



ESG

2024 Sustainability Report

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Message from the CEO

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Our performance in 2024 reflected the essence of who we are as an institution: solid, profitable and increasingly competitive. In the face of the transformations currently taking place in the financial market, we have continued on our path to success, remaining open to new trends and building smart solutions through the use of IT, data management, innovation and sustainability. Our commitment and dedication are aimed at providing an increasingly improved experience for our customers, meeting their needs.

We ended 2024 with positive results: our net income reached R\$ 916.1 million, moving up by 5.2% from 2023, and our loan portfolio also recorded significant growth, reaching R\$ 62.0 billion, up by 15.6% year on year, the result of our strategic positioning and consistent commercial performance.

We continue to stand with the population of Rio Grande do Sul, helping rebuild the State with the responsibility of serving as an essential driver of the economy, without losing sight of our mission to support and foster local development. Among the various initiatives we implemented, we highlight the support provided to companies and small businesses affected by the floods, which benefited from the creation of a special credit line with subsidized interest rates funded by the State Government.

For the fourth consecutive year, we achieved the Gold Seal from the Brazilian GHG Protocol Program, in recognition of the preparation of our complete and assured Greenhouse Gas (GHG) emissions inventory for the year 2024.

We invested R\$ 25 million to support Rio Grande do Sul's (RS) cultural sector, which was heavily impacted. The funds were earmarked for the recovery of physical spaces and for the activities of artists and workers in the sector.

On the environmental front, for the fourth year running, we have received the Gold Seal for our Greenhouse Gas (GHG) emissions inventory. This achievement reinforces our ongoing commitment to sustainability.

In 2024, we reduced our scope 1 and 2 of GHG emissions by 60.1% considering the market-based approach, reflecting our efforts to mitigate our environmental impact.

Moreover, through the Seeds Program, we support agroecology by distributing

10.4 million heirloom and various species seeds, directly benefiting 2,400 people and promoting more sustainable and regenerative rural practices.

When it comes to innovation, we fostered the economy's productive sectors and launched new products and services to further strengthen the relationship with our customers, diversifying our portfolio. In 2024, we launched conveniences such as *Conta Única* Banrisul, with R\$ 7 billion earmarked for companies' working capital, and the Banrisul Digital Account, which now offers a new experience for individual customers, who can now open accounts fully digitally via the app. This product is available to customers all over Brazil, in line with our strategy for expanding our customer base.



We launched conveniences such as Conta Única Banrisul, with R\$ 7 billion earmarked for companies' working capital, and the Banrisul Digital Account, which now offers the service of opening accounts fully digitally via the app.

Fernando Lemos
CEO of Banrisul

We also launched the Banri Global Account, a digital account in foreign currency for individual customers to meet their needs when traveling, making international purchases or doing business abroad. We are also preparing a 100% digital corporate account, integrated with Vero's payment solutions, which will help us to regain our leading role in the corporate segment.

More than ever, we are devoting our efforts to technology. As a benchmark in IT for the banking segment, we have presented innovative solutions that bring greater security to operations and improve user experience. We implemented facial biometrics, positioning Banrisul at the forefront of cutting-edge technologies for protecting transactions. The digital signature we have adopted is an important advancement in efficiency and cost management.

To provide customers with more autonomy and freedom over their banking financing details, making daily financial management easier, we have developed the Minhas Finanças feature in the app, where they can transfer funds from other institutions into their accounts with us, through Open Finance. Banricompras, an exclusive product for Banrisul customers, now offers contactless technology, making it easier to use the card. In a single section of the app, our customers can access statements, track purchases, control limits and configure their cards.

For 2025, we have an unprecedented launch in the Brazilian market. We will be the first bank to open

our ATM network, with making terminals installed at external points and branches available to customers of other banks linked to the Banco24Horas network. Customers of more than 150 banks, financial institutions and digital banks will have a close partner in Banrisul to expand their access to banking services.

And there is more. In 2025, we have launched a new relationship model, with modern and welcoming branches for individual and corporate customers. This new service has been designed to encourage connections, provide well-being and offer a more personalized and efficient environment.

These initiatives reflect the new moment in which we are living: We are moving towards an increasingly digital future, without giving up our human essence. We keep an eye out for opportunities and continue to search for innovative solutions in line with the needs of increasingly connected and exacting consumers.

We are ready to conquer new markets, with dynamism and a long-term vision, maintaining our leading role in the regional financial system. The strength of our team was key to every achievement in 2024, and we are grateful to all our stakeholders who stood by our side, contributing to another successful cycle.

Enjoy your reading!
Fernando Guerreiro de Lemos

About the Report

GRI 2-2, 2-3, 2-4, 2-5

This Sustainability Report presents Banrisul's guidelines, policies, strategies and results, bringing together the main impacts, advances and challenges in the environmental, social and governance dimensions.

We hereby present Banrisul's 2024 Sustainability Report, driven by our commitment to transparency. The document showcases our consistent performance focused on sustainable development, highlighting our environmental, social and economic advancements in a year deeply marked by the weather disaster that hit Rio Grande do Sul. During the floods, we adopted emergency measures to support the population, ensure the continuity of our operations and contribute to rebuilding the State.

The Report, released annually, covers the period from January 1 to December 31, 2024, and integrates data from Banco do Estado do Rio Grande do Sul (operations in Brazil and, in fiscal year 2023, foreign subsidiaries) and controlled companies: Banrisul Armazéns Gerais S.A., Banrisul S.A. Corretora de Valores Mobiliários e Câmbio, Banrisul S.A. Administradora de Consórcios, Banrisul Soluções em Pagamentos S.A., and Banrisul Seguridade Participações S.A.



Questions may be sent to the Investor Relations team through the following channels:

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Approved by the Executive Board and by the Social, Environmental and Climate Responsibility Committee and submitted to the Board of Directors, this Report presents Banrisul's guidelines, policies, strategies and results in order to bring together the main impacts, achievements and challenges in the environmental, social and governance dimensions. Based on consolidated data from all the Conglomerate's operations, regardless of the shareholding level, the report shows how we operate to create value for our stakeholders.

In order to reinforce the reliability of the information, the content was submitted to external and independent limited assurance, carried out by the auditing firm Deloitte Touche Tohmatsu Auditores Independentes Ltda.

The consolidated financial statements, audited by a third party, cover Banrisul's operations in Brazil, its foreign branch in 2023 (Grand Cayman), its subsidiaries, its affiliates and its investment fund quotas in which it substantially assumes or retains risks and benefits.

Good reporting practices

The Report was prepared in accordance with the Global Reporting Initiative (GRI) standards and includes the Sustainability Accounting Standards Board (SASB) disclosures, ensuring greater comparability and alignment with the best international reporting practices.

Reading tools

GRI 2-22
Indicators



Interactivity



External link



For a better view,
access this Report in
Acrobat Reader



Banrisul

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Interactive
summary



Who we are

GRI 2-1, 2-6

Banrisul, Banco do Estado do Rio Grande do Sul S.A., is a mixed-capital, publicly traded corporation with shares traded the Brazilian stock exchange, Brasil, Bolsa, Balcão (B3), and listed on Level 1 of Corporate Governance, in addition to being traded on the over-the-counter market under the tickers BRSR3, BRSR5 and BRSR6. Controlled by the State of Rio Grande do Sul and linked to the RS Finance Department, the Bank, founded in 1928, is an indirect public administration body headquartered in Porto Alegre. Thanks to our strategic position in the regional economy, we are able to play an essential part in the State’s social and economic development.

We are a medium-sized retail bank operating regionally. We serve the public and private sectors in all economic segments, most notably industry, agriculture, transportation, services, commerce and health. Our millions of customers include civil servants, private sector employees, self-employed professionals and farmers.

We offer credit lines to several segments, including to small businesses. For the Rio Grande do Sul’s local governments, we offer credit lines with our own funds to finance capital goods, and on-lending lines of the Brazilian Development Bank (BNDES, in Portuguese) for businesses’ installation and expansion projects.

The Brazilian Securities and Exchange Commission (CVM) authorized the registration of a public tender offer for the acquisition of shares issued by Banrisul Armazéns Gerais S.A. (Bagergs), a subsidiary of Banrisul, with the purpose of

delisting it as a publicly held company. The request was submitted by Banrisul in 2023, based on the assessment that the benefits of Bagergs remaining a publicly held company had become incompatible with its obligations, especially considering that its shares were not listed for trading on B3.



Our shares are traded on B3 and are listed at Level 1 of Corporate Governance.

Our mission
is to promote the economic and social development of Rio Grande do Sul’s population, as a financial and transformational agent in people’s lives, fostering job creation and income generation.

We serve individuals and legal entities, offering real estate and rural financing, as well as personal and working capital lines of credit, among others. Together, Banrisul and the Group's companies offer customers a broad range of financial products and services, including financial investments, credit cards, securities brokerage, pool group management, means of payment, insurance, private pension plans, savings bonds and intermediation of variable income, fixed income and foreign exchange transactions, in addition to credit lines.


service stations, ATMs and banking correspondents, is concentrated in Brazil's Southern region, especially the State of Rio Grande do Sul, but it is present in several Brazilian regions, serving states like Santa Catarina (SC), São Paulo (SP), Rio de Janeiro (RJ) and Paraná (PR) and the Federal District (DF).


We also have a comprehensive digital platform to serve our customers' needs — whenever, however and wherever they want.

Our service network, comprising branches,



Banrisul's attendance in 2024

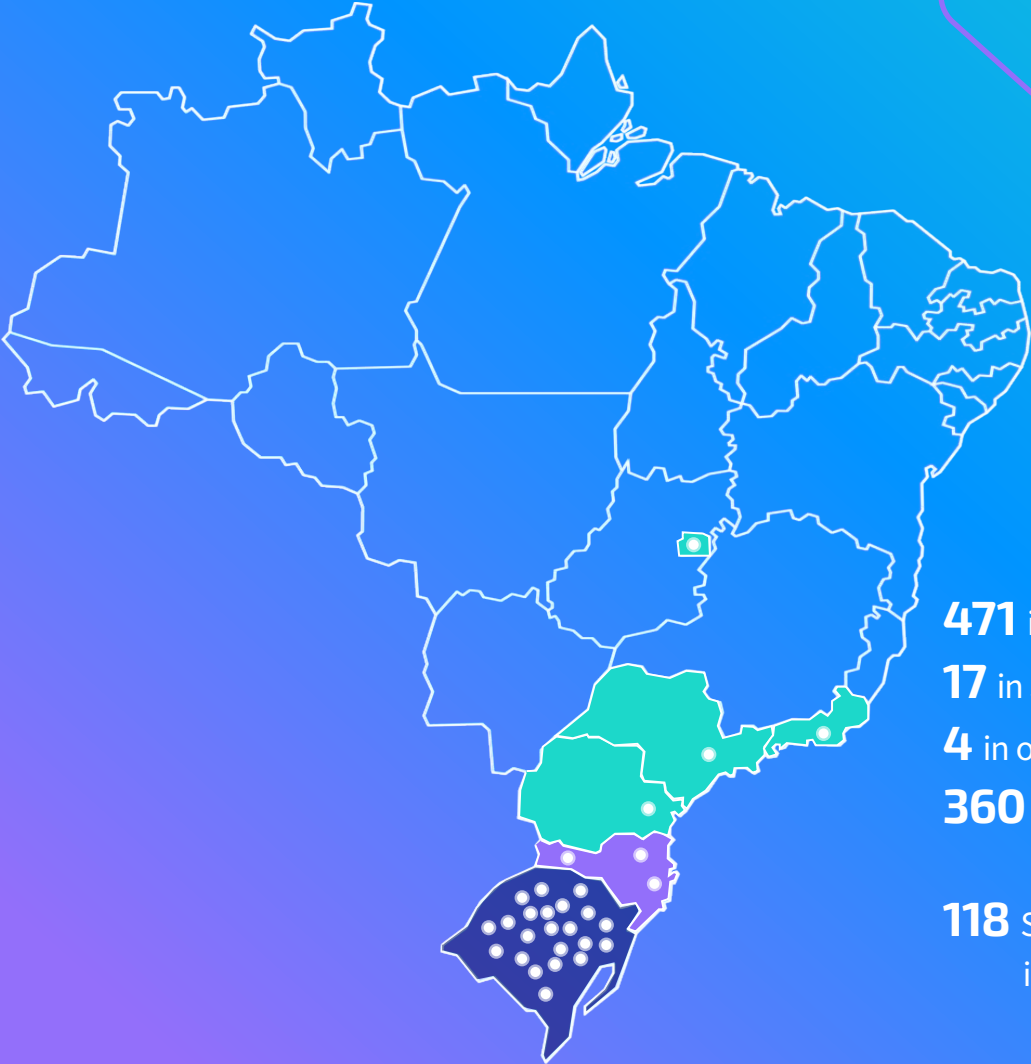
 **9,462**
employees
(+4.2 % versus 2023).

 **In-person service**
in virtually every municipality in
Rio Grande do Sul.

We offer a
wide portfolio of
financial products
and services.

86.2%
of operations
carried out via digital
channels and a
new digital account.

We have a
complete digital
platform to serve
our clients.



970
Service
Stations.

492
Branches.

471 in Rio Grande do Sul.

17 in Santa Catarina.

4 in other states.

360 Electronic Service Stations
(PAEs, in Portuguese).

118 Service Stations (PAs,
in Portuguese).

897
Banripontos.

Our strategy

Strategic guidelines



Mission

To promote Rio Grande do Sul’s economic and social development, as a financial and transformational agent in people’s lives, fostering job creation and income generation.



Vision

To be a modern, efficient and sustainable public bank, connected to the communities, offering financial solutions with excellence.



Values

- Ethical conduct;
- Transparency;
- Integrity;
- Compliance;
- Prudence.



Principles

- Valuing work;
- Respect for people;
- Respect for diversity;
- Respect for brand image and service excellence;
- Respect for competition;
- Social and environmental responsibility; and
- Business continuity.



Purpose

Provide the best financial solutions to our customers.

Management pillars



1st pillar An open bank

- Open to the world;
- Open to new trends;
- Open to learning, improving and evolving;
- Open to creating new solutions;
- Open to trading shares on the stock exchange.



2st pillar A smart bank

- Data analysis;
- Automation;
- Artificial intelligence;
- Digital transformation;
- Machine learning.



3rd pillar A bank on the road to another 100 years

- Sustainability;
- Improving customer experience;
- Promoting digital transformation and a culture of innovation;
- Improving operational efficiency;
- Changing the mindset to create a digital and learning-driven attitude.

Year 2024

Environmental



Support for agroecology:
We distributed 10.4 million
heirloom seeds
of various species,
benefiting 2,400
people, through the
Seeds Program.

Social



Expansion of the team:
hiring 666 professionals,
to strengthen the Bank's
operations and services.

Purchase of renewable energy on the Free Energy Market (ACL, in Portuguese), which accounted for 46% of our electricity consumption. The migration to the ACL already meets the consumption of 94 of our environments, including the headquarters building, the Margarete Fenner Data Center and several branches.

Gold Seal
in our GHG
emissions inventory.

We reduced our Scope 1 and 2 emissions by 60.1%, compared to 2020, considering emissions from energy consumption by the purchasing choice approach.

Financial education and social inclusion:
partnership with the Caldeira
campus platform in financial
education projects aimed at young
people in vulnerable situations,

In 2024, 33 young people participated in the program.

Support for culture
Allocation of R\$ 25 million for cultural activities, including R\$ 15.9 million for the recovery of cultural venues affected by the floods; R\$ 5 million for cultural activities, aimed at resuming the sector's operations; and a further R\$ 5 million in sponsorships for the resumption of social projects in the states.

People development:
R\$ 6.3 million
invested in employee training.

Economic support:
launch of Pronampe Gaúcho within the scope of the *Reconstruir* Program —, a special credit line with interest subsidized by the state government, with **R\$ 215 million** in credit available for Individual Microentrepreneurs (MEIs) and micro businesses, supporting economic recovery after the weather disaster.

436 projects
sponsored and
25 donations
made.



Economic and financial

Financial margin:
R\$ 6,375.6 million

up by 16.2% compared to the previous year.

Revenues from fees and services:
R\$ 2,096.4 million,

up by 8.5% from 2023.

Loan portfolio:
R\$ 62,058.9 million

up by 15.6% from 2023.

R\$ 474.4 million

investments in innovation and infrastructure.

R\$ 916.1 million net income, up by 5.2% from 2023.

■ Total assets: up by 17.9% for the year, reaching **R\$ 147,417.9 million.**

■ Delinquency ratio (> 90 days): 1.73%, down by 0.22 p.p. from 2023.

1.25 million

credit cards in our base in December 2024.



Innovation and products dimension

Expansion of service channels and financial inclusion:

- **Expansion of Banripontos** with new accredited partners and the launch of Banriponto Digital, reaching **66% of Rio Grande do Sul's municipalities.**
- **New Open Banking structure**, an innovative solution allowing customers from more than **150 financial institutions** to access services through our ATM network.

Launch of the new digital account, simplifying the opening of a digital account for new customers in Rio Grande do Sul and some regions of Santa Catarina.

Innovative financial solutions:

Launch of *Conta Única Banrisul*, with **R\$ 7 billion** available for companies' working capital, of which **R\$ 1.5 billion** has already been used.

More than 25,000

customers have used *Pix Parcelado* in just three months, recording 7 million transactions.

Launch of Banri Global Account, an international multi-currency account.

Modernization and digital experience:

- **Implementation of Banricompras Contactless payment** modernizing the shopping experience.
- Advancement in digitalization: **86.2% of transactions** were made through our digital channels.

Extreme weather event

The year 2024 was marked by one of the most challenging periods in the history of Rio Grande do Sul. In April and May, heavy and continuous rainfall caused floods that affected 478 of the State’s 497 municipalities, deeply impacting the lives of thousands of people. Families were displaced; highways, hospitals, schools and the economic infrastructure were significantly damaged, directly or indirectly affecting more than 2 million people.

In response to this devastating situation, we acted promptly and in solidarity with the people of Rio Grande do Sul through the Banrisul *Reconstruir* RS (Rebuilding the State) Program. This initiative was essential at that time to support the reconstruction of the affected communities, mobilizing resources and strategies for both emergency and long-term structural actions. The Program included financial support to customers, debt renegotiation, fee exemption, emergency lines of credit and support for affected employees. These

actions were essential to guaranteeing the continuity of our services and mitigating the impacts of the tragedy, despite the operational restrictions caused by the impossibility of accessing the Bank’s headquarters building, which is located in the historic center of Porto Alegre — directly affected by the flood.

This effort was possible because we acted fast and on a coordinated manner from the outset to protect our operations, take care of people and preserve institutional balance. Even with limited access to the administrative building and several service points, we maintained our commitment to Rio Grande do Sul’s population, acting with empathy, responsibility and agility.

 **We offer lines of credit** and support to affected employees.


We acted immediately and in solidarity with the population of Rio Grande do Sul through the Banrisul *Reconstruir* RS Program.

Our priority was to mobilize resources and strategies for the reconstruction of the communities in Rio Grande do Sul affected by the climate tragedy, including financial support for the Bank’s clients.

We guaranteed customer service, with access via digital channels.

Below, we highlight some of the support and restructuring actions carried out this year:

For our Bank




Branch network

Virtualization of servers, installation of CPUs with remote access.




Espaço Banritech

Transformation of *Espaço Banritech* into a support hub, ensuring operational continuity.




Cleaning and staff return to the buildings

Water pumping, maintenance of infrastructure and sanitary support so employees could return safely to the buildings.




Alternative location

Reinforcement of governance, with the Executive Board and critical departments moving to an alternative facility, and the Business Continuity Plan was activated.



Energy maintenance


Emergency installation of power generators in strategic locations, such as Banritech and other administrative facilities, guaranteeing the operation of the data processing centers (DPCs).



Migration


Activation of contingency protocols, with migration to the data center and continuity of essential services.

For employees




Emergency Assistance:


Reimbursement of lodging expenses for affected employees.



Expanded telemedicine: Online medical consultations available to all employees.



Special credit and extensions: Special credit lines for home renovation and acquisition, as well as extended deferrals for payroll loans, personal credit, credit cards, and mortgage loans.





Psychological support channel:


Made available to employees and their families through Cabergs. Employees directly affected by the floods received care and active listening from our team.


For companies


 **Conta única Banrisul:**
R\$ 7 billion was made available in working capital lines — with up to five years for repayment, tariff exemption in the first year and simplified management.


 **Real estate financing:**
Three-month grace period for real estate contracts in the State of Rio Grande do Sul.

 **Real estate insurance:**
All real estate loans included coverage against damage caused by floods.


 **Credit cards:** Payment dates of credit card bills of companies in the states of Rio Grande do Sul and Santa Catarina were postponed for 30 days. In addition, through the call centers, customers could request payment in installments.


 **Reduced interest on overdraft facilities:** Companies with active investments had access to special conditions at reduced rates.


 **Fee exemption:** New business accounts were exempt from fees for a fixed period of time.


 **Payment slips and Vero POS terminals:** For a certain period, fee exemption on the issuance of payment slips for newly accredited customers, as well as exemption from Vero fees and free replacement of POS terminals in affected municipalities.


For customers — individuals


 **Option to postpone the payment:** applicable to payroll-deductible loan installments.


 **Transaction portability:** Benefits offered for moving payrolls to our Bank.


 **Real estate financing:** Extension of installments.

 **Real estate insurance:** Coverage for floods.


 **Renegotiation of personal loanspessoal:** Customers could renegotiate their debt with a grace period.

 **Credit cards:** Individual customers living in Rio Grande do Sul and Santa Catarina were able to postpone their credit card bills for 30 days, automatically and at no additional cost.



 **Debt renegotiation:** Delinquent customers had special conditions, with smaller down payment, and collection was temporarily halted.

 **Donation of points:** Credit card loyalty points could be translated into donations for the PIX SOS RS account, with customers receiving 50% of the points back, as a bonus, at a later moment.

For the public sector

-  **Credit lines for municipal governments:** New special credit lines for municipalities under state of emergency.
-  **Banricard social programs:** Distribution of a card to facilitate the transfer of emergency aid aimed at food, health, clothing, building materials and hygiene.
-  **Support for hospitals:** Credit renegotiation with grace period for hospitals in Rio Grande do Sul, including for overdue installments.

For agribusiness

-  **Rural loans:** Automatic postponement of installments due in the months following the flood, in cities under state of emergency.
-  **Agricultural insurance:** Guidance for producers with ProAgro or private insurance contracts to claim coverage for losses caused by the storms.



We remain present, supportive and committed to the reconstruction and future of our State.

Awards and recognition

March



Mais Mulheres na Liderança (More Women in Leadership Positions) seal by the Brazilian Banking Association (ABBC, in Portuguese)

Recognition for companies' commitment to gender equity, shown by having at least two women in leadership positions.



2W Green Seal (renewable energy)

Recognition for the migration of 90% of its units to the free energy market, when they began using clean and renewable energy.



Ouidorias Brasil (Brazil Ombudsman) Award

National recognition by the Brazilian Association of Company-Client Relations (Abrarec, in Portuguese) for the use of satisfaction survey to improve customer service and experience.



Marcas de Quem Decide award (Jornal do Comércio)

Highlight in four categories: "Major Rio Grande do Sul's Brand of the Year," "Bank," "Rio Grande do Sul's Public Company" and "Sales Pool Groups."



Top 5 in Central Bank of Brazil's Focus Report

Banrisul ranked No. 1 in short-term projection for the Selic benchmark interest rate, showcasing the accuracy of the Bank's economic analysis.

April



2024 Top of Mind Rio Grande do Sul (Grupo Amanhã)

Banrisul was the most recalled and beloved brand by the population of Rio Grande do Sul, and it also stood out in the "Efficient Public Company" and "Private Pension Plan" categories.

August



Outstanding Company in Innovation in Corporate Education (THOiRH)

Recognition for Banrisul's Corporate University.



Gold Seal — Greenhouse Gas Protocol (GHG Protocol)

The Bank's GHG inventory was certified for the fourth consecutive year.

September



Melhores e Maiores Ranking (The Best and Largest) Ranking, (Exame)

A highlight among the largest banks in Brazil, Banrisul and the Group's companies were ranked among the 1,000 largest companies.

October



500 Maiores do Sul (500 Largest Companies in the South; Grupo Amanhã and PwC)

Ranked 2nd among the largest companies in Rio Grande do Sul, with an increase in Weighted Value of Worth (VPG, in Portuguese).



Holding Banrisul Icatu Participações

Included in the State's Top 100 companies.

November



Brazil's 12th largest bank (Valor 1000)

Banrisul featured in the country's 100 largest banks ranking.



Getulio Vargas Foundation (FGV) Fund Guide

Banrisul Premium FI RF LP Fund earned five stars.



PCI DSS Certification

International recognition for card transaction security.



Top Ser Humano (ABRH-RS)

Award for the Onboarding and Inclusion Program for new employees.



Ayrton Patinetti dos Anjos Award

Banrisul was recognized as the company that fostered culture in Rio Grande do Sul the most.

Gaúchos do Pampa Award

Accolade for being a supporter of regional culture.

TIME Ranking TIME + Statista ranking

Banrisul was among the world's best companies in sustainable growth (281st place globally, and 6th in the domestic financial sector).



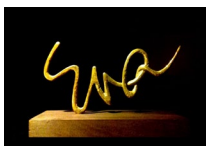
Elite InfoMoney

Banrisul was a highlight among publicly traded companies that are growing the most. Banrisul's CEO was recognized as outstanding leader.



Brand of the Year — *Salão ARP 2024*

Award by the Rio Grande do Sul Advertising Association (ARP, in Portuguese) and recognition of the marketing superintendent.



Eva Sopher Awards

Award for encouraging culture and supporting the artistic recovery after the floods in Rio Grande do Sul.



The oldest advertiser - Coletiva.net

Accolade celebrating the 25-year partnership with the news outlet.



