

## **1. Purpose**

Describe the main guidelines for sustainability and social, environmental and climate responsibility of Bradesco Organization, in the definition of its strategy and in the conduct of its businesses, activities and processes, highlighting the main lines of action and governance.

## **2. Introduction**

Our business strategy is primarily focused on meeting customer expectations, by knowing their needs and life cycle and increasing their satisfaction through an excellent experience in all their interactions with the Bank. Based on this reflection, we base our activities on four main pillars that support the corporate purpose of creating opportunities for accomplishments of the persons and the sustainable development of companies and society.

This Standard highlights the set of guidelines and principles of social, environmental and climate nature, in business, in operations and in the relationship with stakeholders.

Its relationship with the fundamental principles established by the Code of Ethical Conduct, with the Corporate Sustainability Policy and with the other policies and rules in force at the Bradesco Organization should be mentioned.

The preparation of this document complies with the Principles of Relevance, Proportionality and Efficiency, in accordance with the terms set out in the resolution of the National Monetary Council No. 4.945/2021 and in SARB - Banking Self-Regulation System of the Brazilian Federation of Banks Resolution No. 14/2014.

For the purposes of this Standard, we consider:

- I- Social nature, such as respect, protection and promotion of fundamental rights and guarantees of common interest.
- II- Environmental nature, such as the preservation and reparation of the environment, including its prevention and restoration where possible.
- III- Climate nature, such as a positive contribution to the transition to a low carbon, greener and more inclusive economy, with a focus on reducing greenhouse gas emissions and reducing impacts that may be associated with climate change.
- IV- Stakeholders, such as customers and users, employees and relevant third-party service providers, suppliers, shareholders and other people impacted by our activities, products, services and processes.

## **3. Social, Environmental and Climate Principles and Guidelines**

We base our work on ethics, the promotion of human rights and fundamental labor rights, the universalization of social and citizenship rights, and respect for the environment.

We consider the social, environmental and/or climatic impacts of our business and operations and we continuously work to improve management, monitoring and our social, environmental and climate performance.

### **3.1 Bradesco's Sustainability Strategy**

We implement social, environmental and climate responsibility based on our strategy, in line with the laws and regulations that govern the matter and the voluntary commitments undertaken.

Our focus is to be agents of positive transformation, generating shared value for our stakeholders. We are committed to managing social, environmental and climate risks related to our business and supporting sectors, activities, projects and assets that have positive social and environmental impacts. The commitments undertaken herein reinforce our belief in the potential transformation of the sustainability agenda.

Financial inclusion and education are important drivers for us, because through them we impact and transform the lives of millions of Brazilians. Ethical and transparent performance permeates our values. It is part of our purpose to contribute to the sustainable development of society, and we work to ensure that our Organization is prepared for the challenges that will be imposed by a low carbon and inclusive economy.

Aspects of social, environmental and climate nature are addressed in our Sustainability strategy, whose main pillars are:

**Climate change**

- ✓ Ensure that our businesses are prepared for climate challenges, by raising awareness and engaging our customers in terms of risks and opportunities.
- ✓ Support customers and suppliers in the transition to a low carbon economy.
- ✓ Provide financial solutions that are supportive of lower carbon consumption and production patterns and more resilient to climate impacts
- ✓ Ensure the adoption of business practices that are in line with protecting the environment and increasing environmental performance, by optimizing the use of natural resources and paying attention to the risks and opportunities arising from significant environmental aspects, including climate change.

**Sustainable Businesses**

- ✓ Promote positive impact businesses that foster social and environmental development.
- ✓ Offer financial solutions focused on advancing the ESG (environmental, social and governance) performance of our clients and supporting them in the transition to business models with a lower social and environmental impact.
- ✓ Adhere to and incorporate social and environmental responsibility and sustainability criteria in the business and in the processes of developing, reviewing and commercializing products and services.

**Financial Citizenship**

- ✓ Consider Financial Citizenship as a fundamental element for a responsible relationship with customers and users.
- ✓ The Organization, committed to promoting financial citizenship, seeks to understand the needs of each client linked to their finances, aiming to contribute to the personal development of employees, clients and society.
- ✓ Provide information and advice for the purposes of economic protection of customers, through a relationship based on ethics, transparency, fair and equitable treatment, with the provision of clear and accurate information, as established in the Institutional Customer and User Relationship Policy and on Institutional Standard for Relationship with Customers and Users.
- ✓ Continuously promote financial education and inclusion for our customers, employees and the general audience, through educational actions and the provision of information and financial advice on products and services suited to the profile of customers and users.

