



# 2019 Annual Sustainability Report



Sua boca merece um expert. ✓

# GRI Content Index

General disclosures	Standard content	Page/Answer
		Profile
102-1	Name of the organization	<a href="#">Profile</a>
102-2	Activities, brands, products and services	<a href="#">Strategy and businesses</a>
102-3	Location of the headquarters	<a href="#">Employees management</a>
102-4	Location of operations	OdontoPrev operates in Argentina, Brazil, Colombia, Mexico and Venezuela. The data in this report refers exclusively to the Brazilian operations. Learn more on <a href="#">Profile</a>
102-5	Ownership and legal form	<a href="#">Profile</a> <a href="#">Corporate structure</a>
102-6	Markets served	<a href="#">Profile</a>
102-7	Scale of the organization	<a href="#">Profile</a> <a href="#">Employees management</a>
102-8	Information on employees and other workers	<a href="#">Employees management</a>
102-9	Supply chain	<a href="#">Suppliers management</a>
102-10	Significant changes to the organization and its supply chain	There were no significant changes in the period.
102-11	Precautionary principle or approach	<a href="#">Risk management</a>
102-12	External initiatives	<a href="#">Vision of sustainability</a>
102-13	Membership of associations	<a href="#">Value relationships</a>
		Strategy
102-14	Statement from senior decision-maker	<a href="#">Message from the CEO</a>
		Ethics and integrity
102-16	Values, principles, standards, and norms of behavior	<a href="#">Profile</a>
		Governance
102-18	Governance structure	<a href="#">Corporate governance structure</a>

General disclosures	Standard content	Page/Answer
	Stakeholder engagement	
	102-40 List of stakeholder groups	<a href="#">Edition of 2019 Report</a>
	102-41 Collective bargaining agreements	<a href="#">Employees management</a>
	102-42 Identifying and selecting stakeholders	<a href="#">Edition of 2019 Report</a>
	102-43 Approach to stakeholder engagement	<a href="#">Edition of 2019 Report</a>
	Reporting practice	
	102-45 Entities included in the consolidated financial statements	In the consolidated financial statements, the investments of the subsidiaries were not mentioned, neither were the equity income results, the asset, liability and result balances resulting from transactions between such companies. Subsidiaries are consolidated from the date when control is transferred to OdontoPrev.
General disclosures	102-46 Defining report content and topic boundaries	<a href="#">Edition of 2019 Report</a>
	102-47 List of material topics	<a href="#">Edition of 2019 Report</a>
	102-48 Restatements of information	<a href="#">Edition of 2019 Report</a>
	102-49 Changes in reporting	<a href="#">Edition of 2019 Report</a>
	102-50 Reporting period	<a href="#">Edition of 2019 Report</a>
	102-51 Date of most recent report	<a href="#">Edition of 2019 Report</a>
	102-52 Reporting cycle	<a href="#">Edition of 2019 Report</a>
	102-53 Contact point for questions regarding the report	For information or to clarify any doubts, contact us by: ri@odontoprev.com.br.
	102-54 Claims of reporting in accordance with the GRI Standards	<a href="#">Edition of 2019 Report</a>
	102-55 GRI content index	<a href="#">GRI content index</a>
	102-56 External assurance	Socio-environmental information are monthly consolidated and are monitored by the Sustainability area. In order to ensure that actions happen as expected, the team's goal is to carry out actions related to socio-environmental impacts. The data reported in this report are not audited by an independent entity.
Topics		
Economic Series		
Economic performance		
	103-1 Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2 The management approach and its components	<a href="#">Performance in 2019</a>
	103-3 Evaluation of the management approach	<a href="#">Performance in 2019</a>

General disclosures		Standard content	Page/Answer
Economic performance	201-1	Direct economic value generated and distributed	<a href="#">Performance in 2019</a>
Market presence			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">Employees management</a>
	103-3	Evaluation of the management approach	<a href="#">Employees management</a>
Market presence	202-2	Proportion of senior management hired from the local community	The main operations and the largest number of employees are located at the headquarters, in Barueri (SP). All senior executives hired are from the local community.
Anti-corruption			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">Internal controls and compliance</a>
	103-3	Evaluation of the management approach	<a href="#">Internal controls and compliance</a>
Anti-corruption	205-1	Operations assessed for risks related to corruption	<a href="#">Internal controls and compliance</a>
	205-2	Communication and training about anti-corruption policies and procedures	<a href="#">Ethics and transparency</a>
Environmental Series			
Emissions			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">GHG emissions</a>
	103-3	Evaluation of the management approach	<a href="#">GHG emissions</a>
Emissions	305-1	Direct (Scope 1) GHG emissions	<a href="#">GHG emissions</a>
Effluents and waste			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">Waste management</a>
	103-3	Evaluation of the management approach	<a href="#">Waste management</a>
Effluents and waste	306-2	Waste by type and disposal method	<a href="#">Waste management</a>
Supplier environmental assessment			

General disclosures		Standard content	Page/Answer
Management approach	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
	103-2	The management approach and its components	<a href="#">Suppliers management</a>
	103-3	Evaluation of the management approach	<a href="#">Suppliers management</a>
Supplier environmental assessment	308-1	New suppliers that were screened using environmental criteria	<a href="#">Suppliers management</a>
Social Series			
Training and education			
Management approach	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
	103-2	The management approach and its components	<a href="#">Development and training</a>
	103-3	Evaluation of the management approach	<a href="#">Development and training</a>
Training and education	404-1	Average hours of training per year per employee	<a href="#">Development and training</a>
Diversity			
Management approach	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
	103-2	The management approach and its components	<a href="#">Employees management</a> <a href="#">Corporate governance structure</a>
	103-3	Evaluation of the management approach	<a href="#">Employees management</a> <a href="#">Corporate governance structure</a>
Diversity	405-1	Diversity of governance bodies and employees	<a href="#">Employees management</a> <a href="#">Corporate governance structure</a>
Supplier social assessment			
Management approach	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
	103-2	The management approach and its components	<a href="#">Suppliers management</a>
	103-3	Evaluation of the management approach	<a href="#">Suppliers management</a>
Supplier social assessment	414-1	New suppliers that were screened using social criteria	<a href="#">Suppliers management</a>
Customer health and safety			
Management approach	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
	103-2	The management approach and its components	<a href="#">Risk management</a>
	103-3	Evaluation of the management approach	<a href="#">Risk management</a>

General disclosures	Standard content		Page/Answer
Customer health and safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	In 2019, there were no cases of non-compliance with regulations and codes related to the health and safety of the services offered by OdontoPrev and its accredited network. In 2020, the Company adopted practices to ensure the health and safety of its customers and beneficiaries, due to the pandemic generated by the coronavirus (see <a href="#">Action against COVID-19</a> ).
Marketing			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">Rede UNNA</a>
	103-3	Evaluation of the management approach	<a href="#">Rede UNNA</a>
Marketing	417-1	Requirements for product and service information and labeling	<a href="#">Rede UNNA</a>
Customer privacy			
	103-1	Explanation of the material topic and its boundary	<a href="#">Edition of 2019 Report</a>
Management approach	103-2	The management approach and its components	<a href="#">Customer privacy</a>
	103-3	Evaluation of the management approach	<a href="#">Customer privacy</a>
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<a href="#">Customer privacy</a>