



Integrated Annual Sustainability Report

Including the Social Balance Sheet and other ESG factors

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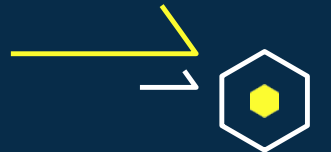
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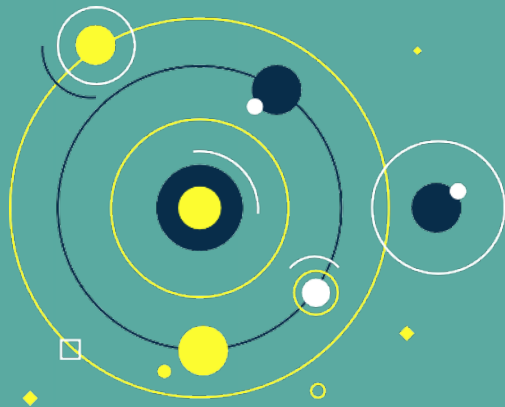
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1. Our Purpose

Generating value and efficiency for its clients through intelligent solutions. This is the Purpose that guides all BBTS activities, from developing new technologies to providing high-quality services.

We believe that by offering intelligent solutions we can help our clients achieve their business objectives more efficiently and assertively. With the combination of technical knowledge, experience and innovation, we are able to offer customized services and integrated solutions that help our clients achieve high-impact results.

We are also committed to contributing to the economic, social and environmental development of the communities where we operate. That's why we are constantly looking for ways to generate a positive impact, minimize any negative impacts and add sustainability to our activities.

Thus, BBTS' purpose is more than a strategic objective, it is a mission that guides us in all our decisions and actions. We are committed to continuing to generate value and efficiency for our clients, while contributing to building a better world.

2. Our values

The values we embody are fundamental to BBTS's success and important for building a better world. We act with social and environmental responsibility, ethics, a sense of ownership, innovation, customer focus and an interest in contributing to building a fairer, more sustainable and balanced world. We seek to minimize the environmental impact of our activities, promote diversity and inclusion in our work environment and invest in social projects that benefit our employees and the communities where we operate.

Ethics is an essential value in our activities and is the basis of all our relationships with clients, partners and employees. We believe in transparency, integrity and honesty in all our actions.

A sense of ownership is another characteristic we constantly strive for. The aim is to deliver high-quality solutions with high performance and efficiency. To achieve this, we invest in state-of-the-art technology and the constant training of our employees.

Innovation is a driving force at BBTS. We always strive to be one step ahead, developing intelligent and creative solutions for our clients. We believe that innovation is the key to overcoming challenges and creating growth opportunities.

Customer focus is one of the pillars of our organizational culture. We are always committed to understanding our clients' demands and offering solutions that add value and efficiency to their operations, which allows us to offer high quality services.

3. Executive Board

FLÁVIO AUGUSTO CORRÊA BASÍLIO
President

ALFREDO TERTULIANO DE CARVALHO
Administrative and Financial Director

GUSTAVO JOSÉ SOUSA DA SILVA
Director of Technology, Development and
Solutions

GUSTAVO PACHECO LUSTOSA
Director of Clients, Operations and Services



4. Message from the Executive Board

We are delighted to present the BBTS Integrated Annual Sustainability Report, which includes the company's Social Balance Sheet. In this publication you will find the initiatives we have developed for 2022, with the aim of adopting better ESG Practices (environmental, social and Corporate Governance).

BBTS's performance in 2022 was noteworthy for recording the highest net profit in its history for the second year running, at R\$76.5 million, despite residual adversity resulting from the pandemic. The result was influenced by the increase in business linked to the Infrastructure and Availability and Digital Solutions portfolios, as well as better efficiency in managing administrative costs and expenses. This sustainable growth in results makes it possible to invest in improving the quality of current services, developing new businesses improving infrastructure and training and developing employees.

Care for the internal public was also reinforced and is reflected in the various solutions implemented during the year, which are described in the body of this document. In addition, the updating of the Code of Ethics, Conduct and Integrity and the establishment of the Ethics Committee and the Regional Ethics Commissions reinforce the company's commitment to this issue.

The commitment to sustainability and corporate governance can be corroborated by the maintenance of the BBTS Positive Agenda, which has six fundamental pillars of Corporate Governance and determines measures and actions to be carried out by the Company. The aim of the project is to boost the culture of sustainability throughout the workforce.

The actions developed during the company's history and reinforced in the course of 2022 have promoted the achievement of level 1 in IGsest... and with top marks! We see this achievement as recognition from the Federal Government that BBTS is a company that adopts good governance practices and acts transparently and ethically.

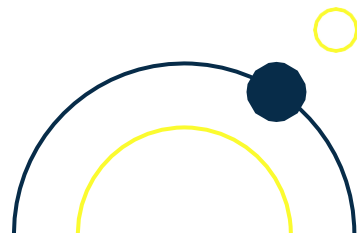
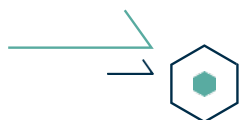
This Executive Board ratifies its commitment to generating value and efficiency for our clients through intelligent solutions and good environmental, social and corporate governance practices, as established in the company's Corporate Strategy.



