2024

Corporate Social
Responsibility Report

ENVIRONMENTAL · SOCIAL · GOVERNANCE

GOL

Contents

Introduction GRI 2-2, 2-3, 2-4

Welcome!

We are pleased to present the Corporate Social Responsibility Report of GOL Group and its subsidiaries: GOL, GOLLOG and Smiles. On the following pages, we highlight the key topics that shaped GOL's year from January 1 to December 31, 2024.

Prepared in accordance with the Global Reporting Initiative (GRI) standards, this report emphasizes information integrity and consistency, ensuring that no significant changes arose from minority interests during the period analyzed.

The entities covered include: GLA, Smiles Viagens e Turismo S.A., Smiles Fidelidade Argentina and Smiles Viajes y Turismo S.A. The following entities are not within the scope of this report, although they are included in the Company's financial statements: Airfim, Fundo Sorriso, GOL Finance, GOL Finance Inc., GAC Inc., Smiles Fidelidade S.A. and GTX S.A.

We address material topics in a consolidated manner across all of the organization's operations, without distinction between entities. For questions or additional information regarding this document and related topics, please contact us at **esg@voegol.com.br**.

Enjoy your reading!

Our report is prepared based on the **GRI**

Major changes to the scope of this report

In its 2025 report, the organization decided to discontinue the use of the Sustainability Accounting Standards Board (SASB) guidelines in its social responsibility reporting. From this cycle onwards, we will exclusively follow the GRI Standards.

We also adjusted the reporting of certain GRI indicators to better reflect strategic and methodological changes. Indicator 401-1 is now disclosed by region, while 404-1 presents average training hours by gender. We no longer disclose the percentage by age group and employee category (405-1) and have discontinued information regarding items GRI 2-20, 2-30, 401-2, 403-8.

The 2023 waste data have been reclassified and restated in this version of the Report. Additionally, we chose not to report data related to GRI 414-1 and 414-2. All these changes comply with GRI 2-4 guidelines, ensuring transparency regarding restatements and maintaining reporting consistency over time.

Executive message GRI 2-22

The 2024 cycle marked a pivotal transformation in GOL Group's trajectory. In the United States, we initiated a financial restructuring process under Chapter 11 protection to reorganize capital, restore liquidity, and secure continuity and growth. Commonly adopted by large companies in challenging times, this strategy facilitates debt renegotiation, access to new financing, and advancement of strategic agreements.

GOL's proven resilience enabled the expansion of our route network and the launch of a five-year plan with clear objectives: sustainable growth, fleet renewal, and a substantial reduction in leverage. **The full material is available on our Investor Relations website**. The commitment to safety, financial discipline, operational efficiency and long-term value generation remains unwavering.

Our commitment to operational excellence was key to implementing the "GOL ON" project—an initiative that combined strategic actions such as airport adaptations and the adoption of new solutions to ensure top-level performance. As a result, we were recognized with the Cirium seal as the most

punctual airline in Brazil in 2024 and the second most punctual low-cost carrier worldwide.

Meanwhile, Smiles, GOL's loyalty program, celebrated 30 years of success, marked by achievements that strengthen its leadership in the loyalty market and its purpose of inspiring people to travel increasingly more. In 2024, the program reached 24 million Customers and recorded the highest revenue in its history, totaling 5.3 billion Reais.

GOLLOG, GOL's leading logistics unit with a 36 percent market share, surpassed the BRL 1 billion mark in annual revenue for the first time, achieving 32 percent growth compared to 2023. Through

$

BRL 1 billion

in annual revenue with GOLLOG, achieving 32 percent growth compared to 2023

the consolidation of its successful partnership with Mercado Livre, GOLLOG now operates seven dedicated cargo aircraft, making it the largest regular cargo operation in Brazil.

We have strengthened our corporate governance by enhancing integrity and compliance practices. We invest in innovation and intensify efforts to mitigate greenhouse gas emissions. The implementation of a new Environmental Management System set clear guidelines and preventive measures tailored to the specific needs of the aviation sector.

Even amid our restructuring process, we remain committed to addressing society's needs through the GOL Institute. A total of 46 educational institutions were supported. We also supported our Employees and Customers affected by the floods in Rio Grande do Sul in May, during one of the most severe climate tragedies in the state's history.

These advances were made possible by the exceptional dedication of the Eagles Team, the

trust of our Customers, and the support of our partners. As a result of this collective effort, GOL was, for the eighth consecutive year, the airline most recalled by Brazilians.

We are ready to continue connecting people and markets with intelligence, discipline, and purpose.

Celso Ferrer
CEO of the GOL Group

GOL

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New times for GOL

New times for People

New times for Earth

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2024 Highlights

114 aircraft
in operation

30 million+
Customers transported

BRL 19.3 million
in net income

43.3M
ASK[1]

35.8M
RPK[2]

30 years
of Smiles

210,000+
takeoffs

80+
destinations served

82.9%
occupation rate

★ Recognition, by Cirium, as the **global leader** in punctuality among low-cost airlines

♥ Voted for the eighth consecutive year as the **most remembered** airline by Brazilians in Folha Top of Mind 2024

The first airline to go through the Risk-Based IOSA (RBI), a **recognition of excellence** in operational safety

1. Seat-kilometers traveled | **2.** Revenue Passenger Kilometer

GOL

In this chapter

About us

Timeline

Customer experience

About us

G R I 2-1, 2-2, 2-6, 3-3 Operational efficiency

GOL Linhas Aéreas Inteligentes S.A., a member of the Abra Group, is one of Brazil's leading airlines operating under the low-cost model. Founded in 2001, it began operations offering affordable tickets. Our headquarters are in the South Zone of São Paulo, in the Chácara Santo Antônio district.

We operate in passenger transportation, logistics, aircraft maintenance, and through programs such as Smiles and the GOLLOG cargo service. We also rely on third-party suppliers for operational support. We offer domestic and international flights, with strategic partnerships with American Airlines, Air France-KLM, and 18 codeshare and interline agreements, expanding connection options for our customers.

We closed 2024 with a fleet of 138 aircraft, serving 81 destinations—65 domestic and 16 international across 12 countries, including the United States, Mexico, Argentina, and Costa Rica. We expanded with routes to Aruba, Cancun and Costa Rica.

Our unique fleet strategy, with Boeing 737 aircraft, offers differentiating advantages such as:

1

Productivity and cost efficiency

Lowest cost per seat with the 737 MAX

2

Expansion to new destinations
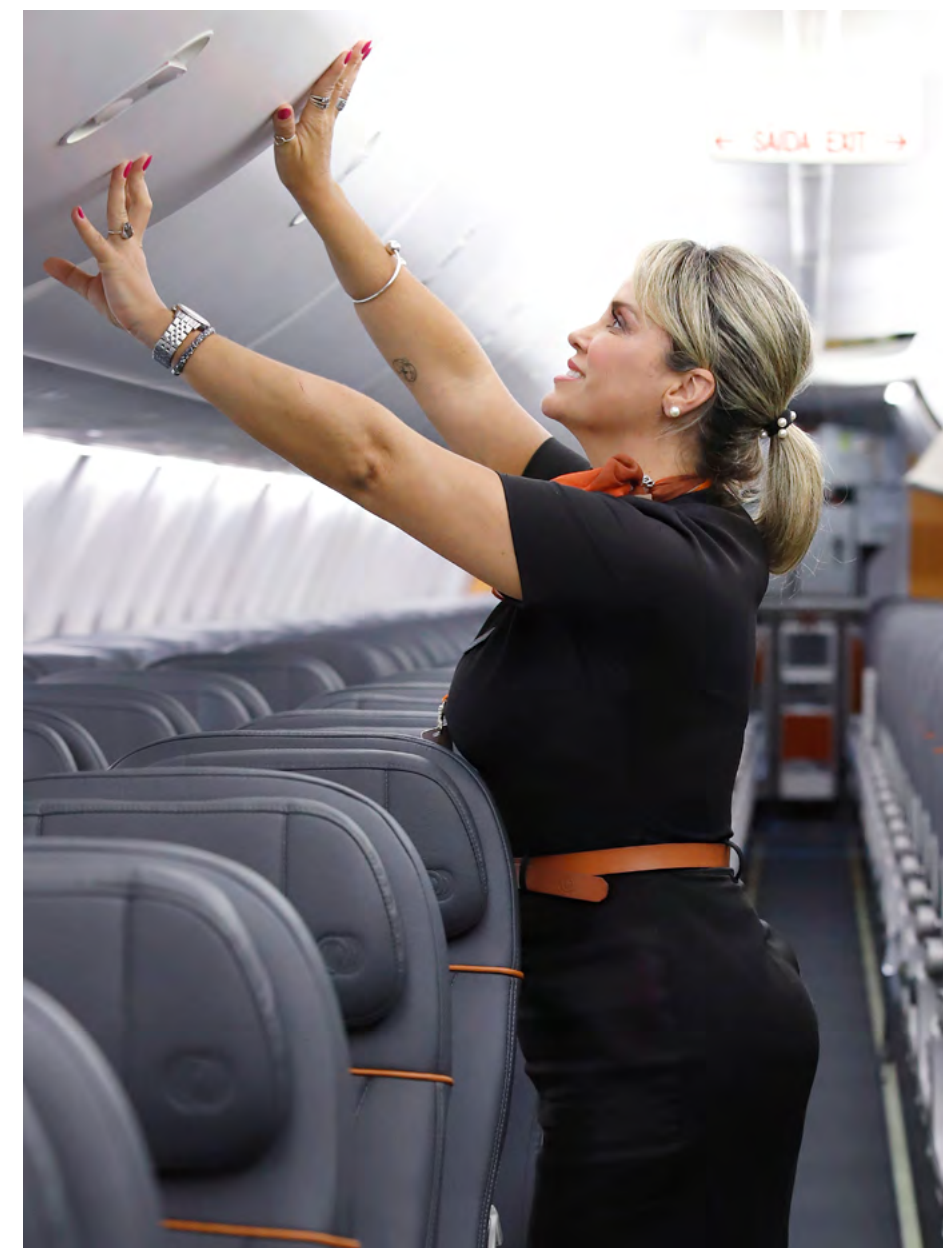
Longer direct flights

3

Competitiveness

Lower costs and better customer experience

4

Reduction in the average age of the fleet

Greater reliability and security

Our Business

GOL

GOLLOG

Smiles

Abra Group

The Abra Group holding company was established in April 2023 through an agreement between GOL and the Colombian airline Avianca. Its creation has established a business environment in which each of these independent airlines can offer customers:

- access to lower rates
- broader choice of destinations
- more convenience in travel planning through improved flight frequency
- younger and more fuel-efficient fleet
- more options for accumulating frequent flyer points and redeeming awards and
- better access to premium loyalty products and services

The Abra Group has a solid financial structure, which guarantees greater stability to its stakeholders in the long term. This fosters investments in innovation and synergies, enabling participating airlines to enhance their global competitiveness.