Our short, medium and long-term strategy seeks to reduce social and environmental impacts, in line with innovation and constant evaluation and positioning of our products and services.

### **3.2. Social, Environmental and Climate Management in activities**

- ✓ Identify and manage the social, environmental and climate impacts of the Organization's activities through the implementation of criteria and processes for management, monitoring and reporting of results.
- ✓ Manage and mitigate the social impacts of the Organization's activities and operations, seeking to protect and respect human rights, as established in the Corporate Social Responsibility Management System Standard.
- ✓ Encourage actions that consider the impacts of the Organization's activities and contribute to the development of business and society, particularly in the communities in which we operate.
- ✓ Support and contribute to Diversity and Equity in the Organization and in society.
- ✓ Manage and mitigate environmental impacts and the use of natural resources by the Organization, promoting efficiency in processes, the reduction and proper management of waste and effluents, mitigation and adaptation to the effects of climate change and the compensation of greenhouse gas emissions arising from the operations.
- ✓ Ensure compliance with Laws, Standards and Regulations that govern social, environmental and climate management.

### **3.3. Social, Environmental and Climate Risk Management**

- ✓ Ensure the existence of a formal integrated risk management process to which the Organization is exposed, considering short, medium and long-term aspects, and enabling the management of adverse effects resulting from interactions between risks
- ✓ Apply specific risk assessment mechanisms and criteria, prioritizing activities and operations with the greatest potential to cause social, environmental and climate damage, in accordance with the Social and Environmental Risk Standard.
- ✓ Control the Organization's exposure to social, environmental and climate risks in credit operations, guarantees, investments and in the relationship with suppliers, through the identification, evaluation, classification, monitoring and mitigation of risks.
- ✓ Implement measures to prevent the opening of accounts and contracting of credit transactions to individuals or legal entities proven to be involved in the use of slave-like labor, child labor or the criminal exploitation of prostitution, illegal mining, asbestos extraction and manufacturing of heavy military equipment.
- ✓ Additionally, apply restrictive measures for activities with mineral coal extraction, extraction and processing of shale and tar sands, industrialization and commercialization of uranium, coal-fired thermoelectric power plant and critical sectors with infringements related to illegal deforestation.

The Integration and coordination of actions for the identification, assessment, control, monitoring and reporting of the Organization's social and environmental risks are the responsibility of the Integrated Risk Control Area - Social and Environmental Risk Area, applying the guidelines of the Social and Environmental Risk Standard and the Procedures Manual for Social and Environmental Risks. The Social and Environmental Risk Standards also deals with restriction and exclusion measures due to aspects of social, environmental or climatic nature.

### **3.4. Products and Services**

- ✓ Adhere to social, environmental and climate responsibility in the processes of developing, reviewing and commercializing products and services.

- ✓ Identify business opportunities that consider aspects of social, environmental and/or climate nature, in line with the strategic pillar of sustainable business and the transition to a low carbon economy, promoting positive impacts on individuals, society and the environment.

### **3.5. Voluntary Commitments**

The sustainability strategy is strengthened through adherence to voluntary sectoral and multisectoral commitments. We assume and integrate voluntary commitments into our internal processes, enhancing the Environmental, Social and Climate aspects of our practices.

To adhere to voluntary commitments, we have adopted the following guidelines:

- ✓ The Departments and Affiliated Companies are responsible for proposing adhesion, implementing the agreed principles and requirements, and reporting periodically the compliance therewith;
- ✓ The Sustainability Area technically evaluates the adhesion proposals, as well as the accounting and evidence of compliance with the commitments;
- ✓ The Sustainability Committee assesses the adhesion to new agreements and the compliance with commitments already undertaken; and
- ✓ The Sustainability and Diversity Committee deliberates on new adhesions and the maintenance of current commitments.

## **4. Impacts and Transparency**

As a Financial Institution, we recognize the relevance and impact of our business on society. We understand that it is increasingly necessary to measure, report and manage these impacts, expanding the positive contributions and mitigating risks and negative indirect results of our business.

We adhere to and follow the UN and UNEP-FI recommendations through commitments, such as the Global Compact, the Principles for Responsible Banking (PRB), the Principles for Responsible Investment (PRI) and the Principles for Sustainable Insurance (PSI), in order to employ different processes to measure and evaluate the Organization's positive impacts, in addition to combining different references in our Sustainability strategy, such as the Sustainable Development Goals (SDGs), especially those prioritized by Bradesco and the materiality criteria.

