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Global Compact 2022

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MESSAGE FROM THE BOARD OF DIRECTORS

BBTS, aligned with the purpose of "connecting people and technology for the development of society" through intelligent solutions, seeks to have a positive impact on the ecosystem. It uses technology as an instrument to simplify processes and increase the value generated by services.

During the 2020-21 period, the global threat posed by the Coronavirus pandemic was present, requiring quick reactions and innovative solutions in adverse and uncertain conditions. Faced with this scenario, care for the internal public has been reinforced and various solutions have been implemented, both to protect health and income. Among these actions, we can highlight the possibility of home office for all those who worked in functions compatible with remote work, the payment of home office allowance, the anticipation of vouchers and benefits and campaigns to promote dialogue with people who, as a result of social distancing, were more emotionally impacted.

Despite this scenario, it should be noted that in 2021 the company recorded the highest net profit in its history.

The amount is in the order of R\$ 64 million, a result influenced by the better performance of the businesses linked to the Infrastructure and Availability and Digital Solutions portfolios, as well as better efficiency in the management of administrative expenses.

No less important is the commitment to sustainability. It is guided by the BBTS Positive Agenda, which has six pi-

It proposes measures and actions to be carried out in 2021 and 2022. The aim is to promote a culture of sustainability throughout the entire workforce.

The Sustainability Forum, which works to develop actions aimed at meeting the 17 Sustainable Development Goals (SDGs), was intensified and the Diversity and Inclusion Forum was set up.

In addition, BBTS has been certified by Certigov. This seal reinforces the concern with its anti-corruption and anti-bribery policies and attests to the fact that the institution is guided by an ethical culture throughout its business ecosystem, which includes various channels, resellers and partners.

Participation in the domestic market has increased. This is the result of new prospecting with Banco do Brasil, its Related Entities, the Government and the private market. At all times, the search is on for the best practices in each segment. Teams are dedicated to the evolution of the products - sales and production teams, and operations teams.

In this context, it is important to note that this Board of Directors is always attentive to improving corporate practices, as well as to the importance of generating value individuals, the environment and society. We want to be agents of change and establish partnerships that generate positive transformations for the world.

We work to connect people and technology. We work to contribute to the development of society.

MESSAGE FROM THE PRESIDENT

I express and ratify BB Tecnologia e Serviços' (BBTS) continued support for the ten principles of the Global Compact and its mission to promote corporate sustainability with regard to human rights, labor, the environment and anti-corruption measures.

BBTS believes that, with creativity and attitude, it is possible to find a solution for everything. The company is committed to making the Global Compact and its principles part of its strategy, culture and day-to-day operations. We are also engaged in corporate projects that promote the broader development goals of the United Nations, in particular the Sustainable Development Goals.

In support of public accountability and transparency, I pledge to widely disseminate our Communication on Progress (COP).

Flávio Augusto Corrêa Basílio
President
BB Technology and Services

BB TECHNOLOGY AND SERVICES

We are a company that offers innovative solutions adapted to the needs of each business.

A direct subsidiary of Banco do Brasil, BBTS has 35 technical assistance centers and more than 3,000 employees, providing a wide range of services. It operates in the areas of technical assistance for banking automation equipment, alarm systems, revolving doors and closed-circuit TV, as well as a communications platform with IP telephony management, audio and video conferencing. BBTS also has an omni-channel platform for integrated, modular and scalable relationship channels. It offers its clients call services - contact, sales and collection -, professional SMS messaging brokerage solutions, e-mail marketing and variable data printing services. It has quality services, cognitive artificial intelligence and advanced analytics, software factories in Belém, Brasília and Goiânia, as well as a datacenter structure in Brasília and São Paulo.

The history of BB Tecnologia e Serviços goes hand in hand with the history of technology in Brazil. Pioneering is in our DNA. We started out in the 1970s - when we were Cobra Computadores e Sistemas Brasileiros - manufacturing the first genuinely national computers.

Almost half a century later, as a company that is now part of the Banco do Brasil Conglomerate, we continue our innovative roots. Last year was a year of success and great results.

We are BBTS!

POSITIONING INSTITUTIONAL

We believe that, with creativity and attitude, we can find solution for anything!

PURPOSE

Connecting people and technology for the development of society.

VALUES

Empathy: this is the ability to feel what the other person is feeling, which is necessary to understand the customer's pain and deliver the ideal solution for them.

Ethics: moral values that guide human behavior. It must be present in all relationships.

Innovation: being creative, thinking of something new or in a way that hasn't been thought of before. Innovation is turning ideas into value.

Ownership Sense: having self-responsibility, delivering your best regardless of the activity.

Simplicity: knowing how to value what really matters, stripping away unnecessary complexities.

Versatility: being flexible, adaptable and multi-purpose; thinking differently or outside the box, finding different solutions for different situations.

BBTS MANIFESTO

We believe that there is a solution for everything and if it's not ready... we discover it, invent it, reinvent it and do it.

For us, cutting-edge technology is technology that goes from end to end. One that understands and meets our customers' needs.

We're here to open doors

- for people
- for technology
- for new opportunities
- for the new.

We want to be your strategic partner:

- making business flow more intelligently
- help you offer the best experience for your customers,
- contribute together to the development of society.

BBTS, opening doors to the future!

BBTS 2026 EVOLUTION

This is the name of **BB Tecnologia e Serviços' Corporate Strategy** for the years 2022-2026, which consists of a Business Plan, Strategic Objectives, Corporate Indicators and Targets, Digital Evolution and People Evolution.

BBTS Evolution 2026 presents the strategic directions resulting from the studies and diagnoses identified, taking into account customer needs, the market context and the main trends for the next five years.

As the main corporate management tool, BBTS Evolution is designed to raise the level of organizational maturity and induce sustainable behavior and performance from managers and employees.



STRATEGIC MAP

Built on the BSC (Balanced Scorecard) strategic management model, it is made up of four axes: Results, Customer Experience, Process Intelligence and Human Capital. BBTS adapted the model and included the Sustainability axis.

For each of the axes, the BBTS has assigned an objective to be pursued during the period, as shown in the table below:

BBTS EVOLUTION 2026	
Clients	Strengthen the relationship with BB and expand the client portfolio
Results	Generate sustainable results, with management expertise and business intelligence
Process Intelligence	Accelerating digital transformation to optimize resources and speed up decision-making
Human Capital	Strengthening the organizational culture with a focus on employee satisfaction and experience
Sustainability	Strengthen BBTS as a sustainable and humanized company

PREVENTING AND FIGHTING CORRUPTION

Efforts aimed at integrity and compliance have been constantly reinforced through the annual review of the Internal Control and Compliance Policy and the Compliance Program.

Approved by the BBTS Board of Directors, the Company's Compliance Program is the result of its commitment to preventing and combating corruption, and is in line with the Code of Ethics, Rules of Conduct and the Company's internal policies, such as the Policy for Preventing and Combating Corruption, Money Laundering and Terrorist Financing.

The program was drawn up in line with the best market practices and aims to achieve a state of compliance and business sustainability, making it possible to increase the prevention of illegal acts, reduce financial losses and damage the institution's reputation, taking into account the following pillars:

- Commitment and support from the top administration;
- Risk assessment and monitoring regulatory;
- Code of Ethics, Standards of Conduct, Integrity Policies and Practices;
- Training and communication;
- *Due diligence*;
- Internal controls;
- Complaints channel;
- Internal investigations and management of consequences;
- Monitoring the program;
- Diversity and Inclusion;
- Health and safety at work;
- Environmental, social and governance;
- Press relations.

The Compliance Program is periodically evaluated by the Risk, Compliance and Control Management in order to measure its effectiveness and compliance with the law and to identify opportunities for improvement.

Improvement actions are periodically monitored and reported to senior management so that any corrections can be implemented to ensure the effectiveness, efficiency and efficacy of the program.

Points of attention arising from monitoring can be the subject of action plans, so that any weaknesses identified can be corrected and the Integrity Program can be updated according to the need identified.

BBTS' internal controls and risk management model

The model adopted by BBTS provides for control activities to be divided into three lines that act in an integrated manner.

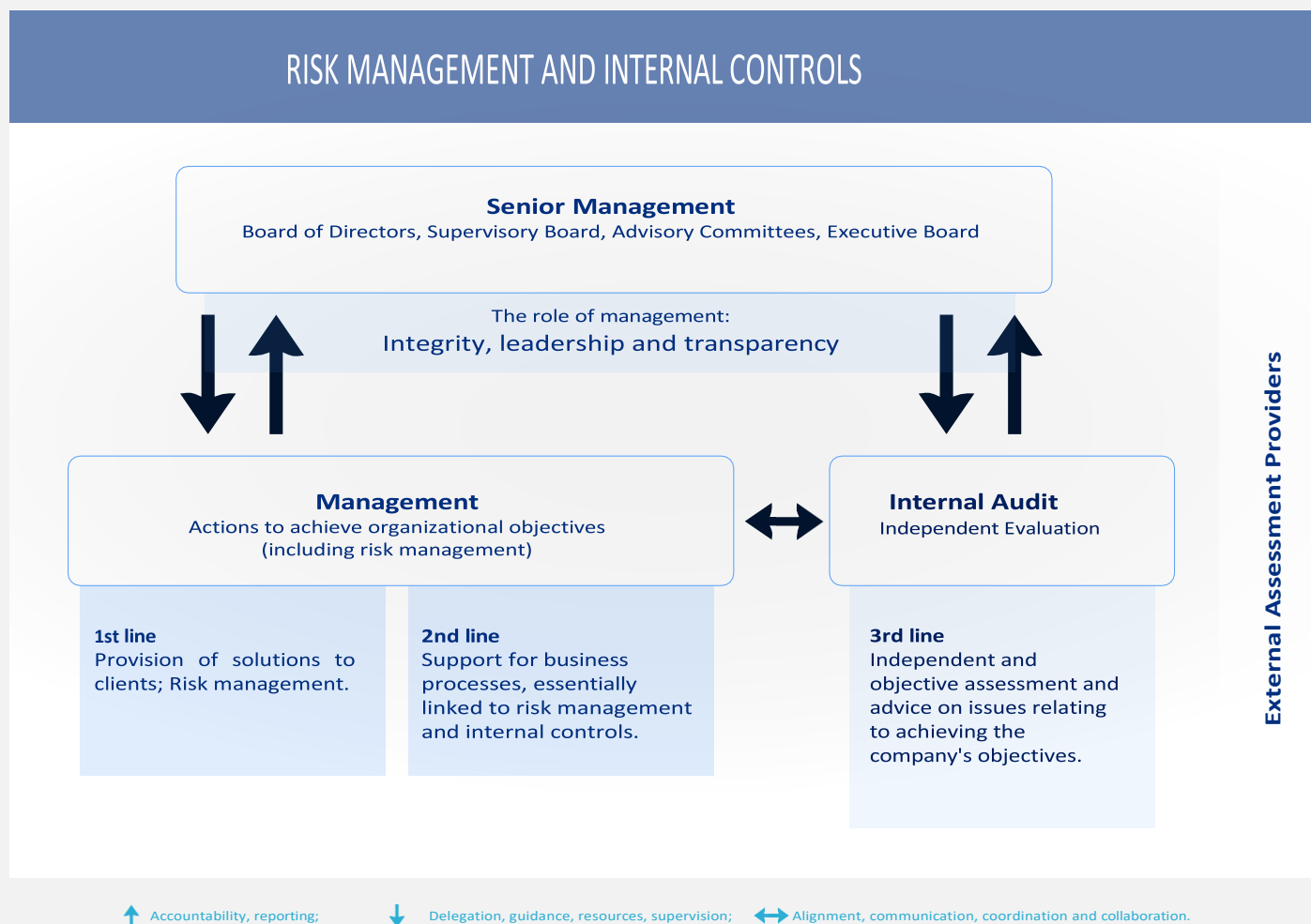
The 1st line provides clarity on the responsibility of business and process managers in terms of risk management and control. They are the *risk owners* and are responsible for managing them. To fulfill their duties, they use a transaction-based approach, with continuous periodicity. This line must guarantee compliance with laws and regulations, avoid inadequate execution of processes and the occurrence of unexpected events. It corresponds to the various areas/managements, which are responsible for the company's processes.

The 2nd line is made up of support functions for the processes and businesses essentially linked to risk management and

internal controls. It includes functions that help mitigate first-line risks, such as organization (strategic, reputational and socio-environmental risk), *compliance* (operational and compliance risk), legal legal risk), controlling (credit, market, liquidity and model risk) and security (IT, IS and cyber risk). It operates with a risk-based approach, either continuously or periodically. It is the second line that monitors the first line by assessing the compliance and effectiveness of the risk management practices adopted.

The 3rd line is the responsibility of the Internal Audit (Audit), whose work is characterized by full independence and a risk-based approach, carried out on a regular basis.

THREE LINE MODEL:



As a complement to the risk governance and internal control structure, BBTS has an Executive Internal Control and Risk Management Committee (Coris), which meets monthly and supports the Board of Directors in making decisions risk management and business continuity, as well as an independent Audit Committee, thus aligning itself with the best risk management and internal control practices of the market and of the Company, Banco do Brasil. The governance model also involves other executive committees, which will be described in this document.

Efforts aimed at integrity and *compliance* have been constantly reinforced through the annual review of the Internal Controls and Compliance Policy and the Compliance Program.

The Policy for Preventing and Combating Corruption, Money Laundering and Terrorist Financing is also reviewed annually and approved by the Board of Directors. These are permanent themes addressed with the aim of establishing guidelines and orientations for the development of prevention, monitoring and combat practices to be observed in the conduct of business and operational activities, ensuring integrity, transparency and compliance in the company's processes.

With regard to the controls adopted to ensure the preparation of reliable financial statements, the Organization has an independent external audit, which assesses the statements and internal controls on a quarterly basis, striving for transparency, integrity and reliability of the information, in line with current legislation.

With regard to protecting the interests of shareholders, the Audit Board plays an important role in risk management, since it is responsible for verifying compliance with legal and statutory obligations, with the aim of maintaining the company's financial health and future profits and dividends.

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. In this way, BBTS demonstrates to its customers, partners, suppliers, employees, shareholders and society that it has mechanisms for preventing, detecting and combating illegal acts and those contrary to the principles of ethics and integrity in business, as well as complying with the applicable legal requirements.

Finally, BBTS adopts the best security practices to guarantee the integrity and confidentiality of the data collected. In addition, all personal data is only used for legitimate, lawful purposes related to the activities carried out, always observing compliance with the LGPD (General Data Protection Law - Law 13.709/2018), current legislation and good market practices.

risk factors

BB Tecnologia e Serviços' Risk Management Policy is reviewed annually by the Board of Directors and presents the principles and guidelines that guide the company in carrying out its activities and managing the types of risks to which it is subject:

- Operational risk
- Credit risk
- Liquidity risk
- Market risk
- Sustainability risk
- Reputational risk
- Legal risk

- Strategy risk
- Cyber risk
- Information technology risk
- Supplier risk
- Compliance risk

The risks identified are monitored continuously, using indicators, with the aim of verifying that the existing controls are effective, that the mitigation actions are being implemented in accordance with the agreed timetable and that they are sufficient to keep the limits within appetite.

The risk profile is defined annually by the Administration.

As an improvement in risk management, BBTS has instituted, since the last progress report, the Integrated Stress Test for Supplier, Legal, Cyber and Operational Risks.