The GOL Way of Being and Doing

OUR PURPOSE
To be the First for Everyone

AMBITION
To be the best airline for traveling, working, and investing, recognized as a digital benchmark

OUR VALUES:

● **Safety**
Our #1 Value

● **Eagles Team**
Proud to be GOL

● **Customer**
At the core of our decisions

● **Low Cost with Intelligence**
Our greatest competitive strength

● **Results**
Excellence to surpass objectives

New international destinations

In 2024, we expanded our international network by opening four new bases: Cancun, Aruba, Costa Rica, Bogota. In the year, we transported 1.8 million passengers, up 38.7 percent compared to the previous year.

GOL strengthened its presence at the Brasília Airport, a strategic hub that already operated flights to Miami and Orlando. New destinations include Aruba, Costa Rica, and the return of direct flights from Brasília to Cancun, Mexico. Argentina, a country with which we have a two-decade relationship history, is important for our international expansion.

In April 2024, we launched the São Paulo–Bogotá route, followed in February 2025 by the Brasília–Bogotá route, with three weekly flights. For the first time, GOL is operating flights between two countries outside Brazil, connecting the Colombian capital with Buenos Aires/Ezeiza, in Argentina.

Check out a few route novelties in 2025

Buenos Aires

A 60 percent increase in seat capacity, with up to 16 daily flights connecting 13 Brazilian cities to the Argentine capital, where we celebrate 20 years since our first international route.

Córdoba

Capacity is expected to double, with daily flights to Rio/Galeão and the resumption of operations to São Paulo/Guarulhos with three weekly flights.

Rosario

Ten percent increase in seat availability to Rio de Janeiro, with three weekly flights to each destination.

Bariloche

From July 2 to August 29, the Patagonian city was served by exclusive direct GOL flights to São Paulo/Guarulhos, with three weekly round trips.

Montevideo

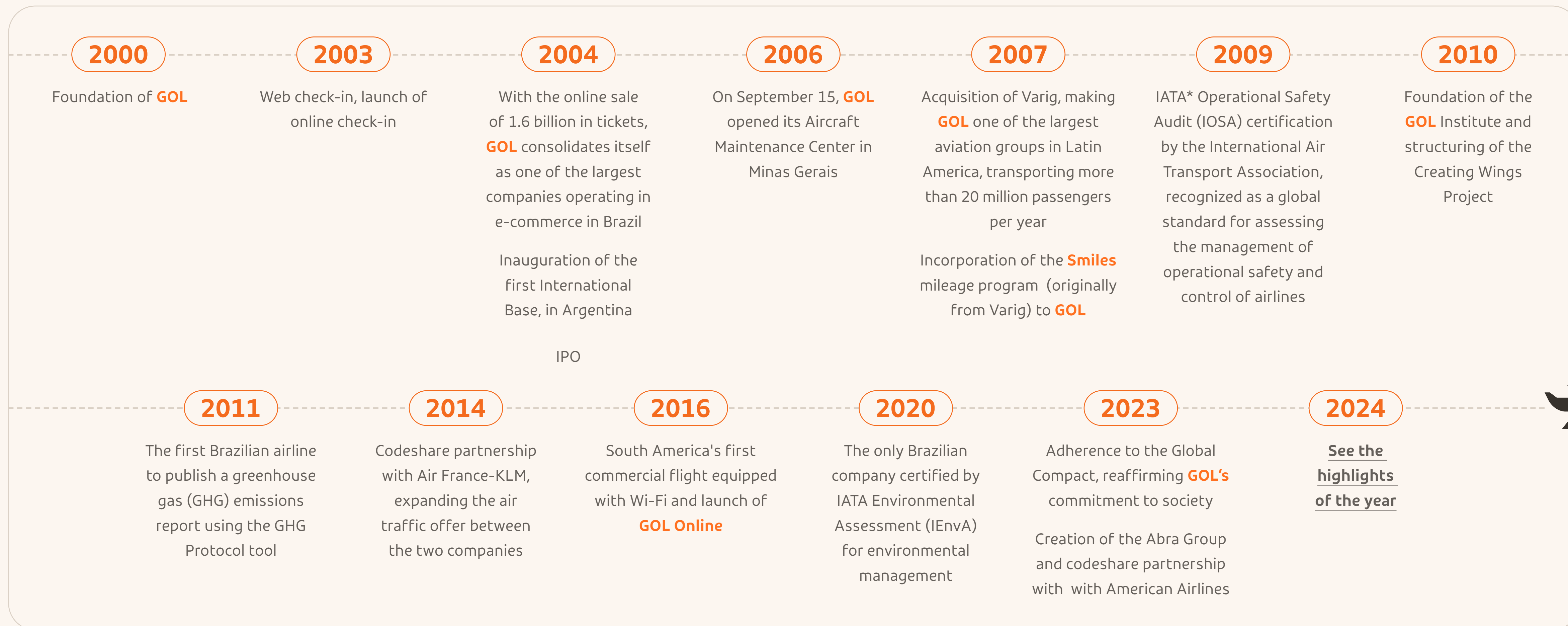Resumption of direct flights from Rio de Janeiro to the Uruguayan capital.

Miami

New route departing from Belém since June, with exclusive, nonstop flights. The capital of Pará was designated as the headquarters of the 30th United Nations Conference on Climate Change (COP30).

Where we take you

Timeline

2000

Foundation of **GOL**

2003

Web check-in, launch of online check-in

2004

With the online sale of 1.6 billion in tickets, **GOL** consolidates itself as one of the largest companies operating in e-commerce in Brazil

Inauguration of the first International Base, in Argentina

IPO

2006

On September 15, **GOL** opened its Aircraft Maintenance Center in Minas Gerais

2007

Acquisition of Varig, making **GOL** one of the largest aviation groups in Latin America, transporting more than 20 million passengers per year

Incorporation of the **Smiles** mileage program (originally from Varig) to **GOL**

2009

IATA* Operational Safety Audit (IOSA) certification by the International Air Transport Association, recognized as a global standard for assessing the management of operational safety and control of airlines

2010

Foundation of the **GOL** Institute and structuring of the Creating Wings Project

2011

The first Brazilian airline to publish a greenhouse gas (GHG) emissions report using the GHG Protocol tool

2014

Codeshare partnership with Air France-KLM, expanding the air traffic offer between the two companies

2016

South America's first commercial flight equipped with Wi-Fi and launch of **GOL Online**

2020

The only Brazilian company certified by IATA Environmental Assessment (IEnvA) for environmental management

2023

Adherence to the Global Compact, reaffirming **GOL's** commitment to society

Creation of the Abra Group and codeshare partnership with with American Airlines

2024

See the highlights of the year

* International Air Transport Association (IATA).

Customer Experience

GRI 3-3 Customer Experience, 3-3 Innovation, digital acceleration and cybersecurity

The "GOL Way of Serving," guided by polite and respectful service, has been recognized by customers and the market. For the eighth consecutive year, GOL was the most recalled airline by Brazilians, accounting for 30 percent of mentions in the Folha Top of Mind 2024 survey.

GAL (the Portuguese acronym for Kindness, Attention and Loyalty) is the pillar that supports GOL's service experience. To ensure consistent and excellent service, we provide guidelines through the Playbook and the GAL standard to the Airport, Stores and Kiosks, Crew, CRC, and GOLLOG teams.

GAL Standard

G **KINDNESS:**
Respect that sets us apart!

A **ATTENTION:**
We take care of every detail!

L **LOYALTY:**
Efficiency that generates preference!

To improve the customer experience, we have invested in innovation and digital acceleration. We offer intuitive mobile applications, simplified digital check-in, and customer support through chatbots.

210,000+
takeoffs

30%
market share in the air transport sector

30.8 M
Customers in 80+ destinations

We created an **exclusive channel** in Libras, the Brazilian Sign Language

Accessibility and inclusive consumption

GRI 3-3 Diverse environment with equity, inclusion and appreciation GRI 3-3 Customer Experience

We believe accessibility goes beyond commitment—it is an essential means to ensure every customer enjoys a safe, independent, and comfortable experience, in line with the three values established by the United Nations (UN). Structurally, we provide 114 climbing chairs and 766 wheelchairs, ensuring greater autonomy and comfort for our Customers.

In 2024, we advanced initiatives dedicated to strengthening accessibility. One of the milestones was the implementation of Libras (the Brazilian sign language) service at our Customer Relationship Center (CRC), offering an exclusive channel for people with hearing impairments.

Developed in partnership with Pessoalize, a company specializing in Libras services, the initiative enables interactions mediated by interpreters, ensuring more efficient and humanized communication.

We have nine aircraft access ramps at the CGH, SDU, RBR, CZS, THE, JDO, AJU, and PP airports—equipment that meets universal design standards, representing the highest level of excellence in infrastructural accessibility. We were also the first airline in Brazil to design, implement, and use this equipment in regular operations.

