OdontoPrev

2019 Annual **Sustainability Report**



GRI Content Index

General disclosures	Standard content	Page/Answer
	Profile	
102-1	Name of the organization	Profile
102-2	Activities, brands, products and services	Strategy and businesses
102-3	Location of the headquarters	Employees management
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 Profile
102-5	Ownership and legal form	Profile Corporate structure
102-6	Markets served	Profile
102-7	Scale of the organization	Profile Employees management
102-8	Information on employees and other workers	Employees management
102-9	Supply chain	Suppliers management
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	Risk management
102-12	External initiatives	Vision of sustainability
102-13	Membership of associations	Value relationships
	Strategy	
102-14	Statement from senior decision-maker	Message from the CEO
	Ethics and integrity	
102-16	Values, principles, standards, and norms of behavior	Profile
	Governance	
102-18	Governance structure	Corporate governance structure

For a better content display, data formatting and report interactivity, check the online version: http://odontoprev2019.blendon.com.br

General disclosures	Standard content		Page/Answer
General disclosures	Stakeholder engagement		
	102-40	List of stakeholder groups	Edition of 2019 Report
	102-41	Collective bargaining agreements	Employees management
	102-42	Identifying and selecting stakeholders	Edition of 2019 Report
	102-43	Approach to stakeholder engagement	Edition of 2019 Report
	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.
	102-46	Defining report content and topic boundaries	Edition of 2019 Report
	102-47	List of material topics	Edition of 2019 Report
	102-48	Restatements of information	Edition of 2019 Report
	102-49	Changes in reporting	Edition of 2019 Report
	102-50	Reporting period	Edition of 2019 Report
	102-51	Date of most recent report	Edition of 2019 Report
	102-52	Reporting cycle	Edition of 2019 Report
	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	Edition of 2019 Report
	102-55	GRI content index	GRI content index
	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			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Performance in 2019
	103-3	Evaluation of the management approach	Performance in 2019

General disclosures	Standard content		Page/Answer
Economic performance	201-1	Direct economic value generated and distributed	Performance in 2019
Market presence			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Employees management
	103-3	Evaluation of the management approach	Employees management
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			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Internal controls and compliance
	103-3	Evaluation of the management approach	Internal controls and compliance
Anti-corruption	205-1	Operations assessed for risks related to corruption	Internal controls and compliance
	205-2	Communication and training about anti-corruption policies and procedures	Ethics and transparency
Environmental Series			
Emissions			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	GHG emissions
	103-3	Evaluation of the management approach	GHG emissions
Emissions	305-1	Direct (Scope 1) GHG emissions	GHG emissions
Effluents and waste			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Waste management
	103-3	Evaluation of the management approach	Waste management
Effluents and waste	306-2	Waste by type and disposal method	Waste management
Supplier environmental assessment			

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

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 Action against COVID-19).
Marketing			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Rede UNNA
	103-3	Evaluation of the management approach	Rede UNNA
Marketing	417-1	Requirements for product and service information and labeling	Rede UNNA
Customer privacy			
Management approach	103-1	Explanation of the material topic and its boundary	Edition of 2019 Report
	103-2	The management approach and its components	Customer privacy
	103-3	Evaluation of the management approach	Customer privacy
Customer privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer privacy