5. Who we are

BB Tecnologia e Serviços is part of the

Banco do Brasil Conglomerate and provides banking and technological automation products and services, with the aim of generating greater efficiency for BB and other related parties. In line with this objective, the company always strives to provide society with banking accessibility, with social commitment, commitment to sustainable development and commitment to innovation.

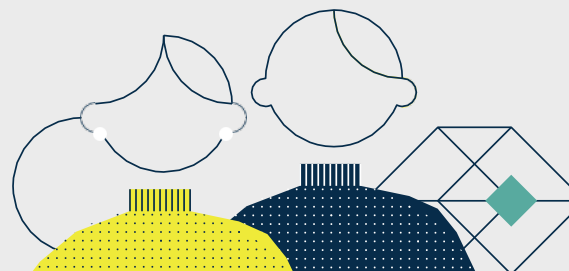


6. We are a certified company!

BBTS is a company certified to the DSC 10.000 guidelines standard - Guidelines for the Compliance System, the purpose of which is to ratify the effectiveness of the processes related to the Compliance Program. It is also certified by CertiGov - which certifies the company's actions and integrity in its processes, policies and ethical culture. In this way, BBTS demonstrates to its customers, partners, suppliers, employees, shareholders and society that it has mechanisms in place to prevent, detect and combat illegal acts and those contrary to the principles of ethics and integrity in business, as well as complying with the applicable legal requirements, including fostering the security of its chain of operations for sales to the Government, in anticipation of the growing demand for compliance practices on the part of suppliers products and services to the public and private sectors.

In addition to the certifications presented, BBTS remains a signatory of the Ethos Institute's Business Pact for Integrity and Against Corruption, which monitors the commitments made by signatory companies, and participates in the United Nations Global Compact Brazil Network, created to align the company's strategies with universal principles in the areas of human rights, the environment, labor and anti-corruption, contributing to tackling society's challenges.

Reinforcing BBTS's performance, in 2022 the company achieved level 1, with the highest score, in the IG-Sest assessment, a continuous monitoring instrument that aims to assess compliance with the requirements demanded by the legislation, the definitions established in the resolutions of the Interministerial Commission for Corporate Governance and the Administration of Corporate Holdings of the Federal Government - CGPAR and the guidelines of the Organization Economic Cooperation and Development - OECD, which seek to implement the best market practices and a higher level of excellence in corporate governance.



7. Ethics

In 2022, BBTS set up a project to deal with issues related to Disciplinary Control, with the aim of improving the mechanisms for preventing illicit acts and irregularities related to the practices and behavior of BBTS employees.

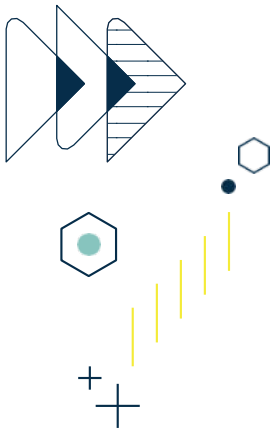
One of the project's deliverables was the revision of the BBTS Code of Ethics and Standards of Conduct. The document was improved and incorporated new topics, which is why it was renamed the Code of Ethics, Conduct and Integrity. The adjustments included important changes to the content of the document, such as the introduction of the Ethics Committee and the Regional Ethics Committees, guidelines for conduct regarding conflicts of interest in situations where parallel activities are carried out, as well as a two-year term. The document is reviewed periodically with the aim of reinforcing and updating the concepts, principles and practices expected in behavior towards employees, clients and suppliers, as well as other public and private entities with which the company may have dealings.

There was also a review of the disciplinary control process and a review of the composition, role and responsibilities of the BBTS Ethics Committee, taking into account the responsibilities of the People Management Committee (Cogep) and the Judging Committee and Higher Disciplinary Committee, with a view to making the process even more transparent and optimizing resources.

8. Business

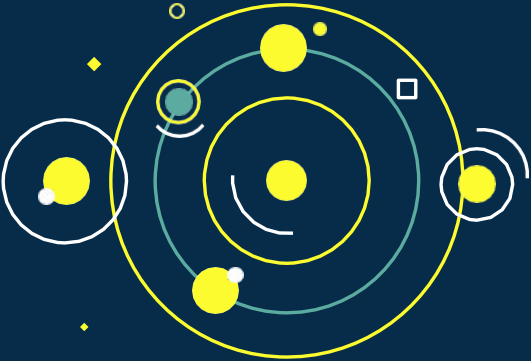
BBTS's portfolio is very broad and diverse. Management takes into account the synergy between products and services and is organized in such a way as to guarantee

the best operating results, as well as better efficiency in structuring new businesses.