Through performance indicators and targets, we monitor the Organization's social, environmental and climate performance, particularly intended to, in addition to legal compliance, manage our impacts on the environment and society.

For reporting and transparency of sustainability information, covering environmental, social and climatic aspects, we annually publish the Integrated Report, which follows the following guidelines, methodologies and frameworks, among others:

- ✓ Global Reporting Initiative (GRI), in its Standard version
- ✓ Value Reporting Foundation – Integrated Report of the International Integrated Reporting Council (IIRC)
- ✓ Sustainability Accounting Standards Board (SASB) and SASB Materiality Map
- ✓ Guidelines of the Task Force on Climate-related Financial Disclosures (TCFD)
- ✓ UN 2030 Agenda – Sustainable Development Goals (SDGs)
- ✓ Stakeholder Capitalism

## **5. In the Relationship with Stakeholders**

We also recognize that the relationship with the various stakeholders, through consultations and structured dialogues, contributes to the improvement of business management and promotes continuous learning for both sides. In this regard, we consulted our stakeholders in guiding processes for the management of the organization's ESG topics, with the purpose of preparing materiality matrices related to the subjects in vogue.

The guidelines below guide relations with stakeholders, in line with the commitments, guidelines, roles and responsibilities described in the Stakeholder Engagement Standard, in the Human Resources Management and Diversity and Inclusion Policies and in the Corporate Policy and Commitment of Human Rights.

### **5.1. Customers**

- ✓ Serve customers with excellence, according to their needs and objectives, as established in the Institutional Standard for Relationship with Customers and Users.
- ✓ Foster communication channels that promote transparency and quality of service.
- ✓ Support and monitor clients in the transition to a more sustainable economy and promote the advancement of the ESG performance of their activities.
- ✓ Provide accessibility, physical or digital to clients and other users.

### **5.2. Human Capital**

- ✓ Promote respect for human rights, diversity, dignity and equity.
- ✓ Act in the development of the essential and transforming skills of our professionals.
- ✓ Promote the development and succession process of human capital, in line with the Organization's strategy and business.
- ✓ Promote training and awareness actions related to sustainability, in order to encourage its approach at all levels of the Organization.
- ✓ Engage our employees in volunteer work practices, reinforcing the exercise of citizenship.
- ✓ Act in compliance with the guidelines in the Corporate Social Responsibility Management System Standard.

### **5.3. Society**

- ✓ Contribute to the dissemination and strengthening of the Sustainable Development Goals (SDGs).
- ✓ Dialogue and establish partnerships with civil society organizations that contribute to sustainable development.
- ✓ Promote donations and sponsorships in line with the Organization's strategic guidelines, enhancing the contribution to the Sustainable Development Goals (SDGs) agenda, in accordance with the Donations and Sponsorship Standard.
- ✓ Engage and involve society in identifying its priorities.

#### **5.4. Suppliers**

- ✓ Incorporate ESG criteria, including from the perspective of risks and opportunities, in the processes of engaging and managing suppliers and service providers.
- ✓ Evaluate, monitor and engage suppliers according to the guidelines established in the Social and Environmental Responsibility Standard for the Supply Chain and market trends.

#### **5.5. Shareholders and investors**

- ✓ Through disclosure policies and communication channels, present to shareholders and investors, practices and performance indicators related to relevant ESG and climate issues, in a clear and precise manner, following methodologies and standards recognized by the market.

### **6. Governance Structure**

To respond to constant economic, social and environmental changes, Bradesco has a robust sustainability governance structure, integrated with risk management and business. Featuring professionals with different expertise and hierarchical levels, the structure makes it possible to implement the Sustainability Strategy, ensuring that discussions and decisions on the subject are institutionalized in the different areas of the Organization.

Sustainability Governance is integrated with the Governance of social, environmental and climate risks, which is under the Management of the Social and Environmental Risk Area.

#### **6.1. Board of Directors**

The Board of Directors is responsible for defining the Organization's strategy, constantly seeking to align the Company's strategic planning with social, environmental and climate aspects, in accordance with the best Corporate Governance practices. It gathers in meeting on a six-monthly basis to monitor the Sustainability performance.

Through the Sustainability and Diversity Committee, it approves and reviews the Social, Environmental and Climate Responsibility Policy (PRSAC).