Edmond Locard medal (General Institute of Forensics of Rio Grande do Sul — IGP-RS)

Award granted to Banrisul's Superintendent of Computer Architecture for his contribution to justice and public security.



Jornal do Comércio

The Bank was recognized as one of the five most outstanding companies in the reconstruction of Rio Grande do Sul, based on a consultation with 400 leaders in the State.



Performance

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Landscape

In 2024, the international landscape was marked by the US economy’s resilience, while China and the euro zone faced a slowdown. Moderate inflation allowed the beginning of interest rate cut cycles; however, with the economic advancement of the United States, geopolitical tensions and the end of the effects of global supply chain normalization, inflation rose again, pushing up US bond yields and the dollar price.

In Brazil, economic growth was a good surprise and spread across various sectors, driven by the labor market. This growth led to inflationary pressure, keeping the Extended Consumer Price Index (IPCA, in Portuguese) above the 3% target, at 4.83% at the end of the year. The basic interest rate (Selic) closed 2024 at 12.25%.

In Rio Grande do Sul, despite a slight slowdown in the third quarter, economic activity remained steady. Also, according to official data on economic activity in Rio Grande do Sul, in the first nine months of 2024, agriculture and livestock grew by 37.1% compared to the

same period in the previous year. On the other hand, the service sector — the most representative segment of the State’s economic activity — grew by 3.2% between the same periods, while industry recorded a negative variation of 0.2%.

With regard to the foreign market, the State’s exports amounted to US\$ 19.8 billion from January to December 2024, down by 11.2% from the same period last year. Unlike overall Brazilian exports — which increased compared to the previous year —, the drop recorded in the State’s exports can be explained, at least in part, by the weather events that occurred in the first half of the year.

The credit market in Rio Grande do Sul recorded strong expansion, outgrowing the country’s: total credit balance was up by 13.4% through October, driven by loans to families (14.3%) and to companies (11.9%). The delinquency rate moved down to 2.3%, below the country’s average of 3.1%.

13.4%
increase in the total credit
market balance in Rio Grande
do Sul.

**2.3%
default rate**
in Rio Grande do Sul, below the
country’s average of 3.1%.

Operational



R\$ **116.1** billion
in loan portfolio

In 2024, operational performance strengthened the pillars that underpin our trajectory: solidity, profitability and growing competitiveness, even in the face of the weather challenges faced by the State of Rio Grande do Sul. With a strategy focused on innovation, technology and sustainability, we played an essential role in the State's economic recovery, through the Banrisul *Reconstruir* RS Program, by expanding credit supply, refinancing current loans and launching new products on the market.



R\$ **62.1** billion
in funds raised

Total assets grew by 17.9% in the year, reaching R\$ 147.4 billion, mainly comprising treasury investments (R\$ 62.4 billion) and loan transactions. Our loan portfolio totaled R\$ 62.1 billion, up by 15.6% year on year, driven by commercial, rural, development, and foreign exchange credit lines.

Funds raised and under management, including deposits, bills, subordinated debt and assets under management, totaled R\$ 116.1 billion, moving up by 14.3% from 2023, mainly driven by the



increase in deposits and funds under management.

For additional information on Banrisul's performance, products and services, please refer to the [2024 Financial Statements](#).



15.6%
increase
in the credit
portfolio



R\$ 10.4 billion
in shareholders'
equity

Financial

In 2024, net income was R\$ 916.1 million, increasing by 5.2% from 2023, mainly reflecting higher net interest income; stable expenses with allowance for loan losses; increased revenues from fees and services; slightly higher administrative expenses; unfavorable results from other operating revenue, net of other operating expenses; and higher flow of expenses with labor, tax and civil provisions; in

addition to tax effects and the Profit Sharing Program (PPR, in Portuguese).

In 2024, net interest income totaled R\$ 6,375.6 million, up by 16.2% from 2023, mainly due to the growth in interest income, which exceeded the increase in interest expenses.

Expenses with allowance for loan losses reached R\$ 1,334.9 million

in 2024, remaining relatively stable compared to the previous year.

In 2024, revenues from fees and services totaled R\$ 2,096.4 billion, moving up by 8.5% year on year, reflecting, in particular, the growth in credit card revenues, due to the reclassification of interchange revenue, in line with Normative Instruction BCB 343/2023, which was previously recorded under other operating revenue; and revenue from Banrisul *Pagamentos*.

R\$ 916.1
million
in net income
in 2024

16.2%
increase in net interest
income compared to
2023

R\$ 2.1
billion
in revenues from fees
and services

Administrative expenses, consisting of personnel expenses and other administrative expenses, totaled R\$ 4.4 billion in 2024, an increase of 7.2% compared to 2023. Personnel expenses grew by 5.2% due to collective bargaining agreements and an increase in the

workforce. Other administrative expenses were up by 9.5%, mainly stemming from an increase in expenses with data processing, amortization and depreciation, advertising, promotions and publicity, and from contributions to the cultural sector under the *Reconstruir RS* Program.

Direct economic value generated and distributed | GRI 201-1 (R\$ thousand)

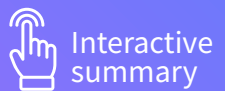
	2022		2023		2024	
Economic value generated	3,534,307	100.0%	4,049,304	100.0%	4,372,386	100.0%
Net revenue	3,534,307	100.0%	4,049,304	100.0%	4,372,386	100.0%
Economic value distributed	3,179,300	90.0%	3,613,146	89.2%	3,824,243	87.5%
Personnel (salaries and benefits)	2,033,022	57.5%	2,118,313	52.3%	2,214,543	50.6%
Taxes, fees and contributions	649,833	18.4%	917,546	22.7%	1,091,023	25.0%
Third-party capital	136,099	3.9%	142,361	3.5%	150,699	3.4%
Interest on equity and dividends	360,346	10.2%	434,926	10.7%	367,978	8.4%
Retained economic value	355,007	10.0%	436,158	10.8%	548,143	12.5%





Governance

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Governance structure

GRI 2-9, 2-10, 2-12, 2-13, 2-14

Corporate Governance is a core pillar at Banrisul, with a well-defined responsibility structure and continuously focused on improving practices, policies and decision-making processes according to best market references. Since 2007, the Bank has been part of the Level 1 Corporate Governance segment of B3 S.A. — Brasil, Bolsa, Balcão, fully meeting the requirements for this classification.

Banrisul’s shares are traded on B3 under the tickers BRSR3, BRSR5, and BRSR6, the latter being the most liquid, and are included in eight B3 indexes, demonstrating the Bank’s institutional solidity and market confidence. The State of Rio Grande do Sul is the Bank’s controlling shareholder, holding 98.1% of the common shares with voting rights and 49.4% of the total capital.

Banrisul’s governance is structured by the General Shareholders’ Meeting and the Fiscal Council is responsible for providing independent supervision. The Board of Directors defines the strategic

guidelines, policies and goals; develops, approves and updates the values and mission statements; and supervises senior management with the support of the Internal Audit and specialized committees, such as the Audit Committee, Risk Committee, Eligibility and Compensation Committee, and Social, Environmental and Climate Responsibility Committee. The CEO, Deputy CEO and Executive Boards are responsible for its operational management. This model strengthens institutional solidity, affirmed by the assessments from Moody’s, Standard & Poor’s and Fitch Ratings.



Detailed Corporate Governance information is also available on the Investor Relations website: **ri.banrisul.com.br – Corporate Governance Segment.**

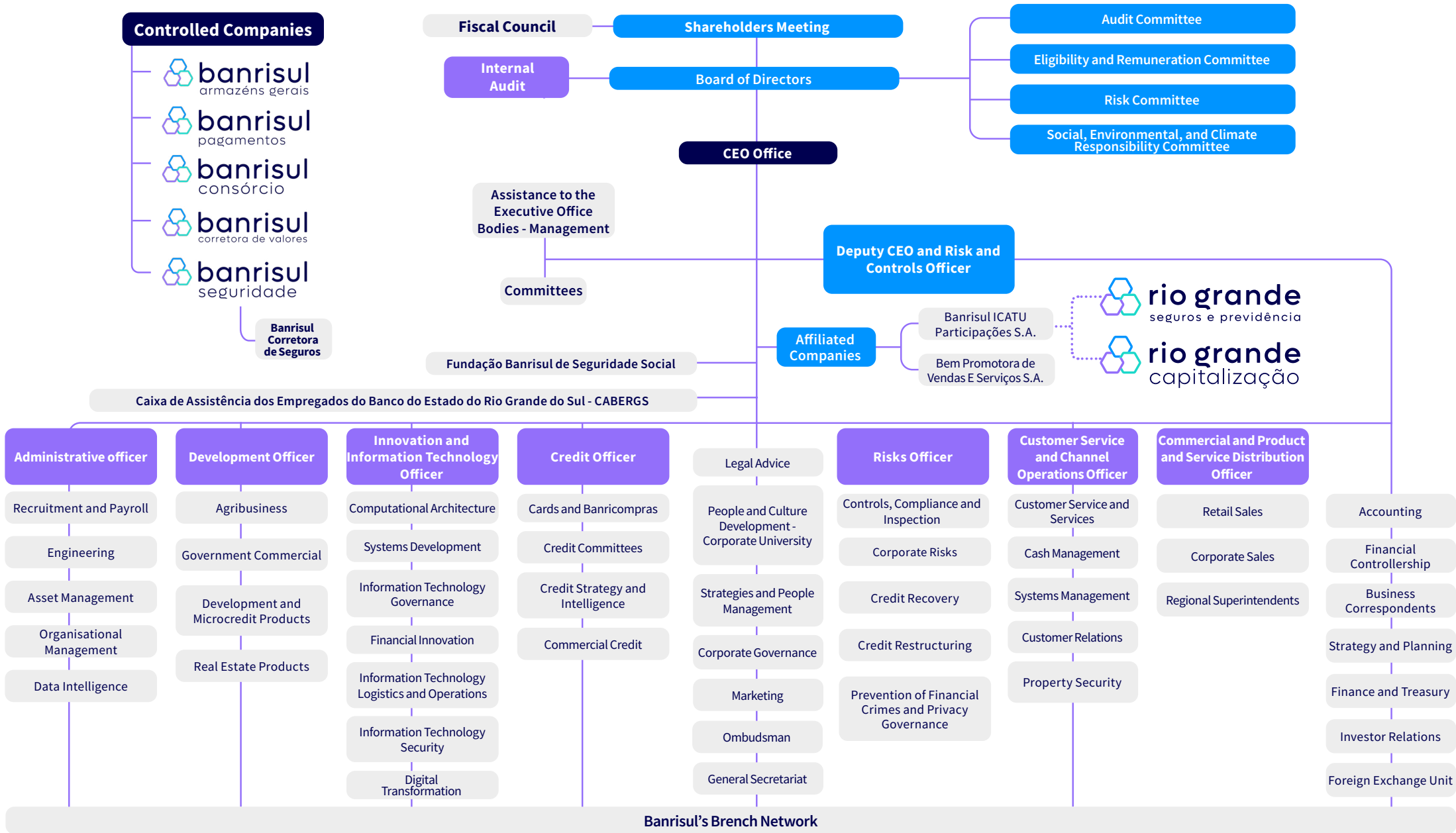


Read more on the composition of the governance bodies, mandates, functions, roles, other important commitments and responsibilities that are relevant for managing the Bank’s impacts, under items 7.3 and 7.4 of the **2024 Reference Form.**



The Bank's governance is structured around the General Meeting and independently supervised by the Fiscal Council.

Organizational chart



Board of Directors

The Board of Directors is composed of eleven members: eight appointed by the controlling shareholder, one appointed by minority shareholders holding common shares, one appointed by minority shareholders holding preferred shares, and one appointed by employees, in accordance with legislation and internal regulations. The Board of Directors is responsible for the Bank’s strategic decisions and for approving the Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese), including economic, environmental and social impacts, and also acts as an advisor to specialized committees. The members of the Board of Directors are chosen under the criteria established in the Bylaws and legal regulations, ensuring that minority shareholders and employees are represented in the process.

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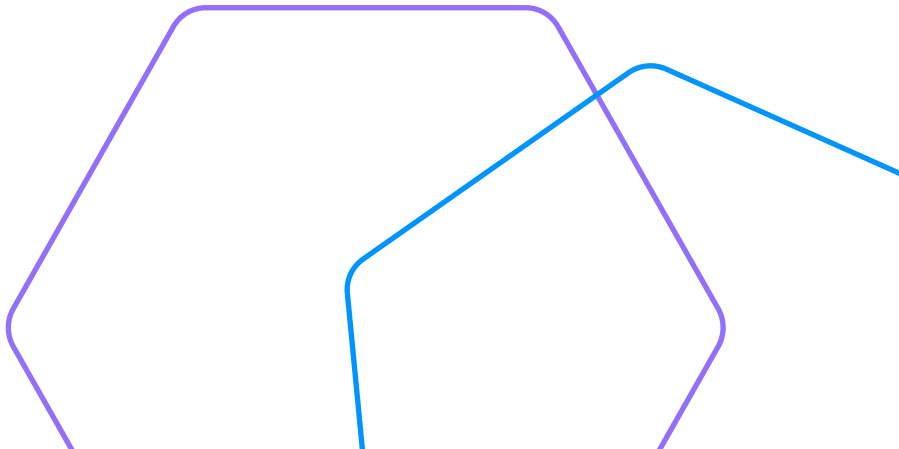
Fiscal Council

Banrisul’s Fiscal Council is a permanent and independent body, comprised of five sitting members and four alternates, elected by the General Shareholders’ Meeting for a two-year term, with re-election allowed. The Fiscal Council is responsible for supervising the Company’s management through critical analysis and for issuing quarterly opinions on the financial statements, pursuant to Law 13,303/2016, the Bylaws and Internal Regulations.

Audit Committee

The Audit Committee is a permanent body, shared with Banrisul’s subsidiaries and group companies. It is composed of three members who are appointed by the Board of Directors after the General Shareholders’ Meeting for a two-year term, and at least one member must have proven accounting experience. Re-elections and dismissals are allowed pursuant to the Bylaws.

The Audit Committee advises the Board of Directors, which is responsible for the Company’s strategic decisions, for overseeing the integrity of the financial statements and complying with standards and regulations. Its attributions are defined in the State-Owned Enterprises Law, in CMN Resolution 4,910/2021, in the Bylaws and Internal Regulations.



Eligibility and Compensation Committee

The Eligibility and Compensation Committee is composed of three members appointed by the Board of Directors after the General Shareholders’ Meeting for a three-year term. Re-elections and dismissals are allowed pursuant to the Bylaws. The activities carried out by the Committee comply with current legislation, CMN Resolution 3,921/10, the Bylaws and Internal Regulations. The Eligibility and Compensation Committee is responsible for assessing the eligibility of candidates to management positions and statutory committees, based on the Nomination and Succession Policy, considering criteria such as experience, availability, diversity and culture. The State Attorney General’s Office confirms legal compliance. The Committee also advises the Board of Directors on the compensation policy based on internal analysis, market practices and adjustment recommendations. The policy was revised in 2024 to strengthen competency and transparency criteria.

The Committee also advises the Board of Directors on the compensation policy.

Risk Committee

Banrisul’s Risk Committee supports the Board of Directors in identifying, assessing and mitigating key business risks, whether strategic, financial or operational. The Committee is composed of three to five members, appointed after the General Shareholders’ Meeting for a two-year term, and who may be substituted at any time under the rules established by the National Monetary Council (CMN, in Portuguese).

The Committee’s main responsibilities include analyzing the Bank’s risk appetite, based on the Risk Appetite Statement (RAS), and assessing its management strategies, among others. All activities comply with the guidelines established in CMN Resolution 4,557/17, in addition to the Bylaws and Internal Regulations.

Social, Environmental and Climate Responsibility Committee

The Social, Environmental and Climate Responsibility Committee (CRSAC, in Portuguese) is composed of three to five members appointed by the Board of Directors after the General Shareholders’ Meeting for a two-year term, and who may be substituted at any time under the rules established by the National Monetary Council. The Committee’s main duties include proposing recommendations to the Board of Directors on the Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese), assessing that actions adhere to this policy, and suggesting improvements when needed, aligning the Bank’s actions with its sustainable development commitments.

The CRSAC, jointly with the Executive Board, is responsible for approving the materiality analysis and the Sustainability Report, which reflects the institution’s economic, social, environmental and climate impacts. The report is forwarded to the Board of Directors for its final validation. The Committee also monitors sustainable practices and contributes with the management efforts of environmental, social and climate-related impacts. On a quarterly basis, the Board of Directors addresses matters relating to risks and social, environmental and climate responsibility in conjunction with the CRSAC, ensuring the continuous governance and monitoring of impacts.

Executive Board

The Executive Board is responsible for ensuring compliance of the guidelines and executing the decisions made by the General Shareholders’ Meeting and the Board of Directors. Its duties are defined in the Bank’s Internal Regulations and Bylaws, as well as its structure, which consists of a CEO, a vice president and five to seven executive officers. The current CEO and executive officers took office in the 2023 fiscal year. We emphasize that the members of the Executive Board are evaluated by the Eligibility and Compensation Committee, and their appointment is subject to approval by the Central Bank of Brazil.



Additional details are available in the **2024 Reference Form**, on pages 124 and 125.

Diversity of governance bodies

The Nomination and Succession Policy, developed in accordance with CMN Resolution 4,878/2020, establishes that the Bank must allocate seats based on Diversity when electing members for the Board of Directors. The Policy determines that when a shareholder, or group of shareholders, has 25% to 40% of the seats at the Board of Directors, it must allocate at least one seat according to diversity criteria. Additionally, at least 30% of Board members must be independent, and all members must comply with legal and technical pre-requisites, such as having unblemished reputation and the required professional experience, pursuant to Law 13,303/2016 and Complementary Law 64/1990.

Management mechanisms

GRI 2-17

Our management mechanisms are based on Law 6,404/1976. Furthermore, our management participates annually in specialized courses, covering topics such as corporate law, financial markets, disclosure of data, internal controls, code of ethics, Anti-Corruption Law and other matters considered relevant to our activities.

Compensation

GRI 2-19, 2-20, 2-21

Compensation for our senior management and statutory committees is determined annually at the General Shareholders' Meeting. Then, the Board of Directors establishes the individual compensation of its members, based on objective and transparent criteria. This process ensures impartiality and accuracy, allowing us to measure how the compensation structure impacts our Institution.

Members of the Board of Directors receive 12 monthly installments per year, solely as fixed fees, without variable compensation or additional benefits. Executive Officers receive 13 monthly installments per year, in addition to representation allowances and benefits such as profit sharing, healthcare plan, private pension plans, meal and food vouchers, and 30 days of paid vacation leave for every 12 months of work. The Executive Board's compensation is linked to having achieved strategic goals, which directly reflect the Bank's performance. In 2024, there were no specific targets related to ESG matters.



At Banrisul, we set the remuneration for senior management and statutory committees annually during the Annual General Meeting.

Compensation levels are elaborated and proposed by the Eligibility and Compensation Committee, which are then approved by the Board of Directors and submitted for shareholder deliberation at the General Shareholders' Meeting. This information, including criteria, composition and values, is available on our Investor Relations website to ensure transparency, comparability and continuous monitoring.

Employee compensation is negotiated with representative labor unions through collective bargaining agreements and conventions.

In 2024, the ratio between the Company's highest annual salary and the average annual salary for other employees (excluding the highest-paid individual) was 8.97%. The highest salary increased by 13.8%¹, while the average salary for other employees fell by 1.8%, reflecting the dismissal of highly paid employees.



8.97%
ratio between the
highest and lowest
salaries in the Company.

¹ The highest salary refers to different positions between 2023 and 2024.



Conflict of interests

GRI 2-15

We adopt strict practices to prevent and manage conflicts of interest, always complying with current laws, such as the Brazilian Corporate Law and the Company's Bylaws. We also follow the guidelines established in our Code of Ethics and Conduct and our Handbook on Conflicts of Interest, which can be consulted by all parties involved.

Banking transactions with related parties, including interest bearing and non-interest-bearing deposits, open market funding, loans, and service agreements, are consistently carried out under prevailing market values, terms, and rates on their respective dates and under arm's length principles. Related party transactions are disclosed in the Financial Statements, in compliance with regulations on the matter.

Risk management

Risk mapping and monitoring

Banrisul’s Corporate Risk Management involves identifying measuring, assessing, monitoring and reporting, controlling and mitigating credit, market, IRRBB (interest rate risk on banking book), liquidity, operational, social, environmental and climate risks for the Prudential Conglomerate. Capital Management, in turn, involves constantly monitoring our capital needs, in addition to controlling and evaluating goals through structured planning. Information is periodically reported to governance bodies aimed at ensuring clarity, consistency and in-depth analyses.

Risk management

Banrisul’s risk management governance is structured to ensure that decisions are made in alignment with the Conglomerate’s strategy, focused on solidity, sustainability and compliance with regulations.

The Company’s senior management plays a crucial role in the risk management efforts, being responsible for reviewing and approving policies, strategies, and limits related to this topic. It is also responsible for defining the Conglomerate’s acceptable risk levels through the Risk Appetite Statement (RAS), which covers all companies in the Prudential Conglomerate and whose indicators are annually reviewed with the support of the Risk Committee, the Executive Board, and the Chief Risk Officer (CRO).

To ensure transparency and agility, senior management receives updated reports containing risk indicators on a monthly basis, which allows the Bank to correct deviations and adjust scenarios and parameters as needed. Banrisul also prepares its Risk Management and Social, Environmental and Climate Responsibility Report containing senior management data on the main impacts and actions taken for this matter, in compliance with the regulatory framework in effect, in addition to also reviewing its corporate capital and risk policies on an annual basis. These procedures enable our analysis to be carried out in a timely manner and allow senior management to monitor their effectiveness.

Executive risk management is led by the Executive Superintendent of Corporate Risks, who reports directly to the CRO. This executive coordinates the unit responsible for conducting the integrated management of risks pertaining to credit, market, IRRBB (interest rate risk in the banking book), liquidity, operational, social, environmental and climate, covering all companies in the Conglomerate, including subsidiaries.

Our risk appetite is in line with our institutional profile and defined by the Board of Directors, reflecting the exposure level we are willing to assume, always compatible with Banrisul’s business model and strategic goals. We continuously monitor specific indicators and flags to ensure that our risk appetite is effectively managed, which is overseen by the Executive Board and statutory committees through dashboards and management reports. Our risk matrix is constantly updated, focusing on the most relevant exposures and considering the frequency and impact of each risk.

Regarding the Basel Ratio, the Reference Equity and our Risk-Weighted Assets (RWA), we highlight that, in 2024, financial institutions began to incorporate exposures to payment services when calculating RWAs, pursuant to regulations in force. These values are now part of the total risk-weighted assets, which serve as the basis for the minimum regulatory capital. Even so, we maintained a comfortable position: at the end of 2024, our Basel Ratio reached 17.2%, which was 6.7 p.p. above the minimum regulatory level considering the additional core capital (10.5%).

At the end of 2024, our Basel Index reached 17.2%, 6.7 p.p. above the minimum regulatory level considering the additional core capital (10.5%).

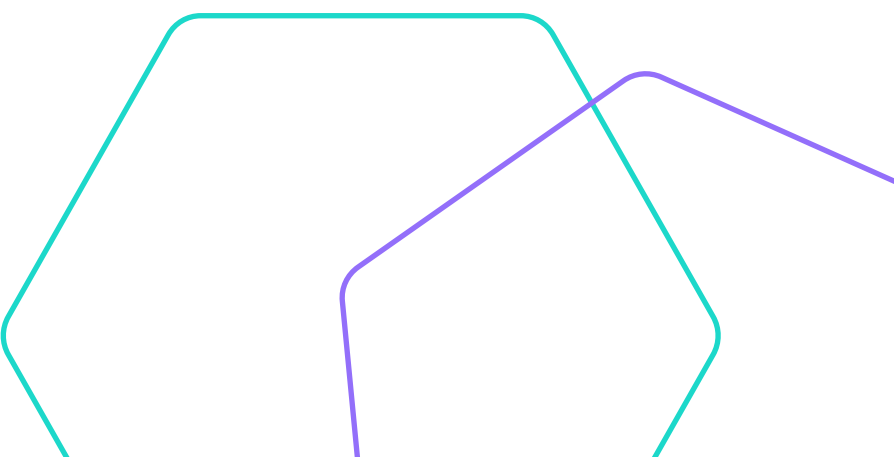
Auditing of Responsibility and Social, Environmental and Climate Risk processes

GRI G4 DMA (former FS9)

Banrisul’s Internal Audit department reports directly to the Board of Directors and operates under a broad scope of attributions, covering all activities of the Bank and its conglomerate companies and according to the guidelines of CMN Resolution 4,879/2020, regardless of region, product, or service.

Among the audits carried out, we highlight the compliance with CMN Resolutions 4,945/2021 and 4,557/2017, which address the **Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese)** and the SAC Risk Management Policy. These audits are carried out periodically and presented to senior management, ensuring transparency and alignment with regulatory standards.

During this process, we identified improvement opportunities for managing Social, Environmental and Climate Risk, such as setting exposure limits and creating specific policies and processes. We are also improving management reports and the process of identifying, controlling and mitigating these risks.



Social, environmental and climate risk strategy

GRI 2-13

We have a formalized internal risk management policy whose consolidated structure is provided in the [Corporate Structures and Policies for Capital and Risk Management](#) document, covering the main risk aspects to which we are exposed, including credit, market, IRRBB (interest rate risk in the banking book), liquidity, operational, social, environmental and climate. In addition to following regulatory guidelines, we also comply with the regulations of the Brazilian Federation of Banks (Febraban), within the scope of the Brazilian Banking Self-Regulation System (SarB, both acronyms in Portuguese), including Normative 14/2014, related to social and environmental responsibility, and Regulation 26/2023, which addresses the management of illegal deforestation risk in the beef chain.