Business Lines

Channels and BackOffice	Digital solutions	Infrastructure and Availability	Security Management	Communication and Connectivity	Correspondent Banking
Relationship Centers and Telecollection	Software Factory	Operational Availability of TAA	Operational Availability of the Alarm System (DOSA) and Operational Availability of Response Devices (DODR)	PSIM (Physical Security Information Management)	Correspondent Banking Network Management
Extrajudicial Debt Collection	Aprovve Service	Operational Availability Banking Automation Goods	Technical Assistance for Revolving Door Systems and Other Goods (PGDM)	Operational Availability of Access Control (DOCA)	Sales Representative
Electronic Document Management (EDM)	Licenter - Specialized Reseller (Oracle, Cisco, Red Hat, Qlik, Suse, VMWare)	Equipment monitoring	Technical Assistance for Closed Circuit Television Systems (CCTV)	Level 1 Security Operation Center (SOC)	
Pre-Trial Kit	HIVEPlace - Digital Relationship Platform Inteligente (PRDI)	Operational Availability of Uninterruptible Power Systems			
	Data Center Hosting	Data Center Infrastructure			
				Intevia - SMS messaging	
				Intevia - E- mail Marketing Agency	
				Teya - Telephony Outsourcing (voice and video platform)	

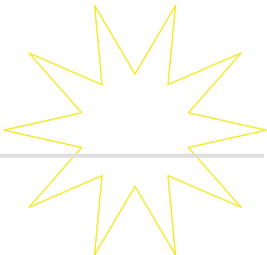
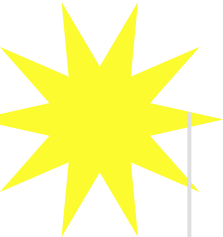
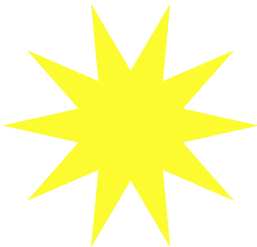


9. Our figures

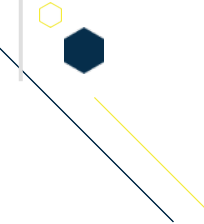
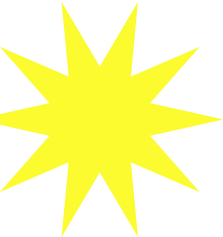
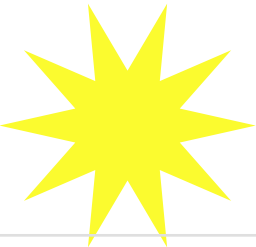
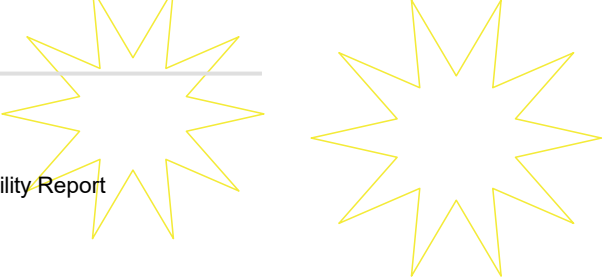
1. Basis for calculating social indicators	2022 (R\$ thousand)			2021 (R\$ thousand)		
Net Revenue	1.186.372			991.981		
Operating profit before income and social contribution (LAIR) (1)	122.513			105.017		
Gross payroll (GPP)	251.447			217.087		

2. Internal Social Indicators	2022			2021		
	Value (R\$ thousand)	% on FPB	% on RL	Value (R\$ thousand)	% on FPB	% on RL
Food	47.032	18,7	4,0	43.982	20,3	4,4
Compulsory social charges	80.595	32,1	6,8	64.757	29,8	6,5
Health	17.163	6,8	1,4	14.462	6,7	1,5
Safety / Occupational Medicine	1.683	0,7	0,1	1.392	0,6	0,1
Training and professional development	1.738	0,7	0,1	669	0,3	0,1
Education	136	0,1	0,0	53	0,0	0,0
Transportation	2.811	1,1	0,2	1.967	0,9	0,2
Childcare, pre-school and school aid	2.056	0,8	0,2	1.589	0,7	0,2
Profit sharing	4.539	1,8	0,4	3.863	1,8	0,4
Private Pension	6.890	2,7	0,6	5.242	2,4	0,5
Others	2.777	1,1	0,2	3.629	1,7	0,4
Total - internal social indicators	167.420	66,6	14,1	141.605	65,2	14,3

3. External Social Indicators	2022			2021		
	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	0	0,0	0,0
Total contributions to the company	0	0,0	0,0	0	0,0	0,0
Taxes (excluding social charges)	171.695	140,1	14,5	142.916	136,1	14,4
Total - external social indicators	171.695	140,1	14,5	142.916	136,1	14,4