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New times for Earth

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Our priorities

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Safety, our number 1 value

Materiality

Safety, our number 1 value

GRI 3-3 Operational safety

Safety is a non-negotiable priority for GOL and a commitment of the entire team. Protecting life is a value that guides the company's internal culture in all processes, from operational planning to onboard service.

To support the management of this issue, we have an Operational Safety Management System (OSMS)- a global aviation standard of excellence that establishes clear objectives, ensures continuous risk management, guarantees effective procedures, and promotes these principles across all areas.

GOL encourages the reporting of failures or unsafe conditions, ensuring transparency in the investigation and resolution of problems. This open approach reinforces our internal culture and drives continuous improvements in processes and customer service.

In 2024, we reached an important milestone by achieving the Optimum Operational Safety Performance Level (NODSO), our main Safety indicator. We also fulfilled our mission of zero

We reached the milestone of **zero air accidents** and obtained IOSA recertification.

aviation accidents and achieved IATA Operational Safety Audit (IOSA) recertification based on a new risk-based methodology.

The advancement in Operational Safety maturity enabled the reformulation of NODSO in 2025. The system now has two independent components: performance indicators and Safety Objectives, developed based on the risks mapped in 2024. Additionally, we have taken a more targeted approach to workplace accident rates, promoting an increasingly safe environment.

Materiality

GRI 3-1, 3-2

The materiality study, conducted by an external consultancy, encompassed document analysis, international references, and aviation sector benchmarks.

We identified 21 material topics that were subjected to public consultation, executive evaluation, and financial risk and opportunity mapping. In the final stage, the data were consolidated, resulting in the definition of ten priority topics, aligned with the expectations of stakeholders, GOL's risk matrices, and the best practices in the industry in Latin America.

After mapping, material data serve as strategic drivers, aligned with the planning established for the coming years.

1. Energy and climate management [IM + FM]

2. Operational safety [IM + FM]

3. Health, well-being and occupational safety [IM]

4. Labor practices [IM]

5. Diverse environment with equity, inclusion and appreciation [IM]

6. Operational efficiency [FM]

7. Customer experience [FM]

8. Innovation, digital acceleration and cybersecurity [FM]

9. Risk and crisis management [FM]

10. Low cost and sustainable results [FM]

IM Impact Material Topic

FM Financial Material Topic

External impacts

Double materiality

Internal impacts
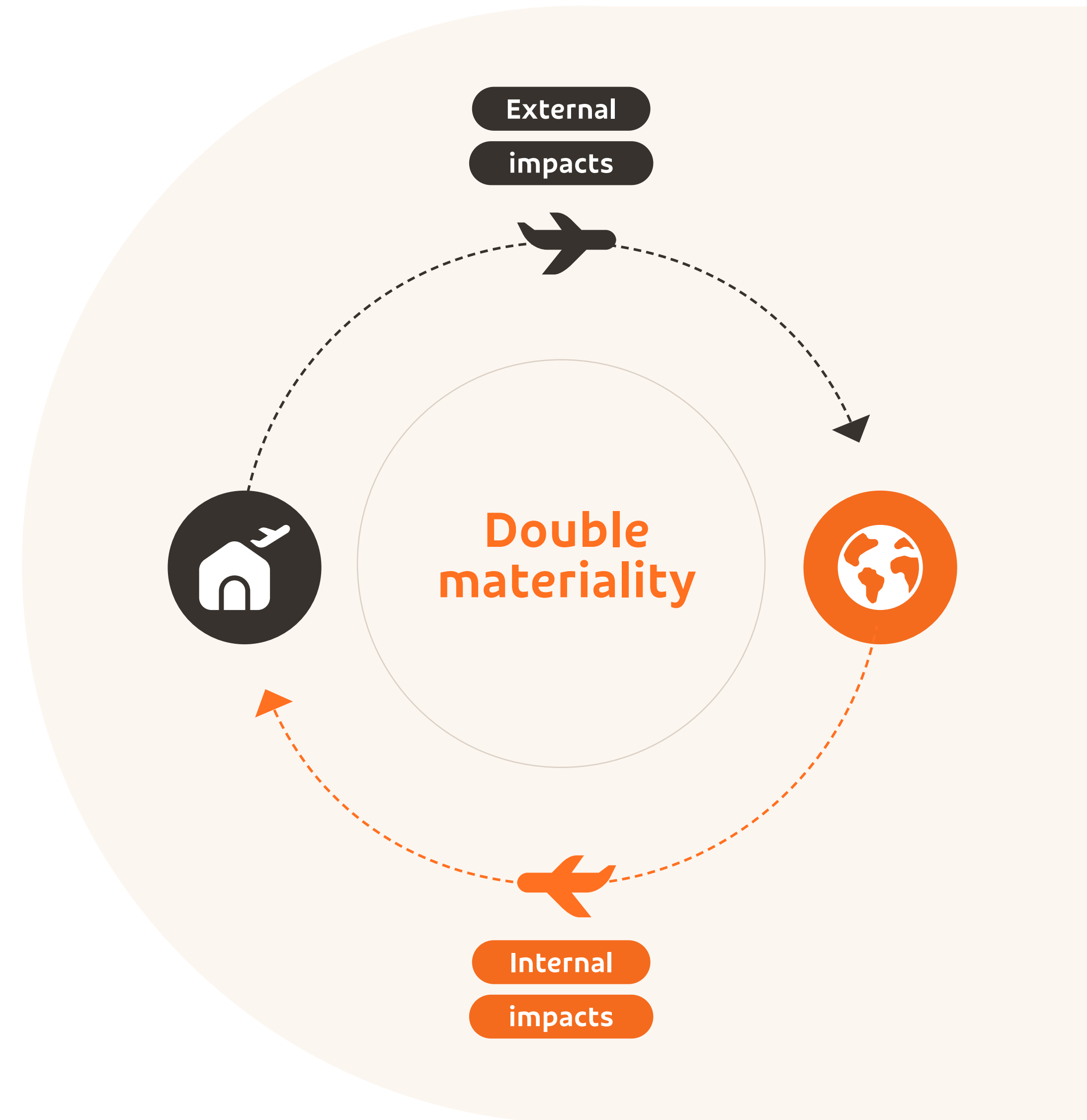
New times for GOL

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Governance

GRI 3-3 Risk and crisis management

GOL's commitment to governance excellence goes beyond legal and regulatory compliance, extending to alignment with leading market practices. It includes conducting operations with responsibility, integrity, and transparency—non-negotiable values of Our Corporate Culture.

In 2024, we began strengthening our sustainability structure, reviewing internal processes, updating policies, and providing training. We have been looking for more effective ways to understand and address the economic, social and environmental impacts of our activities.

In the following pages, we present the management structure and the daily implementation of these initiatives, aimed at business sustainability and value creation for all stakeholders.

Learn more
Check out GOL's statutes, policies and regulations.

Governance structure

GRI 2-14, 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-17, 2-18

The company's governance structure is composed of the **Board of Directors**—our highest decision-making body—along with Advisory Committees and Subcommittees, the Fiscal Council, the Statutory Audit Committee, and the **Executive Board**. Strategic and relevant matters are deliberated at General Meetings with shareholder participation.

The appointment and selection process for governance bodies is guided by principles of transparency, rigorous evaluation, and independence. Although formal criteria have not yet been documented, stakeholder expectations are considered through ongoing alignment with them.

Board of Directors

The Board of Directors is responsible for overseeing the company's strategy, considering economic, social, and environmental impacts, as well as approving the policies and guidelines that direct GOL's operations and the material topics presented on **page 14**, thereby ensuring effective impact management. Decisions are made in periodic and extraordinary meetings, based on technical analyses prepared by the boards and, when necessary, with the support of specialized consultants.

One of the main instruments for this oversight is stakeholder engagement, conducted through meetings, public consultations, information sharing, and external reports.

In line with best governance practices, the Chairman of the Board does not perform executive functions. We strive to ensure that decisions are aligned with the long-term interests of the company, its shareholders, and other stakeholders.

To keep the Board of Directors up to date and aligned with best governance practices, we promote continuous training, participation in international networks, exchanges with other organizations, and partnerships with research institutes. Although we do not conduct a formal performance evaluation, we are constantly seeking to improve our processes.

Board of Directors

Constantino de Oliveira Junior
Chairman of the Board of Directors

Anmol Bhargava
Board Member

Philipp Michael Schiemer
Independent Board Member

Ricardo Constantino
Vice Chairman of the Board of Directors

Marcela de Paiva Bonfim Teixeira
Independent Board Member

Tymothy Robert Coleman
Independent Board Member

Adrian Neuhauser
Board Member

Germán Pasquale Quiroga Vilardo
Independent Board Member

Paul Stewart Aronzon
Independent Board Member

The composition of the Board of Directors presented in this report refers to the base date of December 31, 2024. Changes made throughout 2025 can be found on the Investor Relations website.

Executive Board GRI 2-12

The execution of sustainable strategies is led by a member of the Executive Board, who ensures compliance with standards and the integration of sustainability into organizational processes. This leadership also drives continuous stakeholder engagement, leads initiatives, publishes reports, provides training, fosters innovation, and manages risks and opportunities related to the topic.

The **impact management** of the Company's activities is conducted through continuous monitoring of economic indicators and other metrics.

Executive Board

Celso Guimarães Ferrer Junior
Chief Executive Officer

Eduardo Guardiano Leme Gotilla
Executive Vice President of Finance and Investor Relations Officer

Carla Patrícia Cabral da Fonseca
Executive Vice President and CCO

Renata Domingues da Fonseca Guinesi
Executive Vice President

The composition of the Executive Board presented in this report refers to the minutes dated December 31, 2024. Changes made throughout 2025 can be found on the Investor Relations website.