CODE OF ETHICS, CONDUCT AND INTEGRITY

The Code of Ethics, Conduct and Integrity, available on the Company's intranet and website, is applied:

- To all the company's employees, regardless of position or function;
- To the members of the Board of Executive Officers, the Board of Directors and the Audit Board and the members of their advisory committees;
- To all employees and civil servants or employees of other bodies or entities of the Public Administration, even if unpaid, who are assigned to BB Tecnologia e Serviços.

The Code of Ethics, Conduct and Integrity is also applied to employees - trainees, apprentices, managers and employees of contracted companies, so that those acting on behalf of BBTS have no doubts about

the behavior expected by the company.

In October 2021, the BBTS Board of Directors approved the reform of the BBTS Ethics and Discipline Committee, which is now subordinate to the Board of Directors, and set up the Regional Ethics Committees. These adjustments met the essential legal requirements and kept the company in line with the Code of Ethics for Federal Public Servants, the BBTS Code of Ethics, Conduct and Integrity and the Code of Ethics of its controlling shareholder, Banco do Brasil.

The Ethics Committee is made up of six effective members, made up of BBTS Directors and Executive Managers, and investigates, ex officio or upon complaint, facts or conduct in breach of the relevant Ethical Standards, thus complying with the rules contained in Resolution 10 of the Public Ethics Commission (CEP).

As a consequence of this act, the BBTS Ethics and Discipline Committee set up three (03) regional ethics committees on a permanent basis, namely São Paulo and the South, the Midwest and the North, and the Southeast and the Northeast.

The São Paulo and South commission is made up of the states of São Paulo, Paraná, Santa Catarina and Rio Grande do Sul;

The Midwest and North, through the states of Goiás, Mato Grosso, Mato Grosso do Sul, Amazonas, Pará, Rondônia, Tocantins, Roraima, Acre, Amapá, Ceará, Maranhão, Piauí and the Federal District;

The Southeast-Northeast commission includes the states of Alagoas, Bahia, Paraíba, Pernambuco, Rio Grande do Norte, Sergipe, Espírito Santo, Minas Gerais and Rio de Janeiro.





The Ethics Committee's main role is to provide guidance and advice on the professional ethics of employees in their dealings with people and public assets, and it is responsible for finding out about any accusations or procedures that could give rise to censure. The committees carry out preventive activities by means of educational actions and the investigation of facts or conduct incompatible with the Ethical Standards with regard to employees working in their region, except for those the first, second and third management levels. The representatives of these commissions are chosen by election through nominations and voting, which are open to all employees and widely publicized.

In May 2022, the Code of Ethics, Discipline and Integrity was also revised and the new version was approved by the Board of Directors. The main changes consisted :

- a. Incorporation of the Norms of Conduct that already existed in the company into the new Code;
- b. Adaptation of the Code to the new formation logic of the Ethics and Discipline Committees and Regional Ethics Commissions;
- c. Adaptation of the principles of the Code of Ethics, Conduct and Integrity to the principles declared by Banco do Brasil, the company's parent company, in its Code of Ethics 2022/2023;

d. Inclusion of the chapter on Relations with Shareholders;

e. Inclusion of the ban on making purchases or contracts with individuals or companies whose director or partner, who holds more than 5% (five percent) of the capital, is a BBTS director or employee;

f. Inclusion of a specific chapter on Relations with Government and Public Agents, based on the good practice recommended by the Federal Government Program.
- Pro-Ethics;

g. Creation of a new human rights approach, in which BBTS declares its commitment to respect, raise awareness of, prevent violations of and promote human rights in its activities;

h. Inclusion of conduct guidelines for situations where parallel activities are carried out, in the Conflict-of-Interest chapter;

i. Inclusion of a reference to the Talk to the Audit Committee complaints channel.

The current Code of Ethics, Conduct and Integrity addresses issues such as:

- Principles of the Code of Ethics, Conduct and Integrity ;
- Relationship with BBTS stakeholders
- Relations with shareholders;
- Relations with employees and collaborators;
- Relations with suppliers
- Relations with government and agents public;
- Human rights;
- Conflict of interest;
- Gifts, hospitality, sponsorship, events and donations;
- Responsible use of social media;
- Complaints and non-compliance.

BBTS's business must be guided by honesty, responsibility, transparency, respect and observance of the following principles

social and environmental impacts when carrying out activities.

Honesty: BBTS expects the conduct of its employees to be based on honesty. They must only do what is right, act in a good manner and be honest.

-The Board of Directors must act faithfully, with integrity and sincerity in matters affecting the duties and interests of BBTS.

Responsibility: Each BBTS member is responsible for their actions and decisions. Regardless of their position, they must be responsible for creating a transparent, respectful and safe environment, so that business is ethical and sustainable. It is also their responsibility to ensure that irregular acts do not occur at BBTS.

Transparency: BBTS ensures the **transparency** of its actions. Information must be complete, accurate and clear. The trust its partners is linked to the free access BBTS gives to the information in its reports and decision-making. Secrecy and confidentiality of information permeate and are required in BBTS' actions. Actions carried out deliberately in secret are unethical.

Respect: BBTS does not accept disrespect for people's dignity, equality, diversity or privacy. The work environment must be a place of professionalism, where different cultures and understandings of the world are respected and where respect for the laws and regulations in force is a priority.

The document is revised periodically in order to reinforce the concepts and guidelines for relationships with employees, customers, suppliers and other BBTS stakeholders.

incident management

ILLICIT REPORTING CHANNEL

BBTS provides safe and reliable channels, encouraging its employees and other stakeholders to report any situation that indicates a known violation or potential violation of ethical principles, policies, rules, laws and regulations or other improper conduct.

Complaints can be registered through Fala.BR - the Ombudsman's integrated platform, through SIC, which serves internal and external audiences, by e-mail, telephone or in person at BBTS headquarters, if the complainant is interested.

Ombudsman:

Internet: [Fala.BR](https://fala.bbts.com.br)

Address: SEPN 508, Bloco C, Lote 7 - Asa Norte, Brasília/DF (4th floor) Telephone: (61) 99851-3650.

E-mail: ouvidoria@bbts.com.br

BBTS has made available to its staff the Ombudsman's Handbook, with basic guidelines on how the channel works. The document also reinforces the prohibition of reprisals against those involved in internal investigations and whistleblowers, as well as clarifying recurring points of doubt regarding the flow receiving and handling complaints.

Clean Company

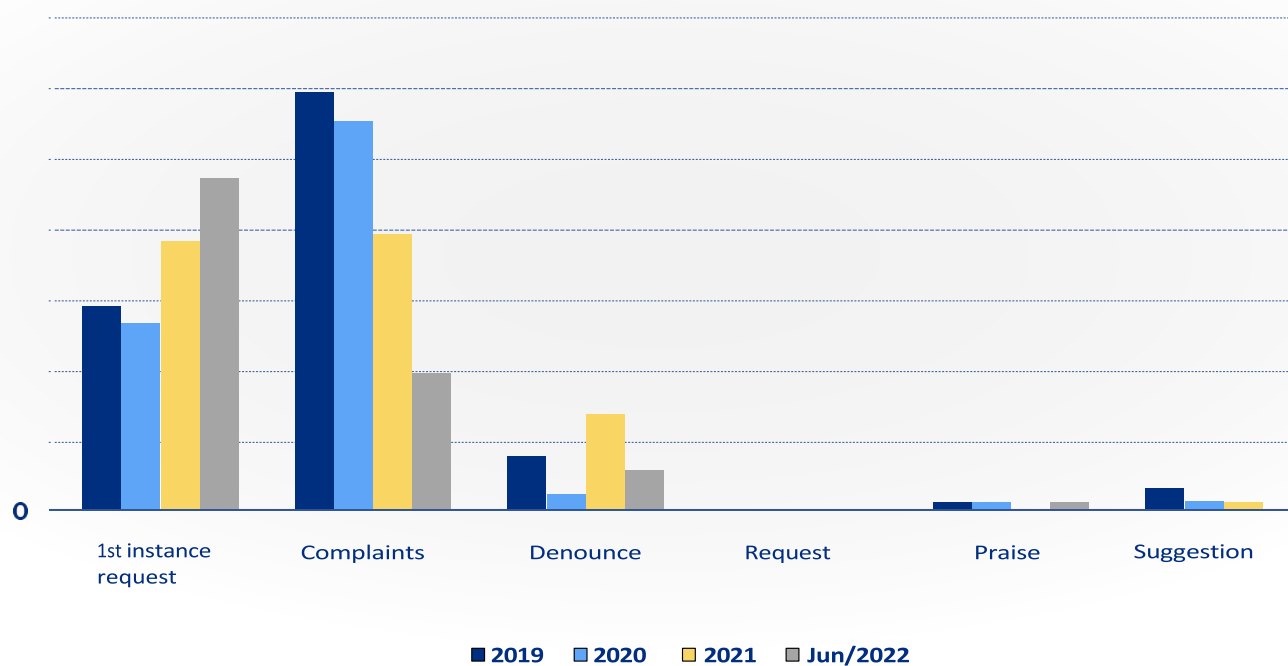
Aimed at complaints regarding acts that qualify as corruption carried out by a legal entity, based on Law No. 12,846/2013, and which involve BBTS.

"Talk to the Audit Committee"

Intended exclusively for indications of fraud, suspected corruption or ethical misconduct; non-compliance with laws, regulations and internal codes; non-compliance with internal controls or irregularities of an accounting nature; the work of internal and external audits.

MANIFESTATIONS FROM THE AUDITOR'S OFFICE

statements from the ombudsman's office



MANIFESTATIONS IN NUMBERS

Demonstration	2019	2020	2021	Jun/22
1st instance request	125	115	167	205
Complaints	260	242	171	84
Denounce	32	8	57	22
Request	0	0	0	0
Praise	3	3	1	3
Suggestion	12	3	4	2
Total	432	371	400	318

Whistleblowers are protected from any reprisals may arise from their statements and can report anonymously.

Disciplinary Control (correctional activity)

Disciplinary Control is the process that governs discipline in relation to employees and ex-employees who have been involved in irregularities. Thus, when violations of regulations are identified, either through complaints or as a result of monitoring actions, BBTS identifies the circumstances and consequences of the irregularity committed, which may result in the application of administrative measure or disciplinary sanction to the person involved. The BBTS has specialized investigative bodies that conduct the investigation, and there are separate and independent bodies, also specialized, for analyzing and judging the disciplinary procedure.

Disciplinary procedures, as well as resulting in the application of an appropriate solution to those involved, promoting their awareness and the opportunity to reposition themselves, where appropriate, provide input to the various managers for identifying, evaluating and correcting any weaknesses in the process, product or service that is the subject of the irregularity, or regulatory gaps and inconsistencies, promoting their improvement. The information from the disciplinary action serves as input for improving the Compliance Program.

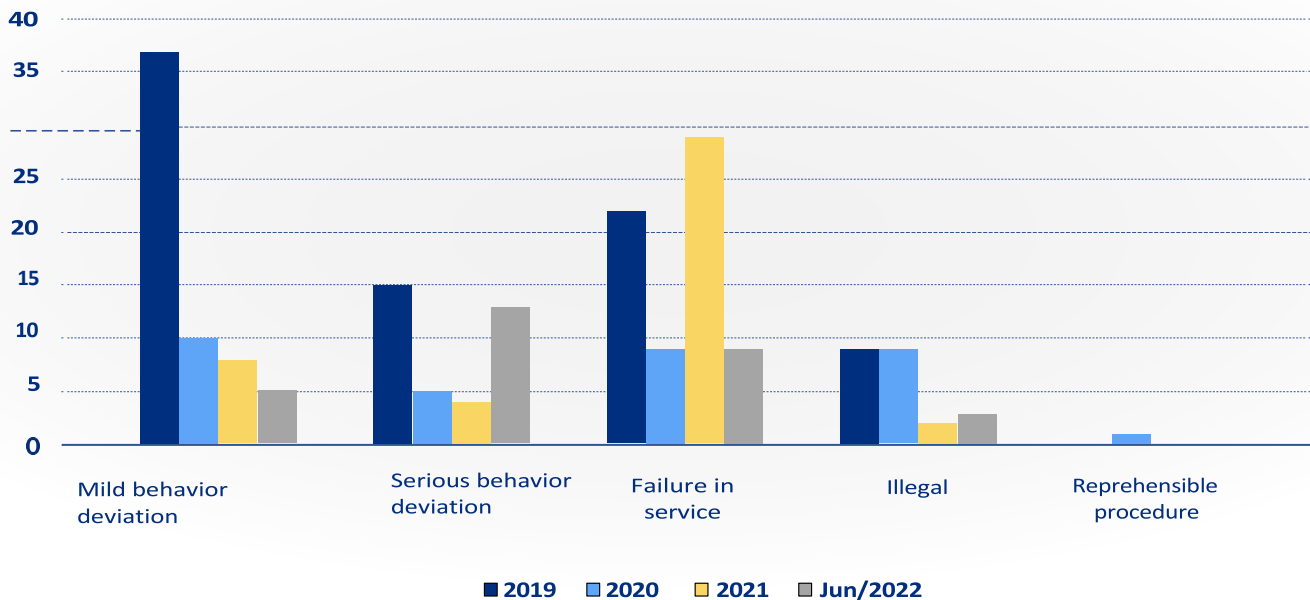
Disciplinary measures in the event of violations of the Code of Ethics and Standards of Conduct and the Integrity Guide are based on the internal standard NI116 - Disciplinary Regulations, which defines the rules for establishing the initiation of action.

disciplinary procedure to investigate irregularities committed by an employee or ex-employee and apply the disciplinary sanctions provided for in the regulations. There are four types of irregularities that can be analyzed: failure to perform, behavior, job abandonment and unlawful acts.

Illegal activities include the following categories:

- Fraud - an act committed with the intention of deceiving, using malicious artifice, manipulation, falsification, adulteration, suppression or addition of information, records or documents. It is therefore an act preceded by intent and bad faith. This includes fraud, as defined in the accounting standards.
- Misappropriation - the act of transferring to oneself movable property that was in one's custody or trust, without the owner's consent. For example: cash.
- Breach of confidentiality - the act of violating the duty of confidentiality of information (registration, banking, business or professional).
- Theft - the act of clandestinely taking the property of another, for oneself or for a third party, without the owner's consent and without threat or violence.
- Robbery - the act of attacking a person or thing with threats or violence, with the aim of taking property for oneself or for a third party, by committing robbery, even if this does not take place.
- Irregular conduct - non-compliance with the Standards of Conduct and/or the Anti-Corruption Policy, causing risks to the image and security of BBTS.

DISCIPLINARY CONTROL



ADMINISTRATIVE REPAYMENT PROCEDURE

In order to investigate the practice of a harmful act that qualifies as corruption, classified in article 5 of Law 12.846/2013, by a legal person against the BBTS, an Administrative Accountability Process (PAR) can be initiated. Prior to the PAR, it may be necessary to initiate Preliminary Investigation Process to initially ascertain evidence of wrongdoing and materiality of harmful acts committed by the legal entity against BBTS' assets.

If it is found, during the course of the Administrative Process or Disciplinary Control, that there is evidence of an infringement of Law 12.846/2013 - the Clean Company Act or the Anti-Corruption Act, an Investigation Process and an Administrative Accountability Process (PAR) will also be set up to investigate any harmful acts committed by the legal entity and apply the sanctions provided for in the Act.

structured disciplinary control procedure

BBTS has a structured process for Disciplinary Control with the aim of identifying the circumstances and consequences of irregularities committed by employees, in order to delimit their participation and hold them accountable. This process also aims to provide an opportunity for the repositioning and improvement of the employee, where appropriate; to re-establish internal order and improve services; to quantify losses and provide managers with information on irregularities practiced within the company, in order to mitigate risks arising from weaknesses in BBTS products, systems, processes or services.