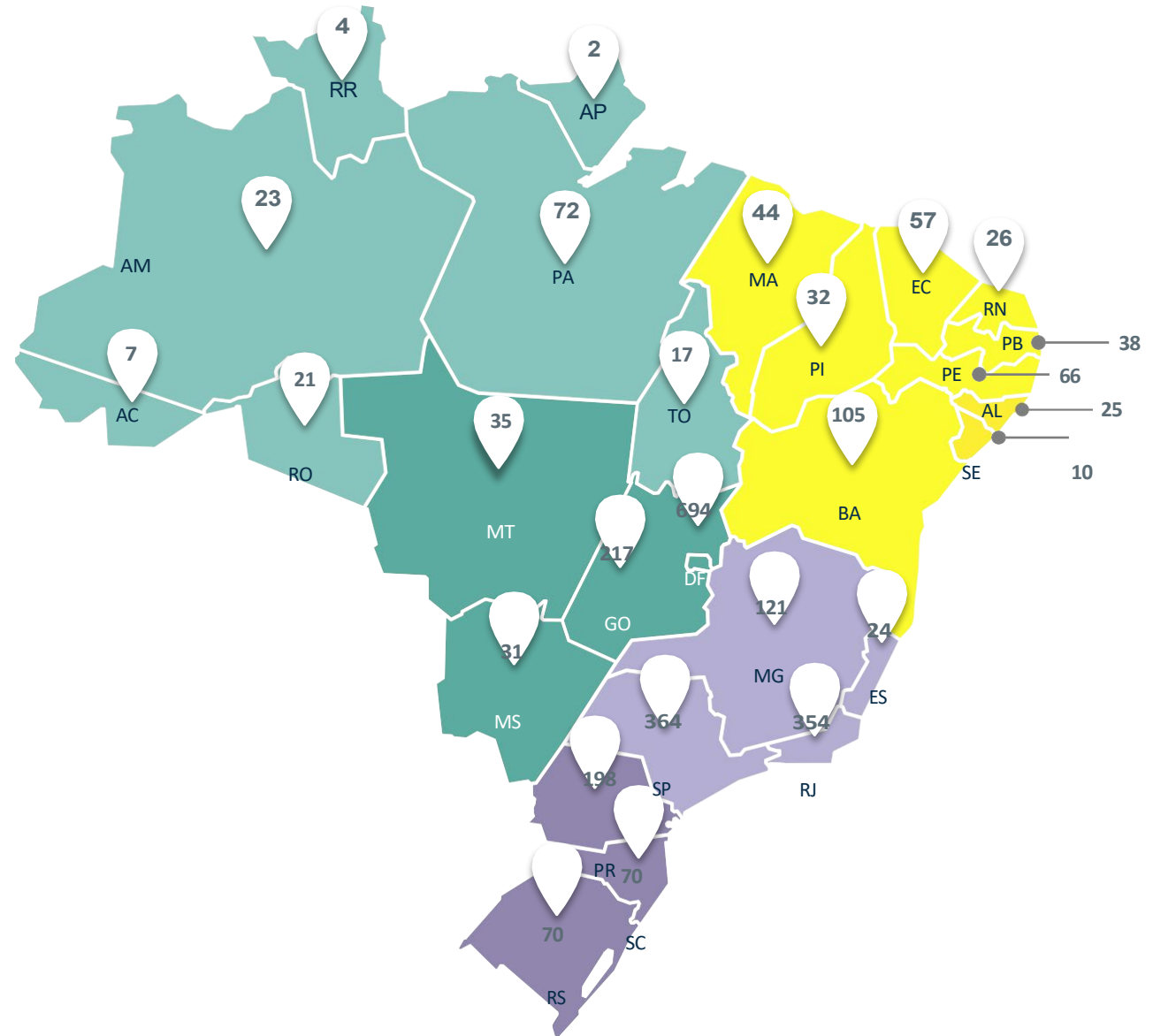
4. Staff indicators	2022			2021		
No. of trainees	35			19		
No. of young apprentices	17			16		
No. of employees over 60	245			210		
No. of women working in the company	698			707		
% of management positions held by women	32%			33%		
No. of black and brown people working in the company	1.280			1.301		
% of management positions held by black and brown people	37%			37%		
No. of people with disabilities or special needs	40			32		
No. of employees earning more than two minimum wages	2358			2742		
No. of employees under the age of eighteen	0			0		
No. of employees with more than ten years in the company	1071			798		
5. Relevant information on exercising corporate citizenship	2022			2021		
Relationship between the highest and lowest pay in the company	27,21			29.65		
Total number of accidents at work during the period	11			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 workplace have been defined by:	Management	All Employees	Everyone + CIPA+ SESMT	Management	All Employees	Everyone + CIPA+ SESMT
Regarding freedom of association, the right to collective bargaining and the internal representation of workers within the company:	Doesn't get involved	Follows ILO standards	Encourages and follows the ILO	Doesn't get involved	Follows ILO standards	Encourages and follows 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
When selecting suppliers, the same ethical standards and social and environmental responsibility are adopted by the company:	Not considered	Suggested	The following are required	Not considered	Suggested	The following are required
Regarding the participation of employees in voluntary work programs, the company...:	Doesn't get involved	Support	Organize and Encourage	Doesn't get involved	Support	Organize and Encourage



10. Our employees in Brazil

BBTS has 35 units all over Brazil

with employees working throughout the country.



11. Giving back to society - donations and sponsorships

Aiming to establish itself as a promoter of social change, BBTS values its commitment to the development of society, which is why the following projects were sponsored in 2022:



BB Digital Week (BBDW)

Sponsorship amount: R\$ 50.000,00

BBDW is part of the context of promoting digital transformation and innovation, with the proposal to create an ecosystem encourage innovation and technology, based on the exchange of experiences and the realization digital businesses in conjunction with scientific, technological and innovation institutions, as well as society in general.



Vicri Day

Sponsorship amount: R\$ 48,960.00

The event aims to align Banco do Brasil's risk and capital management system with the best market practices, reinforce the importance of working together and encourage employees to build the BB of the future, with sustainability and efficiency. One of Vicri Day's actions is the exhibition of stands presenting intelligent solutions that contribute to the institution's success.

BBTS took part in the event as a sponsor, strengthening the BBTS brand and the partnership with *Banco do Brasil*, as well as the company as a provider of security solutions.



