

Institutional Presentation

1Q25





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 **RDsaúde**
for a healthier society.



RD Saúde snapshot: Leading the pharma retailing industry in Brazil.

Our Purpose:

Together for a **healthier society**.

Our Ambition:

To become, by 2030, the group that contributes the most towards a **healthier society** in Brazil.

PHARMACIES

3,301

across every Brazilian state

EMPLOYEES

66.3 K

at the end of the 1Q25

ACTIVE CUSTOMERS

49.7 MM

in the last 12 months

TICKETS

411 MM

in the last 12 months

GROSS REVENUE

R\$42.8 B

(1Q25 LTM)
+14% Y/Y growth

ADJUSTED EBITDA

R\$3.0 B

(1Q25 LTM)
6.9% of gross revenue

PHARMACY CHAIN

#1

in Brazil, in revenue and pharmacy count

OPENINGS

330-350

new pharmacies in 2025 (guidance)

NPS Net Promoter Score

90 PHARMACIES

78 APPS

DIGITAL SESSIONS

182 MM

visits to our apps and websites in the 1Q25

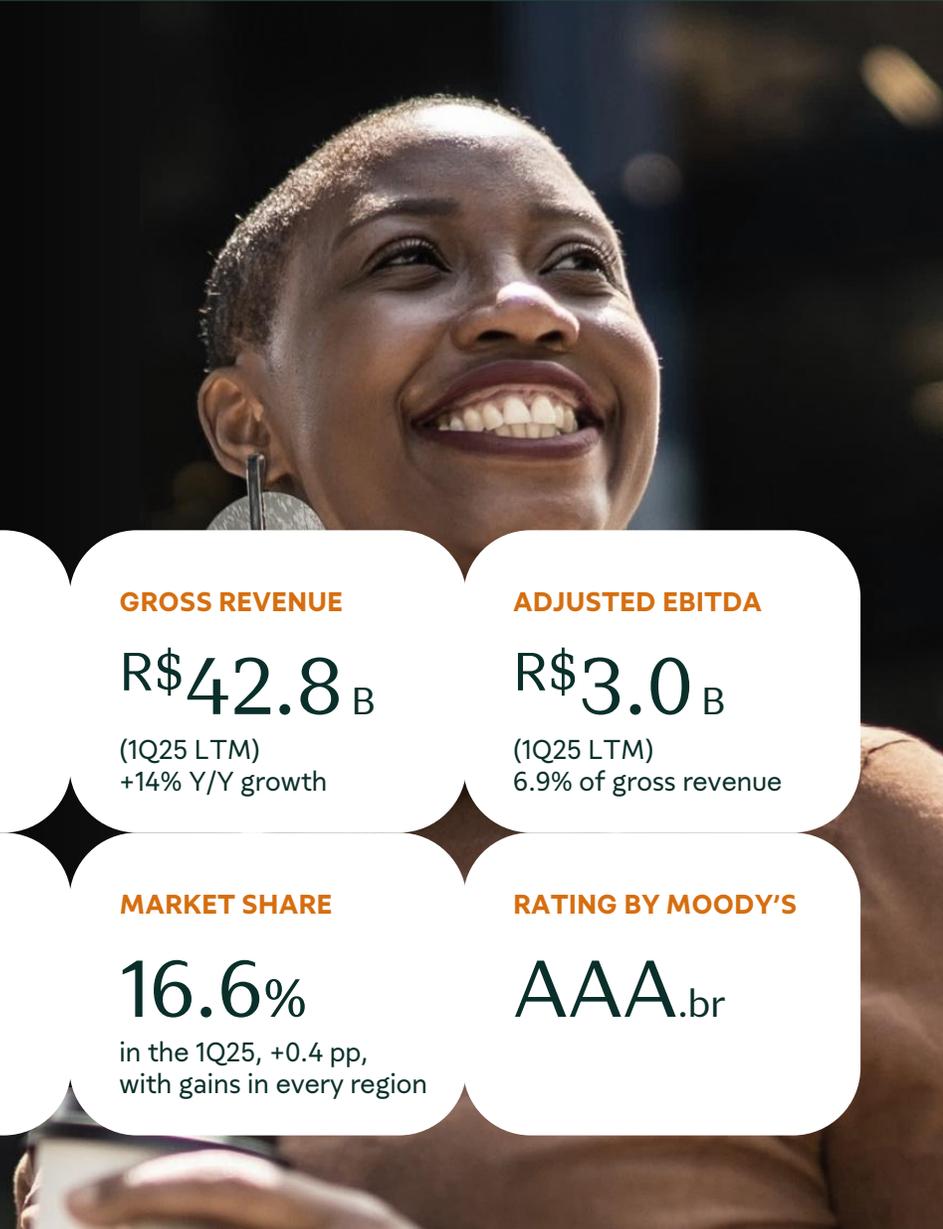
MARKET SHARE

16.6%

in the 1Q25, +0.4 pp, with gains in every region

RATING BY MOODY'S

AAA.br

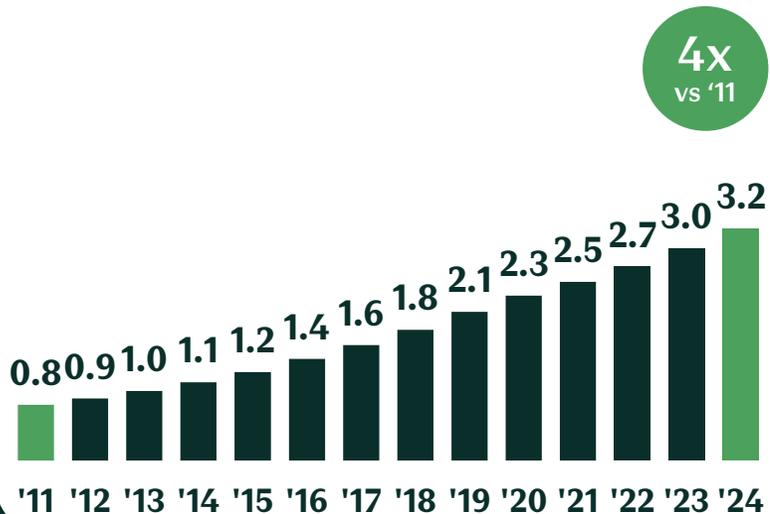




We recorded 13 years of consistent high growth in pharmacy count, gross revenue and adj. EBITDA since the merger of Raia and Drogasil.

