



SOCIAL BALANCE SHEET

Annual Social Report

1. Basis for calculating social indicators			2020 (R\$ thousand)		2019 (R\$ thousand)	
Net Revenue			904.297		937.160	
Operating profit before income tax and social contribution (LAIR) (1)			-132.603		82.200	
Gross payroll (GPP)			223.833		228.584	
2. Internal Social Indicators			2020		2019	
	Value (R\$ thousand)	% on FPB	% on RL	Value (R\$ thousand)	% on FPB	% on RL
Food	39.983	17,9	4,4	41.465	17,8	4,5
Compulsory social charges	67.089	30,0	7,4	67.738	29,1	7,3
Health	15.702	7,0	1,7	15.705	6,7	1,7
Safety / Occupational Medicine	815	0,4	0,1	744	0,3	0,1
Training and professional development	547	0,2	0,1	689	0,3	0,1
Education	97	0,0	0,0	78	0,0	0,0
Transportation	4.685	2,1	0,5	4.812	2,1	0,5
Childcare, pre-school and school aid	1.663	0,7	0,2	1.945	0,8	0,2
Profit sharing	0	0,0	0,0	2.884	1,2	0,3
Private Pension	5.764	2,6	0,6	5.809	2,5	0,6
Others	4.721	2,1	0,5	3.314	1,4	0,4
Total - internal social indicators	141.066	63,0	15,6	145.183	62,4	15,7
3. External Social Indicators			2020		2019	
	Value (R\$ thousand)	% on LAIR	% on RL	Value (R\$ thousand)	% on LAIR	% on RL
Education	0	0,0	0,0	0	0,0	0,0
Culture	0	0,0	0,0	0	0,0	0,0
Health and Sanitation	0	0,0	0,0	0	0,0	0,0
Sport	0	0,0	0,0	0	0,0	0,0
Fighting hunger and food security	0	0,0	0,0	0	0,0	0,0
Others	0	0,0	0,0	259	0,3	0,0
Total contributions to the company	0	0,0	0,0	259	0,3	0,0
Taxes (excluding social charges)	127.687	-96,3	-96,3	136.504	166,1	14,6
Total - external social indicators	127.687	-96,3	14,1	136.763	166,4	14,6
4. Staff indicators			31.12.20		31.12.19	
No. of employees at the end of the period (2)	3.053		3.201			
No. of admissions during the period	8		14			
No. of employees transferred from BB	25		30			
No. of outsourced employees	0		0			
No. of trainees	15		19			
No. of young apprentices	16		41			
No. of employees over 45	926		1.001			
No. of women working in the company	725		760			
% of management positions held by women	27,80%		28,73%			
No. of black and brown people working in the company	1.344		1.405			
% of management positions held by black and brown people	35,12%		33,46%			
No. of people with disabilities or special needs	28		27			
No. of employees earning more than two minimum wages	2.470		2.634			
No. of employees under the age of eighteen	0		0			
5. Relevant information about the financial year			31.12.20		31.12.19	
Relationship between the highest and lowest pay in the company			25,71		25,71	
Total number of accidents at work during the period (3)			5		15	
The social projects developed by the company were defined by:	Management	Management	All Employees	Management	Management	All Employees
Safety and health standards in the work environment was defined by:	Management	All Employees	All+ CIPA	Management	All Employees	All+ CIPA
On freedom of association, the right to collective bargaining and internal representation of the workers to the company:	Doesn't get involved	Follows ILO standards	Encourage and follow the ILO	Doesn't get involved	Follows ILO standards	Encourage and follow the ILO
Private pension plans include:	Management	Management	All Employees	Management	Management	All Employees
Profit sharing includes:	Management	Management	All Employees	Management	Management	All Employees
The same ethical standards and social and environmental responsibility in the selection of suppliers adopted by the company:	Not considered	Suggested	The following are required	Not considered	Suggested	The following are required
Regarding employee participation in volunteer work programs, the company:	Doesn't get involved	Support	Organize and Encourage	Doesn't get involved	Support	Organize and Encourage

Note: 1 - BBTS recorded a loss for the year of R\$89.6 million in 2020, a decrease of 266.5% compared to the 2019 result (profit of R\$53.9 million). The decrease in the result was mainly due to the impact of the arbitration award in the BASA case and the loss of revenue due to the impact of the Covid-19 pandemic, through the non-realization of the total expectation of new business. **2** - The reduction in the number of employees and employees with more than 10 years are associated with the Voluntary Program, called PDCI (Incentive Consensual Severance Program). **3** - The reduction of the number of accidents is associated with the new working method (home office) adopted by BBTS, as of March 2020, as a measure to contain the spread of Covid-19, in which fewer employees were exposed to commuting accidents, as well as greater intensification in the care required for work.

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6. The company's social and environmental responsibility actions:

Action/Objective

Status

1. Social and Environmental Awareness: Campaigns and publications on the Corporate Intranet involving socially and environmentally responsible topics. We count on the participation and engagement of a large number of BBTS employees in awareness campaigns, aimed at caring for the health of employees, encouraging sport, preventing illness and actions that benefit society.

