensure that they meet the required quality and safety standards, as well as the continuous monitoring of supplier performance and implementation of corrective actions when necessary. (*Re. ISO 9001:2015*)

- **Risk Management:** Processes to identify and assess potential risks that enable the development and implementation of plans to mitigate identified risks, as well as emergency response and contingency plans for dealing with incidents. *(Re. ISO 31000:2018 - Risk Management)*

- **Quality Control:** Processes and controls that aim to ensure the quality of the product or service by carrying out thorough inspections and tests at all stages of production and service provision. Quality control provides for the development of processes to identify and correct quality problems. (*Re. ISO 9001:2015*)

- **Communication and Transparency:** Process that ensures the provision of clear and accessible information to customers on the quality and safety of products and services, enabling the development of systems to receive, record and respond to customer feedback and complaints, and provide transparency to all stakeholders.

5. GUIDELINES

RD Saúde understands that it exercises corporate social responsibility through business by reselling products, developing and selling products of its private labels, as well as by providing health services to society. It keeps long-term commitments to reduce the negative impacts of its activities and optimize the positive impacts on society.

In the performance of its activities, it aims to make sure that customers receive quality and safe products and services through processes and controls in the manufacture of its private label products, as well as in

the health care services offered to customers.

Therefore, the company makes the following commitments:

- Prioritize safety at all stages of development and production, ensuring that products are safe to use and comply with all applicable safety standards;

- Ensure that products are developed and produced to meet the highest quality standards, providing value and confidence to customers;

- Provide employees with capacity building and development, offering regular training and promoting a culture of quality and safety throughout the organization;

- Proactively identify, assess and mitigate all potential risks related to product safety throughout its life cycle;

- Implement effective systems to monitor and respond quickly to any safety concerns, including product recall, if necessary; in accordance with the risk and criticality rating established in the procedure for handling claims of customers and branches;

- Improve the supplier management program to ensure that this policy's commitments are complied with by business partners;

- Contribute to and encourage the development of suppliers through collaborative programs that track progress in the quality and efficiency of services provided;

- Encourage continuous innovation and relentless pursuit of improvement in processes and products, taking into account customer feedback, audits and technological advances;

- Maintain open and transparent communication with all stakeholders, responding promptly to any concerns and taking immediate corrective actions when necessary.

5.1 Supplier Management

As a strategic decision, RD Saúde maintains partnerships with companies specialized in the development and production of its private label products. To ensure safety and quality, it establishes a strict monitoring and control process covering all stages, besides conducting frequent audits at the production units.

In order to strengthen RD Saúde's relationship with and the practice of its principles and values by the value chain, the company has a structured supplier management program that establishes criteria and methodology for permanent monitoring of the performance, quality and safety of services and products.

5.2 Communication

With the aim of providing customers with accurate, clear and necessary information on products and services, the company complies with legal and regulatory requirements regarding the labeling of its products and provides guidance to customers on the health services it offers.

Likewise, it maintains relationship channels with the different stakeholders that expect to receive feedback, suggestions and complaints from customers. This information is then managed and used to improve the quality and safety of products and services. These channels and processes enable RD Saúde to identify potential problems, analyze and implement corrective and preventive actions, thus ensuring the cycle of continuous improvement.

In the event of adverse situations regarding the quality and safety of products and services, the company maintains a process of communication with the market in order to promote transparency in customer relations.

For relations with customers and the general public, RD Saúde maintains the following initiatives focused on Private Label products:

- SAC (Customer Service Call Center): Focuses on the customer, receives claims and provides fluid communication, offering a telephone number and an email address. In order to streamline the access, the customer service phone number is printed on the label of all RD Private Label products, except when laws in force require that the manufacturer display its own customer service channel.

- Service Now Platform: Communication platform focused on the teams in the branches, offering a direct communication channel with private label products. Service Now Platform aims to address technical issues and, in particular, to direct complaints, doubts, suggestions and other types of claims to Quality Assurance.

- Multi-channel Monitoring: In addition to the channels provided by Private Labels, other platforms such as social networks and digital channels are monitored to capture customer claims and distribute them internally. These claims are forwarded to Quality Assurance, and so are all issues involving product quality so that the necessary action is taken.

6. RESPONSIBILITIES

Private Label Officer

- Define quality and safety standards for private label products manufactured by business partners;

- Make sure that the company's products comply with all applicable standards and regulations and with the best market practices;

- Establish and maintain customer relations channels to receive complaints, criticism and suggestions regarding the quality and safety of products and services in order to improve RD Saúde's practices.

- Maintain product performance monitoring and analysis through customer interface channels in order to identify opportunities for improvement;

- Update, when necessary, this policy in line with the company's vision and strategic objectives;

- Work with suppliers on an ongoing basis to improve the quality and safety of private label products;

- Approve the guidelines and commitments of this policy.

Legal Officer

- Define, through the Regulatory Legal area, the quality and safety management and control standards for the services offered by RD Saúde;

- Establish standards for internal quality control and external quality control of clinical analysis through quality control management;

- Contribute to improving and updating this policy;

Human Resources Officer

- Provide capacity building and training for employees to ensure that everyone is aware of and prepared for the activities involved in providing health services to customers.

Sustainability Officer

- Keep track of market trends and legal frameworks to assist the Private Label Officer in improving RD Saúde's practices;

- Provide transparency to the various stakeholders through the annual accountability documents regarding the performance of RD Saúde's products and services and adverse situations, as well as the measures taken to mitigate them.

Other Managers

- Follow and enforce the guidelines and commitments of this policy.

7. UPDATE

This policy shall be updated, whenever necessary, at the organization's discretion.

8. AUTHORITY

Act / Reason	Person in charge	Approval
Policy Development	Private Label Manager	Private Label Officer

9. RECORD

Version number	Created / modified on	Date of Approval	Access	Maintenance and update	Storage
001	Jul 30, 2024	Aug 27, 2024	Corporate	Private Label Officer	Workplace