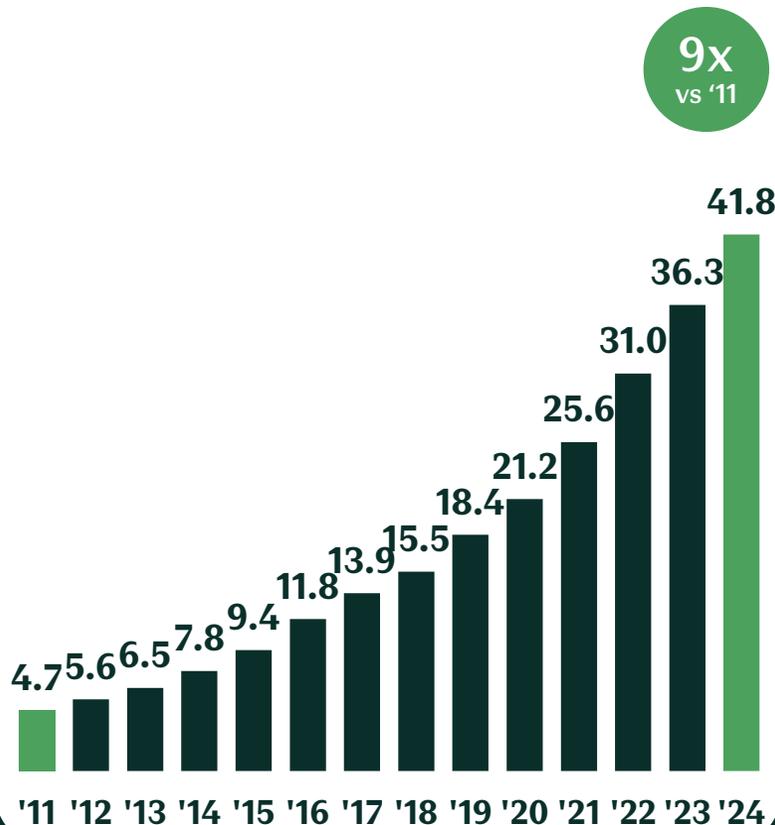
Pharmacies

Store count, thousands



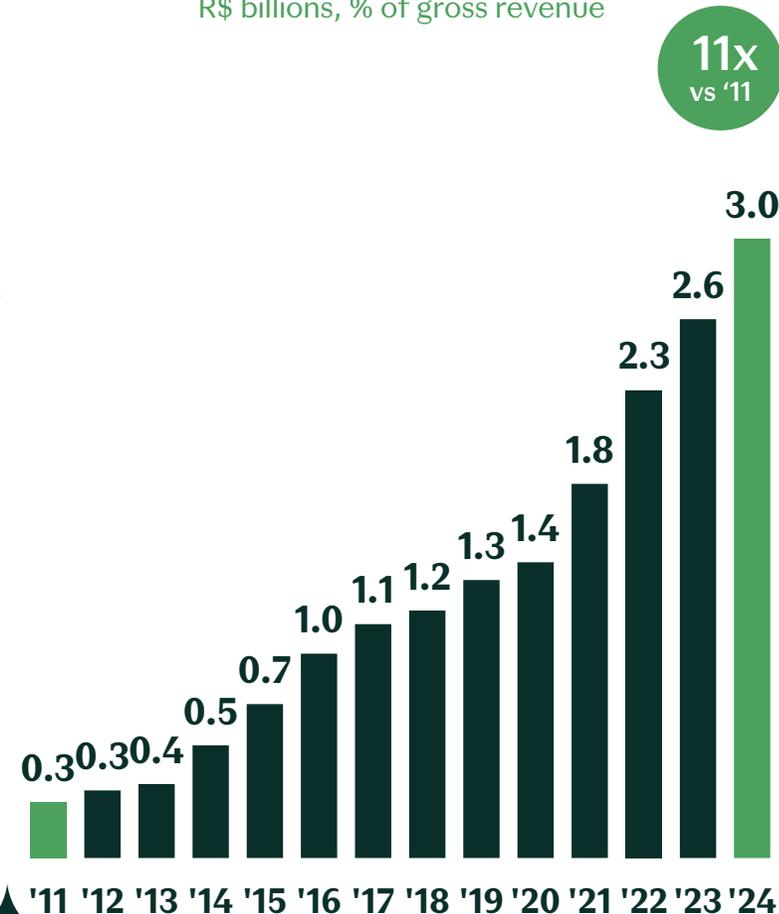
Gross revenue

R\$ billions