GOVERNANCE AND SUSTAINABILITY

annual letter on public policies and corporate governance

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

The annual preparation of the Charter aims to explain the BBTS's commitments to achieving public policy objectives, in compliance with the collective interest or national security imperative that justified the authorization for their respective creation, with a clear definition of the resources to be used for this purpose, as well as the economic and financial impacts of achieving these objectives, measurable by means of objective indicators.

Among the other information that the company publishes in its annual letter is the following:

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

CORPORATE GOVERNANCE CODE

BBTS's Corporate Governance Code, available on the company's website, provides an overview and simplified consultation on the use of the

principles of best practice in application within BBTS, such as:

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

All of the company's boards are made up of Brazilians who have extensive knowledge, including of the best Corporate Governance practices, experience, moral integrity, an unblemished reputation and technical capacity compatible with the position.

In 2021, BBTS's Advisory Committees were reformulated, including the participation of at least one statutory member (among Directors and Chairman), reinforcing BBTS's commitment to the best Corporate Governance practices.

By adopting the best governance practices, BBTS converts basic principles of Corporate Governance into objective recommendations, aligning interests with the aim of preserving and optimizing the long-term economic value of the Organization and contributing to the quality of the Organizations management and its longevity.



directors' remuneration

The Executive Board is remunerated taking into account their responsibilities, the time dedicated to their duties, their skills, professional reputation and the value of their services in the market, in order to maximize the Company's results in a sustainable manner over time.

The amounts are defined on the basis of market research, internal balance, responsibility and the company's performance, among other factors. Total remuneration includes fixed remuneration, variable remuneration and benefits, and the Variable Remuneration Program aims to recognize the efforts of managers in building the results achieved, based on performance calculated according to indicators linked to the Corporate Strategy.

In line with the Sustainability axis of our Strategy, the payment of Variable Remuneration is made in deferred installments, as an additional stimulus for the actions of the directors aimed at the sustainability and longevity of BBTS.

BB TECHNOLOGY AND SERVICES' COLLEGIATE STRUCTURE

The General Meeting is BBTS's highest decision-making body. It is the direct participation body through which the shareholders deal with the Organization's major decisions.

The Board of Directors (Conad) is a collegiate decision-making body responsible for setting the general direction of BB Tecnologia e Serviços' business and performs strategic duties, always looking out for the Company's best interests. The Board of Directors monitors the performance of the Executive Board and is also responsible for checking that business decisions and actions are aligned with the Company's Corporate Strategy.

The purpose of the **Audit Committee (Coaud)** is to advise the Board of Directors on the exercise of its auditing, supervision and oversight functions. The Coaud has an exclusive channel for receiving complaints, including confidential ones, both internal and external to the company, on matters related to its activities. This is "[Talk to the Coaud](#)".

The Fiscal Council (Cofis) is established by the General Meeting as a supervisory body and its work is independent of the Executive Board and the Board of Directors. Through the principles of transparency, fairness and accountability, the Fiscal Council seeks to contribute to the best performance of BBTS.

The Executive Board (Direx) is the body responsible for managing BB Tecnologia e Serviços. The Executive Board is responsible for complying with and enforcing the Company's Bylaws, the resolutions of the General Shareholders' Meeting and the Board of Directors. The Executive Board manages the Company's activities and evaluates its results, monitoring the sustainability of the business, strategic risks and the respective mitigation measures, preparing management reports with management indicators.

The purpose of the Management Committees (Cadmis) of each board is to advise the Executive Board, within the limits of its powers, by means of a simpler and more agile decision-making process.

The Administrative-Operational Committee (Caope) is responsible for monitoring the company's economic and financial performance, deciding, within the limits of its powers, on acquisitions and investments.

The Internal Controls and Risk Management Committee (CORIS) monitors and assesses the company's risks.

The purpose of the IT Governance and Business Management Committee (Cotin) is monitoring the evolution of activities related to business development, prioritizing the distribution of BBTS's IT resources and seeking improvements that enable synergies, cost reductions and an increase in the level of quality in the products and services offered to the market.

The purpose of the People Management Committee (Cogep) is to propose improvements related to human development and processes related to people management, culture and organizational climate.

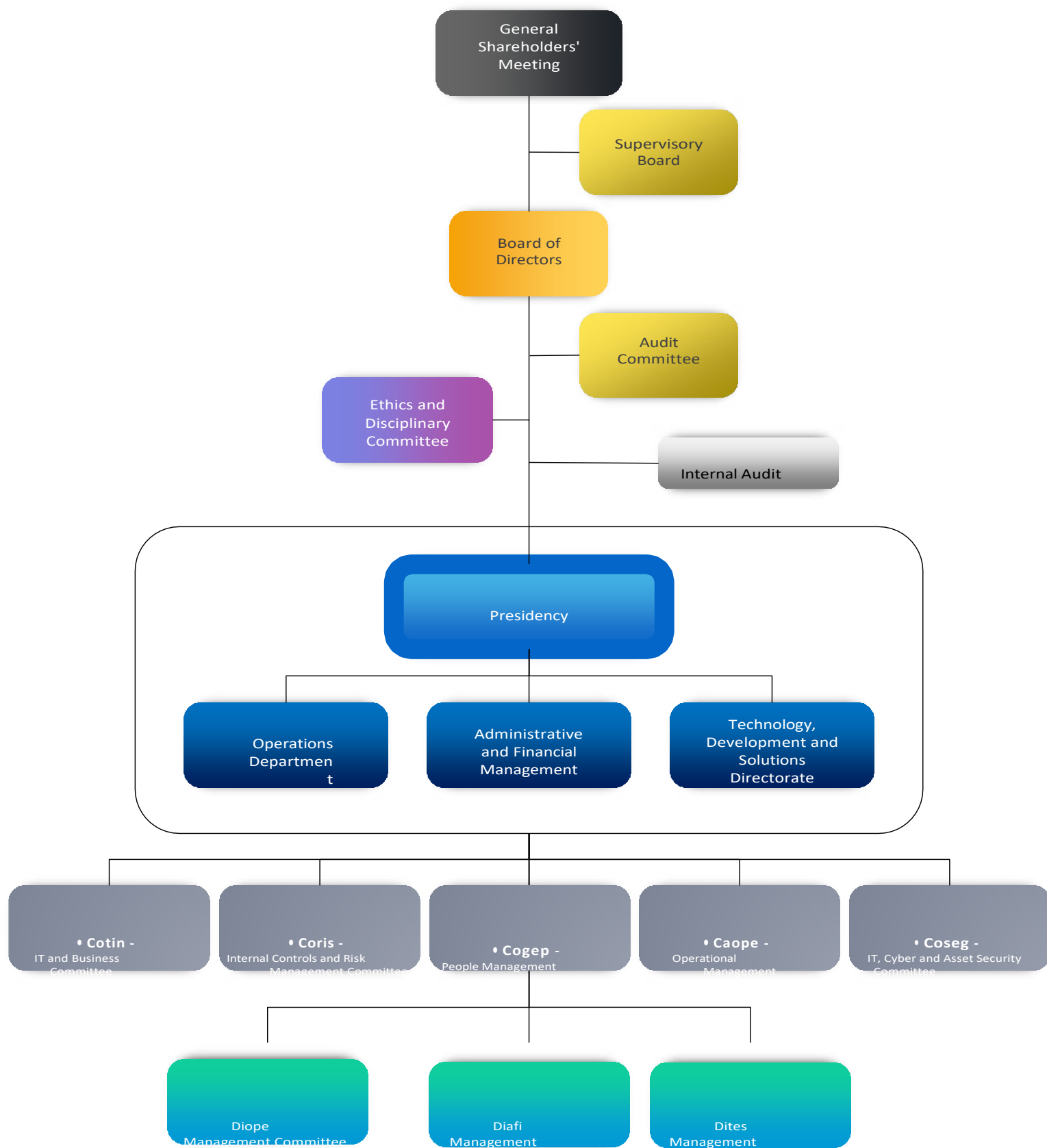
The purpose of the IT, Cyber and Asset Security Committee (Coseg) is to give its opinion on matters relating to Information Security and ICT risks, ensuring that the ICT area operates at the highest level of security for the protection of information.

The Ethics and Discipline Committee reports to the Company's Board of Directors and its aim is to reorganize the structure in order to improve the processes and mechanisms for preventing illicit acts and irregularities related employee behavior practices. It must also promote an ethical culture at BBTS and provide advances in the relationship of trust and effectiveness in dealing with conflicts and dilemmas.

The Internal Audit (Audit) reports directly to the Board of Directors and contributes to improving the company's operations by carrying out periodic, independent audits of internal processes.

The creation of forums is the prerogative of the Advisory Committees to the Executive Board, whether permanent or temporary, with the aim of advising the Committees on specific issues. Currently, BBTS has the Sustainability and Diversity and Inclusion forums, both of which focus on the sustainable development of the organization considering ESG aspects, as well as the Safety Forum and the Innovation Forum.





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), the United Nations (UN) Global Agenda 2030 and the ASG philosophy;
- Respects, encourages and values diversity and fairness in relations;
- Encourages, disseminates and implements sustainable practices in its value chain;
- It continually seeks to improve its social and environmental performance and to 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 social inclusion and the reduction of inequalities;
- It repudiates conduct that could characterize as-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.

SOCIOENVIRONMENTAL RESPONSIBILITY

The Corporate Strategic Plan approved in 2021 directs BB Tecnologia e Serviços for the years 2022 to 2026 - BBTS Evolution 2026, has an Axis dedicated to Sustainability and states, as one of its strategic objectives, the need to "strengthen BBTS as a sustainable and humanized company".

The company's Massive Transformative Purpose (MTP) also reflects this quest for sustainable development. "Connecting people and technology for the development of society", is the company's statement on how it





intends to positively impact the ecosystem to which it belongs - be it society, clients, organizations or people with whom it interacts, making technology an instrument for simplifying people's lives, reducing bureaucracy and increasing the value generated by services, whether public or private.

Since 2015, BBTS has prepared and published an annual Social and Environmental Responsibility Report, which can be found on the company's website.

From 2021, with aim of strengthening BBTS as a sustainable and humanized company, the name of the report was changed to "Sustainability Report". The document includes the practical actions carried out by the company, taking into account the ESG factors - Environmental, Social and Governance.

Also in 2021, processes and practices and, consequently, organizational documents were reviewed to enable better monitoring of the sustainability issue at the company. Within this scope, the following should be highlighted:

- The complete reformulation of the BBTS Sustainability Policy, with the inclusion of Climate Risk;
- Preparation of the Sustainability Risk Matrix, mapping the main socio-environmental risks;
- The approval of the BBTS Positive Agenda, based on the 6 transversal pillars of Corporate Governance: Ethics and Integrity, Diversity and Inclusion, Environmental Social, Innovation and Transformation, Transparency and Accountability and Boards of the Future;
- The formal declaration support for the Positive Agenda of the Brazilian Institute of Corporate Governance;
- The consolidation of the Sustainability Forum, to which a Work Plan and Internal Regulations were assigned, and which was linked to an Advisory Committee to the Executive Board, with the aim of improving the engagement of the Forum's members, expanding its activities and engaging employees with social and environmental issues;

- The assignment of a Work Plan and Internal Regulations to the Diversity and Inclusion Forum, which also reports to an Advisory Committee to the Executive Board;
- The implementation of the *home office* allowance for employees working remotely, as a measure to prevent and combat the Covid-19 pandemic;
- Active participation in the Banco do Brasil Foundation's Social Technology Award, acting in the selection of finalists and on the panel for the final award;
- The reformulation of the Global Compact's Communication on Progress, which now includes more management information, such as the percentage of women, blacks and browns in management positions, commitments to the 2030 Agenda, use of clean energy, measures to reduce energy and water consumption, and others.
- Digitization of more than 70 processes interns;
- The obligation to provide information on social and environmental risk when making proposals for contracts;
- The inclusion of climate risk topics in the Sustainability Forum debates;
- The creation of the Communication and Self-Development Teams (Ecoa) instagram, @Ecoabbts, guarantees another channel for disseminating the sustainable culture among our employees;
- The creation of an anti-bribery policy and preventing and fighting corruption;
- A ban on the purchase and elimination of the use of disposable cups in BBTS units;
- The signing of the contract for the partial offsetting of CO² from the BBTS technical trip;
- The signing of a contract to implement reverse logistics for uniforms, which is expected to start in the second half of the year;

- The revision of the BBTS Integrity Guide, including the procedures for preventing and combating money laundering, financing terrorism and fighting corruption;
- Broad dissemination of the BBTS Compliance Program among employees;
- The preparation of the BBTS Sustainability Booklet, with a focus on senior management;
- The holding of the "ASG Workshop" on a regular basis, open to all BBTS members;
- The adoption of measures to encourage the promotion of gender and race equality in all of the company's results induction programs;
- The structuring and standardization of de-e-waste and material goods;
- The call for tenders for the accreditation of cooperatives, with the aim of speeding up the process of disposing of electronic waste, is nearing completion.

In addition, BBTS carries out awareness-raising activities with the aim of training and engaging employees, directing them to part in volunteering activities, the conscious use of natural resources, the correct disposal waste (including electronic waste) and other topics related to sustainability.

social balance sheet

Voluntary publication of the balance sheet is a good practice at BBTS. Until 2021, the company published figures relating to its economic and social management. For the year 2022, the report has been completely reformulated, so that it addresses, in a more detailed way, the social and environmental actions promoted by BBTS.

The document contains information on projects, benefits and social actions. The publication of the Social Balance Sheet highlights

that, in addition to pursuing results, the company is concerned about its sustainability, the transparency its actions and the development society as a whole. The report includes the company's contributions to the training and qualification of its employees, actions related to social and environmental awareness, as well as others related to the company's sustainable performance.

The document can be found on the [BBTS website](#).

POSITIVE AGENDA

In October 2021, the BBTS Positive Agenda was approved. The document is based on the basic principles of Corporate Governance - transparency, fairness, accountability and corporate responsibility - and one of its aims is to promote greater awareness among leaders of the adoption of best Corporate Governance practices, as an instrument for creating value for all the company's *stakeholders*, which makes the results more sustainable over time.

The Positive Agenda is made up of 15 measures, which were created considering six pillars:

- Ethics and Integrity;
- Diversity and Inclusion;
- Environmental and Social;
- Innovation and Transformation;
- Transparency and Accountability;
- Advice from the future.

Each pillar has a series of actions listed, with deadlines and those formally responsible. Implementation of these actions began in 2021 and is predicted to end in January 2023.

It is worth noting that BBTS's Positive Agenda is periodically monitored by the Executive Board and the Board of Directors, which ensures greater commitment from the company's entire leadership.

Support for the IBGC's Positive Agenda

BBTS also declared its formal support for the Positive Agenda of the Brazilian Institute of Corporate Governance in 2021, contributing to the purpose of building a better society through the dissemination of principles and good practices of corporate governance.

The company's statement can be found on the [Institute's website](#).



technical cooperation agreement with the bank of brazil foundation

In 2021, the Technical Cooperation Agreement (ACT) with the Banco do Brasil Foundation (FBB) was renewed reinforcing BBTS's commitment to volunteer work, as well as its commitment to contributing to the development of society.