Our general risk management process also integrates social, environmental, and climate risk management, which includes analyzing products, services, activities, and operations of relevant counterparties, subsidiaries, suppliers, and service providers. We constantly identify, measure, assess, monitor, and mitigate these risks.

Identification occurs through the analysis of new products and services, assessment of larger loan operations and the incorporation of SAC aspects when analyzing other risks.

Our governance structure addresses this matter according to the following responsibilities: the Executive Superintendent of Corporate Risks reports to the Chief Risk Officer (CRO) on matters relating to risk management and social, environmental and climate responsibility, and the Board of Directors, jointly with the Environmental and Climate Social Responsibility Committee, conducts quarterly assessments

on how our operations impact the economy, environment and people.

When granting loans, we use a customer assessment methodology based on three aspects: social risk, environmental risk, and exposure to climate change. This approach allows us to analyze exposure in more detail and preventively, based on the National Classification of Economic Activities (CNAE, in Portuguese).

In terms of rural loans, we improved our risk analysis through technologies such as remote sensing, in which we can monitor the financed





In terms of rural loans, we improved our risk analysis through technologies such as remote sensing, in which we can monitor the financed areas to ensure compliance with the Rural Environmental Registry (CAR, in Portuguese).

areas to ensure compliance with the Rural Environmental Registry (CAR, in Portuguese). We also use a specialized system to confirm compliance and analyze data such as environmental embargoes, slave-like labor, and overlap with protected areas. As an incentive for compliance, we will reduce interest rates by 0.5 p.p. on properties that have been analyzed under the CAR.

We also have a network of partner technicians who develop projects and prepare financing budgets based on sustainable practices that are adapted to local producers' realities. This helps mitigate risks, reduce negative impacts, and enables more assertive interventions, as needed.

We also identify and mitigate potential social, environmental, and climate damage caused by our activities, focusing mainly on rural loans.

Therefore, we conduct a social and environmental compliance analysis prior to granting rural loans, making this one of our key control measures. This analysis checks if there are any restrictions related to the area or borrower, including factors such as overlapping with Indigenous lands, preservation areas, deforestation activities,

environmental embargoes (Ibama/ICMBio), and listings for slave-like labor, among others.

If actual negative impacts are identified, our internal mechanisms allow us to respond in the right proportion to the severity of the situation which also includes, as applicable, interrupting the business relationship. To advance in this process, we plan to implement social and environmental compliance measures to be followed after the loans have been granted, aimed at monitoring of the operation during the borrower's production cycle.

In terms of environmental management, we seek to comply with all regulatory requirements and, as of 2024, included compliance with the Central Bank's Green Bureau. We keep ourselves updated on the latest developments in sustainability, participating in Febraban committees and monitoring market trends.

In terms of economic impacts, we assess proposal feasibility by analyzing the project and cash flow. On the social front, we adopt a strict policy determining that no loan is granted to customers who are under restrictions, such as those listed for slave-

Cybersecurity and data protection

GRI 3-3 on the material topic of Data privacy and security, 418-1, SASB FN-CF-230a.2

like labor by the Ministry of Labor and Employment (MTE), which are monitored by Banrisul’s Risks departments. If any of our active customers are identified on these lists, we take immediate measures to normalize the situation. In 2024, we expanded this monitoring and included embargoes issued by the Brazilian Institute of Environment (Ibama, both acronyms in Portuguese).

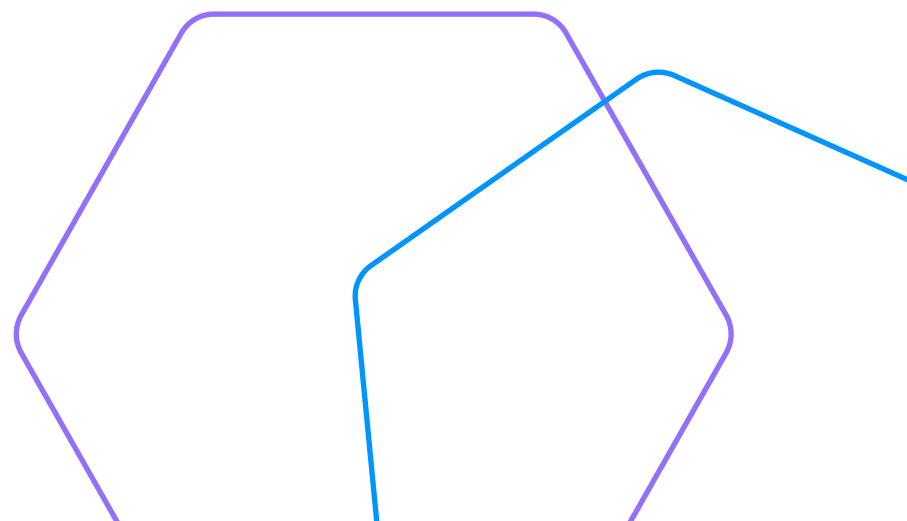
We also grant loans to small- and medium-sized producers and manage the Proagro Mais crop insurance, which covers production costs for losses caused by climate events, such as droughts. Our climate risk management analyzes different timeframes: in the short term, we prioritize extreme weather events, such as droughts and heavy rains; in the medium term, we evaluate the portfolio’s concentration in vulnerable sectors; in the long term, we assess transition risks based on exposure to carbon-intensive sectors.

All new product developments, or when material changes occur to existing products, undergo a Social, Environmental and Climate Risk analysis and recommendations are issued to strengthen the mitigation of risks, as needed.

Data privacy and security are core values for us at Banrisul. We recognize our responsibility as a financial institution and our social impact in Brazil’s South region, which motivates us to maintain ethical, secure, and transparent operations.

Within this context, information security has become one of the pillars of our digital strategy. To reinforce this, we have departments responsible for privacy governance and for preventing financial crimes.

As part of this commitment, we structured the **Personal Data Privacy and Protection Governance Program**, which is responsible for integrating data protection efforts, in addition to keeping our Data Privacy and Protection Policies constantly updated. These instruments are aimed at mitigating risks related to the processing of personal data, promoting a corporate culture that is driven on responsibility and care for our customers’ data.





The program addresses multiple fronts of action, such as:



Mapping all the activities involved in the processing of personal data, from collection to deletion, ensuring the proper legal framework.



Creating a service channel for the holders of personal data, ensuring transparency and access to information.



Implementing the ‘Privacy by Design’ and ‘Privacy by Default’ methodology, ensuring privacy is achieved right from the start of new projects and processes.



Defining guidelines for handling and responding to security incidents involving personal data.



Developing internal training for all employees on the key aspects of the General Data Protection Law (LGPD, in Portuguese) and how it impacts the workplace.



Executing communication actions with external audiences aimed at raising awareness and informing about the rights related to data privacy and protection.



Forming a Crisis Committee to address incidents involving personal data.



In 2024, Banrisul received three external complaints, all of which were dismissed as unfounded, compared to seven complaints received in 2023.

Our privacy policy is applied to all customer interactions and special attention is given to protect sensitive data, such as names and other personal data. As part of this effort, we maintain ongoing prevention and monitoring mechanisms. In 2024, we recorded losses of R\$ 25.6 thousand arising from internal fraud and R\$ 2.8 million from card fraud in the individuals and corporate segments, thus reinforcing the importance of maintaining increasingly robust data security measures.

We develop an annual communication plan focusing on data privacy and protection, which also includes publications on the Bank’s social media pages. Additionally, the [Privacy Policy](#) is always updated with the latest information. In 2024, we prepared quarterly reports to the Audit Committee, aimed at assessing the practices, rules and mechanisms adopted by Banrisul to guarantee the protection and privacy of personal data, in compliance with the LGPD (Law 13,709/2018).

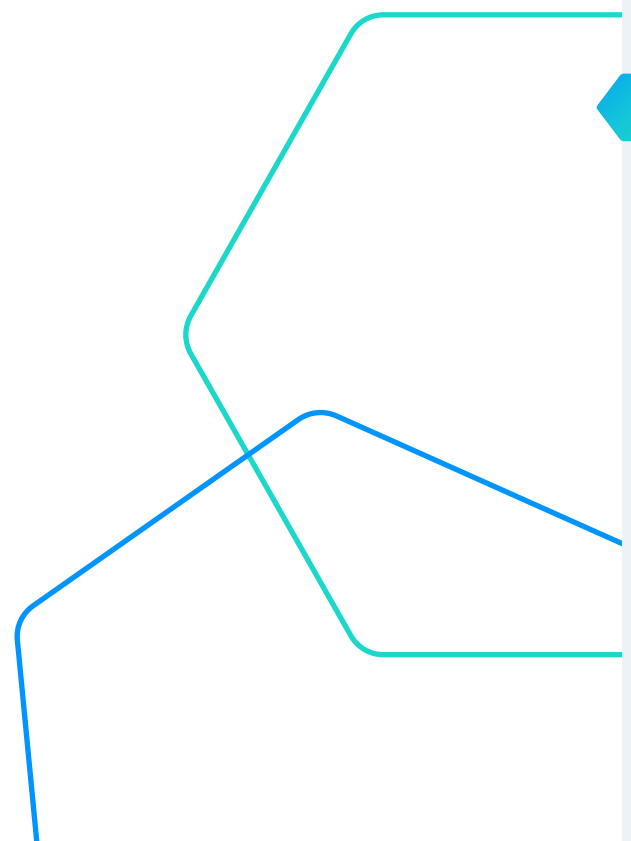
The Personal Data Privacy and Protection Governance Program is reviewed annually to assess the achieved goals and to establish new goals for the next cycle. Our Internal Audit confirmed that the procedures adopted by the Financial Crime Prevention and Privacy Governance unit achieved their objectives, thus ensuring the matter is being effectively managed.

At the end of each year, we carry out an extensive assessment of planned actions, aimed at identifying

actual and potential impacts. Actions with proven favorable results are maintained and repeated in the following year, as needed. This ongoing analysis is essential for maintaining our commitment to constantly improving and enhancing our governance and management practices.

During the year, we focused on both internal and external communication, in line with our commitment to engaging stakeholders. One of our focus areas included protecting data, with efforts particularly geared towards digital protection. This focus was intensified after the flood event that brought unexpected losses of a large sum of paper documents. Our response was to conduct a detailed review of the damaged documents and carry out strict measures to ensure they have been properly destroyed, complying with the safest practices.

We carry out continuous prevention and awareness campaigns with employees and customers. In terms of internal communication, our initiatives include distance learning training sessions and to disseminate actions regarding Data Management and Protection on our intranet page. For the external audience, we publish information on Banrisul’s website (Security and Privacy menu) and on the websites of its subsidiaries (Banrisul Consórcio, Banrisul Corretora and Banrisul Cartões).



Ethics and integrity


GRI 3-3 on the material topic of Ethics, transparency and compliance, 2-16, 2-23, 2-24

At Banrisul, ethics and integrity are core values that guide our actions and ensure transparency, respect, and accountability in every interaction. We strictly adhere to our Code of Ethics and Conduct, maintaining a fair and collaborative environment that is aligned with the highest standards of Compliance and morality, promoting trust and building strong and lasting relationships.

To ensure the efficacy and effectiveness of these guidelines, the Ethics Committee, which reports directly to the Company’s CEO, is responsible for implementing, disseminating, training, reviewing and updating Banrisul’s Code of Ethics and Conduct. The Commission also analyzes and judges the matters submitted to it, recommending corrective or disciplinary conduct measures, always operating independently and with functional autonomy. In situations involving conflicts of interest, the final decision is made by the Executive Board.



All Banrisul’s relationships are guided by actions that adhere to principles of institutional conduct that prioritize the valuing of people and respect for human rights. These principles are expressed in many of our corporate policies, which are approved by the Board of Directors and communicated through Administrative Instructions through which the expected conduct by employees, service providers and suppliers are defined, namely:

-  **Anti-Corruption Policy**
-  **Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese)**
-  **Annual Letter of Corporate Governance 2024 - Year 2023**
-  **Code of Ethics and of Conduct**
-  **Information and Cybersecurity Policy for Third-Party Contractors**
-  **Personal Data Protection Guidelines**



Our standards and policies for the prevention of psychosocial risks in the workplace and the protection of employee health are aligned with the provisions of Regulatory Standard No. 1 (NR-1) and the UN Global Compact.

Banrisul’s regulations and policies, aligned with the UN Global Compact and the Sustainable Development Goals (SDGs), clearly defines responsibilities and consequences for lack of compliance and focuses on preventing risks such as excessive stress and harassment, in addition to setting measures aimed at protecting employee health. We also comply with resolutions established for Brazilian companies and manage psychosocial risks in the workplace, pursuant to the updated Regulatory Standard 1 (NR-1), promoted by the Ministry of Labor and Employment (MTE, in Portuguese).

Although we do not have a specific human rights policy, as signatories of the Global Compact since 2013, we reinforce our commitment to protect the rights and well-being of our audiences, namely: employees, customers, suppliers and vulnerable individuals. These policies are communicated through Administrative Instructions and a Commitment Agreement, signed by all employees.

Banrisul's Integrity Program

Banrisul’s Integrity Program is based on transparency and accountability practices and covers the Anti-Corruption Policy, the Code of Ethics and Conduct, the Whistleblowing Channel Policy, and the Internal Controls and Compliance Report. The standards and policies related to our Integrity Program are reviewed and updated annually, and all employees must undergo mandatory integrity training. Constant updating allows policies to remain relevant and effective.

The standards and policies related to our Integrity Program are reviewed and updated annually, and all employees must undergo mandatory integrity training.

Whistleblowing Channel

GRI 3-3 on the material topic of Ethics, transparency and compliance, 2-25, SASB FN-CB-510a.2

We have a Whistleblowing Channel available on our website and intranet, in which our stakeholders, including employees, customers, users, suppliers and business partners, can report any type of suspected illegal situations, flaws in control measures, non-compliance with internal policies and suspected violations to our Code of Ethics and Conduct. After a report has been filed, we initiate an internal investigation process to analyze the occurrences and address them according to their specificities, forwarding them to necessary committees. According to the Whistleblowing Channel Policy, reports must be addressed within 45 days.

We assess all filed reports and, if they involve corruption, they are forwarded to senior management committees. If the reports involve any of the Company's

employees, they are analyzed by the Ethics Committee for appropriate deliberations. Semiannual reports are prepared for the Whistleblowing Channel, containing quantitative and qualitative filing data and the analyses that were conducted by the channel, which are then sent to senior management. These efforts are aimed at helping the Bank identify possible improvements to its internal processes. Annually, the Internal Controls and Compliance Report is also shared with senior management, demonstrating our commitment to continuously improving procedures and following best governance practices.

The Whistleblowing Channel is managed internally to ensure confidentiality and to protect whistleblowers who use the channel in good faith against any form of retaliation, regardless of the outcome of the investigations.

The Whistleblower Channel allows our stakeholders to report any suspected illegal activity, which is investigated internally and handled according to its specific nature.



Any sign of retaliation is forwarded to the Ethics Committee, and those responsible are subject to the sanctions set forth in the Personnel Regulation. We disclose all available channels to the entire workplace, reaffirming our commitment to transparency, active listening and responsibly managing our relationships.

Our monitoring of negative perceptions is decentralized, depending on the target audience and the source of information. Our mapped processes mainly include inquiries from shareholders or financial market professionals received through the “Contact IR” channel, or from market analysts by email. Inquiries from the general public are made through the Ombudsman service channels, which are received and handled by product and service managers. We also monitor the Complaints Ranking of the Central Bank of Brazil, which consists of public complaints registered through its service channels (internet, correspondence, in person or by telephone).



To learn more, please access our website:
www.banrisul.com.br.

The Ethics Committee
receives cases where there is evidence
of retaliation.



Anti-Corruption Policy

GRI 205-1

Our **Anti-Corruption Policy** establishes guidelines, procedures and controls aimed at preventing and mitigating acts of corruption. The Policy is updated periodically to follow current legislation, and internal control practices are reinforced through continuous developments and adhesion to best market practices.

Operational risk management includes identifying and evaluating events related to internal fraud, such as irregular conduct by employees who may offer or receive undue advantages, as well as flaws in our processes for identifying and investigating suspicious transactions. Failure to comply with the policy or related regulations are subject to corrective measures that are proportional to the violator’s relationship with Banrisul:



Employees: subject to the penalties set forth in the Personnel Regulation according to the severity of the violation.



Executive Officers and members of boards and committees: the Internal Audit will report the case to the Board of Directors as defined in the Whistleblowing Channel Policy.



Interns or contractors: subject to the penalties set forth in their respective contracts.



Omitting irregularities is also subject to liability. Managers, employees or other stakeholders who become aware of violations and fail to report them to the Strategy and People Management Unit or the Whistleblowing Channel may be held liable for collusion.

Regardless of the relationship with the Company, anyone who fails to comply with the principles established in our policies may be held civilly and criminally liable, depending on the severity of the violation and the outcome of the investigations.

In 2024, we assessed the operational risk of 47 administrative units, that is, 100% of our units, including the identification of controls and risk of internal fraud. In terms of compliance with internal

processes, we assessed 100% of our 494 branches. This inspection is conducted according to a pre-defined schedule and through a prioritization matrix based on the materiality of the risk. If a fraud/irregular situation is identified during an inspection, it will be investigated separately from the inspection. As for our subsidiaries, they are 100% assessed for corruption risk¹.

¹ Due to the change in understanding of the term “operation,” we had a significant variation (increase) in the percentage of operations that were assessed. In the previous understanding, only a small portion of “loan operations” were assessed for corruption risk and only included loan operations above R\$ 10 million. By considering the activity’s locations as “operations,” the assessment percentage rises to 100% (GRI 2-4).

ESG management

GRI 3-3 Sustainable products and business, 2-28, SASB FN-CB-410a.2

Our commitment to environmental, social and governance (ESG) principles has evolved significantly in recent years and we have significantly strengthened our corporate governance through new policies, statutory adequacy, and consolidated structures that ensure all decisions are made with ethics, transparency, and responsibility.

To share and enhance these good practices, we are represented in associations and projects linked to topics that are relevant to our sector and society, in which we highlight:

- Brazilian Bank Association (ABBC*);
- Brazilian Development Association (ABDE*);
- Brazilian Financial and Capital Markets Association (Anbima*);
- American Chamber of Commerce (Amcham*);
- Interinstitutional Committee “*Avança Mulher Empreendedora*” (State Decree 57,520/2024);
- Brazilian Bank Federation (Febraban*);
- Financial Innovation Laboratory (LAB*) (Central Bank of Brazil, CVM and IDB);
- United Nations Global Compact (UN);
- Interinstitutional Commission for Environmental Education (CIEA*).



Evolving our commitment to ESG principles, we strengthened our corporate governance with new policies and statutory and structural adjustments, sharing our best practices in associations and projects related to the topic.

*Acronyms in Portuguese.



On the environmental front, we improved the processes for collecting and reporting the results of our Greenhouse Gas emissions inventory. Furthermore, we began to shift our energy consumption to Distributed Generation and launched, in 2024, bidding calls for proposals to lease solar and wind power plants, aiming for a 100% renewable energy supply. This initiative is also aligned with the capital market's growing attention to the matter.

In the social front, we have maintained historic and consistent efforts to comply with our mission, which is to foster the socioeconomic development of State of Rio Grande do Sul. In 2024, in response to the floods that hit several regions of this State, we promoted campaigns and actions to support the impacted communities and branches ([additional information is available on page 15](#)).

We seek to continuously improve our sustainability management, guided by the Social, Environmental and Climate Responsibility Policy, and maintain initiatives that are aligned with the Ten Principles of the UN Global Compact, of which we are signatories, as well as the Sustainable Development Goals (SDGs).

We incorporated ESG elements into our credit risk management by analyzing sectors, locations, customers, and operational data. We use our own Social, Environmental, and Climate Risk Taxonomy methodology, which is aligned with FEBRABAN's Green Taxonomy, to identify sensitive sectors and define specific protocols, such

as the risk management protocol for illegal deforestation in the beef supply chain.

An external consultancy firm assisted us in classifying location risk based on the social, environmental, and climate exposure of geographic regions, thus contributing to a more qualified and responsible credit analysis.

Our risk analysis also includes records in external databases, such as environmental agencies, and specific forms must be filled out to assess social, environmental and climate impacts. Highly exposed operations undergo more detailed assessments, which include verifying and analyzing licenses and how proceeds will be allocated aimed at identifying potential restrictions, such as overlap with Indigenous lands and preservation areas, deforestation, environmental embargoes, or slave-like labor. Monitoring of rural loan operations is further enhanced through remote sensing inspections, ensuring the regularity of financed crops.

 **We incorporate ESG**
factors into credit risk management.



We reviewed our Social, Environmental, and Climate Responsibility Policy and made progress in mapping impacts and qualifying the sustainable framework of the credit portfolio.

Our **Social, Environmental and Climate Risk Management Policy** establishes responsibilities at all corporate levels, from senior management to operational areas. These topics are governed by the Internal Audit, the Social, Environmental and Climate Responsibility Committee, the Risk Department, and other specialized areas.

We incorporated ESG aspects into the Stress Testing Program and microeconomic analyses, evaluating factors such as water and energy consumption, biodiversity preservation, and the use of natural resources in the sectors being financed. These aspects are also included for calculating Allowances for Loan Losses, thus ensuring greater consistency in the loan granting process.

In 2025, we improved our governance practices by reviewing our Social, Environmental and Climate Responsibility Policy and adopting

methodologies for classifying sustainable products and initiating impact assessments. We advanced in mapping negative and positive impacts and in qualifying the sustainable framework of the loan portfolio according to international standards such as Green Bonds, Social Bonds, Green Loan Principles, Social Loan Principles and the Climate Bonds Initiative.

To align our actions with demands from society, we conduct structured practices to define materiality, engaging stakeholders through satisfaction surveys and reporting channels, and integrating feedback from customers, investors, and regulators into our policies. Our transparency is ensured through annual reports, a dedicated ESG portal, social media, and partnerships with entities such as Febraban, aimed at maintaining a continuous cycle for listening, acting and accountability. We also seek to disseminate the sustainability culture with stakeholders through our communication channels, and with our internal audience through distance learning courses and themed events.

Material topics

GRI 3-1, 3-2

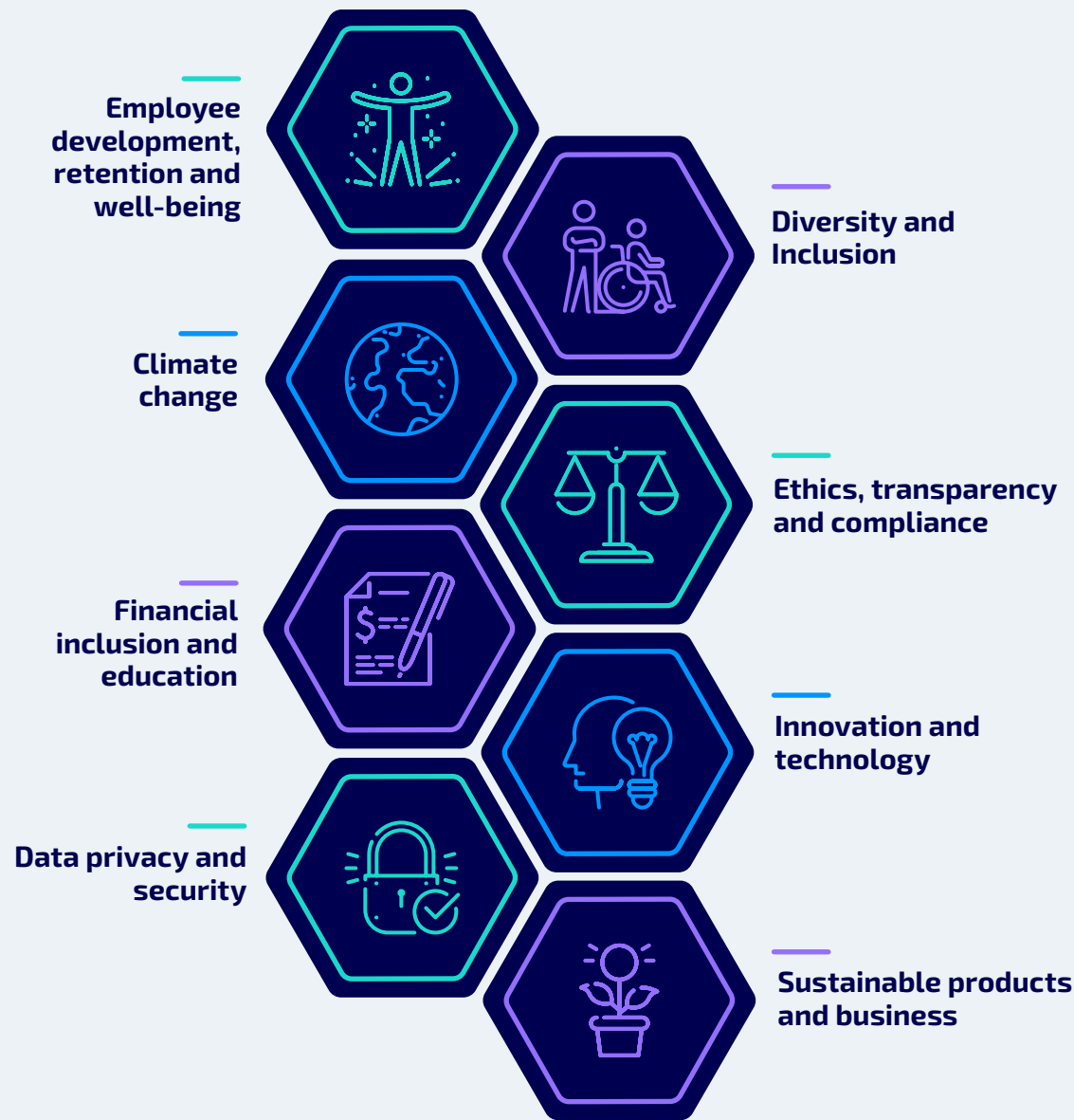
Throughout 2024, we reviewed our materiality study to identify the most relevant topics for our operations, this time adopting the double materiality concept, which involved analyzing the financial impact of ESG topics for Banrisul and analyzing how our operations impact the environment and society. To define what topics would be considered for this analysis, the process was initiated with a benchmark study of material topics from other financial institutions and an analysis based on the sector’s context.