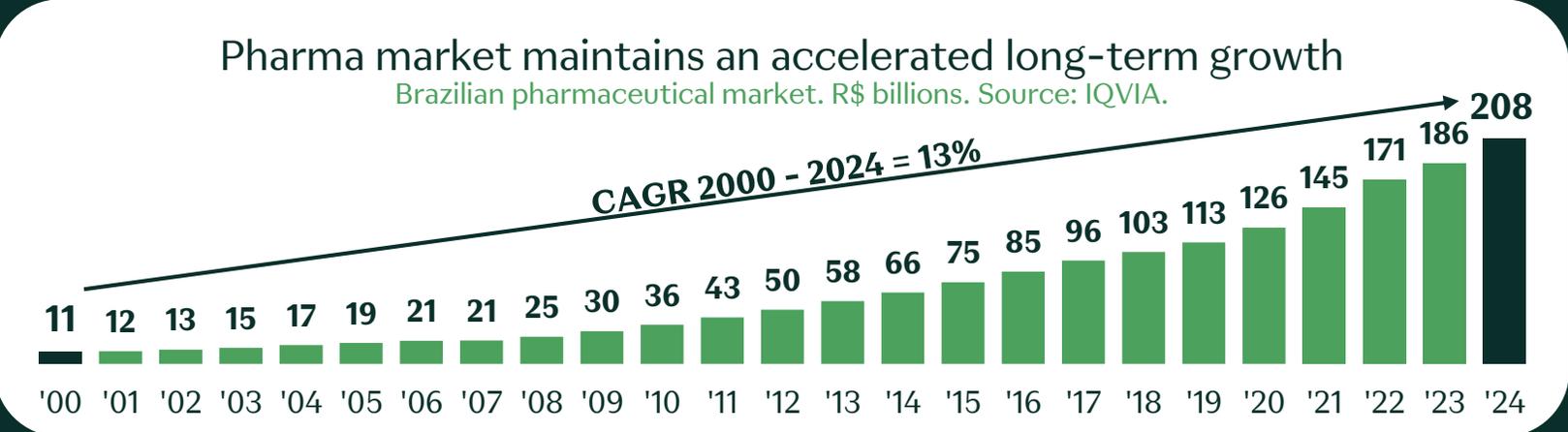
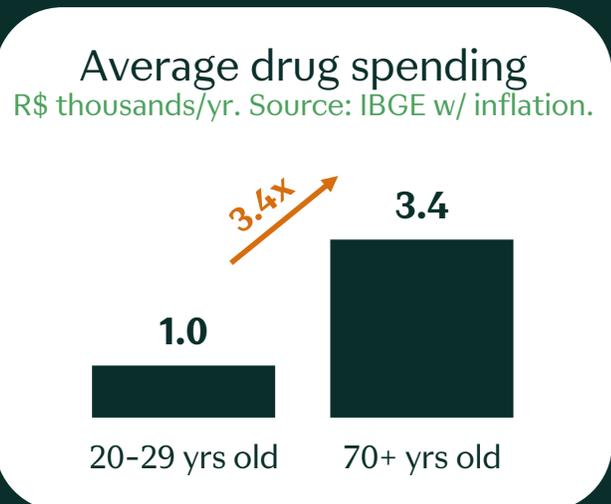
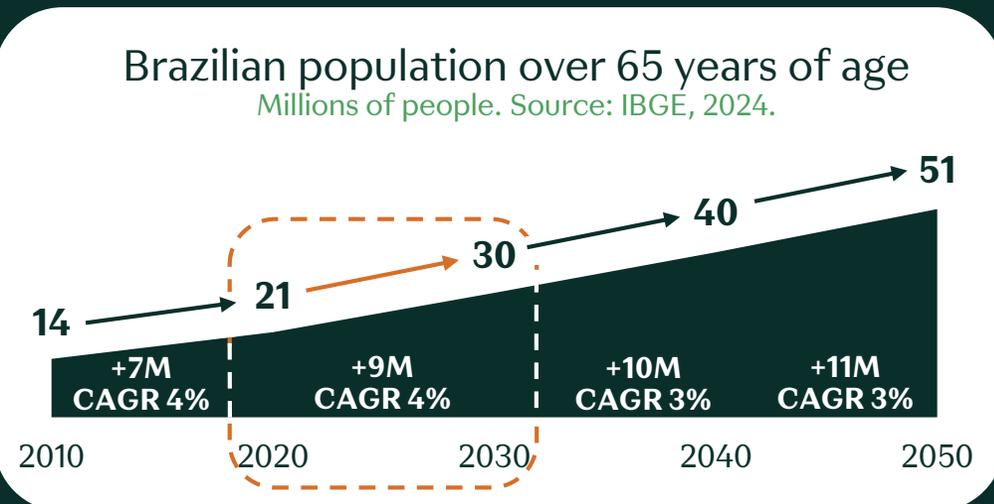
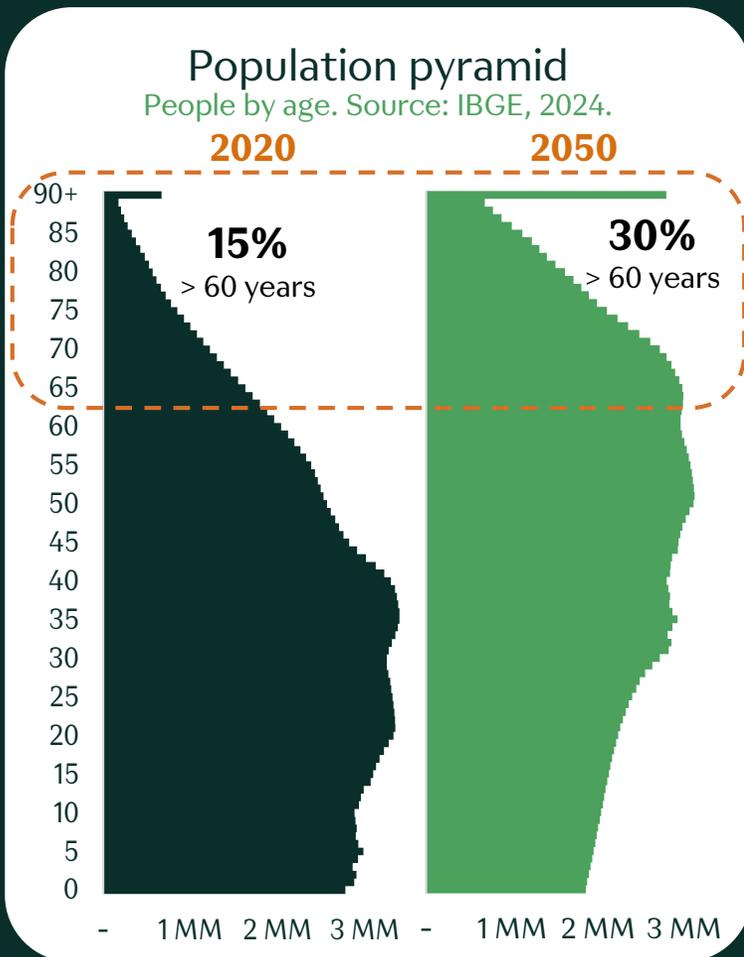
Adjusted EBITDA