Among other premises, BBTS is committed:

- a. Promote Volunteering by giving BBTS volunteers the opportunity to take part in activities developed by the FBB;
- b. Promote training, digital inclusion and equipment maintenance through volunteer technical labor from BBTS and other initiatives related to education digital platforms;
- c. Promote integration between the initiatives carried out in the FBB's Social Technology Program and the RSA actions adhered to by the BBTS;
- d. To support the implementation of training, digital inclusion and education actions, through digital platforms and equipment maintenance through BBTS volunteer technical labor;
- e. To support the integration between the initiatives adhering to the BBTS RSA and those developed by the FBB in its Social Technology program.



SUSTAINABILITY RISK MATRIX

In 2021, the BBTS Sustainability Risk Matrix was drawn up based on the Social and Environmental Risk survey applied to all the company's managers.

The matrix includes the mapping of the main socio-environmental risks, as well as the control actions and the action plan to mitigate these risks.

By consolidating the information in the matrix, sustainability risk control becomes feasible and timelier actions.

HUMAN RIGHTS AND LABOR LAW

PEssOaS MANaGeMent POLICY

BBTS has adopted a People Management Policy which states, among other principles, that:

- It strengthens open, ethical and clear communication between employees and between employees and the company, promoting participatory communication, feedback between leaders, team members and the establishment of trust encourage engagement with organizational objectives and strategies and adherence to the best relationship practices declared by the company;
- It remunerates employees directly and indirectly, taking into account their responsibilities, the qualifications required for the job, their individual and collective performance, their contribution to the company's objectives and market practices;
- Provides employees with social security, assistance and health conditions to improve quality of life and professional performance;
- It promotes actions aimed at the quality of life of employees, prioritizing health and safety at work, considering the individual in their bio- logical, psychological and social dimensions;
- It continually seeks to improve professional relationships, based on mutual respect and trust, with the aim of maintaining a good working environment;
- It guarantees that all employees, trainees and apprentices receive and deal with complaints, denunciations, suggestions and compliments, contributing to the humanization of interpersonal relations and the improvement of work processes.

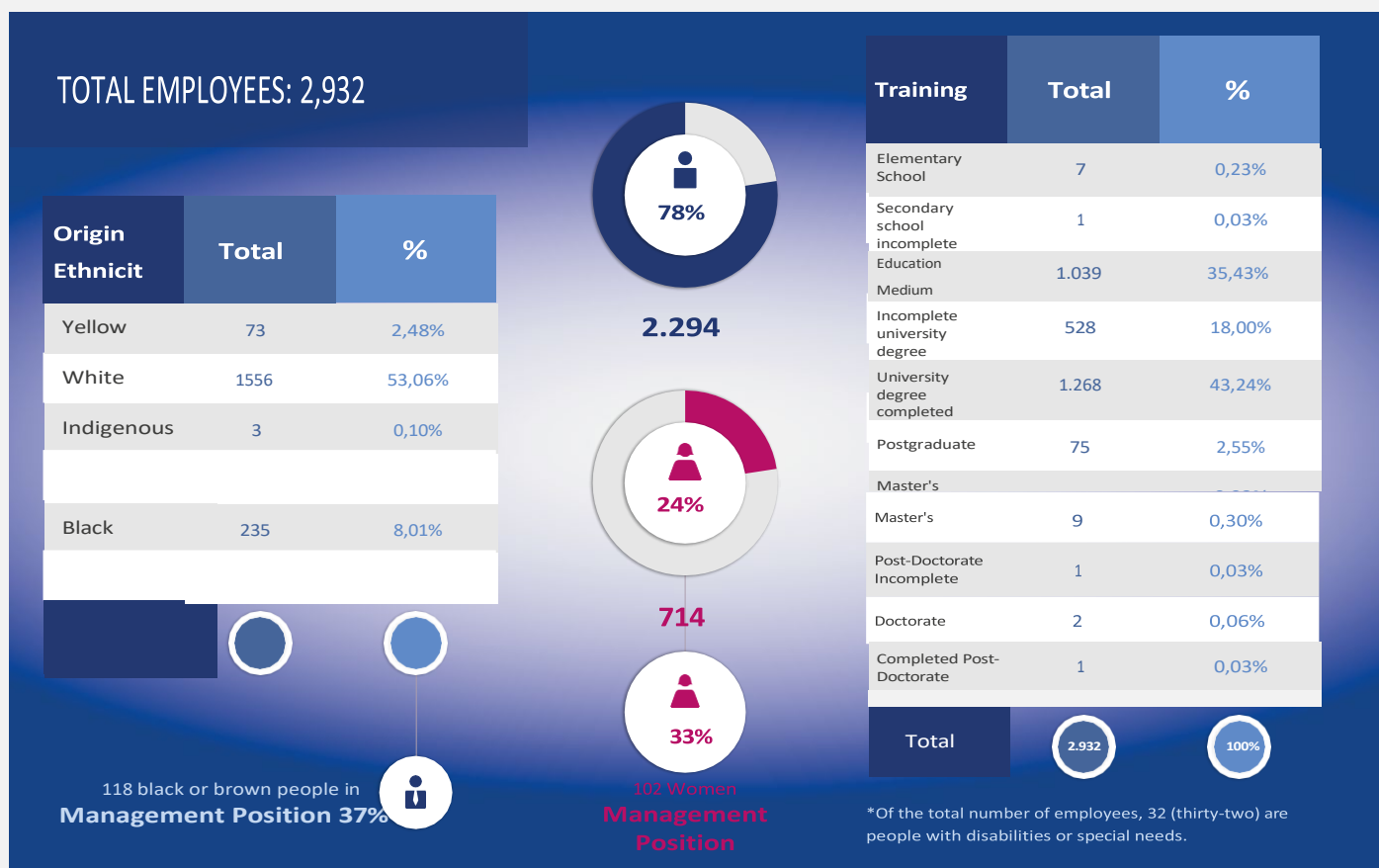
our employees around brazil

We have 35 units throughout Brazil with employees working all over the country.

Distribuição por Estado:	
AC: 8	PB: 39
AL: 26	PE: 68
AM: 26	PI: 33
AP: 3	PR: 94
BA: 102	RJ: 317
CE: 62	RN: 27
DF: 712	RO: 22
ES: 27	RR: 3
GO: 207	RS: 74
MA: 46	SC: 72
MG: 126	SE: 12
MS: 31	SP: 381
MT: 35	TO: 22
PA: 66	



OUR NUMBERS



Database 30/06/2022:

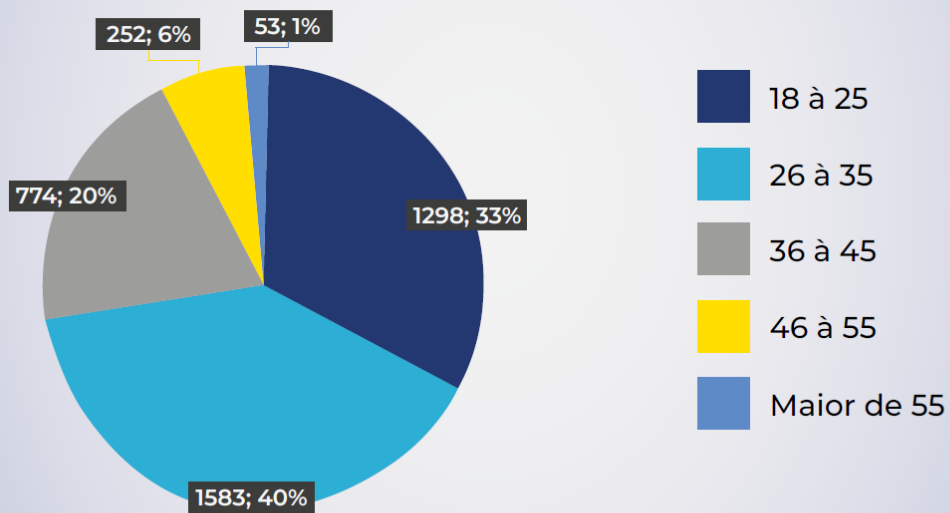
In order to provide corporate sustainability and meet its social commitment to developing employees BBTS offers a professional development program that grants partial scholarships to employees for undergraduate and postgraduate courses. The program was implemented in 2013 and since then has enabled 261 employees (161 undergraduate and 100 postgraduate) to be trained.

The program currently has 16 employees and, in the first half of 2022, the company's Executive Board approved the provision of new scholarships, as follows:

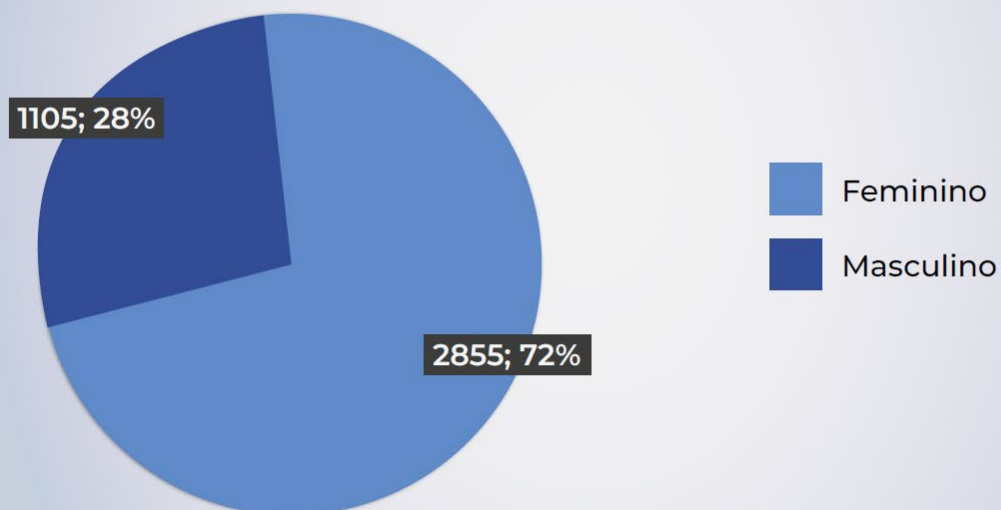
Course	Number of scholarships
Degree (bachelor, technologist or licentiate)	15
Postgraduate, Specialization or MBA (lato sensu)	12
Master's degree (stricto sensu)	2
English	38

In addition, the company also has recognition programs (financial bonuses to employees for performance), 360º performance evaluation (a performance tool that offers a complete view of the person being evaluated), as well as adopting objective indicators to induce the promotion of equity and diversity among employees in commissioned functions and management positions.

FAIXA ETÁRIA

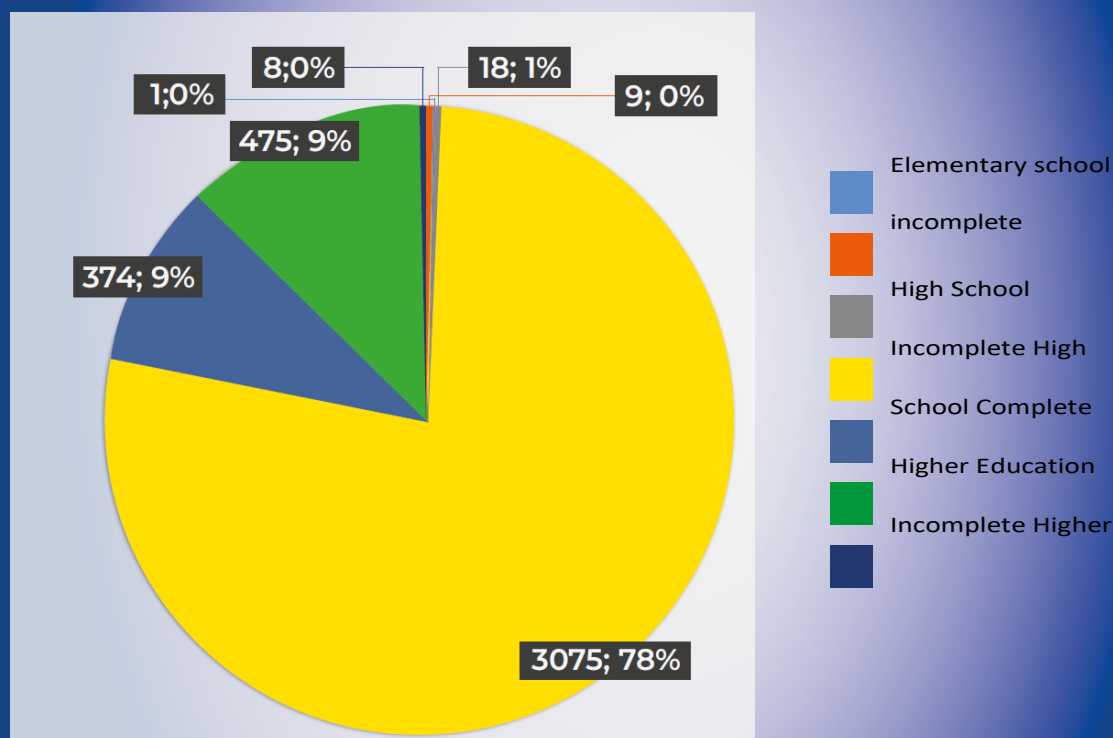


SEXO



Another point mentioning is that BBTS's outsourced work has provided jobs for people with lower levels of education. The majority of those hired have only completed high school or incomplete higher education:

SCHOOLING



This picture corroborates what has already been said about the fact that the majority of outsourced jobs are filled by people who are just entering the job market. Contributing to the opportunity for young people to get their first job, training them for the profession, is one of the positive impacts of the BBTS operation on society.

more diversity and inclusion

In 2021, the developments of the BBTS Corporate Strategy already provided for indicators that would encourage the promotion of women, black, brown and indigenous people to management positions and other commissioned functions.

The company understands the relevance of inclusion and the importance of diversity, not only because it promotes fairness, but also because it recognizes that the decisions made in

diverse environments. Therefore, in order to increase employee participation in debates on diversity, inclusion and sustainability, the BBTS Board of Executive Directors created two forums, which will be detailed below. One of the aims of the forums is for employees to propose changes that will make them happier and more satisfied with their environment, while also strengthening their sense of belonging.

SUSTAINABILITY FORUM

As a form of debate and plurality of ideas for ESG actions, in 2021 this forum was reformulated and strengthened: it became linked to an advisory committee to the Executive Board, and its Internal Regulations and Work Plan were formalized.

The purpose of the Sustainability 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 developing the company on sustainability issues, the forum has been working to ensure that BBTS contributes to achieving the objectives of the Global Compact.

diversity and inclusion forum

In 2021, the BBTS Diversity and Inclusion Forum was also established, with the aim of promoting increased diversity, inclusion and equity in the BBTS, as well as connecting experiences and creating opportunities for dialogues.

This forum has promoted awareness of the issue, examining and proposing actions that can be taken with minority groups in the BBTS.

employee welfare initiatives

- Recognition programs (with a cash bonus) or variable remuneration programs;
- 40% reimbursement for medicines prescribed;
- 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, with participation BBTS shares in the contributions;
- Anticipation of the first installment of 13th salary;
- *Home office* assistance;
- Partnership, subsidized by BBTS, with gym access company;
- Daily gymnastics at two different times, as well as making recordings of the classes available on the company's intranet;
- Online events to promote integration among the company's employees - Father's Day, Women's Day, Mother's Day, June Party, etc;
- Quality of life program, with monthly lectures on various topics related to health and well-being;
- They of BBTS Innovate - an event aimed at stimulating the representation of women at BBTS;
- Monthly health and safety events
- Partnership with AABB, making it easier BBTS employees to join the institution's clubs;
- Publication of 100% of the videos on the Intranet with subtitles, making it possible for everyone to access the content published;
- Distribution of protective masks
- Alcohol gel in all areas of BBTS units.