Once the analyses were concluded, we consolidated the data and defined the final list of material topics, which was validated by the SAC Risk Management department and the Executive Office responsible.

In 2023, the review process included a new topic: climate change, which incorporated the “environmental, social, climate and eco-efficiency risk strategy” material topic. On the other hand, topics such as “sales practices and customer satisfaction,” “partner and supplier management” were no longer part of the materiality matrix.

Defining and prioritizing these topics is crucial to ensure our actions align with stakeholder expectations and our responsibilities as an Institution. Therefore, material topics are incorporated into our main corporate guidelines, such as the Integrity Program, the Anti-Corruption Policy, the Code of Ethics and Conduct, the Whistleblowing Channel Policy and the Internal Controls and Compliance Report.

The list of material topics, identified in 2024, was as follows:



Impact study

GRI 3-3



Employee development, retention and well-being

GRI 3: Material topics 2021
GRI 401: Employment 2016
GRI 403: Occupational health and safety 2018
GRI 404: Training and education 2016

Impact

Actual positive impacts include developing intellectual capital, improving productivity and caring for mental health. Improved decision-making is considered a potential positive impact. On the other hand, actual negative impacts include the loss of qualified human capital to the market and the occurrence of work-related illnesses, which directly affect employee productivity and reduce qualified labor at the Company.

Resources/stakeholder group impacted
Employees, the Company.



Diversity and inclusion

GRI 3: Material topics 2021
GRI 405: Diversity and equal opportunities 2016
GRI 3: Material topics 2021
GRI 405: Diversity and equal opportunities 2016

Impact

Identified actual positive impacts include employee welcoming and inclusion and building of a positive corporate reputation. Potential positive impacts include expanding how we address challenges through new perspectives from diverse profiles. However, actual negative impacts include cases of harassment or discrimination against minority groups in the workplace and the misalignment between strategic decisions and our customers' diversity profile. These matters have been addressed through disseminating information, training and awareness-raising actions among employees.

Resources/stakeholder group impacted
Employees, the Company and society.



Climate change

GRI 3: Material topics 2021
GRI 201: Economic performance 2016
GRI 305: Emissions 2016

Impact

We identified actual negative impacts, such as Company shutdown and damage to its physical structure, due to extreme weather events, and Greenhouse Gas (GHG) emissions generated by the Company in financed operations, in addition to emissions from activities using fleet vehicles, generators, and air conditioning systems, among others. The potential negative impacts include costs associated with the transition to a low-carbon economy, arising from activities such as acquisition of carbon credits, and implementing climate transition plans.

Resources/stakeholder group impacted
Customers, employees, the Company, the environment.



Ethics, transparency and compliance

GRI 3: Material topics 2021
GRI 205: Anti-corruption 2016
SASB: Commercial banks 2018

Impact

Among the positive impacts identified in managing this topic, we highlight the greater conformity of information, the increased assertiveness in the Company's business and the strengthening of the Bank's credibility. On the other hand, the actual negative impacts involve cases of corruption arising from non-compliance with sector standards, due to weaknesses in internal control and compliance systems, and financial losses due to sanctions.

Resources/stakeholder group impacted
Shareholders, customers, the Company.



Financial inclusion and education

GRI 3: Material topics 2021
GRI G4: Financial services - FS13, FS14
SASB: FN-CB-240a.4

Impact

As actual positive impacts, this topic generates customer empowerment, promotion of banking inclusion and the increase in number of investors. On the other hand, the challenge arising from debt and default, usually due to lack of knowledge, lack of financial planning and impulsive decisions are among the actual negative impacts.

Resources/stakeholder group impacted
Customers (including students), employees, society.



Innovation and technology

GRI 3: Material topics 2021

Impact

Among the potential positive impacts, we highlight the increased security in offering products and services, in addition to the perception of trust in Banrisul's digital channels. However, potential negative impacts include the possibility of losing market share and competitiveness, damage to the Company's image, loss of security certifications and an increase in the number of committed frauds. These impacts can occur during the prevention, fraud monitoring and information security maintenance stages.

Resources/stakeholder group impacted
Shareholders, employees, the Company.



Data privacy and security

GRI 3: Material topics 2021
GRI 418: Customer privacy 2016
SASB: FN-CF-230a.2

Impact

The identified actual positive impacts include higher customer confidence with the adoption of security measures. On the other hand, actual negative impacts include information security incidents and operational disruptions caused by cyberattacks, especially when involving data leaks that may expose customers' personal data. We also highlight as a negative impact the high levels of investment required to implement information security systems.

Resources/stakeholder group impacted
Suppliers, customers, the Company.



Sustainable products and business

GRI 3: Material topics 2021
GRI 203: Indirect economic impacts 2016
GRI G4: Financial services - FS7, FS8, FS9

Impact

Among the actual positive impacts, we highlight the promotion of mitigation and adaptation to climate change through the use of more sustainable practices, the increase in consumption of renewable energy, the encouragement of family farming, the responsible management of natural resources, land, water and sewage, and the promotion of prosperity for Micro, Small and Medium Enterprises (MSMEs). We also observed population empowerment through gender inclusion and improved financial health, as well as the increased access to essential services, such as education and health, and the continuity of socially relevant businesses.

On the other hand, actual negative impacts include Greenhouse Gas (GHG) emissions, degradation of terrestrial ecosystems, with damage to soil, water and biodiversity, and contamination of water bodies, compromising the health of ecosystems. These impacts are mainly related to loan granting processes for sectors such as construction, retail, road transport and agricultural producers, in addition to financing for the food, beverage and tobacco sectors.

Resources/stakeholder group impacted
Customers, the Company, local communities, governments and municipal departments, the environment, society.

Social, Environmental and Climate Responsibility Policy

GRI 2-24

Our **Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese)** guides our practices and decisions, balancing business opportunities with the sustainable development in the regions where we operate. This guideline is aligned with the nature of our activities and the complexity of the products and services we offer, based on principles such as valuing people, respecting human rights, and promoting inclusion, diversity, and financial education.

The PRSAC establishes the assumptions, goals, principles and guidelines that drive the social, environmental and climate responsibility actions of the companies belonging to the Banrisul Prudential Conglomerate and how it operates with entities controlled by these companies or in which they own an equity stake. We established several actions under the social, environmental and climate aspects to affirm our commitment to the most diverse sustainability topics.

Sustainability is a core theme in our strategic planning and focuses on generating positive impacts, mitigating risks, developing sustainable solutions, and supporting our customers’ transition to a more inclusive, resilient, and low-carbon economy.

The PRSAC governance is structured in accordance with CVM Resolution 4,945/2021, in which the Board of Directors, assisted by a designated Executive Officer, is responsible for ensuring its implementation and effectiveness. The Social, Environmental and Climate Responsibility Committee supports us in monitoring and guiding our actions, as well as in assessing our adherence to the initiatives included in the current Policy, also proposing recommendations to the Board of Directors.

The Risks Department is responsible for implementing actions and managing impacts related to social, environmental, and climate issues. This department is also responsible for implementing both the PRSAC and the Social, Environmental and Climate Risk Management Policy, overseeing initiatives and ensuring their effectiveness.

While our integrated impact management process is still being consolidated, we’ve already established internal mitigation and oversight mechanisms, including works by our Internal Audit, which contribute to the effectiveness of our actions.





Relationship with stakeholders

Stakeholder engagement	55
Customers	56
Employees	61
Partner and supplier management	76
Government	77
Shareholders	79



Stakeholder engagement

GRI 2-29

We value maintaining ongoing dialogue with stakeholders, aimed at aligning our strategic guidelines with market trends and stakeholder expectations.

We are constantly seeking to strengthen these relationships, promoting mutual listening and development opportunities. Our key stakeholder groups include employees, shareholders, market analysts, customers, suppliers, government, labor unions, regulatory bodies and senior management.

In 2024, we intensified this commitment through initiatives aimed mainly at integrating new employees, thus reinforcing our corporate culture right from the beginning of their journey. We also strengthened our relationship with external audiences, customers and communities by engaging them in specific events and initiatives, expanding our social presence and the Bank’s role as a development agent in Rio Grande do Sul.

As a public bank, we focus on meeting the needs of our shareholders and the population of Rio Grande do Sul by adopting a transparent and responsible approach. To achieve this, we offer a robust relationship and communication structure with different stakeholders, including channels such as “Contact IR,” aimed at shareholders, analysts, and investors, and the Ombudsman department, which is the final

point of contact for customer service. We also offer support via telephone, chatbot, WhatsApp, social media pages, app stores and complaint platforms.

Active listening is reinforced through periodic satisfaction surveys, such as the Net Promoter Score (NPS), as well as whistleblowing and investor communication channels, which directly contribute to the continuous enhancement of our processes, products and services, in addition to improving compliance records.

We use a multichannel approach for our corporate communication, through vehicles such as our institutional website, internal TV, social media, the ESG Center, the transparency portal, Banrieduca, and reports prepared for regulatory bodies and investors. Among the Bank’s main dissemination instruments, we highlight our institutional website, which features a section entirely dedicated to sustainability, and our Annual Sustainability Report, which presents prioritized material topics, advancements, and results, including information on our sustainable loan portfolio, such as volume granted and financing lines.

Customers

During the year, we continued to strengthen our relationships with customers by expanding access to service channels, modernizing our structures, and prioritizing service excellence. We remain committed to offering increasingly agile and inclusive solutions that are aligned with our customers' needs.

We maintain ongoing modernization and revitalization efforts for our branch network, which includes remodeling, relocating facilities and updating our brand. We initiated a comprehensive study to evaluate the Bank's in-person service points and propose new operating models that prioritize service specialization and optimize resources. In this context, we highlight our exclusive Espaços Afinidade and Espaços Agro spaces, which are used to offer personalized services and financial guidance by specialized professionals.

At the end of 2023, we initiated a project to modernize the equipment park of our branch network and general management, which included the acquisition of new desktops and laptops. This modernization was aimed at offering even more qualified and faster customer service through more

agile, secure and better performing computers, thus increasing productivity and reducing maintenance and electricity consumption costs.

We also expanded our reach by advancing the Banripontos network, strengthening our presence throughout the State. As part of this initiative, we launched Banriponto Digital, which allows large service networks to act as Banrisul correspondents, bringing our services to even more people.

In 2025, we will begin introducing technology that allows customers to make real-time deposits at our ATMs, in addition to connecting our

terminals to the Banco24Horas network, thus allowing users of other financial institutions to use our terminals for their transactions. These new terminals will be available at our branches and at commercial establishments, such as shopping malls, supermarkets, gas stations and bus stations. With this initiative, we are the first bank in Brazil to make its ATMs — located at branches and external service points — available to customers from over 150 financial institutions connected to the Banco24Horas network.



The first bank
in Brazil to make
its ATMs.



These innovations complement our continuous efforts aimed at strengthening customer relationships. Our Ombudsman department remains a strategic channel for resolving customer requests, effectively complementing our primary customer service channels, as well as meeting the demands of consumer defense organizations and the National Financial System’s regulatory bodies.

We also continue to invest in loyalty strategies, with highlight to our relationship programs, personalized services, and continuous improvement initiatives. These efforts ensure our customers feel valued and enable us to build lasting relationships based on trust.

Global Account

We also launched the Banrisul Global Account, which allows multi-currency transactions and attracted 30,900 customers during the product’s pre-sale period. By December 2024, 2,500 accounts had been opened. Our Global Account is an initiative aimed at diversifying services to potentially expand our customer base by targeting a lower-risk audience. With this new product, we now have a service that is also offered by large banks.

Relationship channels

Service network

We maintain a solid, multi-channel service structure that combines the proximity of our in-person network with the convenience of digital solutions through 492 branches, 118 service stations (PAs, in Portuguese), 360 electronic service stations (PAEs, in Portuguese) and 897 Banripontos that have been modernized, offering better and more efficient services to over four million customers practically across Rio Grande do Sul.



492
branches



118
Service
stations (PAs, in
Portuguese)



360
Electronic service
stations (PAEs, in
Portuguese)




897
Banripontos





681.5 million
of visits to our platforms.

86.2% 
of transactions were carried out
through digital channels in 2024.

Banripontos

Banripontos are Banrisul's partner service points, located in 66% of the municipalities in the Rio Grande do Sul State, which offer flexible and accessible banking products and services. They act as banking correspondents and are a complementary alternative to branches, with extended service hours and operations in both underserved areas and high-traffic urban locations. Services at Banripontos include:

- Opening accounts for individual customers;
- Hiring payroll-deductible loans (INSS retirees and Rio Grande do Sul State employees);
- Purchasing Sales Pool Group products;
- Exclusive services for the accreditation of accounting firms.

897
Banripontos.

Digital channels

Our digital channels have been constantly growing and, in 2024, accounted for 86.2% of banking transactions. Operations carried out through these channels grew by 11.7%, with the number of financial transactions increasing by 15.2% and the volume transacted growing by 10.1% over the previous year.

The Mobile Banking (My Account, Affinity and Office Mobile) and Internet Banking (Home and Office Banking) channels had 681.5 million accesses, growing by 12.4% over 2023, with an average of 1.86 million daily accesses.

We continue to strengthen our digital presence and to promote continuous advances to our digital channels. Our App and Internet

Banking have been improved to offer customers simpler and more efficient experience, with easy access to key services such as Pix, payments and credit cards. We also incorporated new features, such as the direct display of marketing campaigns on the app's landing page and reorganized services for the Office Mobile channel, aimed at more intuitive navigation.

In addition to usability, we also strengthened our digital security. We expanded coverage of our anti-fraud system, added the possibility of corporate customers to dispute credit card transactions, and gave customers more control by allowing them to customize their financial transaction limits, both for the Office Banking and the Office Mobile channels.

We also added new features to our app, aimed at providing more convenience to our customers, who can now purchase life insurance and consortiums products online, access the Banrisul Veloe Tag to automatically pay tolls and parking fees, and use BanriPay for contactless transactions with Banricompras. Among the new services, we also highlight that customers can now request reissuances of debit cards, manage linked accounts,

and have direct access to their branch or account manager, with faster and personalized services.

Relationship with Agro

We also expanded our relationship with the agricultural sector, through the Espaços Banrisul Agro, personalized spaces for specialized technical and financial professionals to offer support at strategic municipalities in Rio Grande do Sul.


As our commitment to the sustainable development and strengthening of Rio Grande do Sul's agribusiness, we were present at the 47th Expointer fair, held in September 2024, with three dedicated spaces: Agro, Institutional and Banrisul Mastercard, offering financial solutions, specialized technical support and exclusive experiences for our audience.

At Expointer, we also launched our institutional “Vamos Prosseguir” campaign, bringing messages of hope, solidarity and support for the reconstruction of Rio Grande do Sul. The campaign was widely publicized in the media and symbolized our encouragement to resume economic and social activities after the climate challenges faced by the State. [\(see additional information on page 15\).](#)

Digital Account

In 2024, we launched the New Digital Account, which simplifies the opening of a digital account, initially aimed at customers in Rio Grande do Sul and some regions of Santa Catarina. By December 31, more than 74,300 accounts had been opened through this new digital journey.

The New Digital Account is a step towards extending our services across Brazil, reinforcing one of our important operating pillars: the Open Banking pillar.

74,300 
accounts had
been opened
through this
new digital
journey.



Ombudsman

We have an Ombudsman department dedicated to analyzing and solving customer and user demands, acting as the final point of contact when primary service channels do not provide satisfactory responses. In 2024, the Ombudsman department analyzed 6,892 demands, of which 1,042 referred to protocols registered in the Ombudsman channel, including answered letters, 2,764 referred to demands registered with the Central Bank of Brazil, and 3,086 referred to demands registered with Consumer Protection Agencies.

After careful analysis to identify the root cause, these demands were used as inputs to improve our processes, products and services, aimed at minimizing the risk of recurrences, preventing lawsuits and creating a positive impact on all customers and users. The Ombudsman department views complaints as an opportunity to

revise not only its own processes, but also as a “free consultancy” to detect the improvements and corrective measures that are needed for the Bank’s products and services, thus benefitting customers and users. The most relevant improvements are presented to the external stakeholders through the Ombudsman’s Biannual Report, published on the Bank’s website.

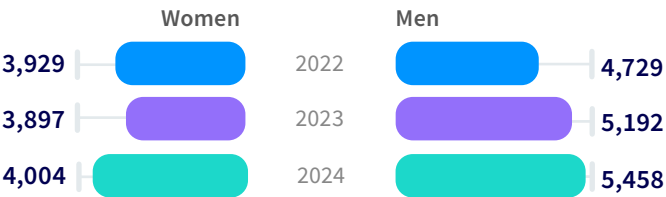
It is important to highlight that Banrisul’s Ombudsman department plays a strategic role in qualified listening and the continuous improvement of services, being recognized for the fifth time with the Ouvidorias Brasil Award, granted by the Brazilian Association of Company-Client Relations (Abrarec, in Portuguese). In 2025, in addition to being recognized for its service excellence, the Ombudsman department was also featured for its innovative services, particularly in caring for customers in vulnerable situations.

Recognized for the fifth time with the *Ouvidorias Brasil* Award, granted by the Brazilian Association of Company-Client Relations (Abrarec, in Portuguese).

Employees

We believe Banrisul’s success is directly tied to its people. That is why we foster a safe work environment that encourages engagement and values every employee.

Information on employees, by employment contract and gender² | GRI 2-7



² There are no temporary, non-guaranteed hours and part-time employees.

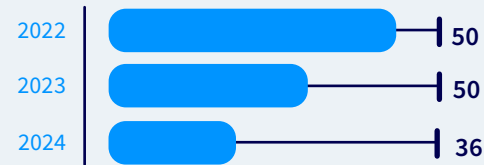
Permanent and full-time employees¹ | GRI 2-7



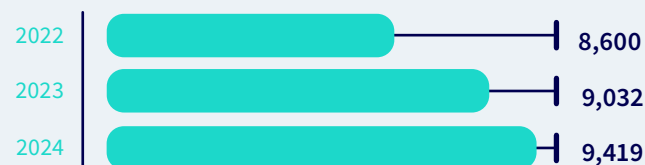
Midwest



Southeast



South



¹ There are no temporary, non-guaranteed hours and part-time employees. There are no employees in the North and Northeast regions.

Attention to employees during the flood event

GRI 3-3 on the material topic of Employee development, retention and well-being

It is important to highlight our proactive and agile actions during the severe weather event that affected the State of Rio Grande do Sul. Our team prepared a comprehensive mapping of all employees that were impacted by the event, offering immediate and humanized assistance. To ensure the well-being of our employees and our operational continuity, we implemented several administrative actions during the flood event, such as:



Administrative actions

Leave of absence for unworked hours and settling of the mid-year time bank.

Managers were authorized to give leave of absences for employees who were unable to access the Bank's system, either due to unavailability of remote access or lack of physical structures, and time banks hours were exceptionally settled at the end of the mid-year cycle, when the flood occurred.



Creation of a psychological support channel

We offered Psychological Support Services to employees and their families through Cabergs, our self-managed healthcare plan. Additionally, our team provided support and active listening to displaced employees whose homes were directly impacted by the floods or landslides.



Monthly emergency reimbursement

We established an emergency reimbursement of up to R\$ 3,500.00 for employees who were unable to return to their homes and residing in temporary shelters, such as rented properties, due to damage caused by the floods or landslides.



Expansion of telemedicine services

Employees and their dependents had access to free virtual consultations with general practitioners or pediatricians through the Conexa Saúde platform, available via website or app.



Free online training

We offered all employees and interns with a two-month free access to Alura's online course platform, accessible outside the banking environment, to promote their professional development. We also offered all employees and interns with a free three-month access to the Education First (EF) language learning platform.



Lecture on Emotional Agility in Times of Crisis

We hosted a Webex lecture with specialist Paulo Alvarenga, who guided our managers on how to emotionally navigate crisis situations.

Health, safety and well-being

GRI 403-1, 403-3, 403-6

We understand that caring for the health, safety, and well-being of our employees is paramount, as it directly impacts their quality of life and our Company’s performance. To ensure a safe workplace that promotes well-being, we established a safety management model assisted by the Internal Accident and Harassment Prevention Committee (CIPA).

This system covers a broad set of actions and initiatives, primarily the Risk Management Program (PGR), the Occupational Health Medical Control Program (PCMSO), and Ergonomic Work Analyses (AET, all acronyms in Portuguese). These programs apply to all employees in all administrative units and branches, as well as senior management.

Among the legal requirements for Occupational Safety and Health (OSH) covered by our Program, we highlight Regulatory Standard NR 01, on Occupational Risk Management, which is part of our PGR program.

The Occupational Health Medical Control Program (PCMSO, in Portuguese) is particularly important for the early detection of work-related health problems. We conduct periodical occupational health exams, preferably at the Bank’s premises to ensure greater accessibility. When needed, these exams are also performed at nearby clinics.

Our employees’ safety is a top priority at all our branches and units, which is why we strictly comply with the safety standards defined by several regulatory bodies, especially the following:

- Ministry of Labor and Social Security;
- Public Ministry of Labor;
- Fundacentro (a government foundation linked to the Ministry of Labor);
- National Health Surveillance Agency (Anvisa, in Portuguese);
- Occupational Safety and Health Administration (Osha);
- National Institute for Occupational Safety and Health (Niosh);
- American Conference of Governmental Industrial Hygienists (ACGIH);
- Collective Bargaining Agreement.

When it comes to personal health, our employees have access to Cabergs, our self-managed healthcare plan, with coverage across several regions. We also promote annual flu vaccinations, provide guidance on health and wellness, and run prevention programs such as blood donation campaigns and *Quinta da Saúde* (Health Thursday), with lectures on several topics.

In addition to programs that meet the basic regulatory requirements of occupational legislation and fulfill the demands established in the collective bargaining agreements with labor unions, we also offer other programs for our employees' well-being and health, such as the Work-related Accident Program (Proat), the Prevention and Treatment of Problems Related to Alcohol and Other Drug Abuse Program (PAD), the Attention and Support to Employees in Stressful Situations Program (Pass, all acronyms in Portuguese), the Protocol for Welcoming and Supporting Employees with Disabilities in the Workplace, the Workplace Exercise Program, in addition to maintaining our Running (Banrirunners), Walking, and Cycling (Banribike) groups.

Special attention is also given to nursing mothers returning to the workplace through a dedicated Breastfeeding Support Room at our administrative headquarters, which is carefully prepared for this crucial moment.



Diversity, equity and inclusion

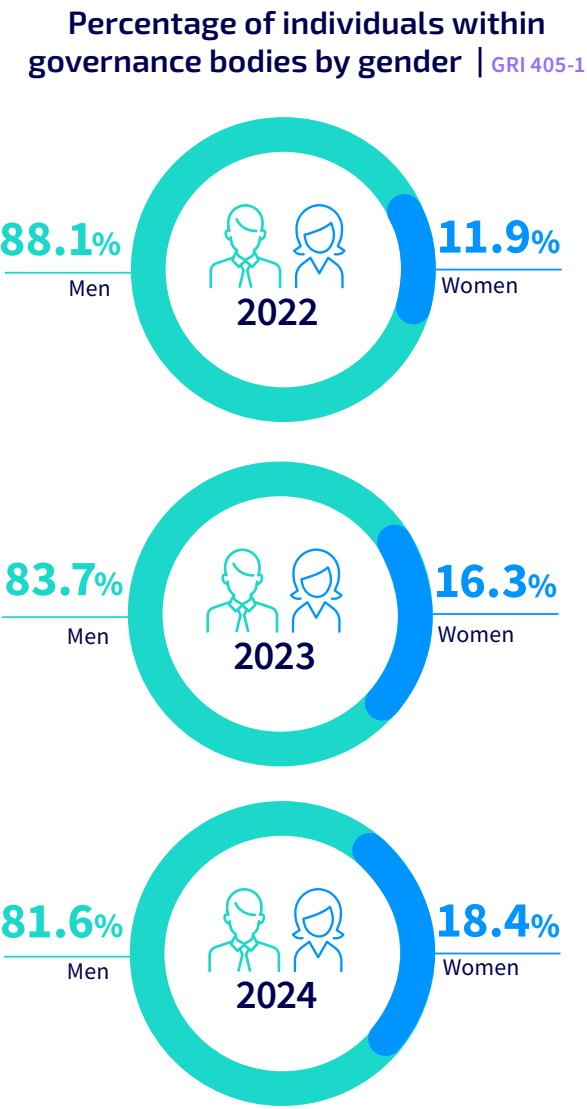
GRI 3-3 on the material topic Diversity and inclusion

As signatories to the Collective Bargaining Agreement for the Banking Sector, we demonstrate our commitment to building an inclusive, respectful, and prejudice-free work environment. We reject all forms of moral and sexual harassment and violence, and any type of discrimination, including against LGBTQIA+ people, with special attention to trans employees. We also fight against wage discrimination based on sex, race, ethnicity, origin, age, sexual orientation, gender identity or disability.

