

Purpose

Guiding the stakeholder engagement activities in the Bradesco Organization, in compliance with the Internal Policies and Standards regarding the Sustainability agenda.

2. Concepts

2.1. Stakeholders

A stakeholder is understood as any and all publics that may influence or be influenced by the Organization's businesses and operations regarding the Sustainability agenda.

2.2. Stakeholder Engagement

Corresponds to every type of initiative that is aimed at understanding interests and expectations of stakeholders, as well as involving them in decision-making processes, when applicable, regarding the Sustainability agenda.

Among the possible engagement actions to be adapted to each public, situation and/or objective, the following should be highlighted:

- **Monitoring:** tracking and analyzing actions, activities, or other information related to stakeholders.
- **Information:** making the stakeholder knowledgeable about Relevant Issues, including the Organization's Sustainability/ESG performance.
- **Consultation:** requesting stakeholders to provide information, clarification, or opinion.
- **Involvement:** promoting discussions with learning and benefits for the Organization and stakeholders, generating support for independent decision-making and
- **Collaboration:** encouraging discussions or taking steps in a joint manner with stakeholders.

2.3. Stakeholder Map

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

Priority:

- Customers and Users,
- Employees, interns, and apprentices,
- Shareholders and Investors,
- Suppliers and outsourced workers and
- Governmental and Regulatory Agencies, and Self-Regulating Entities.

Important:

- Community,
- Competitors,
- Opinion molders,
- Press and
- Organized Civil Society.

2.4. Relevant Issues

We consult our stakeholders in guiding processes related to the Sustainability agenda and for managing the organization's ESG themes, including the process of defining the materiality matrix.

The relevant issues for Bradesco are expressed in the Organization's Materiality Matrix, disclosed in the Integrated Report, and periodically revised with the participation of the main stakeholders.

We recognize the relationship with the various interested parties, through structured consultations and 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 that they are conducted in a respectful, inclusive, and participatory manner, the stakeholder engagement process, in accordance with the Organization's other policies and standards aims to:

- Establish relationships that are based on Bradesco's values and that contribute to the Organization's continuous learning and development,
- Respect and promote internationally accepted Human Rights,
- Respect the rights and particularities of stakeholders, ensuring fair and equal treatment, not allowing discriminatory attitudes under any circumstances,
- Disseminate communication channels, consultation, dialogue processes and, whenever possible, measure the level of satisfaction of relationships, ensuring that demands are met and managed appropriately,
- Plan stakeholder engagement initiatives adopting criteria for identifying and mapping stakeholders, prioritizing chosen profiles, planning, execution, assessment, and reporting,
- Consider the following criteria in the identification and prioritization process: stakeholder dependencies (direct or indirect), stakeholder influence on the Organization's business and activities, urgency of the relationship between the parties and representation (scale, geographic importance, social and economic vulnerability),
- Identify situations in which relationships with interested parties may present risks and act preventively in such cases, seeking to avoid, minimize or compensate for possible negative impacts, whenever possible,
- Consider, when applicable, the demands and perceptions of stakeholders to support decision-making and relevant processes, such as: in the development of policies, improvement of processes, creation and/or development of products and services,
- Develop strategies to measure, monitor, evaluate and report the engagement actions adopted, which consider the use of indicators and the analysis of impacts generated on related parties and

- Present to shareholders and investors through policies, reports and communication channels, practices and indicators related to relevant ESG and climate issues.

4. Roles and responsibilities

Monitoring and deliberating relationship and engagement initiatives related to the Sustainability agenda concern the respective Boards involved and the Sustainability Committee.

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

Each area shall ensure full compliance with the guidelines set out in this Standard and guarantee the transparency of initiatives and relationships with stakeholders.

The Director responsible for the Sustainability Department shall represent the sustainability/ESG agenda through participation in trade associations, committees, specialized councils and in relationships with government entities, such as consulates, embassies, etc., encouraging positive actions that contribute to promoting a low-carbon economy and mitigating the effects of Climate Change.

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