Learn more
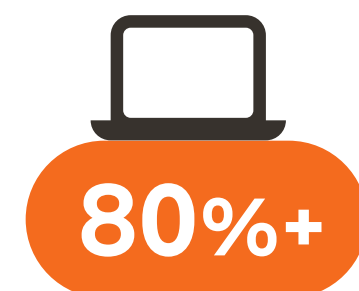**More information about the governance structure.**

Ethics and compliance

GRI 205-1, 205-2

Ethics and integrity are pillars of GOL. We value honesty and transparency in all relationships with customers, employees, suppliers, and business partners. To reinforce these principles, the company has a mature compliance program that includes a variety of awareness and training initiatives.

An example is the **Right Direction Program**, which provides training on topics such as fraud and corruption, with participation from more than 80 percent of employees. We also rely on compliance due diligence, which helps prevent corruption and assess risks.

We implement initiatives focused on data privacy and information security to ensure an ethical and secure corporate environment.

In 2024, we achieved the highest score from the Ethos Institute in Integrity and Prevention of Corruption and received the Clean Company Seal, which recognizes companies that voluntarily adhere to the Business Pact for Integrity, attesting to their commitment to transparency, integrity, and the continuous improvement of anti-corruption practices.

80%+

of Employees trained by the Right Direction Program

Total number and percentage of employees who were informed and trained on anti-corruption policies and procedures, broken down by region GRI 205-2

Location	Total employees	Total informed	%	Total trained	%
Central-West	1,449	1,449	100.00	1,362	94.00
Northeast	1,290	1,290	100.00	1,171	90.78
North	295	295	100.00	255	86.44
Southeast	10,129	10,129	100.00	8,555	84.46
South	996	996	100.00	913	91.67
International	237	237	100.00	173	73.00

Ethics Channel

GRI 2-25, 2-26, 406-1

GOL reinforces the importance of ethics and transparency in its operations, encouraging employees and customers to use the Ethics Channel whenever necessary. All complaints are handled securely and confidentially by a partner company.

Criticisms, suggestions, and compliments can also be submitted and are presented alongside the complaint indicators. The channel is available 24 hours a day, seven days a week, and during this period it recorded an average of seven daily reports.

The Ethics Channel's scope includes investigations into topics related to ESG dimensions, such as homophobia, transphobia, ableism, racism, racial abuse, religious intolerance, and other forms of negative discrimination. In 2024, we received 43 complaints. We had no cases of discrimination in 2024.

Based on the findings, we develop action plans to ensure the adoption of appropriate measures. The Ethics Committee supports the strengthening of our ethical culture, governance, and operational transparency, ensuring that all decisions and actions remain aligned with corporate values and principles.

Our policies

GRI 2-23, 2-24, 205-2

To reinforce these commitments, GOL has established a set of corporate policies. These documents set forth the principles that guide the company's business conduct and extend to its business partners.

All third parties are duly informed of our compliance and privacy policies. Whether during registration, when formalizing the contract, or when providing information available on our website, we ensure that all suppliers are aligned with the guidelines that govern the company's operations.

Code of
Ethics

GOL

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New times for People

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Eagles Team

Society and humanitarian actions

Eagles Team GRI 2-7, 2-8, 3-3 Work practices, 3-3 Health, well-being and occupational safety

Men 🧍
Women 🧍

Our relationship audiences

GRI 2-29

We adopt a structured and transparent approach in our relationships with stakeholders, encompassing a wide range of audiences such as customers, employees, investors, local communities, and vulnerable groups. To achieve this, we use specific communication channels, reports, public consultations and training.

The company invests in the continuous training of employees and partners, addressing topics such as human rights, the environment, the General Personal Data Protection Law (LGPD), and regulatory compliance. This strategy reinforces the organizational culture and ensures alignment with the Company's sustainability and governance principles among all stakeholders.

On the ground or in the air, our Eagles Team keeps GOL moving, aiming to deliver the best experience. To achieve these results, we are committed to driving business and people development, inspired by our essence: Simple, Human and Intelligent.

Employees by type of contract and gender*

Indefinite term	2022		2023		2024	
Region	🧍	🧍	🧍	🧍	🧍	🧍
North	122	194	123	175	125	158
Northeast	516	745	509	712	494	687
Central-West	546	803	522	799	537	866
Southeast	4,773	5,780	4,473	5,730	4,334	5,551
South	416	596	441	613	391	538
International	92	137	80	134	91	141

* The methodology used to determine the number of employees is direct counting, covering all formal employees, both full-time and part-time. Total employees are based on data available at the end of the reporting period, 12/31/2024. The information was extracted from the company's people management system, RM (TOTVS RH). During the reporting period, there were no significant changes in the number of employees compared to previous periods.

Total time	2022		2023		2024	
Region	🧍	🧍	🧍	🧍	🧍	🧍
North	15	9	14	8	11	9
Northeast	41	28	37	31	45	84
Central-West	33	54	37	64	36	72
Southeast	1,282	1,902	1,374	2,041	1,549	2,109
South	30	19	27	19	31	21
International	22	22	22	27	0	0

Part time	2022		2023		2024	
Region	🧍	🧍	🧍	🧍	🧍	🧍
North	107	185	109	167	117	158
Northeast	475	717	472	681	487	674
Central-West	513	749	485	735	526	815
Southeast	3,518	3,925	3,099	3,689	2,879	3,592
South	400	585	414	594	400	544
International	70	115	58	107	93	144

Workers who are not employees

28   1

61

Total
482

392

- ● Apprentice
- ● Self-employed
- ● Intern
- ● Temporary (airport agent)
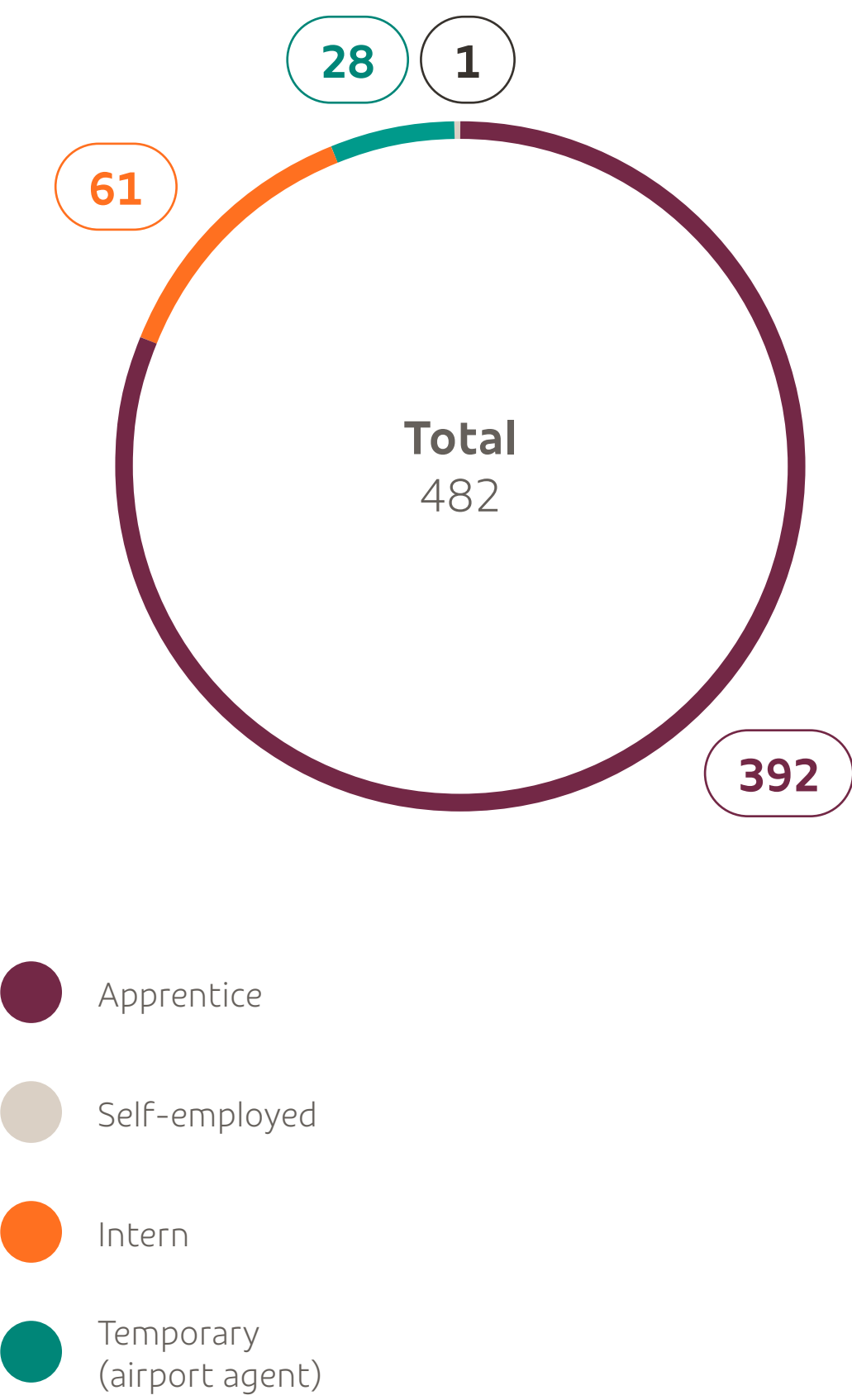
New employee hires and employee turnover* GRI 401-1

Region	2022				2023				2024			
	Hires	New hire rate	Dismissals	Turnover rate	Hires	New hire rate	Dismissals	Turnover rate	Hires	New hire rate	Dismissals	Turnover rate
North	56	17.72	65	19.15	42	14.09	51	15.60	53	17.97	50	17.46
Northeast	139	11.02	222	14.31	138	11.30	132	11.06	224	17.36	134	13.88
Central-West	159	11.79	157	11.71	163	12.34	187	13.25	180	12.42	174	12.22
Southeast	1,417	13.33	1,.505	13.75	1,368	13.41	1,.817	15.61	1,110	10.96	1,128	11.05
South	201	19.44	196	19.20	215	20.40	199	19.64	125	12.55	150	13.81
International	4	1.75	21	5.46	8	3.74	0	1.87	12	5.06	11	4.85
Total	**1,976**	**13.34**	**2,166**	**13.98**	**1,934**	**13.51**	**2,386**	**15.09**	**1,704**	**11.84**	**1,647**	**11.64**

* All data was collected in the People & Culture (RM) management system with a base date of 12/31/2024.