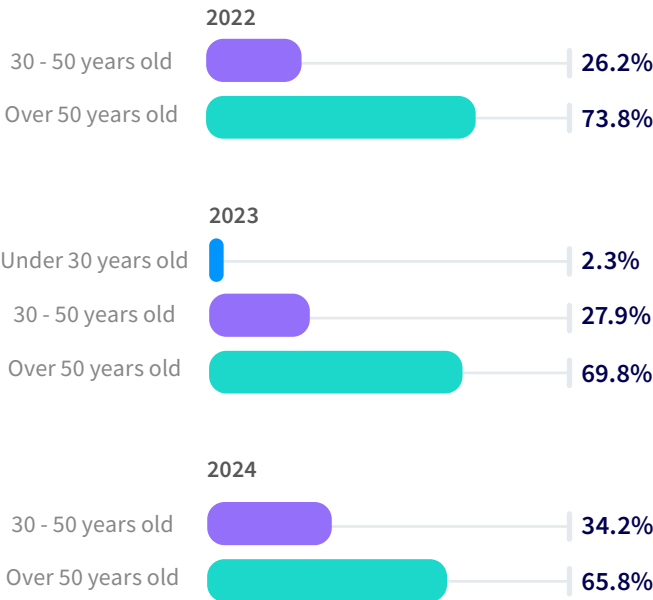
To strengthen this commitment, we established an area dedicated to corporate culture that manages the diversity topic and coordinates our Affinity Groups (Gender, Race and Ethnicity, People with Disabilities and LGBT+), in addition to a Diversity, Equity and Inclusion Committee. This structure aims to plan actions, monitor indicators, and promote training to foster dialogue on diversity and inclusion.

Since 2022, we have been developing initiatives to raise awareness and foster discussions on key diversity topics. We have given emphasis on Gender Equity, Ethno-Racial diversity, People with Disabilities, and LGBTQIA+ inclusion. Diversity actions are incorporated into internal disclosure practices, reinforcing inclusion in Human Resources policies.

Below is our percentage of senior governance according to gender, age group, color or race:



Percentage of individuals within governance bodies by age group¹ | GRI 405-1



¹ There are no individuals under the age of 30 on governance bodies in 2022 and 2024.



Percentage of individuals within governance bodies by color or race¹ | GRI 405-1

Color or race	2022	2023	2024
Black	0.0%	2.3%	2.6%
White	100.0%	97.7%	97.4%

¹Currently, there are no self-declared brown, Indigenous, yellow or disabled people among the members of our governance bodies.

Percentage of employees by employee category and gender | GRI 405-1

Employee category	Gender	2022	2023	2024
Superintendent	Men	66.7%	70.1%	71.0%
	Women	33.3%	29.9%	29.0%
Manager	Men	60.0%	60.3%	60.4%
	Women	40.0%	39.7%	39.6%
Analyst	Men	60.5%	60.3%	59.9%
	Women	39.5%	39.7%	40.1%
Assistant	Men	55.8%	53.7%	55.6%
	Women	44.2%	46.3%	44.4%
Without commissioned position	Men	49.7%	54.9%	56.0%
	Women	50.3%	45.1%	44.0%
Interns	Men	39.5%	35.3%	36.7%
	Women	60.5%	64.7%	63.3%
Other	Men	54.8%	54.8%	55.8%
	Women	45.2%	45.2%	44.2%
Total	Men	51.6%	53.2%	54.1%
	Women	48.4%	46.8%	45.9%

Percentage of employees by employee category and age group | GRI 405-1

Employee category	Age group	2022	2023	2024
Superintendent ¹	30 - 50 years old	31.9%	37.3%	40.6%
	Over 50 years old	68.1%	62.7%	59.4%
Manager	Under 30 years old	1.7%	1.1%	0.8%
	30 - 50 years old	71.3%	77.0%	77.3%
	Over 50 years old	27.0%	21.9%	21.9%
Analyst	Under 30 years old	1.3%	0.9%	0.6%
	30 - 50 years old	67.0%	69.0%	69.2%
	Over 50 years old	31.7%	30.1%	30.2%
Assistant ²	30 - 50 years old	66.2%	65.7%	66.7%
	Over 50 years old	33.8%	34.3%	33.3%
Without commissioned position	Under 30 years old	2.2%	11.8%	13.5%
	30 - 50 years old	66.9%	65.4%	64.6%
	Over 50 years old	30.9%	22.8%	21.9%

Employee category	Age group	2022	2023	2024
Interns	Under 30 years old	88.0%	85.9%	83.5%
	30 - 50 years old	11.6%	13.5%	15.8%
	Over 50 years old	0.4%	0.6%	0.7%
Other	Under 30 years old	0.5%	0.3%	0.6%
	30 - 50 years old	57.4%	64.4%	60.1%
	Over 50 years old	42.1%	35.3%	39.3%
Total	Under 30 years old	19.2%	21.1%	20.9%
	30 - 50 years old	55.9%	58.3%	58.7%
	Over 50 years old	24.9%	20.6%	20.4%

¹ There are no members in the “Under 30 years old” age group in the superintendent employee category.
² There are no members in the “Under 30 years old” age group in the assistant employee category.

Percentage of employees by employee category and color and/or race | GRI 405-1

Employee category	Color and/or race	2022	2023	2024
Superintendent ¹	Black	0.0%	0.0%	1.4%
	Brown	1.4%	3.0%	2.9%
	White	98.6%	97.0%	95.7%
Manager	Black	1.8%	1.6%	1.6%
	Brown	2.6%	6.1%	6.3%
	White	95.3%	92.1%	91.8%
	Indigenous people	0.1%	0.0%	0.0%
	Yellow	0.0%	0.2%	0.2%
	Anonymous	0.0%	0.1%	0.0%
	Not informed	0.2%	0.1%	0.2%
Analyst	Black	2.7%	3.2%	3.2%
	Brown	2.9%	6.2%	6.2%
	White	94.1%	89.9%	89.8%
	Indigenous people	0.1%	0.1%	0.1%
	Yellow	0.0%	0.3%	0.3%
	Anonymous	0.0%	0.1%	0.1%
	Not informed	0.2%	0.3%	0.4%
Assistant ²	Black	2.6%	1.5%	1.6%
	Brown	1.3%	3.0%	3.2%
	White	96.1%	95.5%	93.7%
	Anonymous	0.0%	0.0%	1.6%

2024
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Report

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Credits

Percentage of employees by employee category and color and/or race | GRI 405-1

Employee category		2022	2023	2024
Without commissioned position ³	Black	2.0%	3.6%	4.4%
	Brown	2.7%	6.9%	7.7%
	White	95.1%	88.8%	87.2%
	Indigenous people	0.1%	0.1%	0.1%
	Yellow	0.0%	0.2%	0.2%
	Not informed	0.2%	0.3%	0.3%
Interns ⁴	Black	2.3%	2.4%	5.1%
	Brown	2.9%	1.0%	3.6%
	White	94.5%	7.8%	22.1%
	Not informed	0.3%	88.8%	69.2%
Other ⁵	Black	2.1%	2.2%	2.1%
	Brown	2.7%	5.8%	5.2%
	White	94.9%	91.8%	92.3%
	Indigenous people	0.1%	0.0%	0.0%
	Anonymous	0.0%	0.3%	0.3%
	Not informed	0.2%	0.0%	0.0%
Total	Black	1.7%	2.9%	3.8%
	Brown	2.2%	5.5%	6.4%
	White	77.5%	75.2%	77.4%
	Indigenous people	0.1%	0.1%	0.1%
	Yellow	0.0%	0.2%	0.2%
	Not informed	16.8%	16.1%	12.1%

¹ There are no members in the “Yellow,” “Anonymous” and “Not informed” categories in the superintendent employee category.

² There are no members in the “Indigenous” and “Yellow” categories in the assistant employee category.

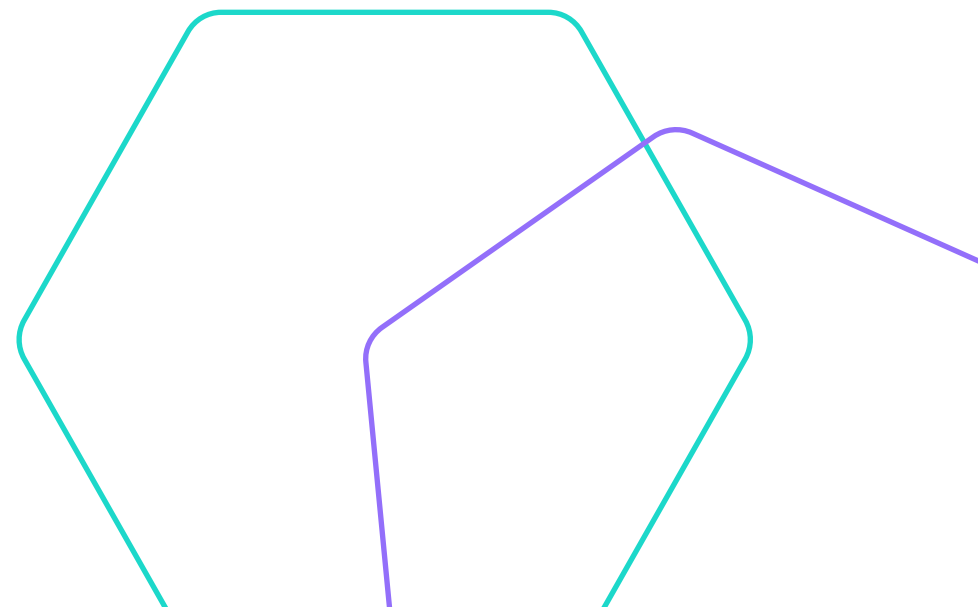
³ There are no members in the “Anonymous” category in the without commissioned position employee category.

⁴ There are no members in the “Indigenous,” “Yellow” and “Anonymous” categories in the interns employee category.

⁵ There are no members in the and “Yellow” category in the other employee category.

Percentage of employees with disabilities by employee category | GRI 405-1

Employee category	2022	2023	2024
Superintendent	1.4%	1.5%	1.4%
Manager	0.5%	0.6%	0.8%
Analyst	1.0%	1.2%	1.6%
Assistant	2.6%	1.5%	1.6%
Without commissioned position	1.0%	3.0%	3.6%
Interns	0.0%	0.3%	1.2%
Other	1.8%	1.9%	3.1%
Total	0.8%	1.8%	2.4%



Attraction and retention

GRI 2- 8, 3-3 on the material topic of Employee development, retention and well-being

We use a strategic approach to attract and retain talent, aligning people management practices with the Bank’s needs and our employees’ development. We believe investing in the growth and recognition of our employees is the most impactful decision we can make. This commitment directly translates into higher satisfaction, a positive corporate climate, and stronger talent retention.

Therefore, our strategy includes not only attracting new employees, but implementing initiatives to retain and engage our teams, such as fostering a culture of continuous feedback. We encourage everyone to share their insights on performance, which strengthens trust and motivation, directly impacting team performance.

In 2024, as a way of driving growth and strengthening our team, we hired 666 new employees through civil service exams.

We ended 2024 with 1,947 interns and 1 attaché on our team. The total number of interns reduced by 2% from the previous year. Two attachés retired during the year, which reflects the renewal of our team and the valuing of accumulated experience. The information came from our internal database for the consolidated figures at the end of the fiscal year.

It is important to mention that interns are recruited through a partnership with the Center for Business-School Integration (CIEE, in Portuguese). In July, we launched a new intern selection process for 336 positions and a reserve list, for which 5,264 students applied.

The activities performed by interns include serving users with banking services and cashier operations, providing documents to customers, assisting in branch activities and in other departments at the Bank, among other administrative roles. The attaché was integrated into our staff through an employee transfer agreement between public bodies and performs the duties defined by said agreement.

In 2024, as a way of driving growth and strengthening our team, we hired 666 new employees through civil service exams.



To demonstrate our commitment to diversity and inclusion, we provide below data on new hires during the previous year, highlighting the following segments:

New employee hires by gender¹ | GRI 401-1

Gender	2022		2023 ²		2024 ²	
	Total number	%	Total number	%	Total number	%
Women	2	50.0	340	26.5	197	29.6
Men	2	50.0	942	73.5	469	70.4

¹ The rates were calculated based on the total number of employees hired.
² The higher percentage of men hired is due to the public service exam for IT vacancies held in said years.

New employee hires by age group¹ | GRI 401-1

Age group	2022		2023		2024	
	Total number	%	Total number	%	Total number	%
Under 30 years old	0	0.0	606	47.3	290	43.5
30 - 50 years old	3	75.0	637	49.7	362	54.4
Over 50 years old	1	25.0	39	3.0	14	2.1

¹ The rates were calculated based on the total number of employees hired.

New employee hires by region¹ | GRI 401-1

Region	2022		2023		2024	
	Total number	%	Total number	%	Total number	%
South	4	100.0	1,280	99.8	666	100.0
Midwest	0	0.0	2	0.2	0	0.0

¹ The rates were calculated based on the total number of employees hired.

Employee turnover by age group | GRI 401-1

Age group	2022 ¹		2023 ²		2024 ³	
	Total number	%	Total number	%	Total number	%
Under 30 years old	32	9.2	46	5.4	240	64.2
30 - 50 years old	219	62.9	209	24.6	220	58.8
Over 50 years old	97	27.9	596	70.0	-86	-23.0

¹The rates were calculated based on the total number of employees dismissed.
² The higher figure in 2023 was due to the termination of 504 employees under the scope of the Voluntary Redundancy Program (PDV, in Portuguese).
³ Rates were calculated considering the total number of employee hires less the total number of employee dismissals in 2024.| GRI 2-4

Employee turnover by gender | GRI 401-1

Gender	2022 ¹		2023 ^{1 2}		2024 ³	
	Total number	%	Total number	%	Total number	%
Women	127	36.5	372	43.7	107	28.6
Men	221	63.5	479	56.3	267	71.4

¹ The rates were calculated based on the total number of employees dismissed.

² The higher figure in 2023 was due to the termination of 504 employees under the scope of the Voluntary Redundancy Program (PDV, in Portuguese).

³ Rates were calculated considering the total number of employee hires less the total number of employee dismissals in 2024. [GRI 2-4](#)

Employee turnover by region | GRI 401-1

Region	2022 ¹		2023 ^{1 2}		2024 ³	
	Total number	%	Total number	%	Total number	%
South	344	98.9	848	99.6	377	100.8
Southeast	1	0.3	2	0.2	-2	-0.5
Midwest	3	0.9	1	0.1	-1	-0.3

¹ The rates were calculated based on the total number of employees dismissed.

² The higher figure in 2023 was due to the termination of 504 employees under the scope of the Voluntary Redundancy Program (PDV, in Portuguese).

³ Rates were calculated considering the total number of employee hires less the total number of employee dismissals in 2024. [GRI 2-4](#)



Capacity building

GRI 3-3 on the material topic of Employee development, retention and well-being, 404- 2

We believe that training and professional development are essential pillars for our growth. Investing in corporate education strengthens our culture, disseminates our values, and promotes the continuous development of the people who make our Bank happen.

In this context, corporate education is consolidated as a strategic resource to achieve our purpose and advance our organizational goals. Throughout 2024, we structured a new training and development model, organized into three learning paths: the commercial path, the executive path, and the technical areas path.

The training and development programs are opportunities for personal and professional

growth. They adopt different methodologies, use a variety of learning tools, and are built collaboratively, leveraging internal expertise. They comprise several stages, such as knowledge management, specific technical and operational knowledge, experiential activities, and assessments of knowledge and satisfaction.

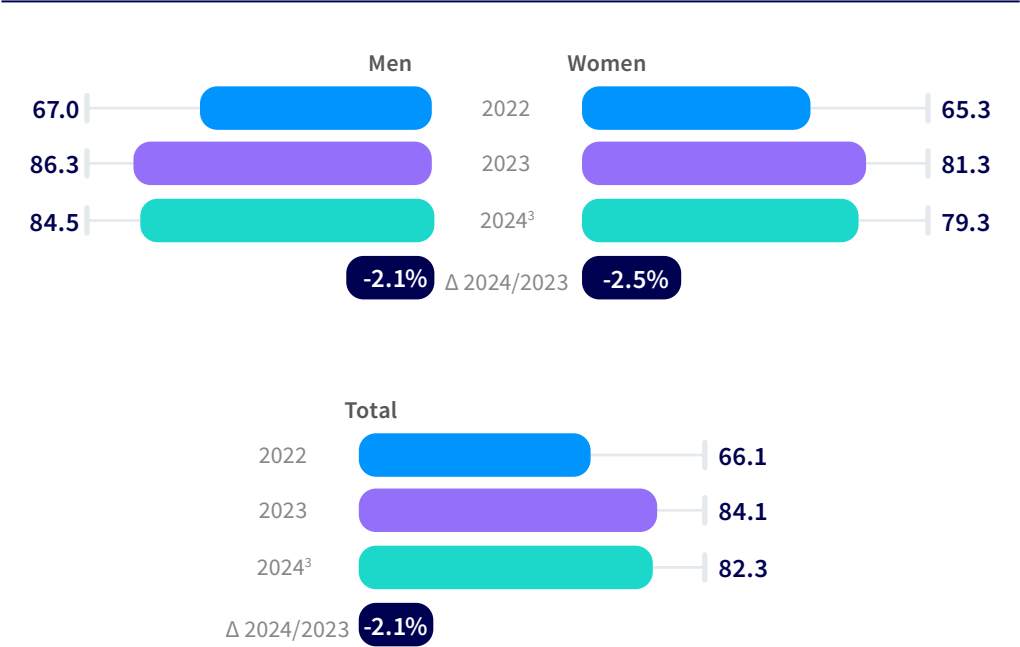
Through the Higher Education Incentive Program, we partially subsidize undergraduate and graduate courses, as well as the Language Learning Incentive Program. In 2024, we allocated R\$ 6.3 million to higher education and employee training programs.



We also highlight the investments made through the Training Program for teams in the branch network and administrative areas, with in-person and remote learning tracks. We expanded the Banrisul distance learning platform with new content and also offered training in Supplementary Pension Plans, in partnership with UniAbrapp.

Complementing these initiatives, we also created Banrieduca, our new external platform offering free courses aimed at the community. We started with five courses on financial education, focusing on topics such as spending planning, emergency reserves, debt, and financing. In addition to training in Brazilian Sign Language for customer service in our branch network, we also increased the presence of Brazilian Sign Language translators and interpreters at events, meetings, and training sessions.

Average training hours per employee, by gender^{1 2} | GRI 404-1



¹ To calculate the average training hours, we used the total number of training hours divided by the number of employees by gender (see GRI 2-7).

² Interns are not included in this calculation.

³ The figures for 2024 were impacted by the floods in May, which required Banrisul to operate in contingency regime for about 30 days. The flooding also led to the cancellation of events in Rio Grande do Sul, damage to Porto Alegre airport and restrictions on interstate travel, impacting employee participation in events until December 2024.

Average training hours per employee, by employee category^{1 2} | GRI 404-1

Employee category	2022	2023	2024	Δ 2024/2023 ³
Superintendent	44.3	41.6	63.5	52.6%
Manager	114.7	134.5	109.3	-18.7%
Analyst	39.6	29.9	31.8	6.4%
Assistant	31.3	0.0	21.8	-
Without commissioned position	64.3	86.6	82.5	-4.7%
Interns	55.8	40.2	15.1	-62.4%
Other	65.9	105.6	146.0	38.3%
Total average training hours	66.1	76.3	68.2	-10.6%

¹ To calculate the average number of hours, we used the total number of training hours per employee divided by the number of employees by employee category (see GRI 405-1).

² Interns are not included in this calculation.

³ The figures for 2024 were impacted by the floods in May, which required Banrisul to operate in contingency regime for about 30 days. The flooding also led to the cancellation of events in Rio Grande do Sul, damage to Porto Alegre airport and restrictions on interstate travel, impacting employee participation in events until December 2024.

Participants in training programs

Category	2022	2023	2024
Business manager	69	43	16
Business operators	203	172	64
Account manager	57	34	33
Supervisors	11	79	19
Market manager	20	16	14
Agribusiness relationship manager	29	24	0
Business Managers - other states	3	0	0
Business manager - corporate customers	9	3	14
Business manager - governments	7	0	0
Agribusiness manager	0	3	0
Auditors	0	0	2
Total	408	374	162

Distance Learning - Banrisul

290,939

Distance Learning training hours

30.7 hours

per employee

90,482

Number of enrollments

3,638

Number of classes offered in the platform

9,462

employees on December 31

Partner and supplier management

GRI 2-6, 308-1, 408-1, 409-1, 414-1

Our contracts strictly comply with the Bidding Law and applicable federal and state legislation, in addition to our Internal Regulations for Bidding and Contracts (RILC, in Portuguese), available in the Transparency section of our website. To optimize relationships with suppliers, we prepared the Supplier Manual and the Supplier Relationship Manual, both of which are made available to provide guidance on commercial procedures and the good practices required in our hiring processes.

In 2024, we registered 285 new suppliers, all (100%) selected based on social and environmental criteria. We also carried out a climate diagnosis of our supply chain, aimed at identifying the sectors with the highest Greenhouse Gas (GHG) emissions. Our supply chain consists of lawyers, consultants, systems analysts, salespeople, international technology companies, money transportation companies, and other types of service providers.

For suppliers, especially in contracts involving the exclusive provision of labor, contractual clauses are included that prohibit illegal labor practices and protect labor rights. This measure

is complemented by the guarantee that 100% of contracts signed include specific clauses on labor and/or social obligations. For those contracts in which the Internal Regulations for Bidding and Contracts allow for the non-formalization of a contract or equivalent document, there is still an analysis, contained in the internal documents that originated the contract, on the incidence of sustainability criteria, in their social or environmental dimensions, and the contractors' negative certificates are also verified, such as impediments to bidding and contracting, through the National Register of Reputable and Suspended Companies (CEIS, in Portuguese) and the National Register of Punished Companies (CNEP, in Portuguese) under the anti-corruption law, all of which are part of the Integrated Registration System of CEIS/CNEP of the Federal Attorney General's Office (AGU, in Portuguese).

Still in 2024, we advanced in the sustainable management of our resources through the development of our Virtual Stockroom Project, aimed at modernizing how we control materials and at optimizing how we use inputs. The bidding process for the project's implementation is scheduled for 2025.



In 2024, we registered 285 new suppliers, all (100%) selected based on social and environmental criteria.

Government

As financial agents for the State, we play a strategic role in fostering the economic and social development of Rio Grande do Sul, seeking to promote sustainable growth and support public policies. In 2024, our efforts focused on initiatives that directly addressed the needs of Rio Grande do Sul’s population, in which we emphasize the renewals of contracts and services, especially for tax collection and payment of public servant payroll. We also collaborated with public administrators to improve resource management in government accounts, encouraging the use of investment products to maximize revenue generation.

Furthermore, we implemented the “Public Servant Loyalty Credit” line, aimed at facilitating state employees’ access to credit. We also strengthened our partnership with municipalities through institutional visits, consolidating relationships with local administrations and reinforcing our commitment to regional development.

In partnership with the State Government, we maintained our leading role in implementing social programs, in which we highlight the distribution of the Citizen Card and the transferring of funds to several beneficiaries. We were also involved in other initiatives, such as:

Actions to support the population of Rio Grande do Sul

In 2024, amidst the challenging scenario caused by the floods, we reinforced our commitment to the population of Rio Grande do Sul and expanded our role as a public bank to assist in overcoming the effects of this calamity, in partnership with the Federal and State governments.

Volta por Cima (Turning Things Around) Program in 2024

- The State of Rio Grande do Sul created an aid package of R\$ 2,500 per family to assist those who had to be displaced from their homes.
- R\$ 251 million transferred in financial support.
- 100,448 families benefited in 225 municipalities.
- The amounts were credited to the Citizen Card, ensuring beneficiaries easy access to funds.

ICMS Refund for White Line Goods)

- The State of Rio Grande do Sul refunded ICMS taxes paid by affected families when purchasing essential household appliances.
- **R\$ 251.6 million** was refunded to beneficiaries.

188,635 
cards distributed in the
Devolve ICMS Linha Branca.

Pronampe Gaúcho

- Banrisul's initiative was aimed at microentrepreneurs, microenterprises and small businesses impacted by the floods.
- Approximately **R\$ 213 million** in credit was offered with subsidized interest rates and extended terms.
- Approximately **2,000** small businesses were benefited.

Todo Jovem na Escola (Every Young Person at School)

- A State program that offers financial aid to high school students in the state public school system, encouraging them to stay in school.
- **149,440** cards issued.

R\$ 166.6 million
was distributed to students
from socially vulnerable
families.

R\$ 5.9 million
in funds were transferred to the
Professor de Amanhã program.

Professor de Amanhã (Teachers of Tomorrow)

- A State program that provides public education training through scholarships of **R\$ 800** for selected students.
- **1,127** cards issued.
- **R\$ 5.9 million** in funds were transferred.

It is important to highlight that our relationships are based on transparency and ethics, including in our interactions with government agencies. These guidelines are formalized in documents such as the Banrisul *Pagamentos*' Customer and User Relationship Policy, which establishes standards and responsibilities for conducting our business.

FUNAFIR Program

In partnership with the State Health and Finance Departments, Banrisul offers the FUNAFIR Credit Line to support private non-profit hospitals affiliated with SUS (Brazil's public healthcare system). This credit line, at equalized interest rates, supports hospitals by facilitating debt repayment and increasing working capital, thus ensuring uninterrupted healthcare services for the population, particularly during periods of financial vulnerability.

Shareholders

The State of Rio Grande do Sul is the Bank's controlling shareholder, with 98.1% of the common shares with voting rights and 49.4% of Banrisul's total capital. We maintain a transparent and ongoing relationship with our approximately 170,000 shareholders, ensuring they have access to relevant information and reinforcing our commitment to value creation. We also offer the Contact IR and Register on Mailing List options on our IR website, which allows us to send emails with information on corporate events or relevant matters.

Our Investor Relations department constantly interacts with various market agents, sharing our financial information and presenting Banrisul's results and outlooks, updating mandatory regulatory documents, as well as timely and opportunely disclosing material facts, market announcements, and other notices to shareholders and investors.

