



2019 Annual Sustainability Report



Rede UNNA

GRI 417-1

Rede UNNA is OdontoPrev's accredited network brand, which adopts an exclusive relationship model with over 31,000 surgeon dentists, throughout the country, obtaining a unique level of satisfaction and recognition in Brazil's health sector.

The network is mainly composed of professionals with graduate specialized studies, and on average, three-year professional experience. In 2019, 8.8 million treatments were performed, 25.3 million procedures, 573,000 surgical procedures and over 308,00 babies and children were assisted.

The Company maintains a relationship with the accredited network through events (check in the box), communication vehicles, and technological innovation. The magazine Conexão UNNA publishes scientific articles and is distributed quarterly to the entire accredited network of dentists, in 2019, it received a new layout, thus, becoming more attractive for the reader.

OdontoPrev also maintains employees as field consultants, i.e., surgeon dentists who maintain direct contact with the accredited network of professionals, visiting them regularly. After the dentist being accredited to the network, the consultant explains all the information necessary on procedures and functionalities, such as apps and website. Consultants receive continual training to keep abreast of OdontoPrev's internal procedures, the sector's trends, and novelties. External consultants also receive support via telephone or the Internet, from internal consultants, also surgeon dentists who are available in OdontoPrev's headquarters or branches.

In 2019, the Company intensified virtual contacts with the network, using digital platforms to maintain close and frequent contact with accredited dentists. In 2019, accredited dentists received 51,000 visits, 12% higher than in 2018, divided between 30,000 on-site visits and 21,000 virtual visits (+45%).

The loyalty program is one of the benefits offered by OdontoPrev to its accredited network, wherein dental treatments add points that allow exchanging with dental materials. Dental Partner distributes and delivers materials, at no cost to accredited dentists. Also, in 2019, dental products were made available for sale, at competitive and more attractive prices than those offered in the market, evidencing OdontoPrev's care and concern with facilitating the daily routine of its accredited network.

Procedures	2017	2018	2019	Δ 2018/2019
Elective procedures				
Treatments	7,853,436	8,413,214	8,811,196	4.7%
Procedures	24,593,708	24,826,448	25,392,433	2.3%
Beneficiaries assisted	6,529,433	6,905,883	7,187,829	4.1%
Surgeries				
Surgical treatments	310,105	318,557	331,486	4.1%

Procedures	2017	2018	2019	Δ 2018/2019
Surgical procedures	544,715	552,898	573,718	3.8%
Beneficiaries assisted	290,443	297,953	308,967	3.7%

7th International Rede UNNA Forum gathers 220 surgeon dentists

The 7th edition of the event took place on April 5 to 7, at Praia do Forte (BA), and gathered 220 surgeon dentists, who had the opportunity to get together, exchange experiences, and acknowledge outstanding dentistry professionals.

The Forum's scientific schedule maintained its excellence with a team of lecturers who discussed trends, techniques, innovations, and the future of our profession. Dental aesthetics, today, a trendy issue in the sector, on the verge of art and science, was one of the themes discussed. Novelties were also introduced on aesthetic rehabilitations and periodontics. The audience was stimulated to think about these new paradigms, in a presentation which showed the challenges of the digital era and the surgeon dentist's new profile.

- **220** surgeon dentists
- **171** new participants
- **119** municipalities represented
- **20** Brazilian States + Federal District
- **2** countries (Brazil and Mexico)

Rigorous quality control

OdontoPrev's business model is focused on the excellence of the services provided. To ensure the desired standard, a team of specialized dentists focuses on analyzing and supporting the accredited network's activities.

SENDING OF DOCUMENTS

The accredited network sends to OdontoPrev electronic images and documentation of services rendered.

DIGITALIZATION

The Digital Convergence Department digitalizes all the images received. The digitalization equipment was developed internally by OdontoPrev, meeting the Company's special needs to capture a high quality of radiologic exams.

EVALUATION

The Quality Management Department evaluates all dental treatments conducted by the accredited network. All auditors receive training so that analyses are standardized and classified in accordance with guidelines defined.

STANDARDIZATION

When the treatment does not reach desired standards, the accredited dentist is contacted, so that the dental procedure is reviewed, at no cost to the client.

TRACEABILITY

Evaluations are registered in the track record of patient and dentist.



Quality standard reinforced by the performance of the Clinical Audit