In addition to these initiatives, in June 2022, as part of a set of initiatives by BB Tecnologia e Serviços in the field of promoting the health and integrity of employees, the Executive Board instituted a new benefit for disabled employees.

The new benefit, called "PCD Aid", consists of providing the employer with a salary advance of up to R\$20,000.00 (twenty thousand reais) to buy orthoses (canes, crutches, neck collars, walkers and hearing aids) and orthopedic prostheses to replace a limb. This amount was calculated based on research carried out. Of the amount advanced, 90% will be paid by BBTS and 10% by the employee.

The main objective of this benefit is to maximize the quality of life of the PCD employee at work, helping to maintain the well-being of the staff and the organizational climate.

initiatives for the well-being of employees and society

- Online consultation with a general practitioner, dedicated to BBTS employees;
- Online consultation with a psychologist, dedicated to BBTS employees;

- Maternity and Paternity Leave Citizen;

- Social Wall - an online, interactive space for employees to request and offer different forms of support to colleagues;

- Prohibition of the use of disposables and distribution of sustainable cups;

- Blood donation campaigns and marrow;

- Food, clothing and clothing 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);

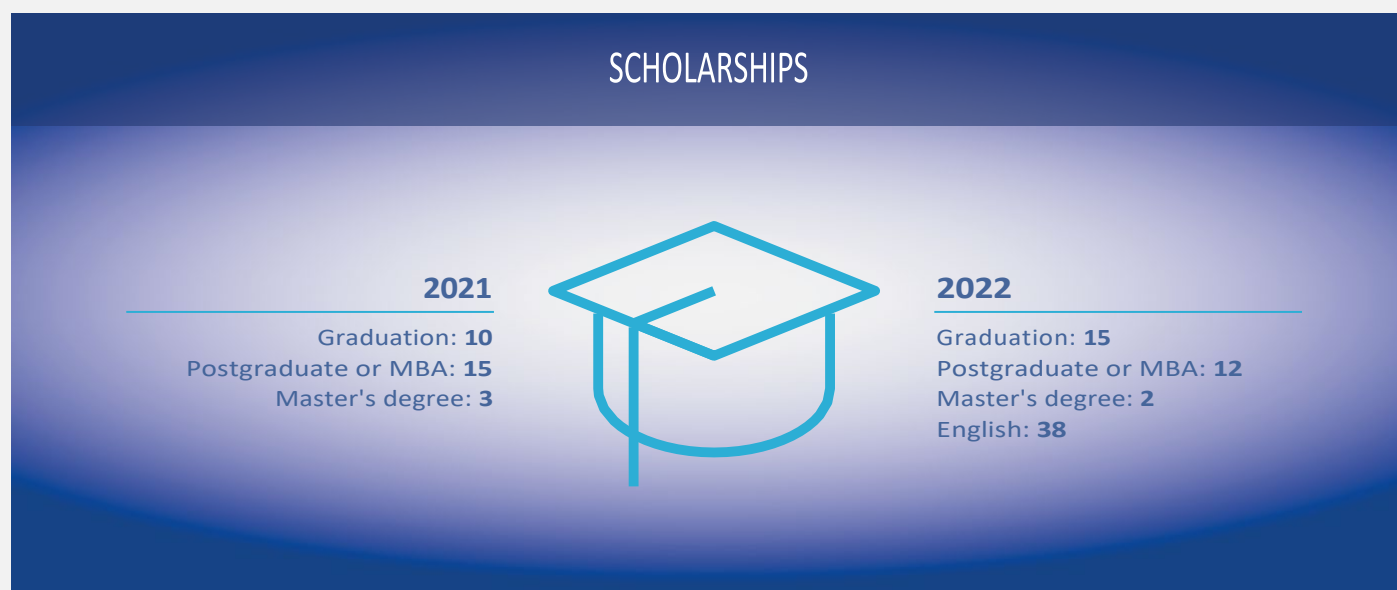
- Young Apprentice Program;

- Training for young people aged 17 to 24, children of BBTS employees

- Corporate University - UniBBTS.

EDUCATION

BBTS is concerned about the development of its employees and therefore innovates in ways to induce behavior aimed at their training and self-development, as will be seen.



UNIBBTS - OUR CORPORATE UNIVERSITY

BBTS has a corporate university portal and offers hundreds of training courses to develop and add knowledge to its employees.

To make better use of the portal, the People Management area provides knowledge trails, according to the profile of each employee and, to encourage adherence, completion of the trails scores positively in the Company's Recognition Program (paid in cash).

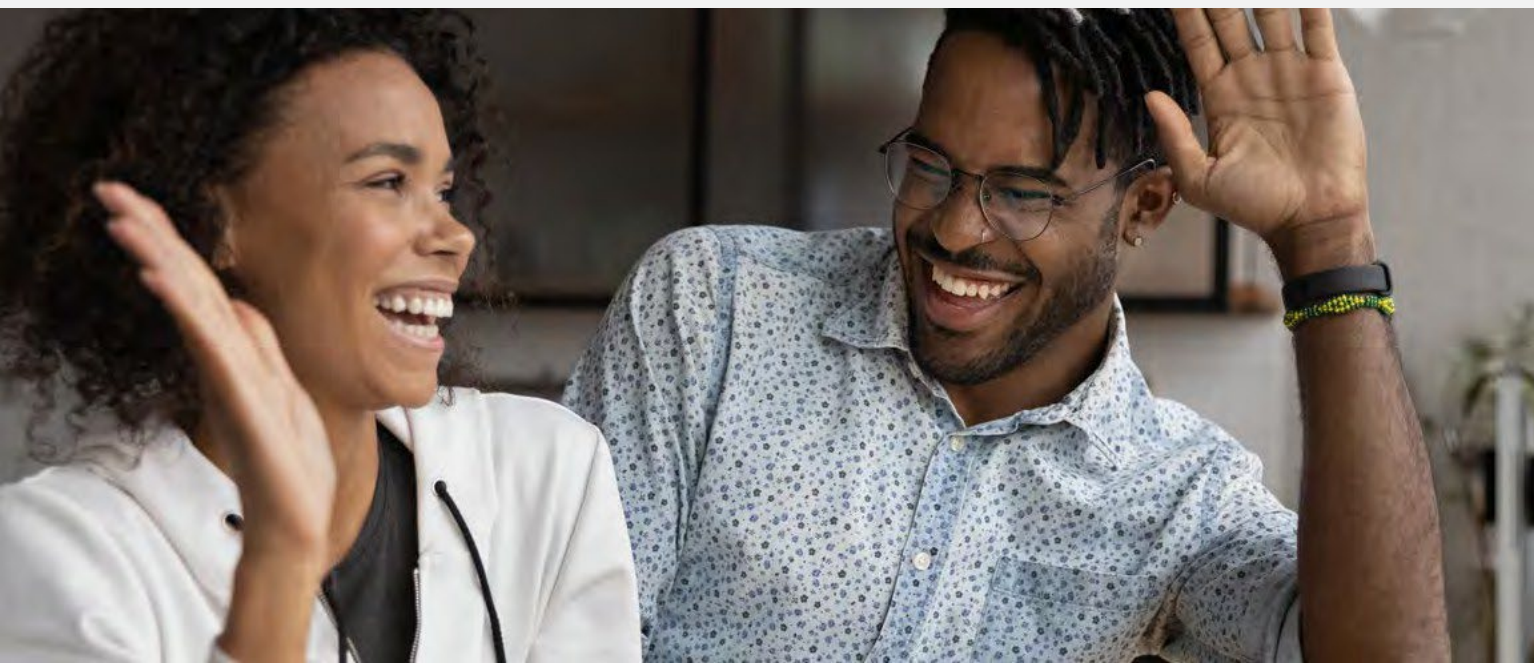
In 2022, the tracks were separated by profiles and the targets by management were de- fined, as can be seen in the table below:

Positions/Functions	Target: 80% of employees 1st semester	Target: 50% of employees in the 1st semester 95% by the 2nd semester			
Analysts	Developing for Digital Transformation				
Technicians	Developing for Digital Transformation				
H.O. Analysts and Technicians	Developing for Digital Transformation	Home Office			
Advisors	Developing for Digital Transformation	Turbocharging the Advisory			
H.O. advisors	Developing for Digital Transformation	Turbocharging the Advisory			
Managers	Developing for Digital Transformation	Being the Best Leader	Home Office		
Product and Management Analysts	Developing for Digital Transformation	Home Office	Commercial 2.0		
Managers	Developing for Digital Transformation	Being the Best Leader	Leadership: a feminine noun		
HO Gerel and Product Advisors	Developing for Digital Transformation	Turbocharging the Advisory	Commercial 2.0	Home Office	
Product Managers and Gerel	Developing for Digital Transformation	Being the Best Leader	Commercial 2.0	Home Office	
Product Managers and Gerel	Developing for Digital Transformation	Being the Best Leader	Commercial 2.0	Home Office	Leadership: a feminine noun.

BBTS GYM

In 2021, the BBTS Gymkhana was instituted, a playful way of disseminating information relevant to the Company and recognizing employees who are engaged in internalizing this information.

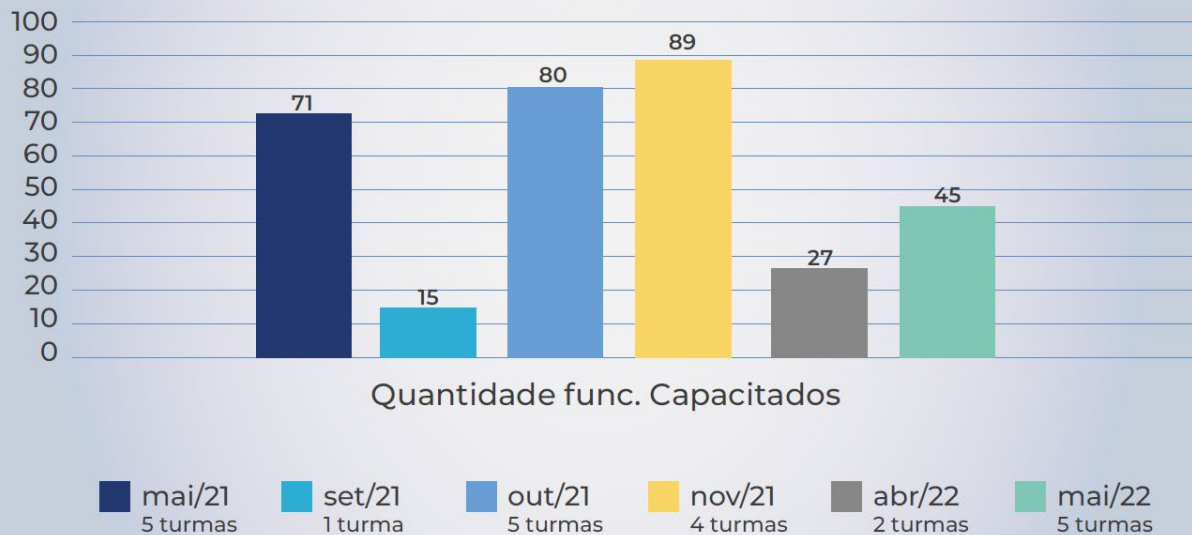
The BBTS Gymkhana is open to all employees on a voluntary basis.



ASG WORKSHOP

In line with the premises of a development based on sustainability, in 2021, BBTS trained 340 employees, in 22 classes, through the ASG Workshop aimed at promoting awareness and engagement of our employees in Environmental, Social and Corporate Governance issues.

WORKSHOP ASG



TECHNICAL TRAINING - HARD SKILLS

The pandemic situation faced by the market has boosted the use of technology to meet the various needs inherent in organizations, such as management, communication and training.

Based on this same principle, BBTS has used digital solutions to reshape the technical training process, which used to be carried out in person in its entirety, migrating to hybrid format, speeding up the dissemination of knowledge.

This change made it possible to adapt the content, based on the 6D methodology (T&D solution method), for application at the Corporate University:

- Greater depth and grounding in the theoretical field, leading to better understanding in practical classes;
- Expanding training capacity by 50%;
- The opportunity to review at any time time;
- Greater geographical reach, as well as the possibility of exchanges and interactions between co-workers from all over Brazil;
- The most effective mapping of results is the through dashboards;
- The reduction in travel (use of fuel), the extinction of the printing of handouts (use of paper), among others.

TECHNICAL TRAINING

In the **2nd half of 2021**, BBTS carried out the first training course with hybrid content:

711 employees received online training;
459 employees completed hybrid training (online+ face-to-face)

BEFORE:

Training lasting 5 days, in person.

TODAY:

Hybrid training, optimized for 03 days in online format and only 02 days in person.

TRAINING FOR YOUNG PEOPLE, CHILDREN OF EMPLOYEES

In 2022, the company held two classes in the first half of the year in order to train for this course. summons for children of BBTS employees.

The action aimed to train young people aged between 17 and 24 as part of an initiative to prepare them for the job market.

The training lasted 32 hours, of which 5 hours were given live, using a platform that allows participation via remote environments, as well as 27 hours online, with asynchronous access to the content. Virtual groups were also set up to answer questions.

A total of 45 young people were trained, 28 in the first class and 17 in the second.



THE COURSES

Transforming your future:

- Knowing the opportunity
- CV tips
- Personal presentation
- The interview
- What to do next?

Stay Connected! – Cisco Networking Academy

- Module 1: Computer basics
- Module 2: Directories and files
- Module 3: All about the internet
- Module 4: Exploring the human network
- Module 5: Stay connected!

MENTORING PROGRAM

The Company's Mentoring Program is carried out through structured sessions in which an experienced BBTS professional will guide and direct the development of a mentee's skills. To do this, we use active learning methodologies, such as Based Learning (PBL), which uses practical situations from the mentee's day-to-day life to promote learning and develop skills.

All the activities are designed to enable the exchange of experiences, and thus promote the mentee's self-development based on teachings that can be applied in practice in their lives. Each meeting is structured according to the competency that will be worked on.

BBTS QUALIFIES

Qualifica is a program for identifying, qualifying and developing employees for potential promotion to leadership roles at BBTS.

The program is structured in cycles and consists of profile assessment stages, based on BBTS values and specific competencies for leadership, and general and specific qualification based on soft skills: service orientation, decision-making and judgment, people management, collaboration and self-development.

The program's initiatives are designed to encourage participants to new things, learn about their strengths and improve and participate in managerial situations, preparing them for the challenges of .

CORPORATE EDUCATORS

Corporate educators are active employees who, depending on the need, work on internal courses and workshops, either in person or at a distance, developed or promoted by the People Management department.

These professionals, after passing all the stages of the selection process, will be invited to teach courses, according to the demands of the BBTS.

Educators are recruited through a selection process run by the People Management department, where the identification and selection stages are carried out. Those selected undergo pedagogical training and also Guided Teaching Practice (POE).



HEALTH AND WELL-BEING

psychology support

Due to the global pandemic of the new coronavirus, the world is experiencing a situation never seen before. Faced with the current situation, in which many people are emotionally overloaded due to an unstable and unpredictable scenario, psychotherapy is of paramount importance in the search for psychological immunity.