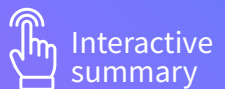
Our shareholder base corresponds to a free float of 50.6% of our share capital, exceeding the minimum amount required by B3's Level 1 Corporate Governance trading segment. Additional market indicators are provided below:





Social and environmental responsibility

Sustainable products and business	81
Financial inclusion and education	88
Projects with the community	93
Eco-efficiency	99



Sustainable products and business

GRI 3-3 on the material topic of Sustainable products and business

We operate strategically to foster economic and social development in the regions where we are present, focusing on productive inclusion, innovation, and the generation of positive impacts. As a public bank, we support a broad range of customers — from smallholder farmers to technology-based companies — by offering financial solutions that incorporate social, environmental, and climate-related principles, in line with the Social, Environmental, and Climate Responsibility Policy (PRSAC, in Portuguese). Recently revised, the PRSAC

expands the integration of sustainable practices and risk management related to social, environmental, and climate aspects. It encompasses our businesses, processes, activities, and stakeholder relations, going beyond regulatory compliance.

In this context, we have structured our sustainable products and businesses based on policies, criteria, and instruments that guide credit granting and the offering of financial solutions aligned with sustainable practices.

The recently revised Social, Environmental, and Climate Responsibility Policy (PRSAC) defines the principles and guidelines that guide Banrisul's business conduct, activities, and processes, as well as its relationship with stakeholders, promoting the integration of sustainable practices and risk management.





Institutional policy

Social, Environmental, and Climate Responsibility Policy (PRSAC) — last update: June 2025.



Scope

All processes, activities, businesses, and stakeholder relations within the Barrisul Prudential Conglomerate.



Commitment

Beyond regulatory compliance, to promote sustainable practices and risk management.



Reference instruments

For the classification of sustainable products: Green Bonds, Social Bonds, Green Loan Principles, Social Loan Principles, Climate Bonds Initiative.



Social and environmental analysis

Mandatory for loan operations exceeding R\$ 10 million.



Agribusiness

Social and environmental compliance in accordance with the Central Bank of Brazil’s Rural Credit Manual (MCR 2-9).



Development and Long-Term financing

Long-term credit line to foster innovation, infrastructure, clean energy, and the environment through partnerships with development agents such as the BNDES.



Credit restructuring

Priority for hospitals, universities, and strategic production chains.



Financial education

Institutional policy supporting financial health and inclusion.



Vulnerable customers

Relationship Policy focused on accessibility and protection.



Global commitments

Signatory to the UN Global Compact, aligned with the 2030 Agenda and the SDGs.



Ultimate goal

To generate positive impact, mitigate risks, and support customers in their sustainable transition.



In 2024, we made progress in enhancing our sustainable portfolio, which includes credit lines with the potential to generate positive social, environmental, and climate impacts. The sustainable classification process for the loan portfolio was supported by a specialized consultancy, resulting in a thorough methodological review of the eligibility criteria applied to the loan portfolio, allowing for a more accurate classification of credit lines and products.

The management of the sustainable portfolio involves monitoring sustainable operations based on criteria such as use of proceeds, sector of activity,

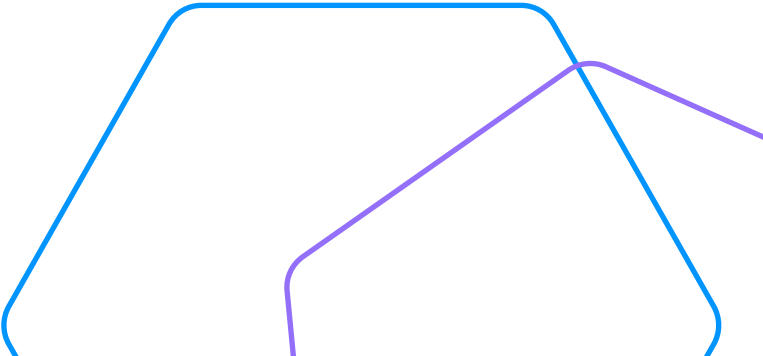
company size, location in vulnerable regions, and leadership diversity. Additionally, the classification excludes projects, activities, or loan operations that meet any of our exclusion criteria, which are publicly available on our external website, rendering them ineligible for inclusion in the sustainable loan portfolio, in line with best market practices.

The results achieved through the improvement of the sustainable loan portfolio, both qualitative and quantitative, were considered satisfactory. The validation of the new sustainable loan portfolio enabled greater transparency and accuracy in reporting, with the external publication of the credit lines classified as sustainable.

Monitoring the effectiveness of this initiative is further enhanced by external performance assessments, complementing the work already carried out by the Internal Audit department, which ensures compliance with the **Social, Environmental, and Climate Responsibility Policy (PRSAC)**, evaluating both regulatory compliance and the effectiveness of social and environmental mitigation measures.

To ensure the continuity of this work, we plan to continuously improve the methodology and management of the sustainable portfolio, implement automation for real-time monitoring, and engage leadership in managing the sustainable portfolio.

To assess Banrisul's business activities beyond the loan portfolio and encompass all existing solutions, we also carried out an impact assessment, involving all of Banrisul's business areas. This initiative aimed to map positive and negative impacts, identify opportunities, improve procedures, and prioritize initiatives with the highest social and environmental value generation.



Therefore, we advanced in managing the impacts generated by our activities, with a focus on identifying social and environmental risks and opportunities. Throughout 2024, we mapped the main sources of impact, identified associated impacts, and defined metrics to measure and continuously improve our processes. From this stage, we prioritized ten strategic topics, six of which are directly aimed at generating positive impacts: promoting family farming; ensuring the continuity of businesses with social relevance; fostering the prosperity of micro, small, and medium enterprises (MSMEs); supporting climate change mitigation and adaptation; promoting sustainable land use; and driving innovation. Although still recent, impact management is already integrated into processes and **measures to prevent or mitigate potential negative impacts**, as illustrated by the examples and evidence highlighted below:



Climate-related aspects

- Greenhouse Gas (GHG) emissions have been measured for four years.
- Climate risk assessment for the loan portfolio and suppliers in 2024.
- Mapping of social, environmental, and climate risks in loan portfolio.
- For the first time, Banrisul was included in portfolio of B3's Carbon Efficient Index (ICO₂ B3).

Social aspects

- Diversity, Equity and Inclusion (DEI) structure in place since 2022.
- Monitoring of suppliers and customers for slave-like labor practices.
- FUNAFIR Program, offering financial support to private nonprofit hospitals affiliated with the SUS (Brazil's public healthcare system).

Environmental aspects

- Social and environmental compliance in granting rural loans.
- Assessment of environmental embargoes, burnings, overlaps with protected areas, and inconsistencies in the Rural Environmental Registry (CAR, in Portuguese).
- Seeds Program to promote ecological farming and sustainable rural development.
- Expansion of rural credit offerings focused on local development and sustainable practices.
- Monitoring and supervision through remote sensing of areas linked to rural loan operations.

Below is a list of Banrisul’s products with social and environmental benefits, including their corresponding monetary value and key features:

Products with social and environmental benefits | [GRI G4 FS7 and G4 FS8](#)

Product/service description ¹	Monetary value (R\$ million)	Proportion of this value to the total monetary value
Credit Lines for Agribusiness		
Pronaf — Program for Strengthening Family Agriculture	R\$ 2,281.3	3.68%
Renovagro — Financing Program for Sustainable Agricultural Production Systems	R\$ 23.9	0.04%
Proirriga — Financing Program for Irrigated Agriculture and Protected Cultivation	R\$ 7.1	0.01%
Long-Term Agribusiness and Development Credit Lines		
Finame — Financing Fund for the Purchase of Machinery and Equipment — <i>Fundo Clima</i>	R\$ 48.8	0.08%
Long-Term Development Credit Lines		
Pronampe — National Program of Support to Micro and Small Enterprises	R\$ 655.0	1.06%
PEAC — Emergency Credit Program	R\$ 647.9	1.04%
Pronampe — National Program of Support to Micro and Small Enterprises — <i>Solidário</i> RS (with and without subsidy)	R\$ 336.9	0.54%
Banrisul FAMPE <i>Mais</i> — Individual Micro Entrepreneur (MEI) and Micro e Small Enterprises	R\$ 23.7	0.04%
<i>Saneamento para Todos</i> (Sanitation for Everyone) Program	R\$ 20.4	0.03%
Finame — Financing Fund for the Purchase of Machinery and Equipment — Low-carbon	R\$ 17.5	0.03%
<i>Desenrola Brasil</i> Program	R\$ 2.3	0.00%
Energy efficiency Promotion	R\$ 0.4	0.00%
Corporate credit		
CDC <i>Sustentabilidade</i> — Solar and Wind Power for Individual and Corporate Customers	R\$ 354.4	0.57%
FUNAFIR Program — Financial Support and Recovery Fund for non-profit private hospitals and public hospitals	R\$ 121.1	0.20%
Total sustainable portfolio	R\$ 4,540.6	7.32%
Total loan portfolio²	R\$ 62,045.2	100%

¹ We adopt the current nomenclature for sustainable products, but the purpose and accounting balance include the historical record of the line.

²Refers to the Bank’s credit portfolio.

Products with social and environmental benefits | GRI G4 FS7 and G4 FS8

Product/service description	Purpose	Target social group
Credit Lines for Agribusiness		
Renovagro — Financing Program for Sustainable Agricultural Production Systems	Credit line aimed at promoting the reduction of Greenhouse Gas emissions; reducing deforestation; increasing sustainable agricultural production; adapting rural properties to the environmental legislation; expanding the cultivated forest area and encouraging the recovery of degraded areas.	Medium-sized or large rural producers and their production cooperatives.
Pronaf — Program for Strengthening Family Agriculture	The Pronaf is aimed at funding and investing in the implementation, expansion or modernization of the production, processing, industrialization and service structure offered in rural properties or in nearby rural communities, aiming to generate income and improve the use of family labor. It also includes the following financing lines: Agribusiness, Machinery and Equipment, More Food and Investments.	Smallholders’ family farmers who are registered in the Pronaf.
Proirriga — Financing Program for Irrigated Agriculture and Protected Cultivation	Credit line designed to finance investments in all items related to irrigation systems, including electrical infrastructure, water reservoir, and equipment for monitoring soil humidity; the acquisition, implementation, and recovery of equipment and facilities for crop protection inherent to olericulture, fruit-growing, flower-growing, coffee-growing, and the production of seedlings of forest species; and the weather stations and software necessary for their operation.	Medium-sized or large rural producers and their production cooperatives.
Long-Term Agribusiness and Development Credit Lines		
Finame — Financing Fund for the Purchase of Machinery and Equipment — <i>Fundo Clima</i>	Credit line designed to finance the acquisition of machinery and equipment with higher energy efficiency indexes or that contribute to reducing Greenhouse Gas emissions, such as solar panels. It is a financing program aimed at the implementation of renewable energy generation systems, reforestation, and organic systems, among others.	It is aimed at individuals or corporate customers, including rural producers, with annual income or revenue of up to R\$ 4.8 million.
Long-Term Development Credit Lines		
Finame — Financing Fund for the Purchase of Machinery and Equipment — Low-carbon	Credit line designed to finance the acquisition of machinery and equipment with higher energy efficiency indexes.	Legal entities under the private law regime, headquartered and managed in Brazil. Condominium buildings in Brazil, even if not intended for economic/production activities. Individuals residing and domiciled in Brazil.
Desenrola Brasil Program	<i>Desenrola Brasil</i> is a Debt Renegotiation Program created by the Federal Government aimed at restoring credit conditions for individuals with overdue and negatively listed debts.	Individuals with a gross monthly income of up to two minimum wages or those enrolled in the Federal Government’s Single Registry for social programs (CadÚnico). Debts eligible for renegotiation are those that were negatively listed between 2019 and 2022 and have an updated value of less than R\$ 20,000.

Products with social and environmental benefits | GRI G4 FS7 and G4 FS8

Product/service description	Purpose	Target social group
Credit Lines for Agribusiness		
Banrisul FAMPE Mais — Individual Micro Entrepreneur (MEI) and Micro e Small Enterprises	Credit line designed to finance working capital for Individual Micro-Entrepreneurs (MEI, in Portuguese) and micro and small enterprises that relies on the Guarantee Fund for Micro and Small Enterprises (FAMPE, in Portuguese), replacing the need for guarantee from the Bank, providing entrepreneurs with easier access to credit. This modality includes Assisted Credit, made available in partnership with Sebrae RS, with free-of-charge content to all customers and consultancy services on specific topics. Also available free-of-charge to borrowers, fully funded by Banrisul and Sebrae RS.	Individual micro-entrepreneurs (MEI) and micro and small enterprises.
Pronampe — National Program of Support to Micro and Small Enterprises	Credit line granted within the scope of the Pronampe, initially regulated by Law 13,999/2020, amended by Law 14,161/2021, and guaranteed by the Operations Guarantee Fund (FGO, in Portuguese) for the development and strengthening of small businesses. It is aimed at Individual Micro-Entrepreneurs (MEI, in Portuguese) and companies with gross revenue equal to or less than R\$ 4,800,000.00, considering the income earned in the fiscal year immediately prior to that of the credit granting.	Micro and small enterprises.
Pronampe — National Program of Support to Micro and Small Enterprises — Solidário RS (with and without subsidy)	Credit line aimed at financing business activities in Rio Grande do Sul's municipalities: – Without subsidy: available to municipalities that have had a state of public calamity or emergency officially recognized by the National Secretariat for Civil Protection and Defense. – With subsidy: available to businesses located in areas identified through georeferencing — conducted by Dataprev S.A. (the Federal Social Security Information and Technology Company) — as being directly affected by the extreme weather events that occurred in the State of Rio Grande do Sul.	Micro and small enterprises.
PEAC — Emergency Credit Program	The PEAC Program aims to facilitate access to credit by providing guarantees for credit operations through the FGI-PEAC Guarantee Fund.	MEI and micro, small, and medium enterprises (MSMEs).
Saneamento para Todos (Sanitation for Everyone) Program	The Program aims to improve health conditions and quality of life of the urban and rural population through investments in sanitation integrated and articulated with other sector policies, operating based on systems run by public or private providers, through initiatives and undertakings targeted at the universal access to sanitation and improvement of the public basic sanitation services.	Municipalities that meet the eligibility criteria for the product, established by Caixa Econômica Federal (CEF) or the FGTS Board.
Energy Efficiency Promotion	Credit line aimed at financing energy efficiency projects, guaranteed by the FGEnergia Fund, which promote the efficient and rational use of energy, subject to approval under BNDES's Energy Efficiency Assessment Model.	Micro, small, and medium enterprises (MSMEs).
Corporate credit		
CDC Sustentabilidade — Solar and Wind Power for Individual and Corporate Customers	Finance the acquisition of solar panels and wind power turbines, focused on clean energy generation; the acquisition of products to preserve energy resources and reuse water, and promote sustainable urban mobility.	Individual and corporate customers.
FUNAFIR Program — Financial Support and Recovery Fund for non-profit private hospitals and public hospitals	In partnership with the Rio Grande do Sul State Government, this is a subsidized credit line to support private non-profit hospitals affiliated with SUS (Brazil's public healthcare system). Funds are primarily used for settling debts and, at a later moment, increasing working capital, thus ensuring uninterrupted healthcare services for the population during periods of financial vulnerability.	Private non-profit hospitals affiliated with SUS, benefiting the population during periods of financial vulnerability.

Financial inclusion and education

GRI 3-3 on the material topic of Financial inclusion and education, FN-CB-240a.4

Financial inclusion and education are core pillars for Banrisul, reflecting our commitment to the financial health of our customers and users, as well as our ongoing focus on the sustainable development of the communities in which we operate.

Prior to 2024, financial education was already a key topic for Banrisul, promoted through initiatives such as the Banrisul *Descomplica* (“Banrisul Simplifies It”) series on YouTube, where employees presented the Bank’s products and services in a dynamic and accessible way. Another highlight is the thematic section “Security and Privacy,” available on our institutional website, which provides content aimed at increasing customer and user awareness on how to identify and avoid scams, browse the internet safely, and protect sensitive data, in addition to disclosing the Bank’s information security and privacy policies.



Banrisul *Descomplica*: presents the Bank's products and services.



Focusing on expanding financial education initiatives, in 2024, Banrisul introduced the Institutional Policy on Financial Education, which was broadly communicated to all employees. In addition, specific actions were maintained and strengthened, such as the following:

- **Lectures, webinars, and workshops** held with communities and partner companies, led by our employees, to promote topics such as conscious financial planning, emergency savings, financial resilience, debt prevention, and default mitigation, among others.
- **Banrisul's *Pescar* Project** provides training to young people in situations of social vulnerability. The project includes physical activities, behavioral development, professional skills training, and participation in cultural activities such as visits to museums and theaters.
- **The Legal Young Apprentice Program** program facilitates their integration into the job market. We also highlight initiatives focused on diversity, equity, and inclusion, such as the distance learning course. In this context, we established a partnership with CIEE to hold lectures for young participants in the POD Program (Program of Opportunities and Social and Educational Rights), focused on youth exiting the FASE system, and the *Jovem 360* program, a community-based initiative focused on reducing social vulnerabilities and risks. The first event took place on June 10, with a pilot lecture delivered to youth from the POD Program. There are plans to expand this initiative by structuring a recurring calendar of lectures to reach a broader audience and reinforce Banrisul's institutional image among young people entering the job market.
- **Distribution of handbooks focused on financial education** that are sent to the branch network and used both in in-person customer service and in lectures delivered outside the Bank's premises, targeting external audiences. In addition to the digital version, the handbooks are available in printed format, especially addressing a more traditional audience that makes limited use of digital platforms. This strategy also leverages face-to-face interactions, both at branches and in off-site events, to enhance the reach and impact of financial education initiatives.



■ **Launch and promotion of the Banrieduca platform** (www.banrieduca.com.br), aimed at the general public (both Banrisul customers and non-customers), offering courses focused on financial education. Currently, five courses are available (Financial Education – Basic Concepts; Financial Organization; Spending Planning; Emergency Fund; Debt and Long-Term Financing), all of which issue a certificate of completion. Our goal is to continuously expand the range of available courses.

■ **Podcasts published on streaming platforms** (Spotify), focused on topics such as economics and investments, analysis of domestic and international markets, presentation of investment products, as well as financial indices and projections. Open-access material with content geared toward customers and users with some familiarity with the subjects covered.

■ **Participation in the 2025 ENEF Week** (National Financial Education Week), with the topic: Financial Education for Children and Youth — Preparing Society for Informed Choices.

■ **Regular publication of posts on Banrisul's social media** with an average reach of 20,000 views.

■ **Dedicated section within the Banrisul app**, under the “Private Pension” tab, featuring a video and FAQ to clarify common questions about the Private Pension product.

In addition to the initiatives mentioned alongside, it is important to highlight that, in our customer relationships, we adopt accessible and multichannel service policies, use clear and transparent language in communications, implement fraud prevention measures supported by dedicated support and guidance channels, and monitor satisfaction through indicators such as the Net Promoter Score (NPS). We also conduct pre- and post-training surveys to assess the relevance and applicability of the knowledge acquired. The impact of actions carried out through digital channels where reach can be measured, such as social media and YouTube, is also evaluated.

Through these initiatives, we seek to foster a close relationship with our customers and users, ensuring their access to relevant and up-to-date financial information. This reinforces financial education as a key pillar for both personal and collective development, positioning Banrisul as a partner in this important journey.

Financial inclusion and education are at the forefront of the Bank’s attention. In 2024, Banrisul carried out several strategic financial education actions, such as lectures, events, and workshops developed directly by Banrisul employees to the community.

Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers | SASB FN-CB-240a.4.

Target audience	Participants		
	2022¹	2023¹	2024
Pescar Project	40 young people	30 young people	30 young people
Students	116 young people	372 young people	200 young people
Nova Geração Caldeira	50 young people	87 young people	33 young people
Ação com Mulheres	-	-	26 women

¹The Ação com Mulheres only took place in 2024.



Accessible financial services for all

GRI G4-FS13, G4 FS14

Banrisul’s physical presence, with service points in various regions, including areas with low population density or economically disadvantaged communities, is considered the most effective way to ensure that financial services are within reach of all customers. The following table presents the urbanization rate in the Rio Grande do Sul State.

Total number and percentage of total points of access available in low urbanization rate areas by region and by type of access | GRI G4FS13

Category ¹	Number ²	
	2023	2024
Number of municipalities	404	412
With service	372	370
Coverage	92.1%	89.8%
Number of points	870	890

¹ Rio Grande do Sul’s average urbanization rate of 87.5%, with 412 locations having a lower percentage. Data from the Brazilian Institute of Geography and Statistics (IBGE, in Portuguese) 2022 Census, the latest census available.

²No data is available for the year 2022.

To make our services more accessible to People with Disabilities, we comply with NBR 9050, the Brazilian standard for accessibility. The upgrade of our ATM network and institutional website has made them more accessible to people with visual impairments. We

have increased the number of Inclusive Card Kit units, complied with Regulation 27 of the Brazilian Federation of Banks’ Banking Self-Regulation System (SARB 27), and trained 1,291 employees to provide customer service in Brazilian Sign Language (Libras).

Initiatives to improve access to financial services for disadvantaged people | GRI G4 FS14

Target disadvantaged group	Degree to which it is applied across the Institution	Progress made towards the initiative
People with Disabilities	Adjustments related to NBR 9050/2020.	By the end of 2024, we had a total of 57 branches compliant with NBR 9050/2020, of which 46 had their accessibility reports issued and 11 were still undergoing evaluation. Due to the flooding that affected the State, our Engineering team prioritized efforts to restore operations at all the service points impacted. Consequently, it was not possible to execute all of the projects and works planned for 2024.
	Following the update from SARB Regulation 4 to SARB Regulation 27 in 2023 — which consolidated the consumer-relation regulations — compliance monitoring is carried out through Febraban’s audit process.	In 2024, Banrisul achieved a 95% compliance rate, ranking second among financial institutions in Febraban’s Cycle 10 audits, with 59% of audited branches receiving a 100% score.
	Employees trained in Brazilian Sign Language (Libras).	1,291.
People with visual impairments	All Banrisul’s ATMs comply with NBR 15250/2005. Total quantity served: 2,377 ATMS on December 31, 2024.	In 2024, no upgrades were implemented in the communication system, and the current operating system remained in use. The rollout of recycling ATMs began, which incorporate sustainability features, allowing customers to carry out transactions at the location of their choice, thereby optimizing fuel use and avoiding unnecessary travel for making deposits.
	Since 2018, all new websites for Banrisul and its group companies have been developed using the CMB (BOM) publisher, which enables users to include images along with a mandatory description field (alternative text), making content accessible for screen readers and ensuring usability for people with visual impairments, especially when images fail to load due to technical issues.	No new accessibility improvements were implemented in 2024.
	Since 2018, we have made available to all customers with visual impairments the Debit and Credit Card Accessibility Kit, which includes the standard plastic card along with information in Braille and large-print characters.	In 2024, 129 credit card kits and 463 debit card kits were distributed. No new enhancements were introduced during the last year.
	The entire Institution complies with Febraban accessibility guidelines.	In 2024, we reinforced our commitment to ensuring accessibility to online and mobile (app) channels for people with visual impairments. The measures implemented aimed to reduce both structural and digital barriers that still limit access to financial services for these audiences. The IBM-C (Banrisul’s IT and Digital Channels department) maintains accessibility standards for all current deliveries and strives to make improvements when legacy services are reviewed.
People with hearing impairments	Employees trained to assist hearing-impaired customers across the branch network. A redesign and new contract were established for the development of updated training editions scheduled for 2025.	In 2024, a total of 1,291 employees were trained in Brazilian Sign Language (Libras). A new course structure was implemented, and a pilot Libras project is currently underway in 10 branches, expanding support for employees trained in Libras by providing access to Libras interpreters via an online platform to assist in serving hearing-impaired customers.

Projects with the community

GRI 203-1

We remain committed to investing in culture, education, sports, and technological innovation, with the goal of promoting social and economic development in municipalities of various sizes throughout the Rio Grande do Sul State.

In 2024, we sponsored more than 436 projects and made 25 donations, benefiting multiple regions across the State. We evaluate each initiative carefully, considering its relevance to the social, cultural, and economic contexts of the communities served.

436 sponsored projects
and 25 donations benefiting various regions of the State in 2024.



Seeds Program

The Seeds Program is one of our initiatives aimed at strengthening ecological-based agriculture and promoting sustainable rural development in the communities where we operate. Since 2008, the program has encouraged the production and consumption of organic food by distributing agroecological seeds to smallholder family farmers, Indigenous peoples, Quilombola communities, schools, and universities. In 2024, approximately 10.4 million heirloom and diverse species seeds were distributed, benefiting around 2.4 thousand people.

2,400 people
to benefit from the
Seeds Program
in 2024.

Sponsored projects

In light of the state of calamity that affected Rio Grande do Sul, we mobilized to offer concrete support to the impacted communities. Among our emergency actions, we allocated R\$ 15.9 million to the recovery of institutions linked to the State Department of Culture, benefiting organizations such as the Friends Associations of the Mario Quintana Culture House, the Paulo Amorim Film Archive, the Rio Grande do Sul Art Museum Ado Malagoli, the Hipólito José da Costa Communication Museum, as well as the Pablo Komlós Cultural Foundation and the Rio Grande do Sul Historical and Geographical Institute.

Still within the cultural sphere, we conducted a needs assessment to guide the hiring of museum professionals and conservation specialists for the restoration of cultural heritage affected by disasters. We also initiated the contracting of a Museology company and began implementing a new work structure at Banritech, strengthening the capacity for preserving and revitalizing our cultural collection.

Additionally, we launched an Extraordinary Call for Proposals, allocating R\$ 5 million in sponsorship for cultural initiatives carried out across the State. Of the 64 projects selected, 58 had been funded by the end of 2024, with R\$ 4.4 million disbursed. As a complementary effort, we allocated another R\$ 5 million in sponsorships to support traditional cultural projects and solidarity actions

aimed at providing care and assistance to the population during this particularly challenging time.