Employees are considered as such in all situations and branches of the company, provided they have a CLT contract registered in the system. Self-employed, temporary, temporary/commission workers, interns and apprentices were disregarded.

Belonging GRI 3-3 Diverse environment with equity, inclusion and appreciation

We believe that flying higher also means building a fairer, more welcoming and more inclusive work environment. We believe that different experiences, backgrounds and ways of thinking strengthen our collective growth. Therefore, we seek to build an environment where each person feels respected, recognized and encouraged to be who they are.

Creating a fair and welcoming space means not accepting attitudes that exclude or diminish someone because of their sexual orientation, socioeconomic background, looks, beliefs, gender, age, physical condition, or any other characteristic.

In 2024, we provided awareness training on these issues, underpinning best practices and inclusive attitudes in daily life.

Our Affinity Groups are safe, collaborative spaces where diverse voices gain strength and visibility:

"Cores e Elos" (Colors and Links)
For those who recognize and engage in the ethnic-racial agenda.
"Elas Decolam" (Women Take Off)
Aimed at women and everyone who believes in gender equality.
"Todos a Bordo" (All Aboard)
It promotes dialogue between generations and values exchange between different ages.
We Pride
Celebrates the plurality of affective, sexual orientations and gender identities.
"Voo Livre" (Free Flight)
This initiative unites people with and without disabilities who believe in a world without barriers.

More than just initiatives, these actions reflect our commitment to a future where everyone can take off together.

We are enhancing the Young Apprentice and People with Disabilities programs to foster greater inclusion and diversify the socioeconomic profile of participants.

Employees by classification and race/color

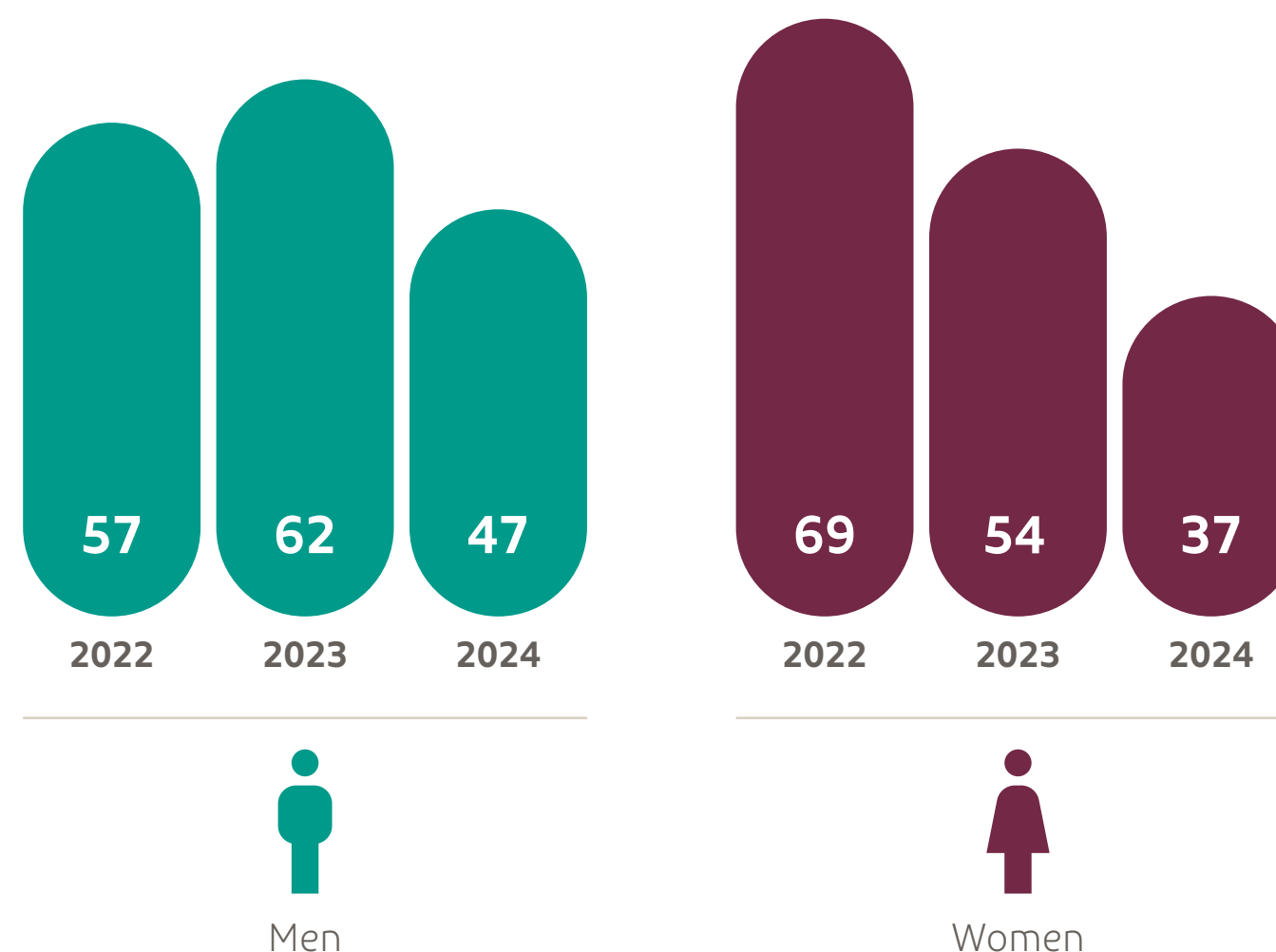|	Yellow	White	Indian	Mixed	Black	Not informed	Total
Analyst	27	750	1	305	73	0	**1,156**
C-Level	0	9	0	1	0	0	**10**
Coordinators	6	215	1	46	11	0	**279**
Directors	2	20	0	2	0	0	**24**
Specialists	5	181	0	34	8	0	**228**
Managers	6	128	1	22	6	0	**163**
International	0	232	0	4	0	1	**237**
Officer	95	3,946	15	3,171	779	0	**8,006**
Commercial Crew	63	2,236	1	397	54	0	**2,751**
Technical Crew	20	1,373	0	137	12	0	**1,542**
Total	**224**	**9,090**	**19**	**4,119**	**943**	**1**	**14,396**

"Academia de Águias" (Eagles Academy)

GRI 404-1, 404-2, 404-3

GOL invests heavily in the ongoing training of its employees through its corporate university, the "Academia de Águias." This structure is responsible for planning and implementing professional development in alignment with company guidelines and aviation industry requirements.

The company maintains specialized training centers, including GOL Aerotech in Confins, dedicated to technical and operational training, and a new facility at its São Paulo headquarters, equipped with modern resources such as laboratories, aircraft mock-ups, and media studios. With a portfolio of more than 800 courses in three languages, GOL offers technical, behavioral and leadership training.

* In the calculation, we consider Employees eligible for the formal annual performance evaluation program. The following people are not eligible for the Performance Management Cycle: crew members, people retired due to permanent disability, apprentices and people hired from August 2023 onwards.

Average hours of training per year, by gender GRI 404-1

Men			Women		
57	62	47	69	54	37
2022	2023	2024	2022	2023	2024

Men

Women

Percentage of employees receiving regular performance and career development reviews* GRI 404-3

	Eligible for the Cycle	Evaluated	%
Men	4,386	4,152	95
Women	3,505	3,165	90
Total	**7,891**	**7,317**	**93**

Assessment, prevention and mitigation of occupational risks

GRI 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9, 403-10, 3-3 Health, well-being and occupational safety

Occupational Health and Safety Management

GRI 403-1, 3-3 Health, well-being and occupational safety

GOL maintains a solid commitment to the Occupational Health and Safety of its Employees. To effectively manage these aspects, the company uses SOC, specialized software that ensures compliance with the legal requirements established by NR-7 and the Consolidation of Labor Laws (CLT).

This system encompasses all of the company's workplaces, fully meeting the requirements of the Risk Management Program (PGR) and the Occupational Health Medical Control Program (PCMSO).

We are also aligned with the recommendations of the International Civil Aviation Organization (ICAO) and the guidelines of the National Civil Aviation Agency (ANAC), adopting the Operational Safety Management System (SGSO) to ensure acceptable safety levels in civil aviation activities.

At GOL, occupational risk management involves identifying hazards, assessing threats, and implementing preventive and corrective measures with the active participation of employees. The company uses the AQD Portal to record incidents, monitor processes, and generate statistics, enabling more effective preventive and corrective actions. The system, implemented across the organization, follows the Operational Safety Policy, which requires all employees to report risk situations, reinforcing collective responsibility while ensuring confidentiality and protection for complaintants.

Risk management is structured in five stages: reporting management, risk mitigation and analysis, security and compliance assurance, and special activities. Employees have the autonomy to interrupt activities that compromise their physical integrity, exercising the right to refuse. In 2024, there were no fatalities from occupational diseases, but 31 cases were recorded among employees and 92 among workers under the company's management. The main injuries include sprains, cuts, and abrasions, which are mitigated through training, procedures, and technologies, supported by governance tools and safety forums.

As part of its health promotion and risk prevention strategy, GOL has implemented a comprehensive Occupational Safety training program, aligned with Regulatory Standards and current legislation. The company also offers in-person medical support at outpatient clinics located at six strategic bases, in addition to expanding access to healthcare with telemedicine consultations. Awareness initiatives such as "Well-Being Hour" and Health Week address topics including mental health, ergonomics, and emotional well-being, reinforcing comprehensive employee care and strengthening the culture of Health and Safety in the corporate environment.