The psychologist can help the patient with issues ranging from fear, anxiety, stress and emotions during the pandemic to problems about how to deal with everyday challenges. In today's society, having some of these feelings is normal, but when they hinder your routine at home or at work, it may be time to seek help!

With this in mind, BBTS offers free psychological support to its employees through a psychologist, who accompanies those who voluntarily seek the help of that professional.

The appointments are made via tele-consultation, which lasts an average of 50 minutes. This is another important initiative to look after the health and well-being of BBTS employees.

LABOR Gymnastics

Injuries caused by repetitive strain and poor posture are increasingly affecting workers. This increases absenteeism within companies and hampers productivity. Occupational gymnastics has emerged to alleviate these problems and improve the corporate environment.

Occupational gymnastics is a set of physical activities designed to be carried out during working hours, with the aim of improving employees' mood. This practice helps to combat physical and mental strain caused by excessive or repetitive efforts in the corporate environment.

Since 2021, the company has been using online gymnastics. Transmitted via a live virtual platform, in two daily sessions lasting an average of 15 minutes, online gymnastics allows all employees to participate in remote environments. Participation in the sessions is very important and it is recommended that each employee does the activity at least twice a week.

The gymnastics sessions are led by specialized professionals trained in physical education or physiotherapy.

The exercises make the work environment better, lighter and happier, increasing employee satisfaction with the place and the company. This changes the organizational climate and promotes greater interactivity between employees.

VACCINES



2021: 456

2022: 402



PARTNERSHIP WITH ACCESS COMPANY

This partnership is a corporate benefit for physical activities and health, which allows access gyms throughout Brazil through a monthly subscription, with no enrollment or cancellation fees.

The benefit is available to BBTS and dependent employees. Employees can include any relative over the age of 16 as a dependent (spouse, children, father, mother, etc.). Up to 3 dependents can be included.

The initiative aims to support employees and improve their quality of life through physical activity.

ECOIA - COMMUNICATION AND SELF-DEVELOPMENT TEAMS

The Ecoia are a vehicle for direct communication between the company and its employees. Each BBTS unit has representatives responsible for disseminating information related to self-development, bringing the operational and strategic areas closer together. The work of Ecoia is extremely important, given the company's capillarity.

In the second half of 2021, several important actions were carried out with the support of Ecoia:





ECOAT B B T S



The teams also support the programming of internal events and promote engagement actions. The aim of these actions is to give BBTS employees a good time, creating an atmosphere of harmony, improving quality of life and the work experience.

PRESERVING THE ENVIRONMENT

commitment to the 30 agenda

Throughout 2021, the company carried out initiatives to contribute to the Sustainable Development Goals (SDGs) and, consequently, to achieving the 2030 Agenda. These include:

SDGS	ACTION
SDG 02	A donation was made to the Banco do Brasil Foundation's Brasileiros pelo Brasil campaign to help vulnerable families;
	Anticipation of food/meal voucher benefits
SDG 03	Promotion of White January: Webinar with specialists Dr. Júlia Lainetti (Psychoanalyst) and Dr. Evelyn Ferreira (Psychologist).
	Purple and Orange February: Webinar on lupus, alzheimer's, fibromyalgia and leukemia with occupational physician Dr. Marcio Salles
	Bone marrow donation campaign
	Mental health: Webinar on the backlog of activities in the pandemic
	H1N1 Vaccine Reimbursement Campaign
	Mother's month: Webinar on Different types of motherhood
	Yellow May: Webinar on traffic
	Webinar taking better care of your health, in partnership with Seguros Unimed
	Blood donation campaign
	Launch of Gymnastics for Work online
	Launch of exclusive tele-consultations for insured BBTS employees - Partnership with Seguros Unimed
	Support for BB's Childhood and Life Campaign
	Yellow September: Acting Saves Lives, with the participation of psychiatrist Dr. Aaron Reinert and family doctor Dr. Renata Augusto
SDG 04	Retraining of professionals who work as internal BBTS multipliers
	Corporate Educators Competition, to attract and train new multipliers
	Launch of the Customer Centricity trail to train BBTS employees
	Guidelines on the Personal Development Plan
	Promotion of the ASG Workshop, held by the Corporate Strategy Department
	Publication of the Trends and Uncertainties booklet, also covering the topic of sustainability
SDG 05	Women's Week: Webinars on abusive relationships and obstetric violence
	Event: They at BBTS, showing our empowered women
SDG 06	Dissemination of water and energy consumption panels
SDG 08	Anticipation of the 13th salary
	Implementation of Home Office assistance;

SDGS	ACTION
SDG 09	Active participation in the Banco do Sul Foundation's Social Technology Award Brazil, acting in the choice of finalists and on the panel for the final awards;
	Donation to the Banco do Brasil Foundation's Social Technology Award
	Coffee with Innovation, addressing UX and ASG
	Modvinet - Mini Digital Olympics
	BBTS Connect event on Open Finance, Cyber Security and Corporate Governance
	BBTS takes part in Ilabthon, an online marathon to develop an innovation laboratory
SDG 10	Creation of the Diversity and Inclusion Forum;
	Dissemination of the inclusion and diversity actions of the Channels and Backoffice Operations Department
SDG 11	Mapping processes with a direct impact on the environment
	Promoting Sustainable Disposal
	Ecoa Challenge Campaign, with Sustainability actions
SDG 12	Eradicating the use of disposable cups at BBTS
SDG 13	Inclusion of Climate Risk topics in the Sustainability Policy
	Dissemination of materials on climate urgency
	Follow-up to COP26
SDG 16	Consolidation and strengthening of the Sustainability Forum
	Reformulation of the BBTS Sustainability Policy
	Implementation of the mandatory procedure to include information on Social and Environmental Risk in the preparation of Technical Notes
	Establishment of the BBTS Positive Agenda, based on the pillars of Ethics and Integrity, Diversity and Inclusion, Environmental and Social, Innovation and Transformation, Transparency and Accountability and Boards of the Future;
	Reformulation of the Progress Report to the Global Compact
	Construction and approval of the BBTS Social and Environmental Risk Matrix
	Dissemination of the Code of Ethics manual
	Disclosure of the Due Diligence Process carried out by the Procurement and Contract Management Department
	Reorganization of the structure of the Risks, Compliance and Data Protection Management, to better deal with the General Data Protection and Money Laundering Law
	Two editions of the Humanized Company Survey
	Release of the BBTS Social Report 2020
	Launch of the BBTS Positive Agenda
	Formation of the BBTS Regional Ethics Committee
	Release of a video, prepared by the Chairman of BBTS, addressing the importance of the Compliance Program and the whistleblowing channels.
	Delivery of commemorative BBTS anniversary pins
SDG 17	Sponsorship of IBGC's ESG Estatais event
	Publication of the Global Compact's Communication on Progress with BBTS's sustainability actions
	Signing of the Technical Cooperation Agreement between BBTS and the Banco do Brasil Foundation
	Sponsorship of the 22nd IBGC Congress



CLIMATE CHANGE

Climate change is a long-term transformation in temperature and weather patterns. Burning fossil fuels generates greenhouse gas emissions, which act like a big blanket around the Earth, trapping the sun's heat and increasing temperatures.

Examples of greenhouse gas emissions that are causing climate change include carbon dioxide and methane. These come from using gasoline to drive a car or coal to heat a building, for example.

In view of this, BBTS is continually looking for ways to reduce and offset its emissions.

CO² EMISSION PER TECHNICAL DELOCATION

In 2021, BBTS began the process of mapping CO² emissions due to technical travel for customer service. Aware its impact, the company has implemented solutions to offset and reduce these emissions.

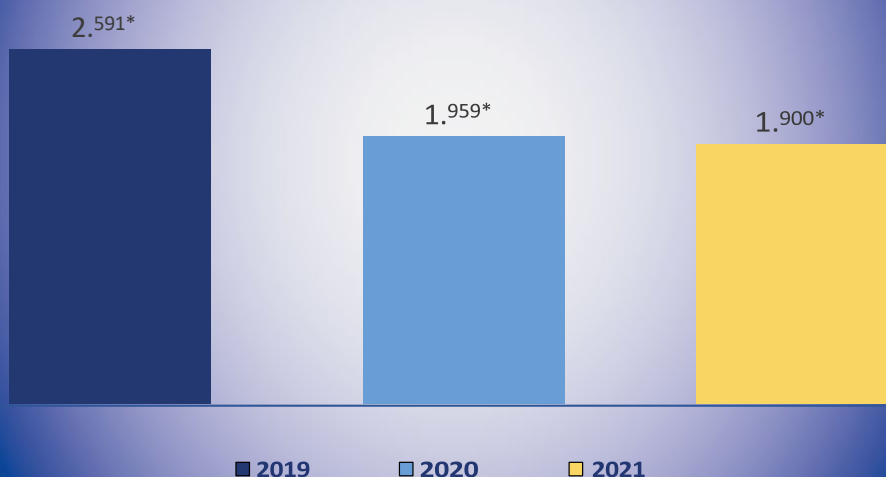
BBTS hired a system that routes technical services, i.e. it defines the service routes taking into account the proximity of the technician to the location, the travel time and the customer service deadline, depending on the criticality of the equipment to be serviced. This work has resulted in a reduction 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. The offset calculation based on fuel consumption, according to the Green Initiative's online CO² calculator.

The methodology used by the company contracted to offset emissions is an adaptation of the "2006 IPCC Guidelines for National Greenhouse Gas Inventories, Volume 2, Energy" for CO² emissions from burning fuels. The IPCC - Intergovernmental Panel on Climate Change - was created in 1988 by the World Meteorological Organization (WMO) and the United Nations Environment Programme (UNEP).

FUEL CONSUMPTION IN LITERS

*Thousand



UNIFORM REVERSE LOGISTICS

The reverse logistics of 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 provide a sustainable destination for the uniforms worn by employees. The process is scheduled to begin in the second half of 2022, with 2,000 items expected to be collected.

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 marketed (*upcycling*), avoiding disposal and minimizing waste production.

One of the highlights of the contracting process is the existence of a social impact project in the value chain: all the labor used in the uniform processing stages comes from women in vulnerable situations. These women are trained and also work in the cooperatives responsible for *upcycling* the garments.

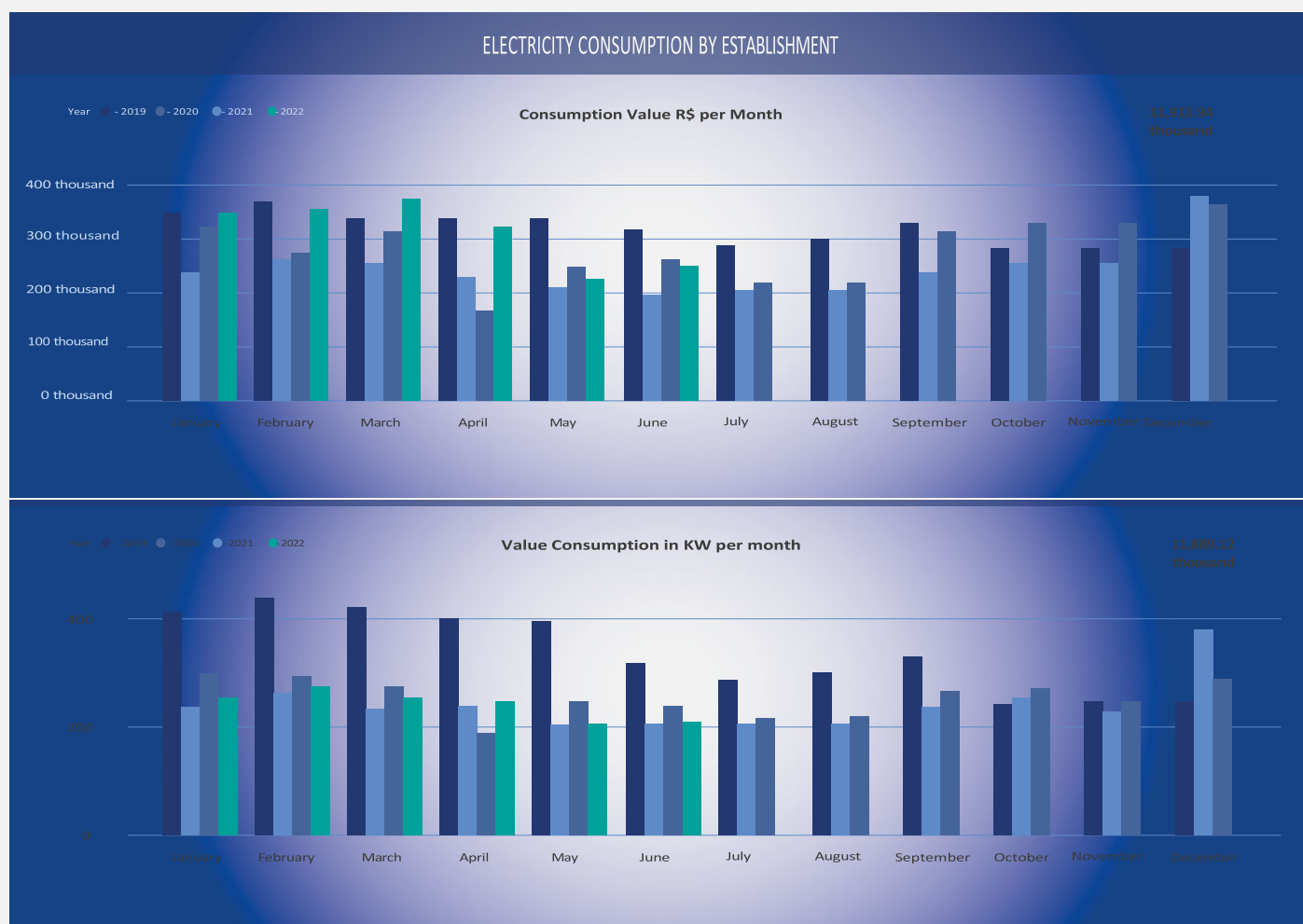
In addition to its concern for environmental impacts, BBTS Reverse Logistics has a social impact when it contributes to the source of income for women in vulnerable situations.

CONSCIOUS CONSUMPTION

Concern about the conscious consumption of electricity and water has been a constant at BBTS. Actions carried out in recent years, with the support and involvement of employees, are producing good results, especially in terms of reducing electricity consumption.

- Replacement of fluorescent light bulbs with LED bulbs in all the company's units;
- Replacement of old air-conditioning units with more modern "Inverter" technology, which saves around 60% of energy compared to previous models and uses environmentally friendly gas;
- Implementing control of the operating hours of air-conditioning units.
This is done according to the needs of the Company's units;
- Installation of thermometers in refrigerated environments, with a daily routine for checking and controlling the temperature to be maintained;
- Implementation of the electricity consumption monitoring panel - PCEA, available to employees.

