



2019 Annual **Sustainability Report**



Action against COVID-19

GRI 416-1

In early 2020, the pandemic caused by the new coronavirus (COVID-19) made us face an unexpected scenario. For OdontoPrev, care is above all, therefore, we are committed to our stakeholders to do our utmost to defeat this global health challenge. We believe everybody wins by taking care of each person involved in our operation, thus, our measures and decision took into account the lives of our more than 2,000 employees, 31,000 accredited dentists, 597 suppliers, and more than 7 million beneficiaries.



We acted efficiently and rapidly during this challenging scenario. OdontoPrev was already evaluating dental teleorientation and, considering that staying at home during a pandemic is the best way of taking care of yourself, we developed and launched the Online Dentist in only five days, the first dental teleorientation service, available throughout the Brazilian territory via video call. Thus, our beneficiaries can take care of their dental health, including over 6,800 children and young people assisted by the institutions we support.

If beneficiaries need urgent assistance or emergency, we created a support network to answer urgencies with 1,317 services dental offices, in approximately 1,080 cities.

To speed up the sending of our accredited dentists' service slips and x-rays to OdontoPrev, we quickly implemented an online system for them to send the documentation electronically. During quarantine, dental treatment slips and related documentation are now sent 100% online through new functionalities, available in Rede UNNA and Rede UNNA Portal; over 240,000 slips were sent during the first 15 days.

Aiming the safety of our employees, we expanded our home office and home-based policy, effective since 2019. A significant number of our employees were already working remotely and received the Quality Office Program, which trained them on the best practices to work under this format.

The pandemic scenario only reinforces that our digital DNA makes the difference and that technology and innovation will continue bringing efficiency gains, business intelligence, social and environmental performance. In 2020, we intend to stay as beneficiaries' top of mind option, thus, we will keep investing in innovation and pursuing a solid and sustainable growth, so that we can

continue taking care of millions of smiles!