

OMBUDSMAN POLICY

1. APPROVAL DOCUMENT

Minutes CA 1682, item 9, of 04/27/2022 - Agenda No. 49

2. APPLICATION

Applies to the Petrobras System, as per article 16 of its Bylaws.

3. PRINCIPLES

The company is committed to guaranteeing rights, promoting transparency, strengthening citizenship, preventing and combating corruption, and constantly improving its governance and controls.

4. GUIDELINES

4.1 - To ensure that stakeholders, both internal and external, have a permanent and independent channel for receiving and processing complaints, including anonymous ones, claims, requests for information, petitions, suggestions, compliments, and/or opinions.

4.2 - To receive, process, forward, monitor, and respond to expressions of interest from stakeholders with independence, timeliness, ethics, impartiality, transparency, and confidentiality.

4.3 - To monitor compliance with deadlines for processing requests and ensure the quality of responses to those making requests.

4.4 - Keep stakeholders informed, whenever possible and provided it does not prejudice the investigation, at all stages of the handling of their requests, from the registration phase to its conclusion.

4.5 - Promote, conduct and support mediation and conflict transformation processes through structured dialogue and active listening activities.

4.6 - Interact with the areas responsible for the investigation and other related parties, with the aim of deepening and promoting the proper investigation and handling of the requests received, ensuring that the General Ombudsman and other ombudsman offices have access to the documents and information necessary for the analysis and forwarding of responses to the requesters.

4.7 - Contribute to the promotion of transparency and ensure access to information held by the company, in accordance with applicable legislation.

4.8 - To report on their activities to the boards of directors, or equivalent bodies, through the audit committees, when they exist, safeguarding confidentiality.

4.9 - To exercise technical supervision, coordinate integration, and promote the exchange of experiences among the ombudsman offices of Petrobras' Controlled Companies.

4.10 - To ensure that all complaints of fraud, corruption, money laundering, and serious irregularities related to Petrobras and Petrobras' Controlled Companies, which have adhered to the Petrobras Denouncement Channel, are also received and registered in the Channel made available by the Petrobras General Ombudsman, and this Ombudsman must be informed about the procedures and results of the investigations of the complaints referred to in this item.

4.11 - Ensure that the ombudsman offices of Petrobras' Controlled Companies are the official channel for receiving and processing other complaints not covered by item 4.10.

4.12 - Contribute to the management of Petrobras' shareholdings with recommendations, formulated based on the knowledge and experience acquired in the exercise of their function.

4.13 - Recommend that the companies' ombudsman offices be accessible to all stakeholders, regardless of gender, race, color, ethnicity, religion, sexual orientation, economic, social, cultural, linguistic and physical condition.

4.14 - Recommend linking the ombudsman offices of the company's shareholdings to their respective boards of directors or equivalents.

4.15 - Recommend a three-year term for the heads of the company's ombudsman offices, with the possibility of reappointment only once for an equal period, in accordance with applicable legislation.