R\$ billions, % of gross revenue





The long-term aging of the population sustains robust demand growth of the pharmaceutical market in Brazil.





The fragmented pharmacy market offers ample opportunity for consolidation and long-term growth.



Market share (Retail participation by list price, sell-out + sell-in)



Average annual sale per pharmacy in 2024 (RD Saúde = 100 index)

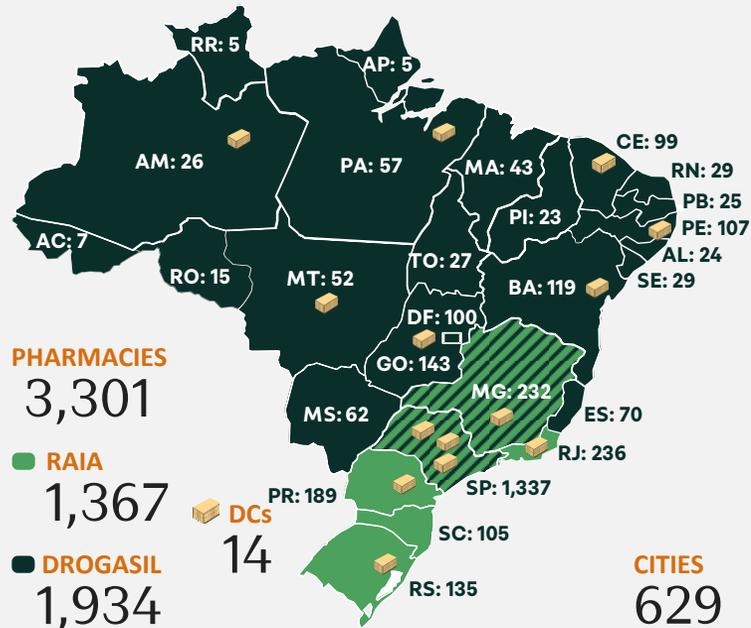


Source: IQVIA.



We continue to expand nationally with unique pace, solid unit economics and diversification while sustaining real IRRs above 20% net of cannibalization.

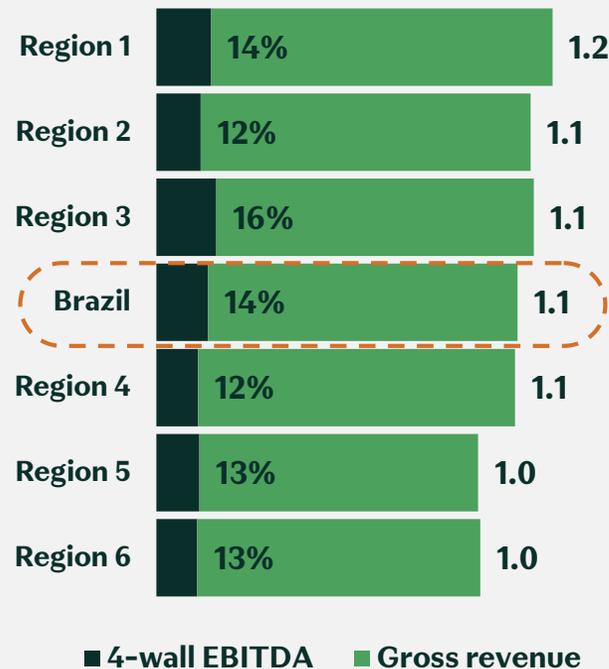
Geographic presence (1Q25)



94% of the Brazilian A-class population in a radius of 1.5 km

Performance by region*

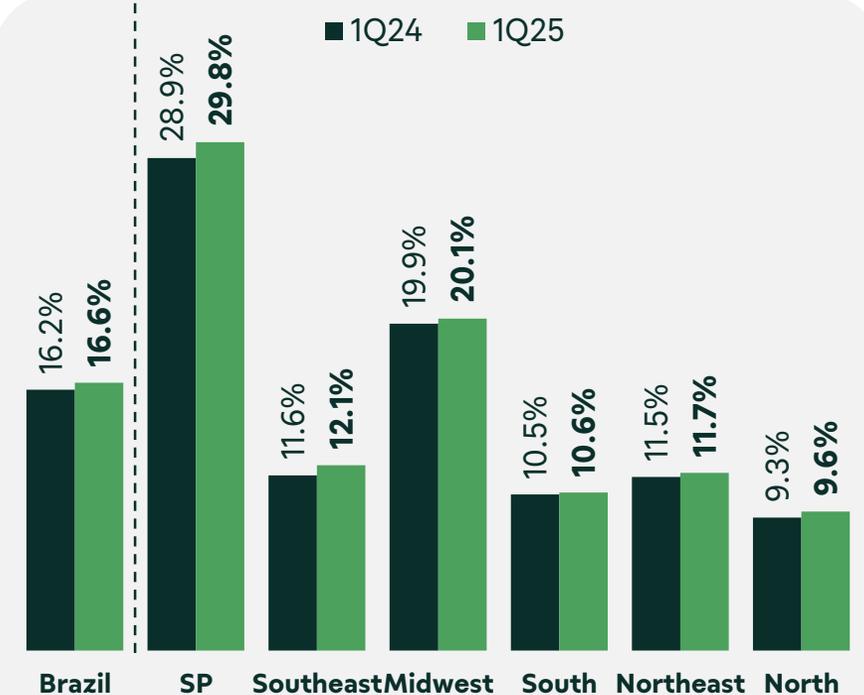
R\$ millions, 1Q25 LTM



* 4-wall EBITDA of mature stores. Excludes distribution centers and regional expenses.