Inter-Agency Championship 2022

Sponsorship amount: R\$ 5,485.00

The Inter-Agency Football Championship is held annually at AABB - *Associação Atlética do Banco do Brasil*, and aims to strengthen relationships, team spirit and the *Banco do Brasil* conglomerate, as well as encouraging sports and quality of life.

We believe that, in addition to encouraging sport, physical activity and quality of life, supporting BBTS amateur teams helps to promote the brand with BB Conglomerate companies, as well as collaborating positively with BBTS Evolution 2027.

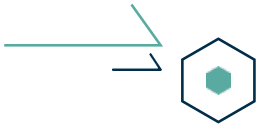


Childhood and Adolescence Fund and Elderly Fund

Donation amount: 253,191.04

The Childhood and Adolescence Fund and the Elderly Fund are fundraising mechanisms established by the Child and Adolescent Statute and the Elderly Statute, respectively.

The purpose of the funds is to guarantee resources to finance public policies and projects aimed at vulnerable people belonging to these groups, with the aim of improving their quality of life.



12. A lens on our impacts

CORPORATE STRATEGY

In 2022, the BBTS Corporate Strategy for the 2023-2027 cycle was approved. The formulation process took into account the stages of diagnosing the external environment, mapping our strengths, points for improvement, opportunities and possible threats to our performance, resulting in the definition of what we want to achieve in the short, medium and long term, translated into the Strategic Objectives and their respective indicators and targets.

In an increasingly competitive and dynamic market, our company's longevity depends, as described in our Purpose, on our ability to generate value and efficiency for our clients through intelligent solutions. On a daily basis, this means taking on the commitment and challenge of recognizing customer expectations and working to exceed them.

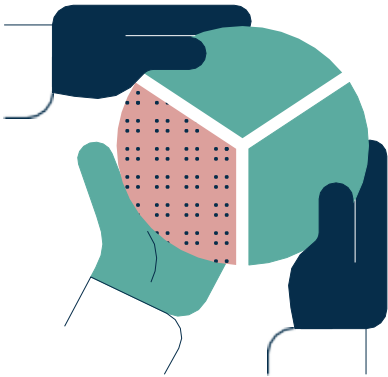
With a record net profit of R\$76.5 million and gross sales of R\$1.3 billion, growth of 19% was recorded compared to 2021. These figures reinforce our commitment to generating value and efficiency for our clients through quality services and intelligent solutions.

Digital transformation has been one of the main strategies adopted by companies to face the current market context, which is increasingly competitive and constantly changing. This transformation involves adopting digital technologies and processes that improve operational efficiency, innovate in the products and services offered and create business opportunities. This is why BBTS's strategy aims to promote digital transformation in order to increase productivity and generate new sources of revenue.

BBTS believes that people are its most valuable asset. In this sense, the established Strategy addresses issues strongly related to valuing people. For this reason, it includes an axis for Human Capital, with the aim of strengthening the organizational culture with a focus on agility, innovation and employee satisfaction and, with the company's sustainability in mind, developing the skills needed to enable digital transformation and the search for new business.

Considering the impacts that the company can have on the environment, the Strategy included a sustainability axis, which states the goals associated with offsetting the CO² emitted by the company and training employees' family members to help prepare them for the job market.

The developments of the Sustainability Axis of the Corporate Strategy, since 2021, are already providing for indicators that encourage the promotion of women, blacks, browns and indigenous to management positions and other commissioned functions.



GLOBAL PACT

Since joining the Global Compact initiative in December 2018, BBTS has publicly committed itself to the 2030 Agenda - carrying out actions over the last four years with the aim of contributing to the fulfillment of the Sustainable Development Goals - SDGs. Among the actions carried out in 2022, the following stand out:



1. SDG03 - Health and Well-being - Ensure a healthy life and promote well-being for all, at all ages.

- a) White January - Live about mental health;
- b) Red June - Live about the importance of blood donation;
- c) Yellow May - Live on traffic accident prevention;
- d) Yellow September - "Life is the best choice" campaign to demystify mental health issues;
- e) Yellow September - Strengthening the Shoulder Buddy Program by publicizing the names of volunteer colleagues;
- f) Pink October - Live about the importance of early diagnosis of breast cancer;
- g) Live Caring More for Your Health, on the subject of Autism.
- h) Live Smoking - A serious public health problem.
- i) SIPAT 2022 - Promotion and lives, physical activity classes and gymkhanas.
- j) Flu vaccinations. Campaign to reimburse employees for vaccinations.
- k) In addition to the presence of a laboratory team at the headquarters for on-site vaccinations.
- l) Health - Live on physical activity and productivity at work.
- m) Health mapping survey of employees and dependent family members.
- n) Availability of psychological care for employees, both online and face-to-face formats.
- o) Implementation of PwD aid - support for the purchase of orthoses and prostheses necessary for the employee's treatment and for improving quality of life inside and outside work.



2. SDG04 - Quality education - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

- a) Launch of the English Continuing Education Program.
- b) Implementation of the training program for young people, family members of BBTS employees.
- c) Employee training through UniBBTS.



3. SDG05 - Gender equality - Achieve gender equality and empower all women and girls

- a) Inclusion of methodologies aimed at promoting gender and race equality in all BBTS results induction programs.



