



Environmental, Social, Governance and Climate Responsibility Policy

ENVIRONMENTAL, SOCIAL, GOVERNANCE AND CLIMATE RESPONSIBILITY POLICY

1. AREA(S) RESPONSIBLE

- 1.1. Corporate Strategy Management - Geemp

2. SCOPE

- 2.1 This policy guides the behavior of BB Tecnologia e Serviços, considering the specific needs and the legal and regulatory aspects to which BBTS is subject.

3. OBJECTIVE

- 3.1. The purpose of this policy is to establish the set of principles and guidelines to be observed when dealing with the environmental, social, governance and climate aspects inherent in BB Tecnologia e Serviços' activities, products and services, as well as in the company's relationship with its stakeholders, and it is aligned with the other policies in force.

4. REGULATIONS

- 4.1 BBTS's Environmental, Social, and Climate Responsibility Policy is aligned with Banco do Brasil's Social, Environmental, and Climate Responsibility Policy, the Central Bank's Social, Environmental, and Climate Risks and Opportunities Report, CMN Resolution 4,945/2021, as well as the Sustainable Development Goals (SDGs), the United Nations (UN) 2030 Global Agenda, and ESG factors.

5. REVIEW PERIODICITY

- 5.1. At least every three years, or extraordinarily at any time when relevant events occur.

6. CONCEPTS

- 6.1. **RSA:** Acronym for Social and Environmental Responsibility. It is the responsibility that a company or organization has towards society and the environment in addition to its legal and economic obligations.
- 6.2. **Environmental:** Preservation and repair of the environment, including its restoration, where possible.
- 6.3. **Social:** Promoting respect, protection and preservation of fundamental rights and guarantees of common interest.

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- 6.4. **Governance:** Acting with stakeholders such as customers and users; administrators, employees; suppliers and subcontractors; shareholders; investors; and other people impacted by BBTS products, services, activities and processes.
- 6.5. **Climate:** the positive contribution to the transition to a low-carbon economy, and the reduction of impacts that may be associated with changes in climate patterns.
- 6.6. **ESG:** Environmental, Social and Governance. It refers to the three central factors in measuring the sustainability and social impact of an investment in a company or business.
- 6.7. **SDGs:** Sustainable Development Goals. The SDGs are part of a global agenda adopted by the United Nations, with 17 goals, broken down into 169 targets, which aim to promote global action in the areas of poverty eradication, food security, agriculture, health, education, gender equality, reduction of inequalities, energy, water and sanitation, sustainable production and consumption patterns, climate change, sustainable cities, protection and sustainable use of oceans and terrestrial ecosystems, inclusive economic growth, infrastructure, industrialization, among others.
- 6.8. **UN:** Intergovernmental organization created to promote international cooperation.
- 6.9. **Climate Risk:** The possible negative impact that a climatic event could have on an asset, society or ecosystem.

7. ENUNCIATED

- 7.1. We act with social, environmental, governance and climate responsibility based on our strategic definitions, in line with the laws and regulations that govern the matter, and the pacts and commitments we have voluntarily assumed.
- 7.2. Our behavior is based on the adoption of good environmental, social, governance and climate practices, emphasizing that the concept of ESG is broad and must permeate our culture, our way of thinking and carrying out actions in all BBTS activities.
- 7.3. We must adopt an approach in our practices that allows us to identify, measure, evaluate, report, control and/or mitigate risks and opportunities, providing greater business opportunities, adding value to the BBTS brand and that of its controlling shareholder, while always being attentive to environmental, social governance and climate impacts.
- 7.4. We periodically map out, using a risk matrix, the possible negative impacts caused to nature by BBTS' activities and act to reduce, neutralize and/or eradicate the effects.
- 7.5. We continually seek to improve our social and environmental, governance and climate performance.