Market share

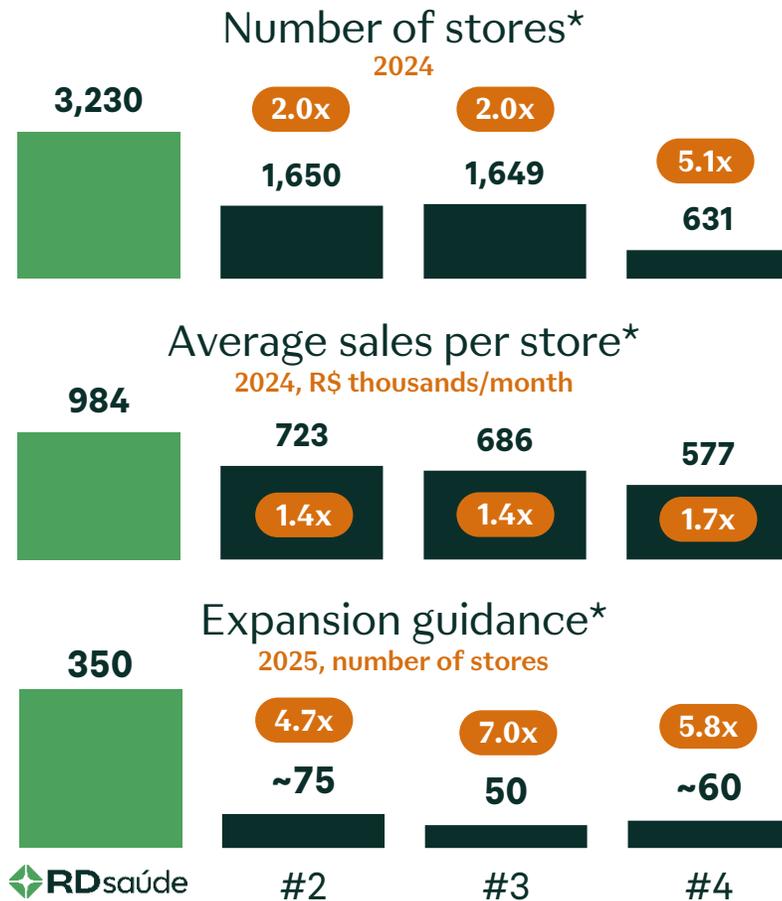
Quarterly retail share at list price, sell-out + sell-in



Source: IQVIA. Southeast excludes SP. Adjusted for inconsistencies in the category "Nutritional & Diet items" which overestimates market share gains.



We continue to build upon unique assets and skillsets towards the consolidation of the pharmaceutical market.



- ◆ A **centennial culture of caring**, with 66k employees and 13k pharmacists;
- ◆ **Brands** with NATIONAL presence and STRENGTH;
- ◆ **50 MM** active customers, **7 MM** loyal and an **NPS of 90**;
- ◆ Customer **proximity** (70 MM in 5 minutes), at prime locations;
- ◆ Proprietary **digital journey** with accelerated adoption;
- ◆ **Pharmaceutical services** scaling up and strengthening customer bonds.

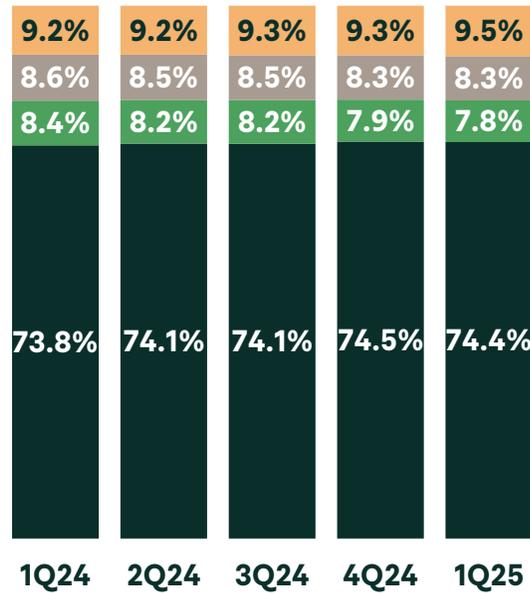
* Source: RD Saúde estimates based on public information from listed competitors #3 and #4, and information released in the press for unlisted competitor #2.



We expanded our chain with geographic and demographic diversification, offering a complete assortment, promoting health and well-being.