4. SDG09 - Industry, Innovation and Infrastructure - Build resilient infrastructure, promote inclusive sustainable industrialization, and foster innovation

- a) Strengthening the use of electronic signatures, including the use of the D4sign digital signature, in BBTS contracts;
- b) Purchase of solar energy credits, to spread the use of clean energy.



5. - Reducing inequalities - Reduce inequality within and between countries

- a) Racial literacy campaign, promoting reflection on racism in the various social spheres.



6. SDG11 - Sustainable Cities and Communities - Making inclusive, safe, resilient and sustainable cities and human settlements

- a) Promoting knowledge about ableism and how it can be present in people's daily lives;
- b) Promotion of the ASG Workshop - classes for the entire BBTS internal public.



7. SDG12 - Responsible consumption and production - Ensure sustainable production and consumption patterns

- a) Raising employee awareness of the guidelines for solid waste disposal, with the aim of increasing knowledge of the company's disposal flow.



8. SDG13 - Action against Global Climate Change - Take urgent action to combat climate change and its impacts

- a) Campaign "Climate Change! What do we have to do with it?" campaign to raise awareness about climate change;
- b) Replacement of fluorescent lamps with LED lamps.



9. SDG15 - Terrestrial Life - Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

- a) Planting tomorrow" campaign. Voluntary action in partnership with BB to promote environmental awareness and responsibility among visitors to the Paranoá North Waterfront, located in Brasília - DF.



10. SDG16 - Peace, Justice and Strong Institutions - Promote peaceful and inclusive societies for development sustainable, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

- a) Dissemination of the BBTS Compliance program to employees, with the aim of broadening the internal public's knowledge of the program's structure, pillars, function and benefits.
- b) Disclosure of the 6 pillars of the Positive Corporate Governance Agenda, a document implemented at BBTS since 2021, which involves the actions of senior management and aims to promote sustainable development.



11. SDG17 - Partnerships and means of implementation - Strengthen the means of implementation and revitalize the global partnership sustainable development

- a) Volunteer Brigade training for 235 BBTS employees.
- b) An investment of more than R\$35,000 for the ECOAs' social and environmental initiatives, through 92 actions at BBTS establishments;
- c) Santa Letter" campaign in partnership with the Post Office, to promote social action among BBTS employees;
- d) Acceptance by senior managers of the Sustainability Booklet, drawn up by BBTS to promote sustainable development.

SUPPORT FOR THE IBGC'S POSITIVE AGENDA

BBTS has formally supported the initiative since 2021.

<https://www.agendapositivadegovernanca.com/supporters>

The Positive Agenda of the Brazilian Institute of Corporate Governance inspired the formulation of the BBTS Positive Agenda, underpinning the document with the purpose of building a better society through the dissemination of principles and good practices of corporate governance.

BBTS POSITIVE AGENDA

Since its establishment in 2021, the BBTS Positive Agenda has considered the fundamental principles of corporate governance: transparency, fairness, accountability and corporate responsibility. The 15 actions approved for implementation in 2022 have been effectively implemented, resulting in a notable success for the year's positive agenda. The results achieved prompted the approval of a new positive agenda for 2023. This continuity reflects the company's commitment to promoting sustainable practices its environment.

ASG WORKSHOP

Also, in line with the premises of a development based on sustainability, in 2022 BBTS trained its internal public through the ESG Workshop, with the aim of promoting awareness and engagement of our employees in Environmental, Social and Corporate Governance issues.

ANNUAL LETTER ON PUBLIC POLICY AND CORPORATE GOVERNANCE

In compliance with article 8, items I and VIII, of Law No. 13,303, of June 30, 2016, and with article 13, items I and VIII, of Decree 8,945, of December 27, 2016, the Board of Directors subscribes to *BB Tecnologia e Serviços'* Annual Public Policy and Corporate Governance Letter.

The annual preparation of the Charter aims to make explicit the BBTS's commitments to achieving public policy objectives in the collective interest, defining the resources to be used for this purpose, as well as the impacts of achieving these objectives.

Among other information that the company makes public when disclosing its annual letter, the following stand out::

- Public policies;
- Activities developed;
- Internal control structure and risk management;
- Risk factors; - Economic and financial data;
- Corporate governance policies and practices;
- Directors' remuneration practices.

CORPORATE GOVERNANCE CODE

The BBTS Corporate Governance Code, available on the Company's website, provides an overview and simplified consultation on the use of best practice principles in application within BBTS, such as:

- Information on shareholders;
- Collegiate structure;
- Decision-making process;
- Business behavior;
- Corporate documents.

All of the company's committees are made up of Brazilians with notorious knowledge, including of the best Corporate Governance practices, experience, moral integrity, unblemished reputation and technical capacity compatible with the position. Since 2021, BBTS's Advisory Committees have included the participation of at least one statutory member (from among the Directors and Chairman), reinforcing BBTS's commitment to the best Corporate Governance practices. By adopting the best governance practices, BBTS converts basic Corporate Governance principles into objective recommendations, aligning interests with the aim of preserving and optimizing the long-term economic value of the Organization, as well as contributing to the quality of the Organization's management and the company's longevity.