Work-related injuries GRI 403-9

Work-related injuries	Employees		
	2022	**2023**	**2024**
Number of fatalities resulting from work-related injuries	0	0	0
Rate of fatalities resulting from work-related injuries	0	0	0
Number of work-related injuries of mandatory reporting	129	183	156
Accident with leave	156	158	156
Lost time injury frequency rate	4.65	5.51	5.54
Accidents without leave (incidents)	18	25	61*
Rate of recordable non-lost time injuries	0.64	0.87	2.16

* Starting in 2024, GOL began to monitor its incident numbers more closely and performing predictive analyses according to Bird's theory. Cases without leaves are monitored and considered incidents; in 2024, we measured 61.

💛 Instituto GOL

GOL remains steadfast in its commitment to social development, placing people at the center of its initiatives. Through the GOL Institute, we promote transformative initiatives centered on education, a pillar we consider essential for building a more just future.

In 2024, we supported 46 institutions by donating more than 3,000 airfare tickets, connecting causes and opportunities. On National Volunteer Day, we hosted a special event with representatives from partner organizations, strengthening our ties with those who make a difference and positively impact many lives.

One of the most exciting initiatives of the year was the trip to the Sertão region of Pernambuco, in partnership with the NGO Amigos do Bem, taking employees to learn about the organization's work in the municipalities of Inajá and Buíque.

Learn more about our Ideology:

Purpose

To promote opportunities for all.

Mission

To be a benchmark in the aviation sector as an agent of social changes in the communities where GOL operates.

Vision

To act together to conduct initiatives that promote positive changes in the community, providing education, training people and ensuring effectiveness in actions in favor of aviation.

Beliefs

Safety: Transparency and seriousness in projects.
Education: The basis of all our actions.
Collaboration: Take off together to go further.
Diversity: To be plural to build equity.
Respect: To treat others as they want to be treated.

Our figures

46
organizations supported

25,797 kg
items carried as a courtesy

3,000
quotas of tickets donated in 2024

200+
tickets for humanitarian action

2,403
used
(BRL 3 million+)

500 t+
of items transported to support Rio Grande do Sul

Get to know the organizations we support

Humanitarian Support

When Rio Grande do Sul experienced one of the greatest climate tragedies in its history, we stood alongside our employees, customers, and the local population. We created the Humanitarian Support Room, offering shelter, lodging, and psychological support through GOL Care. We also facilitated the transportation of more than 100 volunteer professionals, doctors, nurses, firefighters and technicians, to work directly in the affected areas.

GOL Group's initiatives in response to the climate tragedy in Rio Grande do Sul

Employees

Monitoring, provision of **medications and kits** with food, water, cleaning items, bed, table, bath and clothes

Support, through the mileage program, so that it could be used in **Smiles shopping mall**

Provision of **tickets,** including for family members

Hotel accommodations for Employees, family members, pets and third parties

Society

Coordination of actions with Mercado Livre and Avianca to **send donations** on cargo aircraft

Fundraising campaign, with more than **500 tons** of food, clothing, hygiene and cleaning products

Ticket quotas for rescue and support teams

Partnership with the **Rede Cidadã** network to monitor the status of Young Apprentices in the affected regions

New times for Earth

In this chapter

Environmental management

Climate change

Environmental Management

GRI 3-3 Energy and climate management

In recent years, based on public information and reports, we have stood out as the Brazilian airline with the lowest emissions per ASK, consistently remaining below the market average. This performance was achieved through the replacement of the Boeing 737-800 NG with the more modern 737 MAX, which reduces fuel consumption and consequently emissions by approximately 15 percent.

Energy efficiency projects also contributed significantly to achieving these results. In this context, we highlight projects aimed at reducing consumption through optimizations made across different flight phases, as well as the APU OFF* project, which enables a significant reduction in emissions during aircraft transits at the airports where we operate about 70 percent of our flights.

GOL's sustainability team has been actively engaged in discussions on Conexão SAF, a Federal Government initiative designed to establish an infra-legal framework to enable the energy transition in aviation, in line with the guidelines of the Fuel of the Future Law. Among the Company's contributions,

we highlight the implementation of the first Book & Claim process in Latin America, completed this year, which served as a reference for discussions on the national implementation of this mechanism.

GOL reaffirms its commitment to sustainability through robust and transparent **environmental management**

* APU OFF refers to the monitoring and management of the shutdown of the Auxiliary Power Unit (APU) in aircraft, particularly during ground operations. The APU is a small jet engine that provides electrical power, compressed air, and air conditioning to the aircraft when the main engines are off.

Energy **GRI 302-1, 302-3, 302-5, 3-3 Energy and climate management**

Efficient energy management is a fundamental issue for GOL. Therefore, we continuously invest in technology, infrastructure, and process optimization. Since 2024, we have adopted intensity indices to assess the Company's efficiency in this area, providing more comprehensive data for setting targets.

In 2024, the energy intensity was 0.0011 Gigajoule/RPK and 0.0009 Gigajoule/ASK. For the calculation, we used jet fuel (JF) consumption for passenger transport within the organization.

In 2024, we recorded a total reduction of 3,532,277 GJ[1] in energy consumption related to aircraft fuel. Of this total, 2,789,131 GJ were generated through the use of 737 MAX aircraft, which feature more modern engines, aerodynamic improvements, and greater flight range, while the remaining 743,146 GJ resulted directly from our energy efficiency projects.

1. To calculate energy consumption in GJ, we adopted the conversion factors established in the National Energy Balance (BEN). The accounting considered the energy consumed by entities owned or controlled by the organization, based on monitored data.

Energy consumption within the organization, in GJ **GRI 302-1**

Fossil fuels	2023	2024
JF (national+international)	42,211,963.00	41,296,261.00
Diesel	7.40	97,347.55
Gasoline	1,110.65	2,741.33
LPG	0.65	685.46
Total	**42,213,081.70**	**41,397,035.34**

Total fuel consumption within the organization from renewable sources, in GJ

Fuels from renewable sources	2023	2024
Electricity	17,388.88	32,731.47
Ethanol	–	67.95
Total	**17,388.88**	**32,799.42**

Energy consumption outside of the organization, total, in GJ **GRI 302-2**

Energy consumed	2023	2024
Jet Fuel	3,056	0
Diesel	6.33	53,014.91
Gasoline	941.06	1,087.69
Ethanol	–	140.47
Total	**4,003.39**	**54,243.07**

The calculation is based on projections that predict the replacement of aircraft, the increase in the fleet and the expansion of flights in relation to 2023. As a result, the reduction reflected in the final calculations is smaller.

In 2024, data on jet fuel outside the organization was not obtained, as the information was reported by route without specifying the quantity of fuel consumed. There was a significant increase in diesel due to the greater scope of the information compiled.

Water GRI 303-1, 303-2, 303-3, 303-4, 303-5

GOL uses water for both human consumption and industrial operations, including the maintenance and cleaning of aircraft, equipment and infrastructure. GOL generates sanitary and industrial effluents, the latter exclusively at GOL Aerotech in Confins.

Industrial effluent is treated at the internal Effluent Treatment Plant and monitored to ensure compliance with quality standards. Periodic analyses of parameters such as settleable solids, sulfides, pH, temperature, and surfactants, among others, are conducted in accordance with applicable regulations.

No specific internal standards are adopted for effluent quality, but applicable legal requirements are followed. In 2024, total water consumption was 49.35 megaliters, coming from third parties.

To mitigate the impacts of consumption and effluent generation, the organization conducts an Environmental Aspects and Impacts Survey (LAIA), which identifies and controls potential impacts in compliance with legal requirements, implements actions to reduce consumption, and regularly monitors facilities to detect leaks.

In 2024, the GOL Aerotech (CNF) unit discharged a total of 2.09 megaliters of industrial effluents, previously treated at the Industrial Effluent Treatment Plant (ETEI). The management of these effluents includes weekly and monthly analyses to ensure the quality of treatment, as required by law and the contract with Copasa.

The generation of industrial and sanitary effluent was approximately 39.48 megaliters, considering data from Aerotech, headquarters and approximately 24 percent* of the bases. The company does not discharge directly into water bodies or areas of water stress, maintaining compliance with legal and contractual requirements.

The data comes from the headquarters, the Aerotech unit (CNF) and bases with flow meters or estimates. At Infraero bases, consumption is estimated by dividing the rate between the facilities present at the airport. Water use in areas under water stress has not yet been mapped.

* It was possible to obtain water resource data from approximately 24 percent of the bases through airport administrators and water meters at some bases.

We have a program for the **responsible disposal** of aeronautical materials

Waste 306-1, 306-2, 306-3, 306-4, 306-5

In 2024, we generated 625.03 tons of waste, of which 32 percent (199.76 t) was classified as hazardous and 68 percent (425.27 t) as non-hazardous.

We have reinforced separation and recycling practices across several areas of the operation, prioritizing reduction, reuse, and proper disposal. We expanded our responsible disposal programs for aeronautical and ground support materials, strengthening circular economy initiatives and efficient use of resources. As a result, we achieved a 9 percent reduction in hazardous waste generation compared to 2023.

The hazardous waste generated consists of batteries, lamps, spent lubricating oil and contaminated solids generated during maintenance activities. In 2024, 87 percent of the hazardous waste generated was sent to value-adding final destinations, such as energy recovery (69 percent), recycling (9 percent), preparation for reuse (8 percent), and other methods (1 percent), preventing 173.18 tons from being sent to landfills or incineration without energy recovery.