Pharmacy portfolio

■ Mature ■ Year 3 ■ Year 2 ■ Year 1



ASSERTIVENESS

98%^{LTM}¹

GUIDANCE

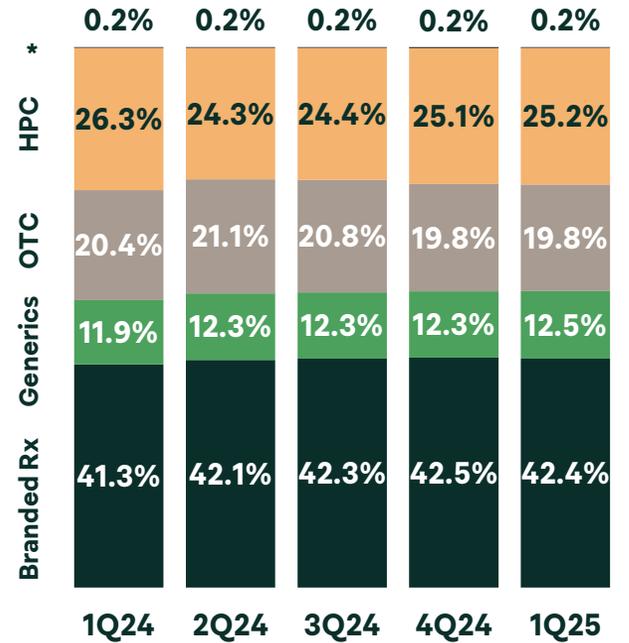
330-350

gross openings
in 2025.

RAMP-UP

Store maturation
after three
full years.

Retail sales mix



¹ Considers the % of store closures within the maturation process, which correspond to expansion mistakes, divided by the LTM openings.

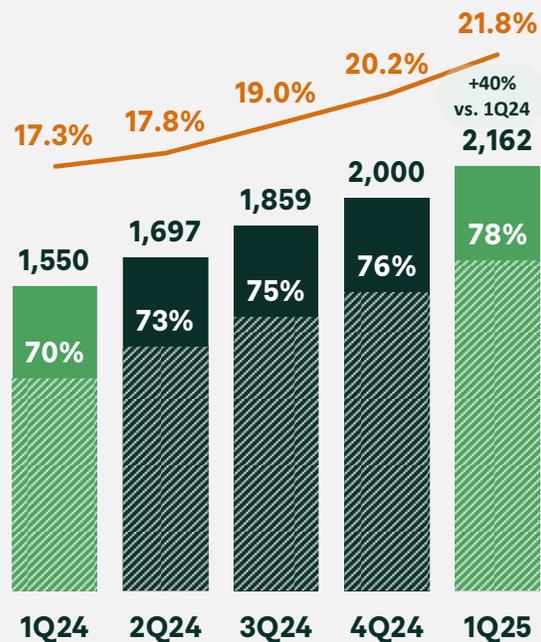
*Services



Digital grew 40% to R\$ 2.2 billion in the 1Q25. Penetration of 21.8%, with 78% via apps and 96% delivered in under 60 minutes.

Digital sales

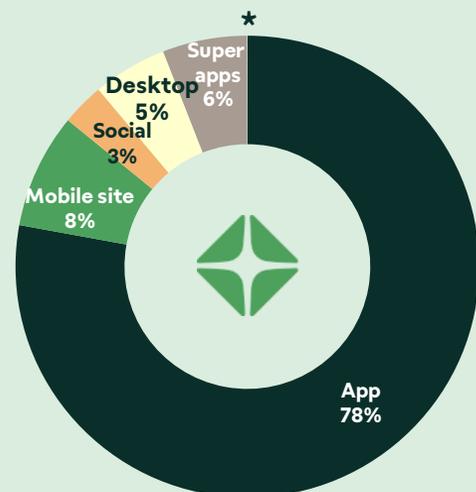
R\$ million, % of retail gross revenue



— Retail penetration ▨ App participation in sales ■ Revenue of digital channels

Digital channel mix

% of digital sales, 1Q25



94%

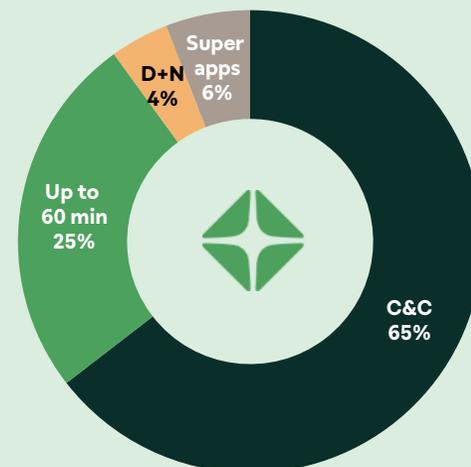
modern and proprietary channels

89%

proprietary channels through mobile devices

Delivery mix

% of digital sales, 1Q25



98%

fulfilled by pharmacies (incl. D+N)

96%

delivered in under 60 minutes

* Call center represents < 1% of digital channels.



Our Health and Wellness strategy is focused on the Customer journey, offering a pharmacy connected to a service platform, positioned in primary care.

TOGETHER FOR A HEALTHIER SOCIETY



HEALTHIER PEOPLE
Employees, Customers,
Community



HEALTHIER BUSINESSES
Diversity, Education,
Shared Value



HEALTHIER PLANET
Emissions,
Energy, Waste



Pharmaceutical
Retail

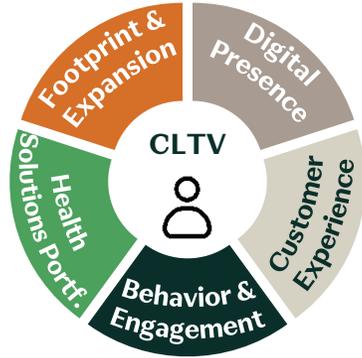


Integral
Health



Our customers are our greatest asset. In-store experience increases engagement while digitalization drives loyalty and frequency, resulting in an increased CLTV.