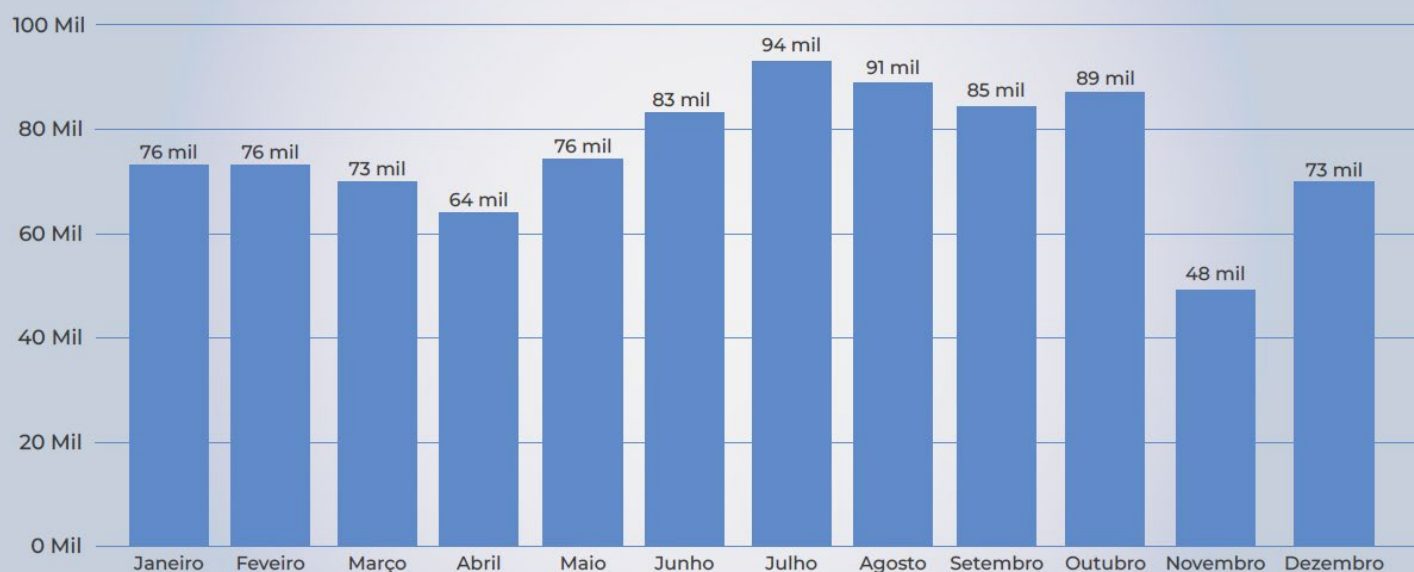
Information on the reduction of electricity consumption - PCEA, which indicates the reduction of electricity consumption in KW in 2022, even with the resumption of face-to-face activities.



In addition, since September 2019, the company's headquarters in Brasilia has been running on clean energy (photovoltaic/solar). BBTS is no longer just a consumer, but also a producer of electricity.

The leased solar power plant currently produces around 73,000Kwh per month of clean energy, representing up to a 20% reduction in average consumption.

GERAÇÃO DA USINA (KWH) EM 2021



ECONOMIA (R\$) POR MESES

● Aumentar ● Diminuir ● Total



Valor do kWh sem GD
R\$ 0,76

Fatura sem GD
R\$ 451.636,91

Valor do kWh com GD
R\$ 0,96

Fatura com GD
R\$ 572.961,96

Desconto Percentual
-26,86%

Economia
-R\$ 121.325,05

Créditos Finais (kWh)
209.610

Créditos Monetizados
R\$ 201.833,47

209.610

R\$ 201.833,47

RESUMO DE 2021



927.227

Geração Verificada (kWh)

-R\$ 121.325

Economia (R\$)

595.038

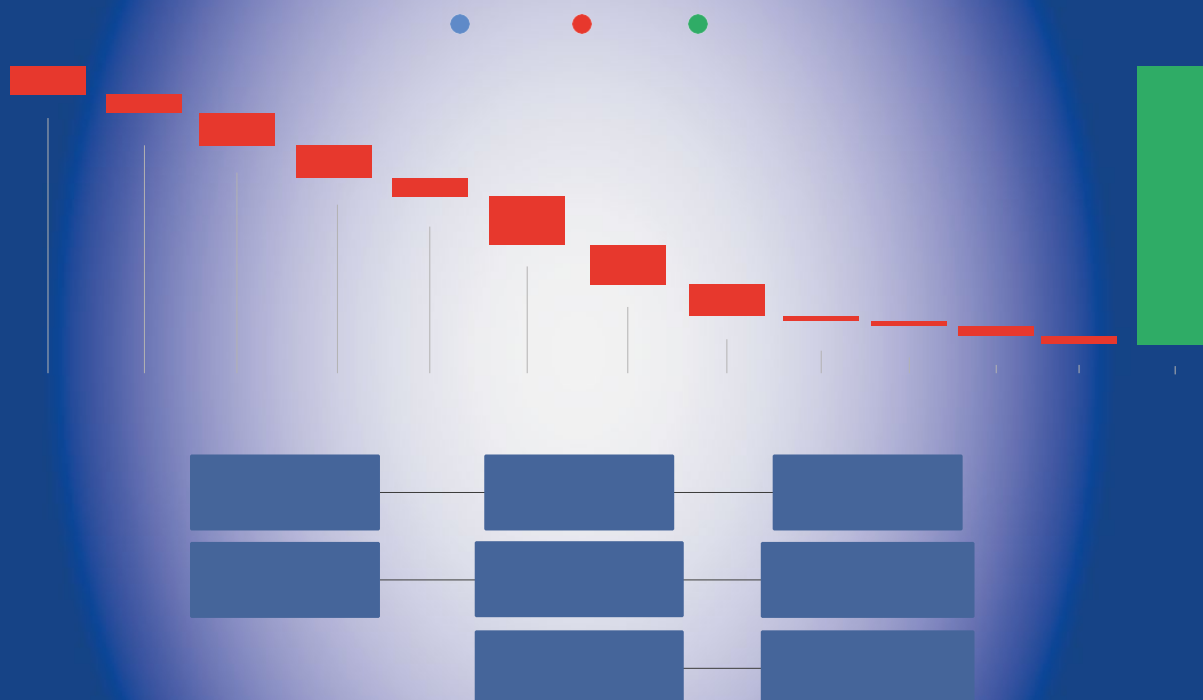
Consumo Energia (kWh)

371.066

CO2 Evitado (kg)

592.999

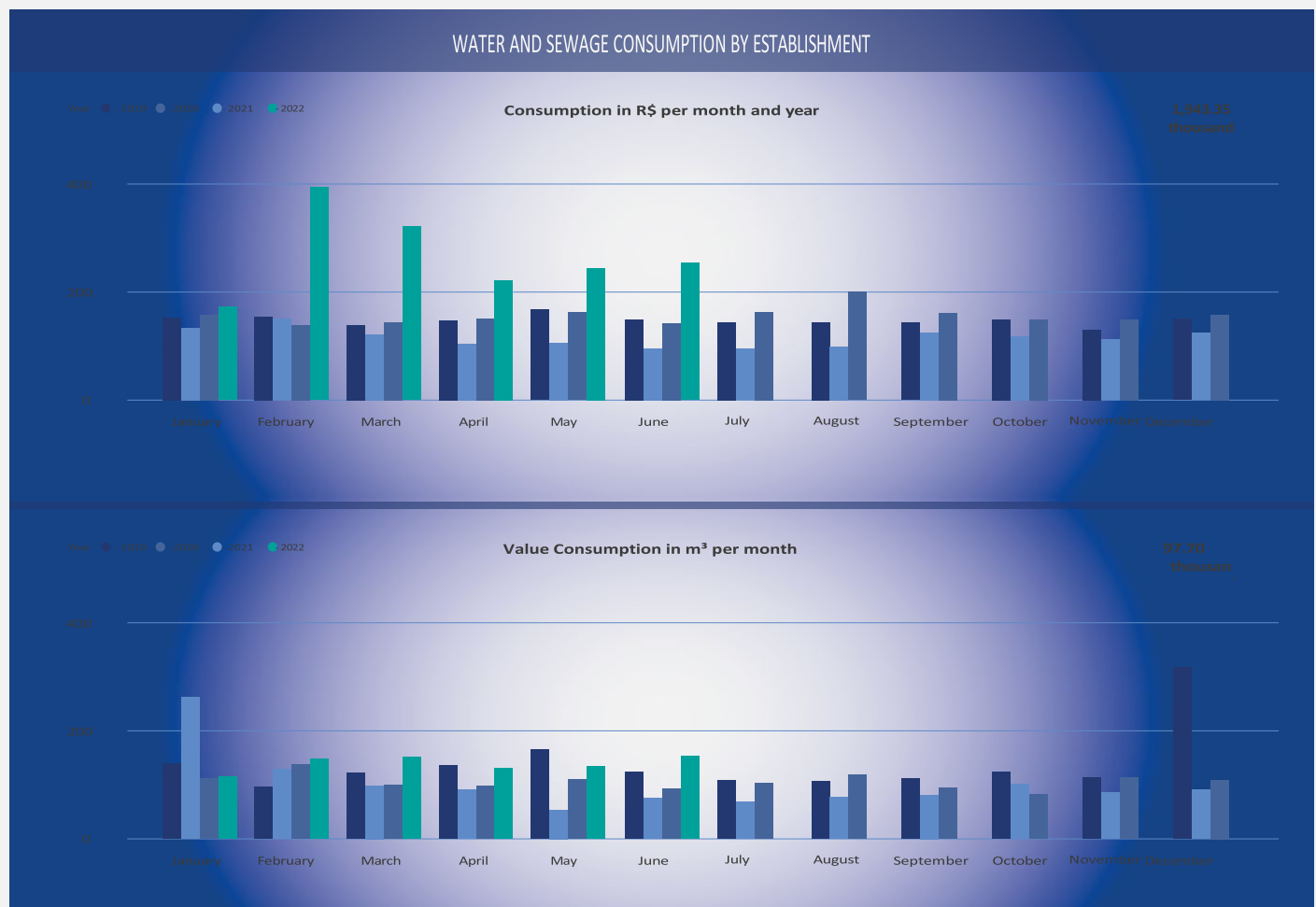
2.411



Conscious water consumption is also a permanent concern at BBTS, which adopts preventive and corrective actions with the support of employees, such as:

- Installation of timer taps;
- Installation of flow reducers;
- Installation of double-flow discharge valves;
- Replacement of gallon water dispensers with industrial water dispensers in the units with the highest number of employees;
- Intranet educational campaigns for the conscious use of water and energy;
- Implementation of a water consumption monitoring panel-PCEA;

The actions taken by the company have kept water consumption stable, even with the return of face-to-face activities and the increase in the number of people on the company's premises, as shown in the following graph:



REUSE OF ELECTRONIC WASTE AND PAPER THROUGH CONVENIENT INSTITUTIONS

The institution accredited in the most recent call for tenders (04/09/2019) for selective collection was Cooper Ecológica. The purpose of the call was to select an association or cooperative of waste pickers able to collect recyclable materials (paper, cardboard and wood).

The Baixada Fluminense Recyclable Material Collectors' Work Cooperative is part of an initiative that aims to develop sustainable waste projects including and training residents of the city of Duque de Caxias, in the state of Rio de Janeiro, in the activities of collecting, segregating, benefiting from recyclable material.

The main activities carried out by Cooper Ecológica are: collecting recyclable waste, segregating and valuing it, packaging it and disposing of it for recycling. Among the activities carried out by Cooper Ecológica, the main ones are: collection of recyclable waste, segregation and valuation of waste, packaging and final destination for recycling.

The selective collection carried out by Cooper Ecológica directly benefits 19 families and approximately 115 people directly and indirectly, of whom 80% are female and 90% are black. The age of the cooperative members varies between 18 and 65, reaching all active age groups.

REUSE OF MATERIALS AND PROPERTY BY BBTS UNITS

BBTS advocates the conscious consumption and reuse of materials and goods from its assets, thus avoiding unnecessary efforts to acquire new items. If a specific area no longer has an interest in these items, they are offered to other units for reuse. In this way, BBTS extends the useful life a fixed asset to its maximum, helps to solve the needs of the requesting sectors and contributes to reducing public spending on the acquisition of new materials.

If there is no interest in or possibility of inter- national use, even if it is in a good state of conservation and use, the material or asset (which can include electronic equipment, furniture and utensils) is donated in order to contribute to preserving the environment.

DONATION OF PATRIMONY

BBTS donates goods to public bodies at the municipal, state and federal levels, to charitable institutions (recognized as being of public interest by the Federal Government) and to Civil Society Organizations of Public Interest. The reuse of goods is intended exclusively for purposes of social interest, reduces the generation of waste, especially electronic waste, and promotes an increase in the useful life of goods.



COMMITMENT TO OUR CUSTOMERS

CLIMATE RESEARCH

BBTS carries out an annual climate survey among its employees, the aim of identifying, from their point of view and perception, the relevant factors in each of the company's units that could affect the development and motivation of those involved.

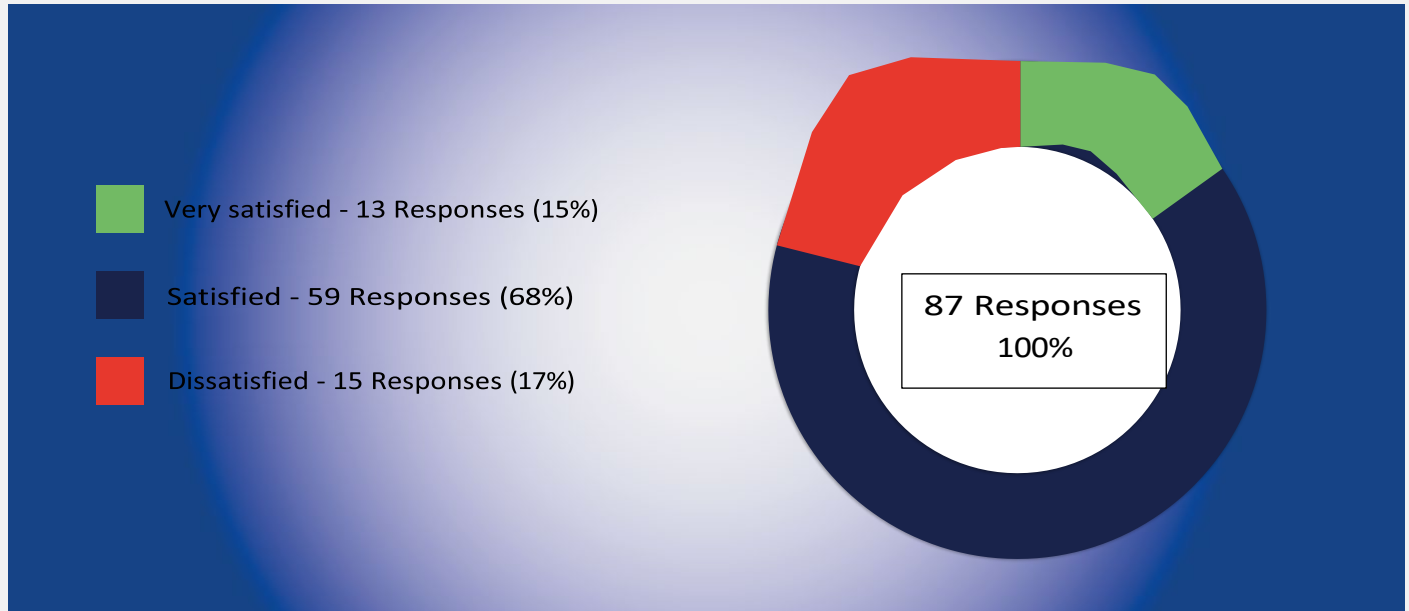
In 2022, the entire survey was reformulated with the aim of making it even more objective and straightforward. To guide employees, the Communications department published a series of articles explaining all the dimensions assessed in the survey, making it easier to understand all the stages.

internal and external customer satisfaction requirements

Every six months, BBTS conducts an internal customer satisfaction survey. In 2021, the model was reformulated to make it more objective. To answer the survey, employees need to evaluate the managers with whom they have interacted during the period, considering: innovation factors; added value and partnership; reliability; size and flexibility; knowledge and technical competence; and meeting deadlines.