Percentage of hazardous waste recovered

80% 2023 **87%** 2024

During this period, the generation of non-hazardous waste increased by 12 percent compared to 2023, a growth linked to the relocation of headquarters, which required organization, cleaning, and disposal activities to demobilize the former site. Non-hazardous waste consists of sanitary, organic and recyclable waste (metal, cardboard, plastic). Of these, 51 percent were valued: 39 percent by recycling, 10 percent by co-processing and 2 percent by other forms, totaling 215.90 tons of recovered waste.

Percentage of non-hazardous waste recovered

46% 2023 **51%** 2024
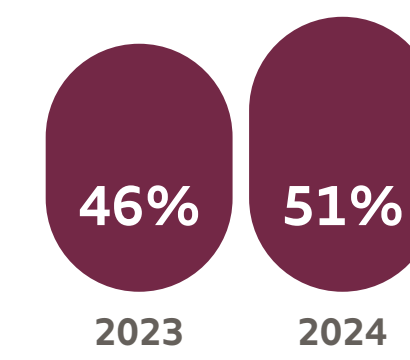
Disposal of hazardous waste (t)

	2023	2024
Incineration – without energy recovery	6.84	3.64
Landfill	36.68	22.94
Other forms of valuation	2.16	0.96
Preparation for reuse	6.48	16.53
Recycling	10.53	18.57
Incineration - with energy recovery	156.49	137.12

Disposal of non-hazardous waste (t)

	2023	2024
Incineration – without energy recovery	11.49	-
Landfill	194.98	209.37
Other forms of valuation	-	0.62
Preparation for reuse	7.00	6.96
Recycling	146.37	165.62
Incineration - with energy recovery	19.33	42.70

Emissions 302-4, 305-4

We have advanced in the efficient use of jet fuel, our main energy resource, which accounts for 99 percent of Scope 1 CO_2 emissions and approximately 40 percent of operating costs. This concern for fuel efficiency is central to the company's sustainability strategy.

Other initiatives to reduce fuel consumption include single-engine taxiing, reducing the use of the Auxiliary Power Unit on the ground, and optimizing flight speeds. GOL has made advanced use of big data analytics to improve flight and software that monitors aircraft performance in real time to maximize energy efficiency.

In the year, the GHG emissions intensity index was 67.99 gCO_2e/ASK and 82.05 gCO_2e/RPK. Jet fuel consumption for passenger transport within the organization was considered to calculate emission intensity.

We use Available Seat Kilometers (ASK)—the airline's total capacity, calculated by multiplying the number of available seats by the distance flown—and Revenue Passenger Kilometers (RPK)—the total obtained by multiplying the number of paying passengers by the distances traveled—as denominators.

All information on emissions follows the GHG Protocol Brasil methodology and is recorded on a specialized platform. The calculation of GHG emissions is also done using the GHG Protocol tool and adopts operational control as a consolidation approach. The initial base year is 2019, which recorded the highest peak in emissions in the last five years.

3 Gases considered in the calculation: CO_2, CH_4 and N_2O. Scope 3 emissions data for 2023 were rectified, as codeshare services (international travel) had not been included in the total Scope 3 emissions. There were no changes in biogenic emissions.

Scope 3 emissions considered were: transportation and distribution (upstream); waste generated in operations; business travel and commuting emissions.

Direct (Scope 1) GHG emissions GRI 305-1

Type of Emission[1]	2022	2023	2024
Total scope 1 emissions, in tCO_2eq	2,736,385.00	3,081,851.99	3,049,668.25
Total Scope 1 biogenic emissions, in tons	187.00	520.78	955.16

1 Gases considered in the calculation: CO_2, CH_4, N_2O and HFCs.

Energy indirect (Scope 2) GHG emissions GRI 305-2

Type of Emission[2]	2022	2023	2024
Total scope 2 emissions, in tCO_2eq	502.00	366.89	487.06

2 Gases considered in the calculation: CO_2.

Other indirect (Scope 3) GHG emissions GRI 305-3

The significant increase in Scope 3 emissions in 2024 compared to 2023 is attributed to the expanded scope of codeshare services and the inclusion of waste data measurement.

Type of Emission[3]	2022	2023	2024
Total scope 3 emissions, in tCO_2eq	145,537.00	351,875.48	735,897.97
Total Scope 3 biogenic emissions, in tons	4,107.00	451.18	3,145.56

Climate change

GRI 201-2, 302-5, 3-3 Energy and climate management

Over the years, GOL has implemented strategies to reduce GHG emissions and enhance operational resilience against extreme weather events. Furthermore, we continuously pursue opportunities to improve energy efficiency, adopt zero-carbon technologies, and promote environmental education initiatives, aligning our operations with ESG requirements and attracting investors committed to sustainability.

GOL recognizes the importance of Sustainable Aviation Fuels (SAF) as an essential tool for the decarbonization of the aviation sector and is strongly engaged in initiatives that promote its development in Brazil. However, it is important to note that the mandatory use of SAF starting in 2027, as established by the Fuel of the Future Law, may significantly impact airline costs in Brazil, since SAF currently costs three to four times more than jet fuel, and fuel accounts for around 40 percent of airlines' total expenses.

Any increase in costs within this budget category can have a significant impact on a sector that already operates with very low operating margins and is heavily affected by external factors such as exchange rate fluctuations, a high level of litigation, and fuel costs, which can lead to higher airfares in a country where, due to its continental dimensions, air transport plays a very important social role.

Finally, in a challenging scenario for aviation, GOL reaffirms its commitment to climate sustainability, balancing environmental responsibility with economic feasibility. We will continue investing in innovation, efficiency, and dialogue with the public and private sectors to enable a fair, safe, and affordable energy transition for all.

Results

In this chapter

Financial restructuring
Operational and financial performance

Financial restructuring

GRI 3-3 Low cost and sustainable results

GOL Linhas Aéreas' Chapter 11 process, initiated in January 2024 and concluded in June 2025, was a strategic financial restructuring conducted in the United States to address liquidity and debt challenges. During the 498-day process, the Company raised $1.9 billion in financing, including $1.375 billion in resources to maintain its operations and an additional $125 million from creditors. A key part of the plan was the conversion of up to $1.7 billion in secured debt and $850 million in other obligations into shares of the company.

The Abra group, the main shareholder, now holds around 80 percent of the company's shares. GOL also rationalized its fleet, redesigned its route network and optimized operating costs. The approved capitalization totaled more than BRL 12 billion, with the issuance of new common and preferred shares. As of June 12, 2025, the

We have a growth plan focused on the **renewal** of our fleet

company's shares began trading with new codes and lots on B3, marking a new phase for the company, now with liquidity of approximately $900 million and a growth plan until 2029, focused on fleet renewal with Boeing 737 MAX aircraft.

Learn more
More information on progress is available on our official channels.

Operational and financial performance

GRI 2-1, 3-3 Operational efficiency, 3-3 Low cost and sustainable results

Throughout 2024, GOL transported more than 30 million customers and operated more than 210,000 flights. Seat availability expanded by 0.6 percent compared to the previous year, while international operations registered an increase of 39.8 percent. Our air network reached 80 destinations, covering 64 domestic and 16 international routes.

The Company ended 2024 as the world's second most punctual low-cost airline, with an 85.1% on-time performance rate—an increase of 5.4 percentage points compared to 2023. In January 2025, it was recognized as the world's most punctual low-cost airline and the most punctual in Latin America.

With regard to the financial aspect, GOL recorded a 1.9 percent increase in total net revenue compared to 2023, alongside a 0.6 percent growth in Available Seat Kilometers (ASK). The solid performance in both indicators led to a 1.3 percent increase in revenue per Available Seat Kilometer (RASK) over the year.

Passenger revenue per available seat kilometer (PRASK) remained stable, reflecting the company's

ability to balance increased supply with sustained profitability, despite fluctuations in operating costs.

Year-to-date, total costs rose by 2.9 percent, due to the strong exchange rate devaluation. The unit cost per available seat kilometer (CASK) was mainly

affected by the increase in the Dollar rate and airport fees and charges, as well as by the provisioning of labor disputes from past periods. However, this increase was partially offset by the growth in supply, greater dilution of fixed costs and the drop in the price of aviation fuel.

Financial Indicators - 2024

Metrics	2024	vs. 2023
Net earnings (BRL million)	19,130	1.9%
ASK (millions)	43.3	0.6%
Occupation rate (%)	82.9%	0.8 p.p.
Yield (BRL cents)	48.1	(1.6%).
RASK (BRL cents)	44.2	1.3%
CASK (BRL cents)	36.4	1.8%
Recurring EBITDA (BRL million)	5,258	(4.1%).
Recurrent EBITDA margin (%)	27.5%	(0.6 p.p.)

Direct economic value generated and distributed (BRL) **GRI 201-1**

Operating costs	13,421,021
Employee salaries and benefits	2,979,930
Payments to providers of capital	1,223,730
Payments to government	1,060,011
Investments in the community	0
Total	**18,648,692**

💲

Financial indicators – 2024

Direct economic value generated:

Income (BRL million): **19,130**
Economic value withheld (BRL million): **- 6,067,103**

Smiles and GOLLOG continued to contribute significantly to our performance, with other revenues **rising 73.7%** in 4Q24 compared to the same period of the previous year.

Glossary

Codeshare – The companies share flights, the same procurement system and the same service standards. One of the companies sells tickets in its own name, while the flight is operated by another partner company.

Interline – Allows the issuance and sale of tickets with flights from different airlines on a single route, facilitating connections.

PROFITABILITY AND FINANCIAL EFFICIENCY INDICATORS

Yield
Average revenue per paid passenger kilometer. This is calculated by dividing the total passenger revenue by the number of RPKs (Revenue Passenger Kilometers). It measures profitability per unit of traffic.

Rask (Revenue per Available Seat Kilometer)
This figure is obtained by dividing the total revenue (passengers and cargo) by the number of ASKs. It measures the company's efficiency in generating revenue in relation to the number of seats offered.

Cask (Cost per Available Seat Kilometer)
Cost per available seat kilometer. This is calculated by dividing the total operating costs by the number of ASKs. It measures the airline's cost efficiency.