Engagement is the result of the entire customer journey

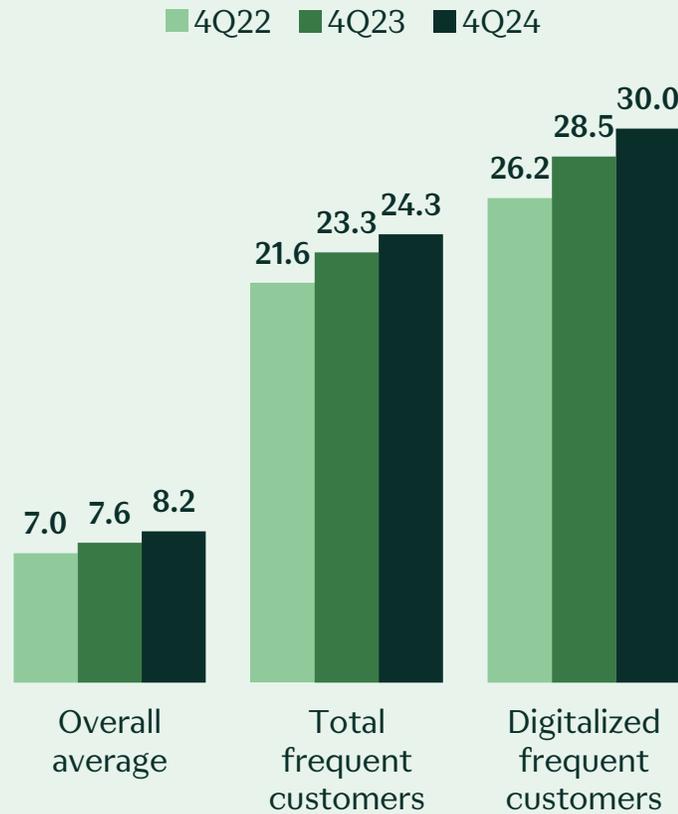


2024 Customer segmentation*

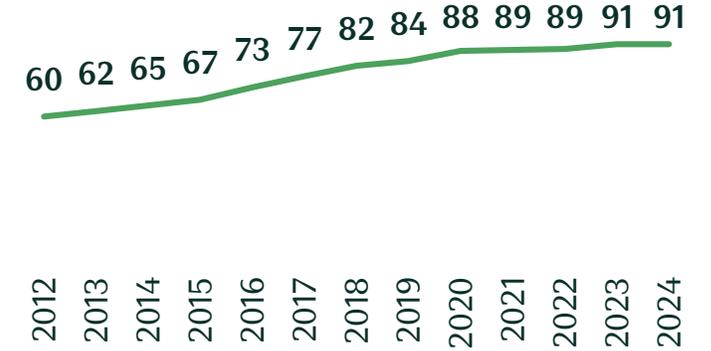


* Millions of customers, % LTM retail gross revenue.

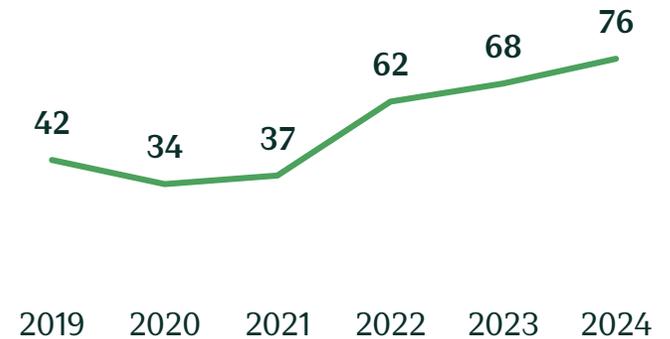
Annual purchasing frequency



Pharmacy NPS



App NPS**



** Estimated 2019 and 2020 criteria for current methodology.



Our digital and health strategy aims to build bonds with each customer to enhance Customer Annual Value (CAV) according to their profile.

CAV = Customer Annual Value
Annual gross profit (R\$) per customer

Average CAV ^{INDEX} per customer **100**

20

Casual customer

206

Frequent customer (10x vs. Casual)

CAV by profile

Chronic Use	159
Profile B	225
Profile C	234
Profile D	265

X

CAV by bond

EXAMPLES OF DIGITAL BONDS

Bond X	164
App	176
Bond Y	193
Stix	193

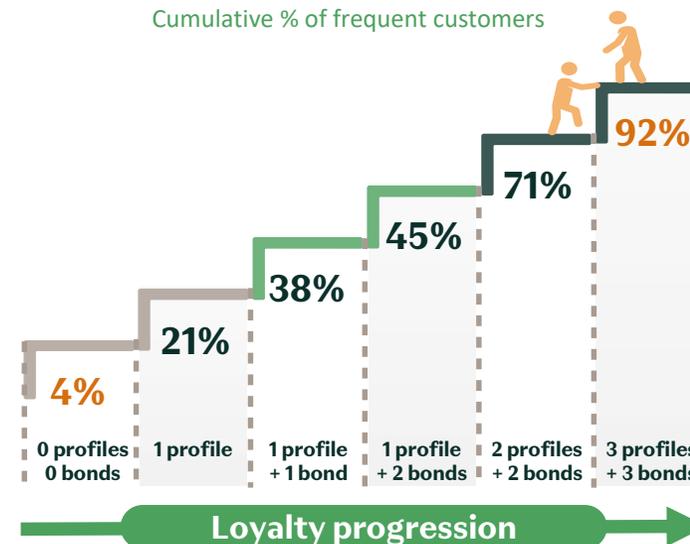
EXAMPLES OF HEALTH BONDS

Rapid delivery	173
Bond W	150
Health Services	214
Bond Z	232

=

Profile and bond impact on loyalty

Cumulative % of frequent customers



12-month view, Sep/24.



We are continually evolving our positioning in primary healthcare, participating in the healthcare system with services offered in pharmacies.



Main achievements (1Q25)

NPS (Net Promoter Score)	93
Available services	40
Types of vaccines	23
Health Hubs	2.5k
Vaccination rooms	385
Pharmaceutical services	2.1 MM

- ◆ Digital scheduling and declaration;
- ◆ Service customers have **2.5x higher frequency and spending**;
- ◆ **~40% share in the pharmaceutical market** in vaccines such as herpes zoster, dengue and HPV (Source: IQVIA).