SUSTAINABILITY POLICY

In its Sustainability Policy, BBTS states, among other principles, that:

- Its behavior is based on the adoption of good Environmental, Social and Governance (ESG) practices;
- It works with sustainability based on strategic definitions, in line with the laws and regulations that govern the subject, the Sustainable Development Goals (SDGs), United Nations (UN) Global Agenda 2030 and the ASG philosophy;
- It respects, encourages and values diversity and fairness in relationships;
- It encourages, disseminates and implements sustainable practices in its value chain;
- It continually seeks to improve its social and environmental performance and adopt the best governance practices;
- It considers social and environmental impacts when planning its activities, business and administrative practices;
- It supports initiatives and establishes partnerships that contribute to social inclusion and the reduction of inequalities;
- It repudiates conduct that could characterize harassment of any kind;

- It promotes quality of life at work, prioritizing health and safety, considering the individual in their biological, psychological and social dimensions.

TECHNICAL COOPERATION AGREEMENT WITH THE BANCO DO BRASIL FOUNDATION

The Banco do Brasil Foundation (FBB) is a private, non-profit legal entity based in Brasília (DF), which aims to promote, support, encourage and sponsor actions in the fields of Education, Culture, Health, Social Assistance, Recreation Sports, Science and Technology and Assistance to Urban-Rural Communities.

BBTS's partnership with the FBB has been established since 2015 through a Technical Cooperation Agreement that reinforces BBTS's commitment to volunteer work, as well as its commitment to contributing to the development of society. Among other premises, BBTS's commitment consists of:

- a) Promote Volunteering by giving BBTS volunteers the opportunity to take part in actions developed by the FBB;

- b) Promote training, digital inclusion and equipment maintenance volunteer technical labor from BBTS and other initiatives related to education through digital platforms;
- c) Promote integration between the initiatives carried out in the FBB's Social Technology Program and the BBTS's ASG actions;
- d) To support training, digital inclusion and education activities through digital platforms and equipment maintenance through BBTS volunteer technical labor;
- e) Supporting the integration of initiatives adhering to the ASG with those developed by the FBB in its Social Technology program.

ASG IMPROVEMENT

In a move to broaden its scope of action corporate sustainability issues, BBTS revisited its processes, practices and organizational documents to enable better monitoring of the ESG issue. Since then, the company has carried out actions aimed at educating the internal public on sustainability issues. In this regard, the following actions carried out in 2022 stand out:

- a) Revision of the BBTS Sustainability Policy, with the proposal of greater monitoring of the Climate Change issue;
- b) Revision of the Governance and Sustainability Risk Matrix, including the mapping of the main socio-environmental and climate change risks, as well as the inclusion of an action plan to mitigate these risks;
- c) Monthly meetings of the Sustainability Forum to monitor the Work Plan, drawn up with the aim of expanding BBTS's activities and engaging employees with environmental and governance issues;
- d) Monthly meetings of the Diversity and Inclusion Forum to promote inclusion in the workplace and encourage an environment of diversity.
- e) Implementation of the Hybrid work format, which combines work activities outside the company's premises with face-to-face work;
- f) Implementation of the Work Anywhere pilot project for IT units;
- g) Reformulation of the Social Balance Sheet, which now includes sustainability information, including ESG and climate change issues;

- h) Publication of the Global Compact Communication on Progress, covering BBTS's main activities and initiatives to implement the Ten Principles of the Global Compact;
- i) 11 training classes were held for young people between 15 and 29, relatives of BBTS employees, and 120 certificates were issued in the following subjects: Financial Education; Principles Sustainability; Technology (in partnership with the Cisco Networking Academy); CV writing and interviews;
- j) Hiring a company specializing in reverse logistics for uniforms, to correctly de-characterize and reuse the fibers of BBTS's unused uniforms. The company is made up mostly of women in vulnerable situations;
- k) Training of the Communication and Self-Development Teams - ECOA, which are teams made up of volunteer employees who work to support managers disseminating issues relevant to the company and implementing sustainability practices;
- l) The second edition of the Sustainability Challenge, which encourages BBTS employees to carry out social and environmental practices.





13. More diversity and inclusion

As previously reported, since 2021 the developments of the BBTS Corporate Strategy have provided for indicators that encourage the promotion of women, black, brown and indigenous people to management positions and other commissioned functions.

The company is committed to inclusion and diversity, not only by promoting fairness, but also by recognizing that decisions made in more diverse environments tend to be more assertive. Therefore, in order to increase employee participation in debates on diversity, inclusion and sustainability, the BBTS Executive Board has created two forums within the company, which will be detailed below.

BENEFITS FOR PCD EMPLOYEES

The PCD Aid benefit provides a salary advance of up to R\$20,000.00 (twenty thousand reais) to enable the employee to buy orthoses (canes, crutches, cervical collars, walkers and hearing aids) and orthopedic prostheses. The amount established was based on research carried out by BBTS. Of the amount advanced, 90% is covered by BBTS, with only 10% of the cost being passed on to the employee. The main objective of this benefit is to maximize the quality of life of PCD employees at work, helping to maintain their inclusion in BBTS, the well-being of the workforce and the organizational climate. In 2022, the benefit was granted to 5 employees, totaling R\$70,560.40 in prostheses purchased.

ADAPTING BBTS ESTABLISHMENTS FOR ACCESSIBILITY

Law 10.098/2000, the Accessibility Law, establishes general rules and basic criteria to promote accessibility for people with disabilities or reduced mobility. This legislation aims to ensure that everyone has access to public and private spaces. BBTS has dedicated itself, through investments in infrastructure and even changes of location, to ensuring that all its units are fully adapted, reinforcing its commitment to being an inclusive and accessible company.