TRAFFIC AND CAPACITY INDICATORS

ASK (Available Seat Kilometers)
This measures the airline's total capacity, calculated by multiplying the number of available seats by the distance flown.

GRI Content Summary

Statement of Use	GOL reported the information contained in this report for the period from January 1 to December 31, 2024 based on the GRI Standards.
Standard used	GRI 1: Fundamentals 2021

GRI Standard/Other source	Content	Location	SDG
	2-1 Organizational details	7	
	2-2 Entities included in the organization's sustainability reporting	3, 7	
	2-3 Reporting period, frequency, and contact point	3	
	2-4 Restatements of information	3	
	2-5 External assurance	There was no external assurance in 2024.	
	2-6 Activities, value chain, and other business relationships	7	
	2-7 Employees	21	8, 10
	2-8 Workers who are not employees	21	8
GRI 2: General Content 2021	2-9 Governance structure and composition	16	5, 16
	2-10 Nomination and selection of the highest governance body	16	5.16
	2-11 Chair of the highest governance body	16	16
	2-12 Role of the highest governance body in overseeing the management of impacts	16, 17	16
	2-13 Delegation of responsibility for managing impacts	16	
	2-14 Role of the highest governance body in sustainability reporting	16	
	2-15 Conflicts of interest	We prevent and mitigate conflicts of interest through clear policies, training, and an ethical culture. We publicly disclose the types of potential conflicts, such as cross-ownership, related party relations, and controlling shareholders. We also maintain transparency with stakeholders regarding these situations.	16

GRI Standard/Other source	Content	Location	SDG
GRI 2: General Content 2021	**2-16** Communication of critical concerns	In 2024, an economic case was registered regarding adherence to Chapter 11, and the agency closely monitored the entire process. During the period, no fines or sanctions were applied for non-compliance with laws and regulations.	
	2-17 Collective knowledge of the highest governance body	16	
	2-18 Evaluation of the performance of the highest governance body	16	
	2-19 Remuneration policies	The remuneration of directors is determined by the General Meeting, in accordance with the Corporations Law and GOL's Bylaws. The People and Culture Department proposes market-based values, evaluated by the Governance Committee and approved by the Board. There is an annual reassessment and alignment with union agreements. The policy includes short-, medium-, and long-term components, meritocracy, and a clawback clause for C-Level and Presidency positions, promoting alignment with the Company's strategy and sustainability.	
	2-21 Annual total compensation ratio	The ratio between the total annual remuneration of GOL's highest-paid individual and the average remuneration of other employees is 0.03. The percentage variation in the annual remuneration of the highest paid in relation to the average of the others was 3.04. The calculations considered annual salaries and are expressed in decimal values.	
	2-22 Statement on sustainable development strategy	4	
	2-23 Policy commitments	19	16
	2-24 Embedding policy commitments	19	
	2-25 Processes to remediate negative impacts	19	
	2-26 Mechanisms for seeking advice and raising concerns	19	19

GRI Standard/Other source	Content	Location	SDG
GRI 2: General Content 2021	2-27 Compliance with laws and regulations	During the period, no fines or sanctions were applied for non-compliance with laws and regulations. There were no cases of corruption in the year. All GOL operations were assessed for corruption-related risks.	
	2-28 Membership associations	In 2024, GOL actively participated in national and international associations, including the International Air Transport Association (IATA) and the Brazilian Airlines Association (Abear). It also joined the Brazil Network of the UN Global Compact, the Pact for the Promotion of Racial Equity.	
	2-29 Approach to stakeholder engagement	21	
GRI 3: Material Topics 2021	3-1 Process of determining material topics	14	
	3-2 List of material topics	14	
Diverse Environment with Equity, Inclusion and Appreciation			
GRI 3: Material Topics 2021	3-3 Management of material topics Diverse environment with equity, inclusion and appreciation	11, 23	
GRI 205 Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	18, 19	16
	205-3 Confirmed incidents of corruption and actions taken	There were no cases of corruption in the year 2024	16
GRI 405 Diversity and equal opportunity	405-1 Diversity of governance bodies and employees	In 2022, 2023 and 2024 the governance body scenario is identical. Total: 9, of whom 8 men (88.89%) and 1 woman (11.11%). Regarding the age group, we have 6 between 30 and 50 years old, 66.67%; 3 over 50 years old, 33.33%; 0 under 30 years old, 0%.	5, 8
GRI 406 Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	19	5, 8
Low Cost and Sustainable Results			
GRI 3: Material Topics 2021	3-3 Management of material topics Low cost and sustainable results	37, 38	

GRI Standard/Other source	Content	Location	SDG
GRI 201 Economic performance	201-1 Direct economic value generated and distributed	38	8, 9
Operational Efficiency			
GRI 3: Material Topics 2021	3-3 Management of material topics Operational efficiency	7, 38	
Innovation, Digital Acceleration and Cybersecurity			
GRI 3: Material Topics 2021	3-3 Management of material topics Innovation, digital acceleration, and cybersecurity	11	
GRI 418 Customer privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2024, GOL received three substantiated complaints about non-compliance with the LGPD, all of which were resolved after the complaints were filed. There were no reports of complaints from regulators such as the National Data Protection Authority (ANPD), nor were there any incidents of data leaks, theft, or loss attributable to internal failures.	16
Customer experience			
GRI 3: Material Topics 2021	3-3 Management of material topics Customer experience	11	
GRI 416 Customer health and safety	416-1 Assessment of the health and safety impacts of product and service categories	All our products and services are evaluated for their impacts on the health and safety of our Customers, considering regulatory requirements and internal standards. The assessment is comprehensive, without division into categories, and covers processes such as food safety, onboard hygiene, luggage handling, accessibility, care for unaccompanied minors, and animal transportation, as well as compliance of entertainment equipment. These controls are integrated into our operational and health risk management programs.	

GRI Standard/Other source	Content	Location	SDG
GRI 416 Customer health and safety	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2024 there were no records of non-compliance.	16
Risk and Crisis Management			
GRI 3: Material Topics 2021	3-3 Management of material topics Risk and crisis management	16	
Work Practices			
GRI 3: Material Topics 2021	3-3 Management of material topics Work practices	21	
GRI 205 Anti-corruption	205-1 Operations assessed for risks related to corruption	18	16
GRI 308 Supplier environmental assessment	308-1 New suppliers that were screened using environmental criteria	Currently, GOL does not select suppliers based on environmental criteria.	
	308-2 Negative environmental impacts in the supply chain and actions taken	No formal assessments have been made to identify environmental impacts caused by our suppliers. By 2025, we intend to develop a Stakeholder Engagement Plan.	
GRI 401 Employment	401-1 New employee hires and employee turnover	22	5, 8, 10
Health, Well-Being and Occupational Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics Health, well-being and occupational safety	21, 25	
GRI 403 Occupational health and safety	403-1 Occupational health and safety management system	25	8
	403-2 Hazard identification, risk assessment, and incident investigation	25	8
	403-3 Occupational health services	25	8
	403-4 Worker participation, consultation and communication on occupational health and safety	25	8, 16

GRI Standard/Other source	Content	Location	SDG
GRI 403 Occupational health and safety	403-5 Worker training on occupational health and safety	25	8
	403-6 Promotion of worker health	25	3
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	25	5
	403-9 Work-related injuries	25	3, 8 ,16
	403-10 Work-related ill health	25	3, 8, 16
GRI 404 Work-related ill health	404-1 Average hours of training per year per employee	24	4, 5, 8, 10
	404-2 Programs for improving employee skills and career transition assistance	24	8, 10
	404-3 Percentage of employees receiving regular performance and career development reviews	24	5, 8, 10
Operational Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics Operational safety	13	
Energy and Climate Management			
GRI 3: Material Topics 2021	3-3 Management of material topics Energy and climate management	30, 31, 35	
GRI 201 Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	35	13

GRI Standard/Other source	Content	Location	SDG
GRI 302 Energy	302-1 Energy consumption within the organization	31	7, 8, 12, 13
	302-2 Energy consumption outside the organization	31	7, 8, 12, 13
	302-3 Energy intensity	31	7, 8, 12, 13
	302-4 Reductions in energy consumption	34	7, 8, 12, 13
	302-5 Reductions in energy requirements of products and services	31, 35	7, 8, 12, 13
GRI 303 Water	303-1 Interactions with water as a shared resource	32	6, 12
	303-2 Management of water discharge-related impacts	32	6
	303-3 Water withdrawal	32	6
	303-4 Water discharge	32	6
	303-5 Water consumption	32	6
GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	34	3, 12, 13, 14, 15
	305-2 Indirect (Scope 2) GHG emissions from energy acquisition	34	3, 12, 13, 14, 15
	305-3 Other indirect (Scope 3) GHG emissions	34	3, 12, 13, 14, 15
	305-4 GHG emissions intensity	34	13, 14, 15
	305-5 Reduction of GHG emissions	In 2024 there was no reduction in GHG emissions due to the increase in jet fuel consumption and greater data coverage.	13, 14, 15
	305-6 Emissions of ozone-depleting substances (ODS)	Cooling gases (R-410A and R22) 2023: 556.77 (tCO_2eq) | 2024: 267.96 (tCO_2eq).	3, 12

GRI Standard/Other source	Content	Location	SDG
No adherence to material topic			
306 Waste	306-1 Waste generation and significant waste-related impacts	33	
	306-2 Management of significant waste-related impacts	33	
	306-3 Waste generated by composition	33	
	306-4 Waste diverted from disposal	33	
	306-5 Waste directed to disposal	33	

GOL

2024 Report

GOL

Our priorities

New times for GOL

New times for People

New times for Earth

Results

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Credits

GOL LINHAS AÉREAS INTELIGENTES S.A.

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GOL Collection

We extend our gratitude to all employees for their valuable contributions to GOL's achievements in 2024.

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