We also extended our support to the field of education by donating 9,467 fully functional computers. All pieces of equipment were thoroughly refurbished by our IT department prior to distribution to municipal and state school systems, contributing to the continuity of education and digital inclusion in various regions of Rio Grande do Sul.



R\$ 15.9 million
intended for the recovery of institutions linked to the Rio Grande do Sul State Secretariat of Culture.

Banrisul's *Pescar* Project

Banrisul's *Pescar* Project is an initiative that offers free socio-professional training to young people aged 16 to 19 who are socially at risk. In partnership with the *Pescar* Project Foundation, we promote the personal and professional development of these youth through technical training, behavioral activities, and cultural experiences. In 2024, the *Pescar* Project's class included 30 participants.

Since its creation, the Program has trained multiple cohorts, making a significant contribution to social inclusion and strengthening the communities in which we operate. Many of the Program's graduates are now employed, enrolled in higher education, or running their own businesses, reflecting the positive impact the project has had on their life paths. We also offer participants the opportunity, if interested, to intern at Banrisul for up to two years, provided they are enrolled in a university program.



30 young 
participants in the Banrisul
Pescar Project in 2024.

Banrisul Museum

The Banrisul Museum, in addition to preserving our institutional history, is a space dedicated to honoring the memories of our employees and the experiences of customers who maintain a deep emotional connection with the Bank.

Legal Apprenticeship Program

Our Young Apprentices Program aims to promote the entry of adolescents and young people aged 14 to 24 into the job market, offering professional training and personal development. Through this initiative, we provide practical learning opportunities across various areas, contributing to the development of future professionals. In 2024, we continued the implementation of the Program, offering participants enriching experiences that combine theoretical knowledge and hands-on practice.

Sustentare Program

We adopt responsible practices for equipment reuse, aiming to reduce environmental impact and minimize social risks. Whenever possible, we recover devices, and obsolete electronics are properly disposed of, in accordance with the guidelines of the Sustentare Project, led by the Government of the Rio Grande do Sul State.

Electronic waste generated by our branch network and business units is forwarded to the Program, which adopts three disposal pathways: donation, refurbishment, and recycling. The Program focuses on prioritizing the donation of electronic equipment to social projects, such as the Fundação Pão dos Pobres, which refurbishes equipment and offers vocational training to students. Additionally, waste is also sent to dismantling facilities located in prisons, such as the Madre Pelletier Women's Prison and the Canoas Penitentiary Complex.

In 2024, we upgraded our IT infrastructure by acquiring new computers and replaced all workstations in branches and at our administrative headquarters. As part of this process, we forwarded 16.3 tons of electronic equipment for proper disposal. We also donated

9,467 complete computers, benefiting more than 1,000 institutions, including state and municipal schools, health departments, and military police units across Rio Grande do Sul and other states where Banrisul operates.



9,467 
computers

donated to over a thousand organisations in the municipalities where we operate.

Bolsa Atleta (Athlete Grant) Program

The program, created by the State Department of Sports and Leisure (SEL, in Portuguese), is an unprecedented initiative that aims to provide financial support to athletes and coaches representing Rio Grande do Sul in various competitions. A total of 600 grants is offered, distributed across the categories of educational sports, competitive sports, and Olympic and Paralympic sports.

In 2024, the program benefited 428 individuals, including 142 athletes and 48 coaches in the Educational category; 10 athletes in the Olympic/Paralympic categories; and 228 athletes and para-athletes in the Performance category. The total value of the grants reached approximately R\$ 4.5 million. Those funds were provided by the State Sports Incentive Fund (Feie, in Portuguese) and distributed via 428 Banricard Social Programs cards.



Partiu Futuro Reconstrução (Off to the Future: Time to Rebuild)

Launched in 2024 by the Government of Rio Grande do Sul, this program aims to expand professional opportunities for young people who were displaced or affected by natural disasters. The initiative offers 1,500 Young Apprentice positions in public agencies, providing a stipend equivalent to half the minimum wage to youth aged 14 to 22 enrolled in the CadÚnico (Brazil’s Single Registry for Social Programs) registry.

Banrisul played a key role in the process by opening checking accounts for the selected participating youth. These accounts, specifically developed for the program, grant access to digital services and include the issuance of customized cards featuring the program’s branding, ensuring a practical and user-friendly experience for beneficiaries.

MEI RS Calamidades

Established in 2024 by the State Government, the MEI RS *Calamidades* program is designed to support the recovery and economic reactivation of individual microentrepreneurs (MEIs, in Portuguese) affected by extreme weather events. With total investments of up to R\$ 96 million, the program is structured around three core pillars: mitigation of impacts, economic recovery, and strengthening entrepreneurial activity in the affected municipalities.

This initiative, part of the *Plano Rio Grande*, is coordinated by the State Department for Labor and Professional Development (STDP, in Portuguese) and aims to restructure up to 22,000 MEIs impacted by the disasters.

Under the third pillar, MEIs that complete a skills enhancement course receive a second installment of R\$ 1,500, granted as working capital support. These payments are being disbursed through Banrisul.

As part of its support to the Program, Banrisul developed an exclusive benefit package for MEIs, offering access to essential business products and services such as business accounts, special products, special rates, POS terminals, insurance, and more.

In 2024, Banrisul disbursed R\$ 3.8 million to 2,538 MEIs, representing the second installment of the grant, helping to boost the recovery and growth of these businesses. Supporting the corporate segment is a strategic priority for Banrisul and aligns with the Bank’s commitment to fostering economic development in Rio Grande do Sul.

R\$ **96 million**
invested in MEI
RS Calamidades.



Eco-efficiency

Climate change

GRI 3-3 on the material topic of Climate change, GRI 3-3 on the material topic of Sustainable products and business, 201-2

We are committed to the climate agenda and recognize that climate change is one of the major global challenges. For this reason, we have adopted strategic practices aimed at mitigating environmental impacts and adapting to their effects, including reducing Greenhouse Gas (GHG) emissions, investing in renewable energy, and analyzing climate-related risks in our loan portfolio, with special attention to the most vulnerable sectors and customers. Sustainability is embedded as a cross-cutting topic into our 2024–2026 Strategic Plan, guiding actions that strengthen environmental, social, and governance (ESG) practices, promote natural resource conservation, and intensify efforts to reduce emissions.

We have been measuring our GHG emissions for four years, and have continuously improved our management, mitigation, and offsetting practices. In 2024, we conducted a detailed climate diagnosis of our loan portfolio and supplier chain, with the goal of identifying sectors with higher environmental impact and mapping exposure to social and environmental risks. The study confirmed that no significant concentration in segments is more susceptible to social and environmental and climate risks. This progress contributed to our inclusion in B3's ICO₂ Index, which features companies with consistent climate management practices.

More than simply complying with regulatory requirements, we have adopted a proactive approach to social and environmental risk analysis. We use georeferencing technology to monitor financed areas, applying filters that help

identify overlaps with protected areas, inadequate land use practices, signs of deforestation, and other sensitive issues. These analyses are an essential part of our credit granting process.



We monitor the credit portfolio monthly, paying special attention to high-exposure transactions. We assess the sector of activity, customers' risk management capacity, location of operations, and factors that may exacerbate or mitigate impacts. We also maintain a Liquidity Contingency Plan that accounts for stress scenarios caused by social, environmental, or climate-related risks.

We recognize that extreme weather events, such as heavy rainfall or prolonged droughts, may directly affect both our customers' repayment capacity and the Bank's own operations. Short-term physical risks include damage to assets and infrastructure, as well as potential impacts on relationships with carbon-intensive sectors. Portfolio concentration in vulnerable sectors may compromise the liquidity and competitiveness of our Institution.

At the same time, we see concrete opportunities. We have intensified our support for projects focused on adaptation to climate change and resilient infrastructure. In the medium and long term, we aim to direct resources toward low-climate-risk sectors that significantly contribute to the transition to a low-carbon economy.

To this end, we offer dedicated credit lines under favorable conditions to boost sustainable solutions. They include:

- **Banrisul Energy Efficiency Promotion:** focused on modernization and reducing energy consumption.
- **CDC Sustentabilidade:** financing for solar and wind energy, electric vehicles, and sustainable mobility solutions.
- **Agroinvest 4.0, Fundo Clima, Finame Baixo Carbono:** support for renewable energy and sustainable technologies.
- **Pronaf, Proirriga, Moderinfra, FTRA, and the emergency livestock financing line (Resolution 5,120/2024):** support for sustainable agriculture and adaptation to climate change.
- **CPB Acessibilidade:** credit aimed at acquiring equipment that promotes accessibility.



We also contribute to the development of climate- and ESG-related policies through investments in external audits, specialized consulting, participation in programs such as the GHG Protocol and CDP, and the development of technical and sustainability reports. In 2024, this set of actions totaled R\$ 719,300.

Greenhouse Gas emissions

For the fourth consecutive year, we received the Gold Seal from the Brazilian GHG Protocol Program, in recognition of the preparation of our complete and assured Greenhouse Gas (GHG) emissions inventory for the year 2024. This practice, which we have carried out for four years, enables us to accurately monitor and understand our carbon footprint, considering both scope 1 and 2 direct emissions and energy consumption. Based on this inventory, we define mitigation and offset strategies aligned with our sustainability commitments.

We recorded a 3.44% increase in Scopes 1 and 2 emissions compared to the 2020 baseline, when considering Scope 2 using the location-based approach, mainly due to variations in the grid emission factor of the National Interconnected System. However, under the market-based approach, which considers the use of renewable energy and

I-RECs (International Renewable Energy Certificates), we achieved a 60.15% reduction in emissions, compared to the 2020 baseline.

We remain committed to reducing Scopes 1 and 2 GHG emissions by 25% by 2030, relative to the year 2020. In addition to mitigation efforts, we are also committed to fully offsetting emissions from these scopes through the purchase of carbon credits and the use of renewable energy certificates.

Among the key initiatives for reducing emissions, we highlight the migration of consumption to 100% renewable energy sources, the implementation of the process for using energy from distributed generation, and the ongoing modernization of air conditioning systems.

Metric tons of CO₂e per year [GRI 305-1¹](#) | [305-2²](#) | [305-3³](#)

Type of emission	2020	2021	2022	2023	2024	Δ 2024/2023
Scope 1 (direct emissions)	639.7	958.3	728.5	734.3	1,078.9	46.9%
Biogenic CO ₂ emissions (Scope 1)	6.9	28.4	33.4	60.5	73.6	21.7%
Scope 2 ⁴ (location-based approach)	2,067.6	4,641.9	1,446.8	1,352.4	1,721.5	27.3%
Scope 2 (market-based approach)	2,067.6	-	-	-	-	-
Scope 3 (Other indirect emissions)	-	5,054.3	7,684.9	6,176.2	4,883.1	-20.9%
Biogenic CO ₂ emissions (Scope 3)	-	843.2	1,430.1	1,454.1	1,103.6	-24.1%
Other — HCFC 22 (R22)	-	2,939.9	1,007.5	1,217.5	1,427.9	17.3%

¹ The Greenhouse Gases (GHGs) considered in the inventory, according to the GHG Protocol methodology, include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆ and NF₃. The first complete and assured inventory was prepared in 2021, providing greater accuracy and transparency to the metrics and targets. Scope 1 emissions that year totaled 958.9 metric tons of CO₂ equivalent. This was the first inventory prepared in full and assured by an independent third party. Emissions were calculated according to the emission factors and indexes defined by the GHG Protocol calculation tool. The information in the inventories consolidates the emissions of three companies: Banco do Estado do Rio Grande do Sul, Banrisul Soluções em Pagamentos and Banrisul Armazéns Gerais. The calculation methodology adopts the operational control and shareholding approaches, in accordance with the GHG Protocol guidelines.

² Regarding biogenic emissions, the variation arises from improved data collection for commuting emissions and, in 2023, we began to include emissions from employees working remotely, which were previously not measured due to uncertainties about the appropriate methodology.

³ All Greenhouse Gases were taken into account in accordance with the GHG Protocol methodology, using only the categories provided for in this methodology.

⁴ For Scope 2, according to the market-based approach, in 2020, we recorded 2,067.6 tCO₂e, as we did not acquire I-RECs and had not started the process of migrating units to the free energy market. Since 2021, we have acquired enough renewable energy certificates to demonstrate the traceability of all our renewable energy consumption, and we have also started migrating to renewable energy consumption.

Energy

In 2024, we continued to expand the use of renewable energy, which began in 2022, aiming to mitigate our climate impact. We closed the year with 94 Bank facilities migrated to the Free Energy Market (ACL, in Portuguese), including branches, the Headquarters Building, and the data center, accounting for approximately 46% of our total energy consumption. We also advanced in the procurement of distributed generation energy, through the leasing of solar and wind power plants, which are expected to supply energy throughout 2025 and 2026, further increasing Banrisul’s renewable energy usage.

Regarding energy efficiency, we continued to replace air conditioning units.

Through the implementation of regional bidding processes, we accelerated and streamlined the hiring of service providers for equipment maintenance.

These measures will contribute to lower energy consumption and reduced Greenhouse Gas (GHG) emissions, reinforcing our commitment to climate change mitigation.

Energy consumption within the Organization (GJ)⁴ | GRI 302-1

	2022	2023 ²	2024	Δ2024/2023
Non-renewable fuels ¹	4,897.9	3,007.3	5,734.6	90.7%
Gasoline (vehicles)	2,527.3	2,055.3	1,726.5	-16.0%
Diesel ^{3,5}	587.0	544.2	3,626.7	566.4%
LPG	1,783.6	407.8	381.5	-6.4%
Renewable sources	1.0	787.4	253.0	-67.9%
Hydrous ethanol	1.0	787.4	253.0	-67.9%
Electricity consumption	122,276.4	126,994.4	118,954.7	-6.3%
Electricity from utility company	122,276.4	84,995.3	62,287.5	-26.7%
Electricity from solar panels	-	414.7	1,257.9	203.3%
Electricity from the free energy market (renewable)	-	41,584.5	55,409.6	33.2%
Total energy consumption	127,175.3	130,789.1	124,942.3	-4.5%

¹ Information on Non-Renewable Fuels (LPG) is presented in metric tons (t), which is the standard unit used for data collection, according to the GHG Protocol methodology.

² Since 2023, we have been recording ethanol refueling in our own and leased fleet vehicles, due to its lower Greenhouse Gas emissions, contributing to the mitigation of the Mobile Combustion category.

³ As of 2023, the calculation of diesel oil consumption also includes the amount allocated for motor vehicles, in addition to the amount already allocated for generators.

⁴ There was no energy sale.

⁵ In 2024, due to severe weather events in Rio Grande do Sul, there was a significant increase in the consumption of diesel oil to supply the generators at Banrisul’s headquarters.

Waste

GRI 2-4, 306-2, 306-3, 306-4, 306-5

The implementation of efficient waste management results in measurable environmental benefits, enabling us to track the progress of adopted actions. By ensuring proper waste disposal, we not only comply with legal requirements, but also contribute to natural resource conservation and positive community impact.

Waste management is guided by the Solid Waste Management Plan (PGRS, in Portuguese), aiming for the continuous improvement of practices related to the topic. These efforts align with the environmental guidelines of the PRSAC and with the Institutional Policy for Social, Environmental, and Climate Risk Management, reinforcing our commitment to sustainability and environmental protection.

Since 2021, we have used a sustainability criteria manual for procurement and bidding processes, with the purpose of evaluating products and services based on the materials used. We prioritize items that are

recyclable, environmentally certified, have higher energy efficiency, and that allow for reverse logistics. This approach also applies to renovation and construction processes, ensuring the selection of sustainable materials, efficient equipment, and proper disposal of construction waste.

In the upstream supply chain, the Supplier Manual provides clear guidelines for relationships with our vendors. The Manual includes a specific chapter on

environmental responsibility and waste management, ensuring all suppliers are aware of their obligation to comply with current environmental legislation.

Regarding recyclable waste, we follow a specific classification for disposal. In 2024, we referred 167.78 metric tons of paper and cardboard, 293.42 metric tons of metals, and 16.52 metric tons of iron and steel from decommissioned safes for recycling.



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Organic waste is also managed differently. In our branch network, waste is sent to the local selective collection, while at our headquarters it is managed by a contracted company. Dry waste is sent to recycling cooperatives, while organic waste is forwarded to sanitary landfills. In 2024, 116.131 metric tons of organic waste were sent for final disposal.

To ensure data protection, employee health, and proper waste handling, we contracted a specialized

incineration company to destroy all damaged paper materials from locations affected by flooding. We also properly disposed of furniture and other items to support the recovery of branch and headquarters facilities impacted by the floods ([see more on page 15](#)).

To ensure control and efficient waste management, we began using data on waste sent for final disposal based on the validation of records registered on Fepam’s platform. This monitoring enables traceability of disposal

and the engagement of all parties involved in the process, such as transporters and recipients, as well as compliance through the issuance of Waste Transport Manifests (MTR) and Final Disposal Certificates (CDF, both in Portuguese).



Waste generated by type and type of disposal in units | GRI 2-4, 306-3, 306-4, 306-5

	2022	2023	2024	Δ2024/2023
Hazardous waste — Class I — diverted from final disposal ^{1 2}				
Lamps — recycling	2,734	0	5,196	-
A) Total waste diverted from disposal	2,734	0	5,196	-
Non-hazardous waste — Class II — diverted from final disposal				
Donation of furniture — reuse	2,391	4,085	1,441	-64.7%
B) Total waste diverted from disposal	2,391	4,085	1,441	-64.7%
Total waste generated in units (A+B)	5,125	4,085	6,637	62.5%

¹ The data on fluorescent lamps, classified as Class I hazardous waste, are counted in units.
² There was no recovery of waste diverted from disposal within the Organization; only outside. In 2024, 1,441 pieces of furniture were donated, all of which were reused by the benefiting organizations.

Waste generated by type and type of disposal in metric tons | GRI 2-4, 306-3, 306-4, 306-5

	2022	2023	2024	Δ2024/2023
Hazardous waste — Class I — diverted from final disposal				
Batteries and portable batteries — recycling	0.1	0	0	-
Co-processing	-	-	0	-
Non-hazardous waste — Class II — diverted from final disposal				
Banners, shredded cards and acrylic — recycling	0	2.2	0	-100%
Structured network cables — reverse logistics	0.1	0	0	-
Safes — recycling	-	11.7	16.5	41.0%
Electronics — recycling and reuse	31.4	21.2	16.3	-23.1%
Paper/cardboard — recycling	233.5	258.5	167.8	-35.1%
Ferrous scrap metal — recycling	76.4	84	293.4	249.3%
Co-processing	0	0	98.77	-
A) Total waste diverted from disposal	341.6	377.6	592.8	57.0%
Non-hazardous waste — Class II — directed to final disposal				
Incineration (without energy recovery)	0	0	159	-
Waste sent to sanitary landfill ¹	125	11.5	116.4	912.2%
B) Total waste directed to final disposal	125	11.5	275.4	2,294.8%
Total waste generated in metric tons (A+B)	466.6	389.2	868.2	123.1%

¹ Organic waste from Banrisul’s Headquarters Building, directed to landfill, is accounted for by measuring the data registered with Fepam on the transportation and final destination of the waste. The adoption of this control method made it possible to consider the total volume of waste with this destination, which explains the significant increase from one year to the next.



Innovation and technology

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Interactive
summary



Innovation and technology

GRI 3-3 on the material topic of Innovation and technology

We made significant progress in our digital transformation and technological modernization journey in 2024. We invested R\$ 474.4 million in actions supporting IT infrastructure, self-service channels, data centers, digital transformation, information systems, property security, and facility renovations. This comprehensive agenda was crucial to enhance our operational capacity, increase service efficiency, and ensure faster and safer service for our customers, especially at critical times.

One example of our resilience was the response to the extreme weather event that struck the State of Rio Grande do Sul. Our physical and technological infrastructure remained operational, ensuring continuity of services. Preventive activation of measures, combined with synchronized operations between the Bank's data centers, generator use, and effective

communication between technical teams were key to this outcome. We virtualized 57 branch servers and expanded remote access to workstations, ensuring our employees could continue assisting customers even amid the calamity.

We also advanced the digitalization of banking services with the launch of the new digital account, which can be opened in just a few minutes using a mobile phone with facial recognition, biometrics, and identification documents. This digital account opening service was made available to new individual customers in Rio Grande do Sul and selected regions of Santa Catarina state. In 2024, we recorded 74,300 new accounts opened, more than 24,200 overdraft limits and around 23,000 credit card applications.

Among the highlights of our digital portfolio, we also launched the

Global Account, a solution developed in partnership with a foreign institution, allowing customers to carry out transactions in multiple currencies with complete security and convenience. This initiative is part of our service diversification strategy and has the potential to attract an international audience.

In the Banricompras app, we introduced features that give users more autonomy, such as transaction inquiries, a 12-month detailed history, access to credit limit information, and the ability to enable or disable contactless payment technology. We also promoted campaigns such as Banricompras *Premiável*.

74,300
digital accounts opened in 2024.

R\$ 474.4 million
invested in digital transformation
and technological modernisation



One of the main milestones of the year was the implementation of the Artificial Intelligence for IT Operations (AIOps) solution, which uses AI to monitor and optimize the performance of IT infrastructure in real time, elevating the quality and reliability of the Bank's systems.

The new customer service and experience guidelines also guided the redesign of our physical branches. We advanced with the compact model, more aligned with the digital habits of our customers, as they increasingly prefer the app as their main interaction channel with the Bank. At the same time, we signed a contract with TecBanco to upgrade our entire fleet of ATMs, replacing 2,600 terminals with cash recycling machines. In addition to reducing paper currency circulation, these terminals will simplify online deposit operations and save R\$ 23 million per year in maintenance and R\$ 3 million in envelope costs. Our goal is to have 1,000 machines installed by the end of 2025.

These structural improvements were accompanied by a qualitative leap in the use of artificial intelligence, which now plays a cross-cutting and strategic role in several areas within the Bank. We adopted generative AI with Optical Character Recognition (OCR) to

digitize and construe documents from the legal and customer departments, automating operational routines and increasing data processing accuracy.

One of the main milestones of the year was the implementation of the Artificial Intelligence for IT Operations (AIOps) solution, which uses AI to monitor and optimize the performance of IT infrastructure in real time. With the support of video wall panels and integrated dashboards, our technical teams can more accurately track service availability and performance, anticipate failures, and respond quickly to anomalies, elevating the quality and reliability of the Bank's systems.

Artificial intelligence will also play an important role in our customer service strategy for 2025. We are developing solutions to apply AI to our service channels to reduce response times, offer more personalized support, and enhance positive user experience at every touchpoint with the Bank.

In the field of information security, we have taken a proactive stance in the face of growing social engineering attacks, which now also leverage AI to deceive users. Our awareness campaigns, such as the “Safe Internet Day” and “Digital Security Week,” were strengthened in partnership with Febraban. We also renewed our PCI DSS certification under version 4.0.1, ensuring secure card operations within the Vero network and the responsible handling of sensitive data.

Our [Information and Cybersecurity Policy](#) follows international standards and is reviewed annually, with guidelines for continuous monitoring, operation of the Security Operations Center (SOC), engagement with suppliers, and constant updates to channel and system protection tools. We also operate an identity management system and maintain fraud prevention structure, actively participating in working groups at the Central Bank and Febraban.

In the field of property security, we modernized our camera system and implemented biometric

identification for both customers and non-customers in self-service areas.

We remain firmly convinced that innovation is a strategic pillar for sustainable development, competitiveness, and value creation for society. Our initiatives are aligned with international frameworks, such as the United Nations Sustainable Development Goals (SDGs), particularly SDG 9 (Industry, Innovation, and Infrastructure) and SDG 17 (Partnerships for

the Goals), as well as the Oslo Manual and the best practices recommended by the Ministry of Science, Technology, and Innovation.

The digital transformation we are driving is, above all, a cultural transformation, placing artificial intelligence, security, and the customer at the core of our strategy. We will continue to prioritize resources, expand partnerships, and deliver innovative solutions to drive the Banrisul of the future.



Our mission
is to promote the economic and social development of the community of Rio Grande do Sul as a financial agent that transforms people’s lives, fostering employment and income.





Process

We made several improvements to our systems within the scope of Open Finance, including simplifying the process for renewing consents and providing our employees with tools to update customer data in real time, speeding up service at branches. We also started a partnership with a company specializing in Open Finance to explore new business opportunities. Among the new features is the *Trazer meu dinheiro* (Bring my money), which allows customers to transfer funds from other institutions to their Banrisul accounts in a simple and secure way, via Pix.

The implementation of electronic timekeeping, adopted in 2024, is one of our internal process improvement initiatives. It is part of our broader technological integration strategy and contributes to the elimination of paper use. In 2025, a key project will be the selection of a partner to enhance operational efficiency in internal communication through the use of generative artificial intelligence, a Copilot tool that enables users to ask questions and receive accurate responses.



We made
several improvements to our
systems within the scope of
Open Finance

Solutions

In 2024, we developed digital solutions for both internal users and customers, always aiming to enhance efficiency and sustainability.

We are working on the implementation of a corporate WhatsApp channel to strengthen customer relationships and on the integration of artificial intelligence to streamline service. The goal is to consolidate customer history into a single corporate number, improving both the experience and service efficiency. Additionally, efforts are underway to modernize the Bank’s website and enhance our customer service tools.

One of the most relevant initiatives was the creation of a working group to improve the Bank’s Net Promoter Score (NPS), both transactional and relational, through agile methodologies and quarterly meetings with the branch network. We also developed a new customer onboarding process at our

branches, aimed at reducing bureaucracy and increasing service agility.