1.1. White January: Mental Health (Jan/20); 1.2. Purple February: Alzheimer's (Feb/20); 1.3. Coronavirus: Main symptoms and how to prevent it (Mar/20); 1.4. Coronavirus: Use of masks (Apr/20); 1.5. Anniversary campaign in the states where BBTS has units, starting with Brasília's anniversary on April 21 (2020); 1.5. International Biodiversity Day (May/20); 1.6. World Blood Donor Day (Jun/20); 1.7. World Environment Day (Jun/20); 1.8. National Volunteer Day (Aug/19); 1.9. Yellow September: Suicide Prevention (Sep/20); 1.10. Pink October: Breast Cancer Prevention (Oct/20); 1.11. McDia Feliz: Abrace Campaign (Oct/20); 1.12. National Book Day: Encouragement and importance of reading (Oct/20); 1.13. National Innovation Day: Encouragement and importance of reading (Oct/20); 1.14. Blue November: Prevention of Prostate Cancer (Nov/20); 1.15. SIPAT Week: Lectures on Mental Health and Safety at Work (Nov/20); 1.16. National Day to Combat Dengue Fever (Nov/20); 1.17. International Day Against Corruption (Nov/20).

2. Together We Can Do More: After the floods in January 2020 in the states of Minas Gerais and Espírito Santo, these regions reached a state of emergency. At this critical moment, we joined the voluntary donation campaign launched by Banco do Brasil in partnership with the Banco do Brasil Foundation - FBB.

2.1. Campaigns were carried out of the intranet and our social networks inviting our employees, volunteers, clients, partners and society to help.

3. BBTS Sustainability Forum: Since 2018, BBTS has been a signatory to the Global Compact and in 2019 created the BBTS Sustainability Forum with representatives from various areas of the company, to address actions aimed at the Sustainable Development Goals of the 2030 Agenda. Voluntary actions are proposed every month, with campaigns to encourage awareness and action throughout the company. In this way, we have sought to broaden our employees' sense of sustainable development and social and environmental responsibility. The BBTS Sustainability Forum is constantly evolving, either in the development of new actions or with the participation of new members.

3.1. In 2020, 09 meetings were held, involving 49 members. 3.2. Actions carried out in 2020: a) Yellow September with the BBTS Shoulder Buddy Campaign and also encouraging participation in the CVV Emotional Support Program as a volunteer. We had 35 volunteers in the campaign. Talk with a volunteer. (Sep/20); b) Pink October with the participation of employees in the preparation of informative text and virtual lectures (Oct/20); c) Sweet Reading - Children's Day with the Sweet Reading Campaign and the collection and donation of books and sweets, there were 134 books, 366 packages of sweets and donations in values to complement the donations (Oct/20); d) Green Corner - Encouraging the creation of a green corner, be it a garden, vegetable patch or other plants for cultivation or ornamentation in BBTS environments (Nov/20); e) Blue November with the participation of employees in the preparation of informative text and virtual lectures (Nov/20).

4. Communication and Self-Development Teams - ECOA: The ECOA team carries out/encourages social and environmental responsibility practices, generating an environment of respect, appreciation and well-being among employees and partners. They are representatives based all over the country who work locally on volunteering activities for the whole of BBTS.

4.1 Each member applies on a voluntary basis and has the main objective of contributing to the engagement and empowerment of their peers, encouraging the participation in the company's initiatives, improving internal communication and dissemination, promoting social and environmental responsibility actions and increasing employee satisfaction and sense of belonging.

5 - Actions aimed at the Global Compact and the 2030 Agenda: After joining the Global Compact (in December 2018) BBTS made a commitment to contribute to achieving the 2030 Agenda.

5.1. SDG 04 - Quality Education - Campaign: BBTS Presente na Volta às Aulas (Jan/20) - Donations of school materials were collected for delivery to institutions that care for needy children. The engagement of employees combined with the commitment and dedication of the ECOAs resulted in 2,251 donated school materials! 5.2. SDG 06 - Drinking Water and Sanitation - Campaign: Water Responsibility (Feb/20) - Following the floods in the states of Minas Gerais and Espírito Santo, we carried out actions to raise awareness about the care we should take to prevent floods from continuing to cause damage and take lives, as well as carrying out proper management of water resources. 5.3. SDG 05 - Gender Equality - Campaign: Women - Empowered (Mar/20) - We set aside the month of March to support female empowerment in order to achieve gender equality and empower all women and girls. We provided information on actions, relevant data, statistics and reinforced our position on the issue. 5.4. SDG 10 - Reducing Inequalities - Campaign: Equality through Knowledge (Apr/20) - The campaign brought suggestions for websites with a proposal to expand knowledge by providing courses, tips on physical and mental health care and educational games to play with children during the pandemic. All the suggested content is online and free. 5.5. SDG 13 - Action Against Global Climate Change - Campaign: Focus on Climate (May 2020) - Awareness-raising campaign with tips on how to act positively on climate change during and after the pandemic. A post was also made on Instagram summarizing the campaign. 5.6. SDG 01 - Eradication of Poverty ; 5.7. SDG 12 - Responsible Consumption and Production - Campaign: Responsible Consumption and Production (Jun/2020) - Awareness-raising action with tips on how to maintain a life of proper consumption, tips on making masks at home, using paper, Making the Most of Food with the launch of the first BBTS recipe booklet and discarding the disposable cup for a replaceable item in our daily lives. The month was rounded off with the Donate Protection campaign, with a total of 442 items of clothing, protective masks and footwear donated nationwide. There was a partnership with BB in Brasília with donations made through Ecoa BB. 5.8. SDG 08 - Decent work and economic growth. 5.9. SDG 17 - Partnerships and means of implementation - Campaign: Think Sustainable, Be Sustainable! (Jul/2020) - A general call was made to join the Sustainability Forum, with 49 interested employees expressing their interest. Reinforcement of the need to help in practice, with testimonials from BBTS volunteers and the importance of the RSA Channel and the BB Volunteer Portal. The importance of sustainability and the need to incorporate sustainable practices into the company's strategy. Sustainable Partnerships, with greater attention to other companies that have the same concern.

