

## Purpose

Guide stakeholder engagement activities within Bradesco Organization, in line with internal Policies and Standards, related to the Sustainability agenda.

## 2. Concepts

### 2.1. Stakeholders

Stakeholders are any audience that can exert or be influenced by the Organization's business and operations in connection with the Sustainability agenda.

### 2.2. Stakeholder Engagement

Means any type of initiative that aims to understand the interests and expectations of stakeholders, as well as involving them in decision-making processes, where applicable, related to the sustainability agenda.

Among the possible engagement actions, to be adapted to each audience, situation and/or purpose, the following stand out:

- **Monitoring:** monitor and analyze the actions, activities or other information of stakeholders;
- **Information:** inform stakeholders about Relevant Topics, including the Organization's Sustainability/ESG performance;
- **Consultation:** request information, clarification or opinion from stakeholders;
- **Involvement:** promote discussions with learning and benefits for the Organization and stakeholders, providing subsidies for independent decision-making; and
- **Collaboration:** promote discussions or carry out actions jointly with stakeholders.

### 2.3. Stakeholder Map

The stakeholder map is made up of the following stakeholders, classified based on their level of relevance:

#### Priorities:

- Clients and users;
- Employees, interns and apprentices;
- Shareholders and investors;
- Suppliers and outsourced workers; and
- Regulatory and Self-Regulatory Government Bodies.

#### Important:

- Community;
- Competition;
- Opinion makers;
- Press; and

- Organized Civil Society.

#### 2.4. Relevant Topics

We consult our stakeholders in guiding processes related to the sustainability agenda and for managing the organization's ESG issues, including the process of drawing up the materiality matrix.

Bradesco's relevant themes are expressed in the Organization's Materiality Matrix, published in the Integrated Report and reviewed periodically with the participation of the main stakeholders.

We recognize the relationship with the various stakeholders, through consultations and structured dialogues, contributing to the improvement of business management and promoting continuous learning.

#### 3. Stakeholder Engagement Process

To ensure that relationships are aligned with the sustainability agenda, the long-term vision and are conducted on a respectful, inclusive and participatory basis, the stakeholder engagement process, in accordance with the Organization's other policies and standards, aims to:

- Establish relationships based on Bradesco's values and that contribute to the continuous learning and development of the Organization;
- Respect and promote internationally accepted Human Rights;
- Respect the rights and particular characteristics of the stakeholders, ensuring fair and equal treatment and not allowing discriminatory behavior under any circumstances;
- Promote communication channels, consultation and dialogue processes and, whenever possible, measure the satisfaction level of relationships, ensuring that demands are **assessed**, met, **answered** and managed appropriately;
- Plan stakeholder engagement initiatives by adopting criteria for identifying and mapping stakeholders, prioritizing the profiles chosen, planning, executing, assessing and reporting;
- Consider the following criteria in the process of identifying and prioritizing **relationships with stakeholders**: dependence (direct or indirect), **the** influence of stakeholders on the Organization's business and activities, **the** urgency of the relationship between stakeholders and representation (scale, geographical importance, and social and economic vulnerability) **and impacts**;
- **Manage crises or conflict situations with one or more stakeholders, when necessary**;
- Consider, where applicable, the demands and insights of stakeholders to support relevant decision-making processes, such as: policy-making, improving processes **in the** creation and/or development of products and services, **and capturing opportunities for innovation and value creation**;
- Develop strategies to measure, monitor, assess and report on the engagement actions adopted, considering the use of indicators and measures to assess the impacts produced on related parties; and
- Submit to shareholders and investors, through policies, reports and communication channels, the practices and indicators related to relevant ESG and climate issues.

#### 4. Roles and Responsibilities

The respective Executive Boards involved and the Sustainability Committee are responsible for monitoring and deciding on relationship and engagement initiatives related to the Sustainability agenda.

Departments and related companies have autonomy and are responsible for identifying, prioritizing, planning, executing and assessing the actions developed to engage the Organization's stakeholders, while respecting institutional policies and standards.

Each dependency shall ensure full compliance with the guidelines set out in this Standard and assure the transparency of initiatives and the sharing of lessons learned from these relationships.

The Officer in charge of the Sustainability Department is responsible for contributing to advocacy in favor of the sustainability/ESG agenda through participation in trade associations, committees, specialized councils and in relations with consulates, embassies and other government entities, helping to promote positive actions that contribute to promoting a low-carbon economy and mitigating the effects of climate change.

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