SUSTAINABILITY FORUM

Since 2019, the company has had a Sustainability Forum, made up of representatives from various executive departments, aimed at interdisciplinary discussions and promoting the appreciation of this issue at BB *Tecnologia e Serviços*.

The aim of this forum is to promote debates on social and environmental responsibility, with the aim of contributing to the 2030 Agenda and the Sustainable Development Goals (SDGs). Focused on the company's development in sustainability issues, the forum has been working to ensure that BBTS contributes to the objectives of the Global Compact.



DIVERSITY AND INCLUSION FORUM

Established in 2021, the Diversity and Inclusion Forum focuses on social issues, seeking to enable diversity and inclusion, connect experiences, create dialogues and promote the appreciation of this theme at *BB Tecnologia e Serviços*.

This forum has promoted awareness of the issue, examined and proposed actions that can be developed with the under-represented groups of the BBTS.

EMPLOYEE WELFARE INITIATIVES

- Recognition programs (with monetary rewards) or variable remuneration; - 40% reimbursement for prescription drugs;
- Reimbursement of the flu vaccine;
- 50% reimbursement for optical material;
- Dental reimbursement;
- Childcare, pre-school and school assistance;
- Funeral allowance;
- PCD (person with disabilities) aid;
- Medical insurance;
- Health insurance reimbursement;
- Life insurance;
- Private pension plan, with equal participation by BBTS in the contributions;
- Anticipation of the first installment of the 13th salary;
- Home office assistance;
- Partnership, subsidized by BBTS, with a gym access company;
- Daily gymnastics classes at two different times, as well as making recordings of the classes available on the company's intranet;
- Quality of life program, with monthly lectures on various topics related to health and well-being;
- Partnership with AABB, making it easier for BBTS employees to join the institution's clubs;
- Publication of 100% of the videos on the Intranet with subtitles, enabling all employees to access the content published;
- Online consultation with a general practitioner, dedicated BBTS employees; - Online consultation with a psychologist, dedicated to BBTS employees;
- Maternity and Citizen Paternity Leave;

- Social Wall - an online, interactive space for employees to request and offer different forms of support to colleagues;
- Blood and bone marrow donation campaigns;
- Food, clothing and donation campaigns, promoted by the Communications and Self-Development Teams;
- Continuing Education Program - PEC (granting scholarships for undergraduate, postgraduate, MBA, master's and doctoral studies);
- Young Apprentice Program;
- Training for young people aged 17 to 24, relatives of BBTS employees;
- Corporate University - UniBBTS.

CO² EMISSIONS BY TECHNICAL DISPLACEMENT

Since 2021, BBTS has been monitoring CO² emissions as a result of technical travel for customer service. Aware of its impact, the company has implemented solutions to offset and reduce these emissions. BBTS hired a system that routes technical services, i.e. it defines the service routes taking into account the proximity of the technician to the location, the travel time and the customer service deadline, depending on the criticality of the equipment to be serviced. This work has resulted in a reduction in the company's fuel consumption in recent years. In addition to our efforts to reduce CO² emissions, in 2022 we partially offset emissions from technical travel by planting 2,000 saplings.



REVERSE LOGISTICS FOR
UNIFORMS

Reverse logistics for uniforms is the process of collecting, de-characterizing and reusing the fibers of uniforms that are no longer fit for use by employees. In June 2022, BBTS signed a contract with a company specializing in reverse logistics, to give a sustainable destination to the uniforms used by employees, with the initial delivery of 2000 units.

The reverse logistics process is carried out in several stages. First, the garments are sorted, then washed properly, the trims removed, de-characterized, defibrillated and, finally, the fabric is properly treated so that it can be transformed into new products to be donated or sold (upcycling), avoiding disposal and minimizing waste production.

One of the highlights of contracting out this process is the consequent social impact of the value chain: most of the labor used in the uniform processing stages comes from women in vulnerable situations. These women are trained and work in the cooperatives responsible for upcycling the garments. Thus, in addition to the environmental impact of proper disposal, BBTS Reverse Logistics contributes to the training and income of these vulnerable women.



14. Final considerations: A vision of the future and more sustainable development

In a world that is increasingly aware of the environmental and social impacts of human activities, it is essential that individuals and companies adopt sustainable practices. Preserving natural resources, reducing greenhouse gas emissions and promoting social equality are urgent issues that require everyone's participation.

Companies committed to ESG principles have shown that it is possible to reconcile profitability and social and environmental responsibility. By incorporating sustainable practices into all stages of their operations and considering the environmental and social impacts of their activities, they seek to minimize risks and increase efficiency, generating consistent results over the long term.

At BBTS, the ESG values have already been solidified. The company is committed to proposing new actions for the materialization and internalization of these concepts by each of our employees. But the path is longer than the concept. The company aims to implement concrete actions that represent its commitment to the issue, which is the subject of permanent discussion by the collegiate bodies that make up the governance architecture.



A woman with brown hair tied back, wearing a bright yellow V-neck sweater and large dark earrings, stands with her arms crossed in a modern office setting. The background is filled with green plants and a blurred office environment. A laptop is visible in the lower right foreground.

Intelligent solutions that
generate efficiency.