#### **6.2. Sustainability and Diversity Committee**

Comprised of members of the Board of Directors, the CEO and the executive vice-presidents. It is responsible for defining the Sustainability strategy and advising the Board of Directors in the performance of its duties related to the promotion of this strategy, reconciling economic development issues with social, environmental and climate responsibility.

It gathers in meeting on a two-monthly basis to carry out the main decisions, approve plans and goals, and monitor the implementation of social, environmental and climate guidelines, always in an integrated manner with the Institution's other policies.

It carries out its activities in coordination with those of the Risk Committees responsible for deliberating or monitoring matters related to social, environmental and climate risks.

It is responsible for proposing recommendations to the board of directors on the establishment and review of the PRSAC, assessing the degree of adherence to the actions implemented for the PRSAC and keeping records of the recommendations related to the Accountability Policy.

#### **6.3. Sustainability Commission**

The Sustainability Committee is comprised of executive officers and managers from different departments, including the areas responsible for actions on the Sustainability agenda.



With bimonthly meetings, it is the forum responsible for proposing initiatives and advising on the Committee's decisions, operating the implementation of the social, environmental and climate strategy in the departments.

It responds and reports its activities to the Bradesco Organization's Sustainability and Diversity Committee and is responsible for supporting the boards in the implementation of the Sustainability agenda in their activities in accordance with the PRSAC.

#### **6.4. Chief Sustainability Officer**

They are responsible for managing the Sustainability Department, approving action strategies in order to ensure alignment with the Organization's guidelines and aiming to support their members in decisionmaking, for the insertion of Corporate Sustainability and social, environmental and climate responsibility in operations and business. They are a member of the Sustainability and Diversity Committee and the Risk Committees responsible for deliberating or monitoring matters related to social, environmental and climate risks.

They are responsible for providing input and participation in the decision-making process related to the establishment and review of the PRSAC, assisting the Board of Directors; for the implementation of actions with a view to the effectiveness of the PRSAC; for the monitoring, evaluation and improvement of the actions implemented and for the dissemination of the PRSAC.

#### **6.5. Sustainability Area**

Responsible for the transversal execution of the sustainability strategy, management and monitoring of environmental, social and climate performance. In addition to promoting the incorporation of best sustainability and governance practices in the business.

Responsible for advising the Sustainability and Diversity Committee and the Sustainability Commission, in addition to supporting the institutional and business areas in meeting the PRSAC guidelines.

#### **6.6. Integrated Risk Control Department, Social and Environmental Risk Analysis and Control**

**Area** Responsible for:

- ✓ Integrating and coordinating the actions of identification, assessment, control, monitoring and reporting of the Organization's social and environmental risks, by applying the guidelines of the Social and Environmental Risk Standard and the Manual of Procedures for Social and Environmental Risks.
- ✓ Identifying and analyzing occurrences related to restrictions and exclusions provided for in the Social and Environmental Risk Standard.
- ✓ Evaluating and issuing a social and environmental technical opinion, as requested.

#### **6.7 Department of Compliance and Non-Financial Risk Management**

Responsible for the guidelines established in the Institutional Standard for Relationship with Customers and Users and on Institutional Customer and User Relationship Policy in adherence to Resolution No. 4.949 of the Central Bank of Brazil, published by the National Monetary Council in September/21.

#### **6.8 Credit Department**

Responsible for meeting the restriction or exclusion criteria for granting credit in accordance with the items provided for in the Social and Environmental Risk Standard.

**6.9 Purchasing Department**

Responsible for supporting the development of Social and Environmental Responsibility actions in the Supply Chain - PBRSA and submitting for evaluation the suppliers that during the approval or contracting processes presented exposure to social and environmental risk.

**6.10 Estate Department**

Responsible for Bradesco Organization's Eco-efficiency Management and for the annual production of an inventory of greenhouse gas emissions from operating activities, in accordance with market reporting standards.

**6.11. Departments, Related Companies, Invested Companies and Units Abroad**

Responsible for acting in line with the sustainability strategy, policies and internal rules, as well as the voluntary commitments assumed by the Organization, in its activities and processes.

**7. Periodicity of review**

The review will be performed at least every three years or, on an extraordinary basis, in any event of relevant events.

**8. Support**

Sustainability Area  
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We declare that this document was approved during the Extraordinary Board of Directors' Meeting (EBDM), on 06.15.2023.

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Sustainability  
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