5.10. SDG 07 - Clean and affordable energy 5.11. SDG 09 - Industry, Innovation and Infrastructure - Campaign: Energy and Innovation (Aug/2020) - We gave a brief explanation of the ASG criteria and their relevance for a company seeking sustainable growth. Some employees offered to find more about clean energy and how we can incorporate solutions into the reality of the teams at BBTS in relation to SDG 07. In relation to SDG 09, the Innovation Division was presented with initiatives and proposals for change; the Aprove Service solution was recalled, which is an innovation that significantly reduces paper printing, making the product socio-environmentally responsible. We would point out that each team has the autonomy to develop solutions and initiatives to help BBTS achieve the Global Compact objectives. 5.12. SDG 14 - Life in water. 5.13. - SDG 15 - Life on land - Campaign: Spring is here (Sep/2020) - Raising awareness of the importance of maintaining a constant debate on preserving the environment, with changes in the use and replacement of plastic products with products made from sustainable materials, as well as the elimination of straws, thus helping marine life. We also suggest urgent measures for reducing the degradation of natural habitats, protecting endangered species, deforestation and much more, which can be tackled on a daily basis with conscious attitudes. 5.14. SDG 03 - Health and Well-being - Campaign: Sweet Reading and Pink October (Oct/2020) - A talk was given via Teams with participation of an AAMA volunteer. BBTS had a busy Children's Day with the Doce Leitura Campaign Brazil, encouraging the collection of books and sweets to donate to children in vulnerable situations. The importance of reading and National Book Day were also publicized, as well as warning about the safety and vulnerability situation that children were experiencing at the time of the pandemic. 5.15. SDG 02 - Zero Hunger and Sustainable Agriculture - Campaign: Green Corner and Blue November (Nov/2020) - Green Corner Project in BBTS environments, be it a garden, vegetable garden or other plants for cultivation, based on SDG 15 Earth Life and SDG 02 Zero Hunger and Sustainable Agriculture, with a focus on encouraging the cultivation of one's own food and healthy eating. 5.16. SDG 11 - Sustainable cities and communities. 5.17. SDG 16 - Peace, Justice and Effective Institutions - Campaign: Happy Holidays (Dec/2020) - Awareness campaign with SDG 11 and SDG 16 for the month of December and the importance of maintaining peaceful evolution.

6. Interview with managers - Seeking to develop the ESG issue at BBTS in a dynamic and participatory way, a chat was held with the company's executive managers and board of directors in order to align and understand a little more about the needs, difficulties and initiatives required for internal sustainable development.

6.1. We had the participation of 15 managers, who brought a lot of relevant information to start working changing the cultural and strategic format of BBTS for the year 2021.

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7. CSR Communication Channel: A direct communication channel with our employees, so that they can send suggestions for CSR actions, share actions already carried out in their units, request participation in the Sustainability Forum and other matters related to CSR.

7.1. Registered suggestions are analyzed by the BBTS Sustainability Forum for feasibility, scope cost of implementation, local engagement and others. If the suggestion is approved, it will be disseminated among the ECOAs for implementation.

8. Partnership with Jornada Colaborativa: The initiative aimed to promote lectures on technology, agility and innovation, as well as the production of books on the same themes. All the money raised from ticket and book sales was donated to needy institutions and part of the tickets from the partnership were distributed to unemployed people.

8.1. 13 Summits with 3,500 participants; **8.2.** Provision of more than 3,000 free tickets for the unemployed:

- 100 free tickets for the unemployed;
- 300 places (registration), for all 160 lectures;
- 100 Jornada Ágil Digital books.

7. Other information:

BB Tecnologia e Serviços S/A - Brasília (DF) - CNPJ: 42.318.949/0013-18

For clarification on the information stated in this report, please: governanca@bbts.com.br.