Finally, we are actively engaged in supporting the development of the Central Bank’s Drex (digital currency) Pilot Program. For its second phase, 13 themes were selected, two of which were designed and proposed by the ABBC Consortium, of which we are a member. Banrisul and Serpro suggested the creation of two more consortia to implement two new use cases: one on tax cashback, with the participation of the Federal Revenue Service, Caixa Econômica Federal and Microsoft; and another on electronic real estate deeds (Smart Deed), with the participation of the Brazilian Notary College and Microsoft. We expect to test the implementation of financial services made available through smart contracts, created and managed by third parties participating in the platform.



We are actively engaged
in supporting the development of the Central Bank's Drex (digital currency) Pilot Program

2024 Sustainability Report

Message from the CEO

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Services

The year 2024 was highly productive in the implementation of technological services aimed both at our customers and at enhancing the efficiency and security of our internal processes.

In the context of Banking as a Service (BaaS), we launched the Pix Banrisul API, a solution that allows companies to integrate Pix Banrisul


services and features into their systems. Examples include solutions such as Electronic Funds Transfer (TEF, in Portuguese), commercial automation, and e-commerce platforms, among others.

In addition, we added the banking slip payment service, enabling our partners and digital banking correspondents to process payments

directly on their own channels. The Pix API currently serves over 500 customers and has generated more than R\$ 2.5 billion in revenue.

We have also implemented a series of innovations related to Pix:

- **Pix Parcelado (Pix Payment in installments)** - an innovative credit line that offers flexibility in choosing the source of funds for Pix transactions.
- **Pix Garantia (Pix Payment as collateral)** - complements receivables held as collateral, especially in the Conta Única Banrisul, with a revolving and recurring business credit line managed directly by the customer.
- **Pix Automático (Automated Pix Payment)** - allows authorization of recurring debits via Pix. This innovation was rolled out early for Banrisul customers.



R\$ 2.5 billion
in revenue and over
500 customers on the
Pix API.

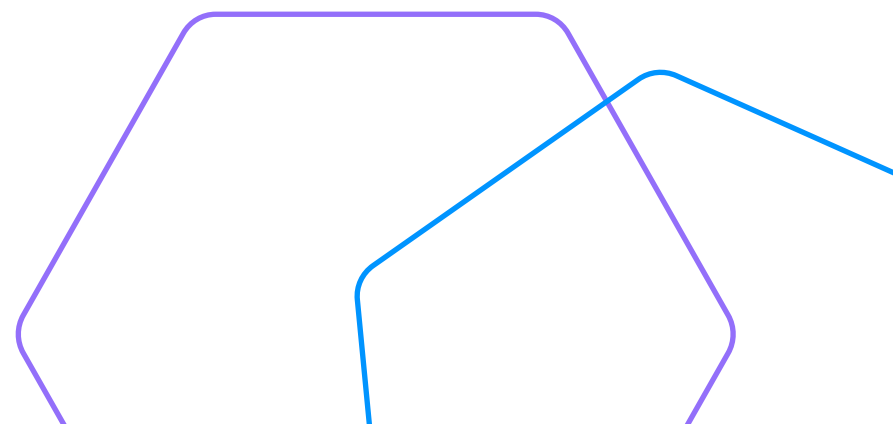
For corporate customers, we offered under our Accounts Payable solution a feature for bill payment via Pix QR Code and a web portal for generating accounts payable via Banrisul, through a modern and intuitive interface.

For agribusiness, the *Agrofácil Conecta* solution now enables customers to fill out the technical project on the system interface, instead of sending a file. Also in this segment, we implemented the *Agrofácil Investimento MVP*, a product for prospecting and conducting investment proposals for the acquisition of machinery and equipment for agribusiness.

As part of our ongoing effort to build an increasingly smart bank, we made significant advancements to the Banrisul app by integrating it into the Open Finance ecosystem. This integration allows our customers to securely and consensually share data from other financial institutions, enabling a consolidated view of their personal finances and supporting more strategic decision-making. Features that automatically aggregate information from external accounts have transformed the app into a true financial management tool, fostering transparency, control, and improved credit conditions.

Focused on personalized experiences, we developed the MVP of the Personalized Modal, a new in-app tool for direct communication with customers that uses behavioral data and user preferences to deliver more relevant content and offers. We also made progress with the 360 View product, which now includes a new customer service module, portfolio turnover insights, data from Open Finance, and the MVP version tailored

for corporate customers. These solutions reflect our ambition to deliver an integrated, intuitive, and personalized experience, driven by intelligent data use.



Promoting innovation

We continue to strengthen our innovation culture through the implementation of an agile and flexible model for the approval and execution of transformative projects. We have structured streamlined workflows with objective criteria for prioritizing initiatives and defining specific performance indicators, allowing us to accurately assess the impact and effectiveness of each action.

To ensure the sustainability and accountability of our initiatives, Banrisul conducts ongoing risk assessments, ensuring that potential negative impacts are mitigated from the earliest stages of project design. Actively listening to our customers, combined with frequent

meetings with partner areas and decision-making bodies, is essential for guiding the development of solutions that meet actual market needs. This constant dialogue drives the creation of more effective and relevant products and services.

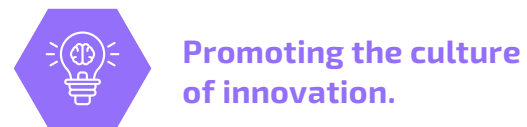
Among the main objectives of our innovation programs are the development of new technologies and digital channels focused on customer experience, as well as governance over the implementation, prioritization, and delivery of digital journeys. We also operate across technology business fronts, ensuring that digital transformation progresses in an integrated, strategic, and customer value-oriented manner.

We continue to strengthen our innovation culture through the implementation of an agile and flexible model for the approval and execution of transformative projects.

Innovation cycles

The project model based on Design Thinking, agile methodologies, and result-oriented development, currently relies on 23 multidisciplinary squads, working to balance business needs, people’s experience, and technological feasibility. In 2024, we maintained short development cycles, with constant updates.

Banritech is Banrisul’s main Open Innovation Program. It conducts several initiatives and projects with the regional and national innovation ecosystems, as well as internal stakeholders. In 2024, we advanced the structure of our acceleration cycles and validated the guiding principles for the Banritech Innovation Community, organized around the following pillars:



We launched the first cycle of the Intrapreneurship Program called “E Se!?”(What If!?), geared towards boosting intrapreneurship and internal innovation focused on solving problems and identifying opportunities. Over 500 ideas were submitted, of which three stood out as champions.

The winning projects were:



Banri Impulsos: a solution that provides personalized offers within the customer management system used by service agents, aiming to optimize customer experience and service efficiency.



Banri for Kids: a proposal for a dedicated account for minors, offering a safe and educational introduction to banking from an early age.



Generative AI: an innovative idea to use generative artificial intelligence to deliver quick and accurate answers to queries about branch regulations and complex, broad documents, easing access for employees.

We also promoted the “Fishing for Ideas” initiative, bringing together employees from the innovation department and young participants from the Pescar Project to co-create innovative solutions for real challenges in the communities served by the project.

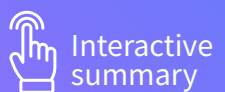
Banritech Fly, our nationwide startup acceleration program, is expected to launch the call for proposals still in the first half of 2025, and the Pitch Day (closing with the finalists) should take place in October.

Additionally, we were finalists in the second Porto Alegre Innovation Award, organized by the Porto Alegre Local Government through the Porto Alegre Local Innovation Department, with the “Banritech case,” reinforcing the importance of the Program for the innovation ecosystem. Reinforcing our support to entrepreneurship and the innovation ecosystem in the state, we participated in and sponsored the Pacto Alegre (Alegre Pact) project, which aims to articulate and efficiently carry out transformative projects with a broad impact on the city.



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GRI content index

Statement of use	Banrisul reported in accordance with the GRI Standards for the period from January 1 st to December 31 st , 2024.
GRI 1 used	GRI 1: Foundation 2021
GRI G4 sector disclosures	GRI G4: Financial services

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
General disclosures						
The organization and its reporting practices						
GRI 2: General disclosures 2021	2-1	Organizational details	7			
	2-2	Entities included in the organization’s sustainability reporting	5 c. The scope of the Report does not include entities outside the conglomerate. There were no mergers, acquisitions, or divestment processes during the period.			
	2-3	Reporting period, frequency and contact point	5 c. Published on October xx, 2025.			

Standard	Disclosure	Location/answer	Omission		
			Requirement(s) omitted	Reason	Explanation
The organization and its reporting practices					
GRI 2: General disclosures 2021	2-4	Restatements of information	5, 46, 71, 72, 103, 105 a.i.306-5: In 2024, we used incineration as the final disposal method for waste originating from bank agencies affected by the flood. These were categorized as non-hazardous waste, destined for final disposal, with no energy recovery. 306-4: In 2024, we adopted the waste management hierarchy established by the Brazilian National Solid Waste Policy (PNRS). Consequently, waste previously categorized as destined for co-processing was reclassified as non-hazardous waste not intended for final disposal. 401-1: In 2024, there was a change in the calculation methodology. Rates began to be calculated based on the difference between the total number of hires and the total number of dismissals. In 2022 and 2023, rates were calculated considering only the total number of employee dismissals. Due to this reformulation, the 2024 results may show variations compared to previous years. 205-1: due to the change in the understanding of the term “transaction,” there was a significant variation (increase) in the percentage of transactions evaluated. Under the previous understanding, only a small portion of “credit transactions” were assessed for corruption risks, covering only credit transactions above R\$ 10 million. a.ii. 306-4 e 306-5: Enhanced accuracy in representing operational reality through the incorporation of improved technical understanding, alignment with applicable standards, and consideration of exceptional events that affected waste management. 205-1: When considering the locations of activities as “transactions,” the assessment percentage rises to 100%.		
	2-5	External assurance	5, 128		
Activities and workers					
GRI 2: General disclosures 2021	2-6	Activities, value chain and other business relationships	7, 76 b.iii. Downstream entities: we act as a financial agent for our clients, who are diversified across the industrial, agricultural, transportation, services, commerce, and healthcare sectors. c. No other relevant business relationships were identified. d. No significant changes occurred in the value chain or the supply chain.		

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Activities and workers						
GRI 2: General disclosures 2021	2-7	Employees	61 c. The data were generated through reports from the organization’s internal HR systems, based on year-end totals. e. The expansion of the employee base is a result of hires made through the IT II public recruitment process and the clerical staff recruitment process carried out during 2024.			
	2-8	Workers who are not employees	70			
Governance						
GRI 2: General disclosures 2021	2-9	Governance structure and composition	28			
	2-10	Nomination and selection of the highest governance body	28 b.ii. We have been adopting diversity criteria for the selection and appointment of members to its highest governance body. Any shareholder or group of shareholders entitled to nominate between 25% and 40% of the seats on Banrisul’s Board of Directors must allocate at least one of those seats to a diversity representative. b.iii. The Bylaws and applicable legislation require that at least 30% of the members of the Board of Directors be independent advisors. b.iv. Competencies relevant to the organization’s impacts, nominees must have professional experience and academic qualifications compatible with the position for which they are appointed, and must not fall under the ineligibility conditions established by Complementary Law 64/1990.			
	2-11	Chair of the highest governance body	a, b. The Chair of the highest governance body is not an executive officer at Banrisul.			
	2-12	Role of the highest governance body in overseeing the management of impacts	28 b. The highest governance body does not engage with stakeholders in due diligence oversight processes.			
	2-13	Delegation of responsibility for managing impacts	28, 37			
	2-14	Role of the highest governance body in sustainability reporting	28			

Standard	Disclosure	Location/answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Governance					
GRI 2: General disclosures 2021	2-15	Conflicts of interest	34 b.i. Information regarding the participation of executives in other positions within Banrisul Group companies is disclosed in item 7.6 of the 2024 Reference Form (page 174). b.ii. There is no shareholding involving suppliers or other unrelated parties, as stated in the 2024 financial statements (page 35, BRGAAP). b.iii. The sole controlling shareholder is the State.		
	2-16	Communication of critical concerns	42	b.	Confidential. The information is restricted and generally sensitive for the Institution.
	2-17	Collective knowledge of the highest governance body	33		
	2-18	Evaluation of the performance of the highest governance body	a, b, c. The evaluation process complies with Law 13,303/2016 and State Decree 54,110/2018, does not address aspects related to the oversight of the Organization’s impacts on the economy, the environment, and people.		
	2-19	Remuneration policies	33	a.ii, a.iii, a.iv.	Not applicable. The Institution’s policy does not provide for these types of bonuses.
	2-20	Process to determine remuneration	33 a.iii. No external consultancy was used for determining remuneration.		
	2-21	Annual total compensation ratio	33		
Strategy, policies and practices					
GRI 2: General disclosures 2021	2-22	Statement on sustainable development strategy	3		

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Strategy, policies and practices						
GRI 2: General disclosures 2021	2-23	Policy commitments	42 a.iii. The internal policies provide for due diligence through responsibilities and consequences assigned to the appropriate instances. b.ii. The Organization places special attention on the following stakeholder groups in its commitments: employees, clients, suppliers, and vulnerable populations.			
	2-24	Embedding policy commitments	42, 53			
	2-25	Processes to remediate negative impacts	44			
	2-26	Mechanisms for seeking advice and raising concerns	a.i. There is no formal advisory channel; only a Whistleblower Channel exists for reporting suspected misconduct. a.ii. Suspicions or evidence of non-compliance with these rules must be reported through the Reporting Channel, which allows for the description of irregularities, with the option of anonymity, confidentiality, and protection against retaliation.			
	2-27	Compliance with laws and regulations	a, b. In 2024, no relevant occurrences of non-compliance with laws and regulations were recorded. c. Cases are considered significant when their impact materially affects the Institution’s results, image, or reputation. d. Socio-environmental and climate non-compliance events are identified based on Section VIII – Management of social risk, environmental risk, and climate risk (Articles 38-A, 38-B, and 38-C of Resolution 4,557/2017 of the National Monetary Council).			
	2-28	Membership associations	47			

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Stakeholder engagement						
GRI 2: General disclosures 2021	2-29	Approach to stakeholder engagement	55			
	2-30	Collective bargaining agreements	a, b. 100% of the employees are covered by the collective agreement, which encompasses collective bargaining agreements, more specifically the Collective Labor Agreement and the Collective Labor Agreement addendum to the CLA.			
Material topics						
GRI 3: Material topics 2021	3-1	Process to determine material topics	50 b. The Organization places special attention on the following stakeholder groups in its commitments: employees, clients, suppliers, and vulnerable populations.			
	3-2	List of material topics	50			
Innovation and technology						
GRI 3: Material topics 2021	3-3	Management of material topics	51, 107 e.i. The effectiveness of the initiative was monitored through feedback from program participants and the units proposing the projects. Necessary corrections and improvements to the proposed method were implemented in real time with each new project addressed. e.iv. The lessons learned and incorporated into the procedures resulted in improvements in the migration process of development teams to the agile model, as well as in the evolution of the process for assessing teams' adherence to the agile methodology. f. Stakeholders provide input through feedback collected during reviews, which allows for the incorporation of needs into the projects. Communication of actions taken based on this feedback is presented during the review ceremony. Presentations are made available for consultation and include the contact email of the responsible team for submitting questions, feedback, or requests for additional information.			

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Climate change						
GRI 3: Material topics 2021	3-3	Management of material topics	51, 99 f. Engagement with stakeholders, such as employees and service providers, was crucial in providing data for the calculation of Scope 3 GHG emissions. Regarding communication, the CRSAC issues relevant feedback as well as updates on the progress of climate management monitoring.			
GRI 201: Economic performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	99			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	101 d.ii. The base year is 2021, amounting to 4,642.3 tCO ₂ . e. Emission factors and indices used according to the GHG Protocol methodology.			
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	101 d.ii. The base year is 2021, amounting to 1,721.507 tCO ₂ . e. Emission factors and indices used according to the GHG Protocol methodology.			
	305-3	Other indirect (Scope 3) GHG emissions	101 d.ii. The base year is 2021, amounting to 5,054.4 tCO ₂ . e. Emission factors and indices used according to the GHG Protocol methodology.			
Sustainable products and businesses						
GRI 3: Material topics 2021	3-3	Management of material topics	47, 51, 81, 82, 99 d.i. There are no potential negative impacts related to the topic.			
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported	93 c. Investments and services are made in cash.			
GRI G4: Financial services	G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	85, 86, 87			

Standard	Disclosure	Location/answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Sustainable products and businesses					
GRI G4: Financial services	G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	85, 86, 87		
	G4-DMA	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9).	36		
SASB: Commercial banks 2018	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	47		
Ethics, transparency, and compliance					
GRI 3: Material topics 2021	3-3	Management of material topics	42, 44, 51		d.i. There are no potential negative impacts related to this topic.
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	45		
SASB: Commercial banks 2018	FN-CB-510a.2	Description of whistleblower policies and procedures	44		
Employee development, retention, and well-being					
GRI 3: Material topics 2021	3-3	Management of material topics	51, 62, 70, 73		f. Communication regarding the effectiveness of the measures taken was conducted through webinars, mediation sessions, and panels at conferences. Our actions were also publicized through the case study of the New Employee Integration Program, which received the Top Ser Humano ABRH award in 2024.
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	71, 72		b. All workers of the Institution are covered by the same worker protection initiatives across all Bank units.
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	63		

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Employee development, retention, and well-being						
GRI 403: Occupational health and safety 2018	403-3	Occupational health services	63 a. Service quality is ensured through the centralization and evaluation of medical records by the SESMT. To facilitate user access, periodic examinations are preferably conducted in the workplace itself, avoiding travel inconveniences and allowing the contracted professional to analyze the work environment.			
	403-6	Worker health promotion	63			
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee	74, 75			
	404-2	Programs for the development of employees' skills and assistance for career transition	73 b. There are no specific programs for career transition.			
Diversity and inclusion						
GRI 3: Material topics 2021	3-3	Management of material topics	51, 65 c. There are no specific policies or commitments related to this topic. d.i. There are no potential negative impacts associated with this topic. d.iii. To manage positive impacts, demographic data on diversity, equity, and inclusion are monitored monthly. e.i. To track the effectiveness of actions, the Committee conducts monthly meetings where actions and plans related to the Institution’s objectives on the topic are discussed, and requests from Affinity Groups are received. e.ii. Target: by 2030, 30% of Board seats will be occupied by diversity representatives. e.iii. The effectiveness of the measures, including progress toward goals and targets, has proven to be the most effective way to engage employees, as information and education foster more welcoming, respectful, and inclusive work environments. e.iv. The implementation of monthly initiatives on topics relevant to Affinity Groups, such as diversity webinars, exemplifies the lessons incorporated into the Organization’s operational procedures. f. Feedback is collected during meetings with the coordinators of the Affinity Groups.			

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Diversity and inclusion						
GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	65, 66, 67, 68, 69			
Data privacy and security						
GRI 3: Material topics 2021	3-3	Management of material topics	39, 51	3-3-e. ii. Objectives, targets, and indicators to assess progress.	Confidential.	The objectives and targets are not disclosed to the external public to protect business confidentiality.
GRI 418: Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	39			
SASB: Consumer finance 2018	FN-CF-230a.2	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	39 Banrisul does not distinguish between card-present and card-not-present fraud. The reported amount refers to the total of both types of fraud.			
Financial inclusion and education						
GRI 3: Material topics 2021	3-3	Management of material topics	51, 88			
GRI G4: Financial services	G4-FS13	Access points in low-populated or economically disadvantaged areas by type	91			
	G4-FS14	Initiatives to improve access to financial services for disadvantaged people	91, 92			
SASB: Commercial banks 2018	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	88, 90			
Additional disclosures - indicators not included in materiality, but which Banrisul decided to report in order to maintain historical consistency and comparability						
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	26			

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Additional disclosures - indicators not included in materiality, but which Banrisul decided to report in order to maintain historical consistency and comparability						
GRI 302: Energy 2016	302-1	Energy consumption within the organization	102 g. Conversion factors were sourced from the 2021 edition of the National Energy Balance (BEN).			
GRI 306: Waste 2020	306-2	Management of significant waste-related impacts	103			
	306-3	Waste generated	103, 105			
	306-4	Waste diverted from disposal	103, 105			
	306-5	Waste directed to disposal	103, 105			
GRI 308: Supplier environmental assessment 2016	308-1	New suppliers that were screened using environmental criteria	76			
GRI 408: Child labor 2016	408-1	Operations and suppliers with significant risk of child labor cases	76			
GRI 409: Forced or compulsory labor 2016	409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	76			
GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	76			
GRI 417: Marketing and labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	a, b. The Organization did not identify any instances of non-compliance with laws and/or voluntary codes. Over the past years, several controls have been implemented, providing greater transparency and efficiency in the management of marketing activities.			

Assurance Report

GRI 2-5

INDEPENDENT AUDITOR’S LIMITED ASSURANCE REPORT ON THE NON-FINANCIAL INFORMATION INCLUDED IN THE SUSTAINABILITY REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

To the Management, Board and Shareholders of Banco do Estado do Rio Grande do Sul S.A. (Banrisul)

Introduction

We have been engaged by Banco do Estado do Rio Grande do Sul S.A. (“**Banrisul**” or “**Companhia**”) to present our limited assurance report on the non-financial information included in the Company’s 2024 Sustainability Report for the year ended December 31, 2024 (“2024 Sustainability Report”).

Our limited assurance does not extend to information from previous exercises or any other information disclosed in conjunction with the 2024 Sustainability Report, including any embedded images, audio files or videos.

Responsibilities of the Company Administration

The Banrisul Administration is responsible for:

- Select and establish appropriate criteria for the preparation of the information included in the 2024 Sustainability Report.
- Prepare the information in accordance with the “*Global Reporting Initiative* (GRI)” criteria, and the “*Sustainability Accounting standards Board* (SASB)” guidelines.
- Design, implement and maintain internal controls on the information relevant to the preparation of the 2024 Sustainability Report, which is free of Material misstatement, regardless of whether caused by fraud or error.

Responsibility of the independent auditor

Our responsibility is to express a conclusion on the information contained in the 2024 Sustainability Report, based on the limited assurance engagement conducted in accordance with Technical Communication CTO 07 – 2022 issued by the CFC, and based on NBC TO 3000 – Non-Audit and Review work, also issued by the CFC, which is equivalent to the international standard ISAE 3000 – “*assurance arrangements other than audits or reviews of historical financial information*”, issued by the “*International Auditing and Assurance standards Board* (IAASB)”. These standards require the auditor to comply with ethical requirements, independence and other responsibilities related to it, including the application of the Brazilian Quality Control Standard (NBC PA.01) and, therefore, the maintenance of a comprehensive quality control system, including documented policies and procedures on compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

In addition, these standards require the work to be planned and executed with the objective of obtaining limited security that the information included in the 2024 Sustainability Report, taken together, is free from relevant distortions.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of inquiries to the Administration and other professionals of Banrisul who are involved in the preparation of the information, as well as the application of analytical procedures to obtain evidence that allows us to conclude, in the form of limited assurance, on the information taken together. A limited assurance engagement also requires the implementation of additional procedures, when the independent auditor becomes aware of matters that lead him to believe that the information disclosed in the 2024 Sustainability Report, taken as a whole, might present material misstatements.

The selected procedures were based on our understanding of the aspects related to the compilation, materiality and presentation of the information included in the 2024 Sustainability Report, and other circumstances of the engagement and our consideration of the areas and processes concerning the material information disclosed in the 2024 Sustainability Report, in which material misstatements might exist. The procedures comprised, among others:

- a) Planning of the work, considering the relevance, volume of quantitative and qualitative information and the operating systems and internal controls that served as the basis for the preparation of the information contained in the 2024 Sustainability Report;
- b) Understanding of the methodology of calculations and procedures for the compilation of indicators by means of inquiries with the managers responsible for the preparation of the information;
- c) Application of analytical procedures on quantitative information and questions on qualitative information and its correlation with information disclosed in the 2024 Sustainability Report;
- d) For cases where non-financial data correlate with financial indicators, the comparison of these indicators with the financial statements and/or Accounting records.

The limited assurance engagement also included compliance with the guidelines and criteria of the GRI and SASB applied in the preparation of the information included in the 2024 Sustainability Report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

Procedures performed in limited assurance engagement vary in nature and time and are smaller in scope than in reasonable assurance engagement. Consequently, the level of safety obtained in limited security work is substantially lower than that which would have been obtained if a reasonable assurance engagement had been carried out. If we had carried out a reasonable assurance engagement, we could have identified other issues and possible distortions that may exist in the information contained in the 2024 Sustainability Report. In this way, we do not express an opinion on this information.


Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate such data. Qualitative interpretations of Materiality, relevance and accuracy of data are subject to individual assumptions and judgments. Additionally, we do not perform any work on data reported for the previous periods, nor on future projections and targets.

The preparation and Presentation of sustainability indicators was elaborated in accordance with GRI criteria and SASB guidelines, and therefore do not have the objective of ensuring compliance with social, economic, environmental or engineering laws and regulations. However, these standards prescribe the presentation and disclosure of possible non-compliance with such regulations when sanctions or significant fines are applied. Our limited assurance report should be read and understood in this context, inherent to the selected criteria (GRI and SASB).

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2024 Sustainability Report

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Conclusion

Based on the procedures performed, described in this report and the evidence obtained, nothing has come to our knowledge that leads us to believe that the information contained in the 2024 Sustainability Report for the year ended December 31, 2024 of Banrisul was not prepared, in all relevant respects, in accordance with GRI criteria and SASB guidelines.

São Paulo, november 14, 2025

Deloitte Touche Tohmatsu

DELOITTE TOUCHE TOHMATSU
Auditores Independentes Ltda.

Alexandre Carboni Machado
Engagement Partner

Corporate information

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Credits

Banrisul Coordination

Corporate Risk Unit
Social, Environmental and Climate Risks
Management Department

GRI Consulting

blendON

Writing and revision

blendON

Graphic design and layout

blendON

Images

Adobe Stock and Banrisul's collection

External auditor

Deloitte Touche Tohmatsu Auditores
Independentes Ltda.