- ### Pharmacy Degree provided for employees
- ◆ Customized course subsidized by RD Saúde;
 - ◆ 4,000 hours of workload, 5-year duration.

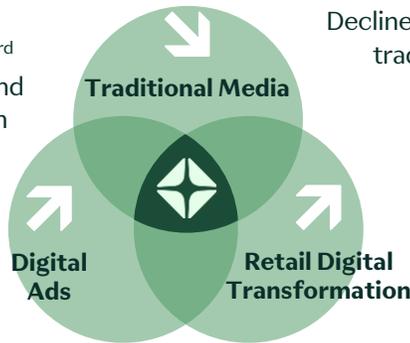


Impulso is the retail media business of RD Saúde, a reference in consumer health media, impacting customer engagement, interest and LTV.

1st party data is key for retail media growth

Trend #2

Depreciation of 3rd party identifiers and increasing screen time for digital devices



Trend #1

Decline in screen time of traditional media

Trend #3

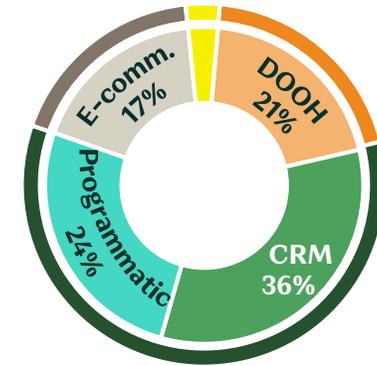
Omnichannel, digitalization of the customer journey

Source: Aster Capital.

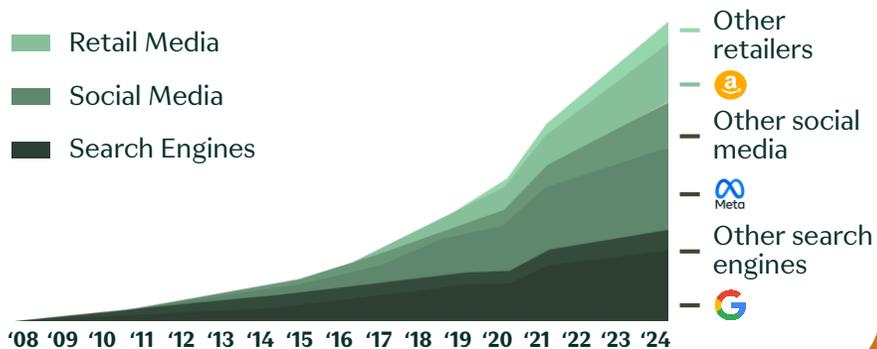
RD Ads
is now
impulso
soluções de mídia RDsaúde

Impulso, revenue breakdown (3Q24):

- Offsite; 60%
- Instore; 21%
- Onsite; 17%
- Others; 3%



USA ad net revenue*



* Source: eMarketer, October 2021.

The best customers and experience

- 49.7 million customers
- 97% identified sales
- 411 million transactions (1Q25 LTM)
- NPS of 90 at pharmacies

Physical and digital presence

- 629 cities and 3.3 k pharmacies
- 94% of A-class within a 1.5 km radius from our stores
- 5 min away from 70% of the population
- Top 10 digital audience in Brazilian retail

Increased relevance with partners

- ~500 1P suppliers
- 25 of the Top 50 advertisers in Brazil
- Proficiency in category management and purchase behavior

We are constructing our ecosystem with opportunities in Health, Compounded Medicine, Specialty Medicine, Ads, among others.



Retail Solutions

Health Solutions





Together with our Business Strategy comes our Sustainability journey towards the goals established for 2030.

G

- **Stewardship** of founding families since **1905**;
- Shareholder agreement until **2031**;
- Independent board members with **complementary skillsets**;
- Advisory committees for: Health & Strategy, Nomination & Remuneration, Audit, Sustainability and Finance;
- Compensation Policies: variable compensation based on **performance and sustainability goals** with up to 4 years vesting.

S

- **67%** of women in operational leadership;
- **100%** in-house developed pharmacy leadership;
- **Low turnover** compared to the sector;
- **Inclusion and diversity** programs;
- **Integral health**: physical, mental, social & environmental support programs;
- **50 MM** active customers w/ high freq. and 2.1 MM services/quarter;
- Access to health: **70%** of the pop. within 5 minutes of our pharmacies.

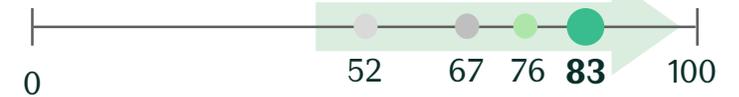
employees
customer

E

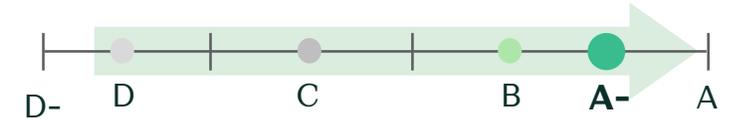
- **100%** of pharmacies collecting expired and unused medicines (389 tons in 2024) preventing contamination;
- **100%** of the operation supplied with renewable energy;
- Climate: reducing scopes 1 and 2, monitoring scope 3, and GHG inventory;
- Certifications: ISO 14001, ISO 45001 and LEED.

Improving recognition of our ESG efforts

ISE B3



CDP



MSCI



2020

2021

2022

2023

IDIVERSA B3

Launched in Aug/23 with companies that stand out in terms of diversity.

ISO / IEC 27001 : 2022 (BSI)

Information Security Certification on Digital Channels (Apps and Websites) and Univers PBM.