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- 7.6. We consider sustainability to be the incorporation of environmental, social, governance and climate aspects into business and administrative practices, with the aim of generating value for stakeholders and minimizing any negative impacts of the company's activities on the environment and society. Sustainability also encompasses the ethical and transparent management of the company with its stakeholders and aims for the best governance practices.
- 7.7. We conceptualize socio-environmental risk as the possibility of losses arising from exposure to socio-environmental damage generated by BBTS's activities, either directly or indirectly.
- 7.8. Governance
- 7.8.1. We consider the social and environmental impacts of partnerships with external entities, whether private or public.
- 7.8.2. We have adopted sustainability governance structure and socio-environmental and climate risk management compatible with our size, the nature of business, the complexity of our services and products and the relationships established with our various stakeholders.
- 7.8.3. We engage and empower senior management and our internal public, at all levels, to comply with this Policy.
- 7.8.4. We have adopted exclusion criteria for doing business, contracting goods and services with third parties that subject workers to degrading forms of work or conditions analogous to slavery; that practice the sexual exploitation of minors and/or child labor; and that are responsible for intentional damage to the environment.
- 7.8.5. We operate in line with the best corporate governance practices.
- 7.8.6. We encourage, disseminate and implement sustainable practices in our value chain.
- 7.8.7. We value dialogue, maintaining channels capable of receiving and processing questions, complaints, claims and suggestions, and guaranteeing anonymity.
- 7.8.8. We are committed to transparency and fairness in our actions, providing the market with all the information that we believe generates value for the organization and our stakeholders, in an objective, clear, reliable and timely manner.
- 7.8.9. We seek to generate value for clients and society through our work, stimulating innovation and

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entrepreneurship.

7.8.10. We strive to provide the best customer experience throughout their journey with BBTS.

7.8.11. We prioritize dialogue and the search for solutions to customer and user demands, quickly and accurately, in order to guarantee their satisfaction with our products and services.

7.8.12. We have established partnerships that ensure the same values of integrity, ethics, trustworthiness and respect for the community and the environment.

7.8.13. We work with a focus on the sustainable development and longevity of the company.

7.8.14. We carry out the company's financial operations based on the best market practices and taking into account BBTS policies, mainly the Business Continuity Management Policy (POL908), the Market Risk Management Policy (POL256) and the Credit Risk Management Policy (POL244).

7.9. Environmental

7.9.1. We continually strive to reduce and/or offset greenhouse gas emissions, contributing to the transition to a low-carbon economy.

7.9.2. We periodically promote campaigns to raise awareness about the use of natural resources.

7.9.3. We seek to adopt an approach in our practices that allows us to reduce/eradicate operations and activities that could generate climate change.

7.9.4. We seek to carry out actions that promote the circular economy of the goods and solid waste generated by BBTS.

7.9.5. We correctly dispose of the waste produced by BBTS, including electronic waste and property.

7.10. Social

7.11. Our actions are guided by ethics, the promotion of human rights and fundamental labour rights, the universalization of social rights and citizenship, and respect for the environment.

7.12. We respect, encourage and value diversity and fairness in relationships.

7.13. We support initiatives and establish partnerships that contribute to social inclusion and the reduction of inequalities.

7.14. We encourage and support initiatives aimed at health and well-being of our stakeholders.

7.15. We repudiate conduct that could characterize harassment of any kind.

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- 7.16. We affirm our commitment to eradicating all forms of degrading work.
- 7.17. We promote quality of life at work, prioritizing health and safety at work, considering the individual in their biological, psychological and social dimensions.
- 7.18. We continually seek to improve professional relationships, based on mutual respect and trust, with the aim of maintaining a good working environment.
- 7.19. We help ensure that the potential of our employees and other collaborators can be shared with society.
- 7.20. We work with suppliers who comply with current legislation and must declare and commit to:
 - 7.20.1. Adopt good environmental preservation practices;
 - 7.20.2. Repudiate conduct that could characterize harassment of any kind;
 - 7.20.3. Respecting the Universal Declaration of Human Rights and fighting discrimination;
 - 7.20.4. Obey and ensure that its employees, representatives and suppliers obey all legislation, rules and regulations applicable to social and environmental responsibility;
 - 7.20.5. Disseminate sustainability practices throughout the supply chain;
 - 7.20.6. Recognize, accept and value the diversity the people who make up the company;
 - 7.20.7. Adopt practices to prevent and combat corruption, bribery or any type of illicit act;
 - 7.20.8. Act ethically and transparently with all stakeholders

8. APPROVAL

- 8.1. Through Technical Note 2022/0252, this policy was considered by the Executive Board on October 17, 2022 and approved by the BBTS Board of Directors (Conad) on October 27, 2022.