In addition to the internal customer, BBTS' external customers are also evaluated, with the aim of understanding their level of satisfaction based on their perceptions and experiences. In this way it is possible to assess the level of quality of BBTS' services and products and understand where there are opportunities for improvement.

In 2022, BBTS achieved 68% satisfied customers and 15% very satisfied customers:



Through these surveys, BBTS seeks to identify its strengths and weaknesses and act on them. in order to provide *stakeholders with* the best service, towards excellence

COMMITMENT TO TECHNOLOGY

APROVVE SERVICE

In line with its massive transformative purpose of connecting people and technology for the development of society, BBTS has developed and is offering the market the Aprove system, a Corporate Governance tool which, in addition to automating the decision-making process companies, eliminating the need to use paper, induces the adoption of better corporate governance practices and, consequently, the transparency of companies.

The Aprove system is an effective platform for intelligent and assertive corporate governance. Ideal for facilitating the activities of the corporate governance secretariat, advising collegiate bodies, managing the flow and the decision-making process, the system induces better governance practices that contribute directly to the sustainability of companies, as well as generating positive environmental impacts, since the entire process is carried out electronically, eliminating the need to print documents. Aprove is a platform with two modules, described below:

electronic corporate decision making

It enables the creation and development of strategic corporate documents, supporting versioning control, auditing, transit and signature by the relevant agents, in accordance with established business rules.

ELECTRONIC CORPORATE GOVERNANCE

The module is designed to manage collegiate meeting schedules (committees, commissions, councils), prepare agendas, virtual votes record analysis and referrals, among many other features. The platform follows the best Corporate Governance practices defined by institutions and associations at national and international level, enabling management, agility, security and traceability of the decision-making process, all in digital form.

HIVEPLACE

BBTS also provides the market with an *open banking-oriented* multi-service digital platform, HIVEPlace. The platform aims to promote integration between people and institutions, be they large banks and/or fintechs, facilitating various processes such as *onboarding* and *checkout*. In this sense, it encourages and enables the development of connections with various *players*, promoting integration in a standardized way, with interoperability, simplicity, fluidity, security and compliance, which results in a useful and efficient ecosystem for all *players* in the financial market. HIVEPlace also acts as a connection manager to control, ticket and monitor the contracts and IT infrastructure needed for data transit.

The application of technology makes it possible to optimize processes, enabling organizations to maximize their activities by adopting innovative solutions that have a positive impact on society and future generations.

TECHNOLOGY AND ASG

In BBTS' Service Network Management, processes have been remodeled to mitigate failures and optimize deliveries, maximizing results with fewer resources. For example:

- Automated routing of specialized and duly accredited service providers in the process of assisting demands for the repair of safes in self-service terminals;
- Adaptation of the checklist designed to map infrastructure adjustment needs and weaknesses inherent in DOSI/DOSA contracts for cell phones, integrated with system tools, making it possible to insert information, photos and the client's signature;
- Optimization of the *switch* installation process, using its own tool, allowing those involved in the process to interact with each other, insert documents and carry out the entire approval process in an automated way.

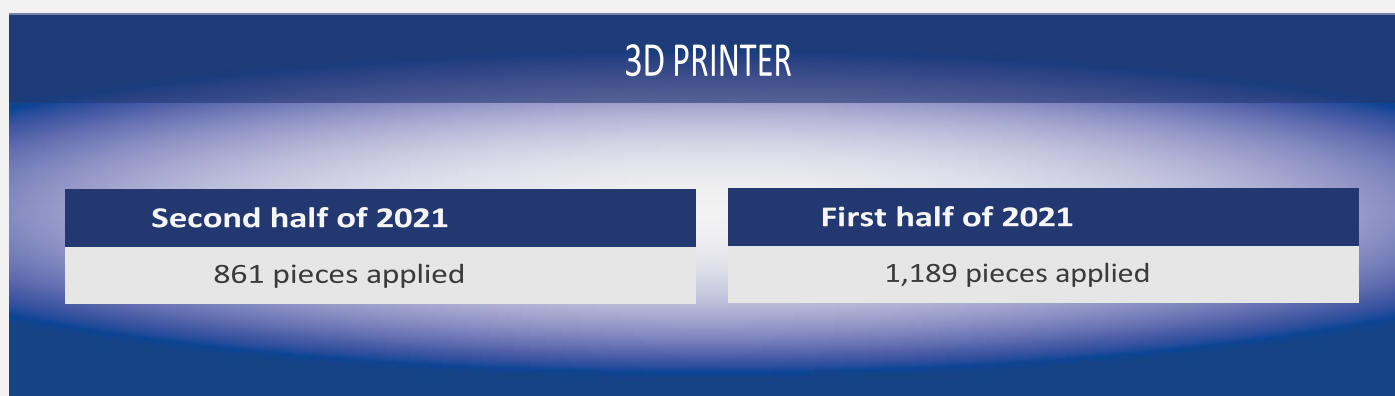
3D PRINTER

Some components and supplies for repairing parts can no longer be purchased on the market, making it impossible to repair some pieces of equipment. This results in equipment being discarded and replaced with new equipment.

3D printer technology enables BBTS to achieve fast and sustainable solutions for better customer service by creating replacement components, maximizing the useful life of the equipment. In short, instead of buying a whole new part or replacing the equipment, in-house solutions are developed to recover the item, minimizing the factory's impact on the environment.

These solutions are produced on demand, not generating stock for the company and all the storage and disposal processes resulting from non-use.

This whole process contributes to a sustainable economy by minimizing new purchases for the reuse of items, less travel for external repairs, among other things.



In the process of printing the parts, there are still leftover filaments (raw materials used by the printers) that are kept for reuse and/or ecological disposal by accumulated quantity.

ELECTRONIC SIGNATURES

CONTRACTS WITH SUPPLIERS

Currently, all BBTS contracts with suppliers are signed electronically, through a contracted electronic platform. The platform makes it possible to speed up the signing of contracts, as well as contributing to the conscious use of natural resources and the preservation of the parties' data.

Internal documents

In 2022, all the company's regulations were revised so that the use of electronic signatures is prioritized.

CUSTOMER SERVICE REPORT

Every service provided by the Service Network Management generates a report which must be signed by the customer. BBTS currently uses an electronic customer service report (RAC).

The aim is to generate efficiency in service and contribute to the conscious use of natural resources.

POSITIVE CONTRIBUTIONS TO SOCIETY

With technological developments, BBTS has expanded its portfolio, offering complete and robust solutions for physical and property security.



Security systems such as alarms and CCTV are legal requirements for opening and operating a banking establishment. As well as being essential for guaranteeing service to the public, these solutions enhance the safety of environments and people from criminal action in a wide variety of locations. BBTS provides high-tech equipment and keeps the systems available and operational by providing essential services to the population.

OPERATIONAL AVAILABILITY OF SELF-SERVICE TERMINALS (SSS)

As in the Physical Security portfolio, BBTS contributes directly to the development of the local economy in 3,827 municipalities, through the maintenance and operation of technology equipment and banking infrastructure, mainly self-service terminals.

OPERATIONAL AVAILABILITY OF TAA

Second half of 2021

Above 98% availability Brazil

First half of 2021

Above 98% availability Brazil

*Average from January to May

The complete solution includes predictive operational availability monitoring, preventive and corrective maintenance, as well as other functionalities that permeate the technical assistance processes of the various equipment served.



OUR MAIN POLICIES

RELATED PARTY TRANSACTIONS POLICY

This policy guides BBTS in relation to the guidelines for transactions with related parties, under the terms of the law, applicable regulations, current corporate documents and good market practices and aims to establish rules to ensure that all decisions, especially those involving Related Parties and other situations with a conflict of interest, are taken in compliance with requirements of competitiveness, compliance, transparency, fairness and commutability, in order to meet the interests of BBTS without prejudice to the interests of its Related Parties.

Other guidelines include:

- Encourage the establishment of an independent environment for the negotiation, analysis and approval of Transactions with Related Parties, so that they are reasonable, justified and balanced and that their outcome is commutative and meets the interests of the Company, without prejudice to the interests of the Related Parties;
- Condition the execution of Transactions with Related Parties to a documented analysis as to the fulfillment of the requirements of competitiveness, conformity, transparency, equity and commutativity, as well as the formation and specification of the characteristics of the operation, such as: contracting parties, motivation, price, term, terms, conditions, risks and expected benefits for BB Tecnologia e Servi- ços and for the Related Parties;
- Prohibiting the participation of directors and employees in business of a private or personal nature that interferes or conflicts with the interests of the Company or that results from the use of confidential information obtained

the exercise of the office or function which occupy;

- Prohibit transactions with related parties under conditions different from those of the market or which may harm the interests of BBTS, as well as the granting of advances, purchase or sale of assets of any nature to members of the Board of Directors and its related committees, the Board of Executive Officers and the Audit Board.

SUPPLIER RELATIONS POLICY

The purpose of this policy is to establish guidelines and directives for relations with suppliers to be observed in BBTS's purchases, contracts and disposals, guaranteeing integrity, transparency and compliance in the company's and its employees' relations with third parties, in order to ensure the mitigation of operational and reputational risks and add value for the company and its shareholders. Other guidelines :

- To build sustainable business relationships guaranteeing mutual benefits between BBTS and suppliers, with a view to reducing costs and continuously improving the goods and services supplied;
- We hold face-to-face and virtual meetings with suppliers and, on these occasions, more than one BBTS employee takes part;
- Establish sanctions for employees who act for their own benefit or for the benefit of others, who favor or prefer any supplier or who offer or accept offers that could be considered con-

of any contractual advantage:

- Ensure a level playing field in the prospecting of suppliers with fair competition practices between participants;
- Work with suppliers who comply with the contracted conditions with quality and safety standards, respecting the legislation applicable to their activity, labor, tax and social security legislation;
- Prefer products and services with less impact on natural resources such as flora, fauna, water and soil and that generate less waste;
- Monitor the provision of outsourced services based on cost-benefit criteria, operational capacity, quality, suitability, social and environmental responsibility, safety and risk, compliance with legal labor requirements, among others, associated with business continuity;
- Repudiate referrals to suppliers of outsourced professionals for the performance of contracted services, as well as interference in the professional advancement of employees of BBTS suppliers.

POLICY FOR PREVENTING AND COMBATING CORRUPTION, MONEY LAUNDERING AND THE FINANCING OF TERRORISM

This policy guides BBTS's actions in relation to the development and maintenance of practices to prevent, monitor and combat corruption, money laundering and terrorist financing, and is part of the list of policies associated with the company's operational risk management. This policy :

- To express the conviction that the Company's activities must be carried out in an ethical and responsible manner, with the commitment of the Senior Management, through the Code of Ethics and Standard of

Conduct, which provides guidelines on preventing and combating any and all forms of corruption (bribery or kickbacks, influence peddling, favoritism, omission, etc.);

- To repudiate the practice of harmful acts against the public and private administration, national and foreign; and not to tolerate any practice of corruption in all its forms, active and passive;
- Act in strict compliance with all applicable laws, including the Anti-Corruption Law (Law No. 12.846/2013), the Tenders and Contracts Law (Law No. 8.666/93) and the Companies Law (Law No. 13.303/2016);
- Repudiate acts of money laundering, terrorist financing or any other illicit activities;
- Adopt due diligence procedures in possible mergers, acquisitions and corporate restructurings, according to the complexity of each case, including the investigation of a history of corruption or other illegal or unethical conduct, in order to identify the practice of any act or omission that may cause damage to the national or foreign public administration;
- To establish specific rules, criteria and requirements for constitution of agents to represent and assume obligations for BBTS, under the terms of its Bylaws;
- Preventing money laundering and terrorist financing when doing business in the country and abroad, in line with national and national legislation;
- Adopt procedures to mitigate the risks of money laundering and terrorist financing, according to the activity and the agents involved;
- Do not allow business to be carried out with anonymous persons or persons linked to fictitious owners;
- Formally require suppliers and partners to comply with their activities.

activities based on ethics, social and environmental responsibility, well as compliance with anti-corruption laws. To this end, BBTS's contracts with its partners and suppliers include social and environmental responsibility clauses and a commitment to the Code of Ethics and Standards of Conduct;

- Adopt *due diligence* procedures to mitigate the risks of money laundering, terrorist financing and corruption, according to the activity and agents involved;
- Collaborate with the public authorities in investigations related to acts harmful to the public administration arising from our activities, in compliance with current legislation.

internal controls and compliance policy

This policy deals with internal controls and compliance in BBTS processes. Its purpose is to establish guidelines and principles to be observed to ensure effective compliance risk management and the strengthening of the internal control system, in accordance with the complexity of its business and processes, to disseminate the culture of controls, as well as to emphasize that the responsibility for internal control and compliance activities at BBTS lies with all employees, at their various hierarchical levels.

These guidelines are designed to ensure ongoing compliance with legal and regulatory provisions, policies, internal regulations and the BBTS Code of Ethics, Conduct and Integrity, with a focus compliance and integrity of controls, mitigating the compliance risks to which the company is exposed. These include, among other guidelines:

- Adopt an internal control management structure with responsibilities distributed in the Three-League Model.

The aim is to ensure their robustness.
complexion;

- Having structures dedicated to evaluating our internal controls and keeping senior management aware of the mitigation of the risks to which we are exposed;
- To ensure that the Internal Audit and the Risk, Compliance and Data Protection Management operate independently and autonomously, so as to guarantee impartiality, high standards of integrity and ethical values in all their activities;
- Disseminate the culture of internal controls and compliance, ensuring compliance, adequacy and alignment of internal policies and standards, through awareness-raising and training;
- Ensuring the adequacy, strengthening and functioning of reliable internal controls in order to mitigate risks, taking into account the complexity of each process;
- Adopt a structure dedicated to compliance management, compatible with our size, complexity, structure, risk profile and business model;
- Periodically evaluate the internal control system, so that any corrections can be implemented, in order to guarantee the effectiveness, efficiency and effectiveness of the system;
- To manage compliance risks in order to identify, assess, measure, report, mitigate and control compliance risks in our activities, products and services and operational aspects.

[risk management policy](#)

BBTS's Risk Management Policy establishes principles and guidelines to be observed in the company's management process, in order to identify, evaluate, measure, control, report, mitigate and monitor the risks inherent in its activities, protecting the company from possible damage, allowing for proactive, transparent, quality management that is compatible with its size and the nature of its business. This policy includes:

- Striving for continuous improvement in risk management practices, with appropriate tools and instruments and

up to date with the best practices.
market dynamics;

- Segregate the management functions of risks, business and internal audit;
- Submit relevant processes to external audit whenever necessary;
- Ensure that previously defined limits and limits are observed in the risk management process.
- Take a preventive stance and establish acceptance/tolerance limits in risk management;
- Institute educational actions to ensure that all managers participate in risk training.

SPECIFIC PROCEDURES

Donations to Candidates and Political Parties

BB Tecnologia e Serviços does not make donations to candidates or political parties, as stated in the Policy for Preventing and Combating Corruption, Money Laundering and the Financing of Terrorism: it is forbidden to make any kind of donation or financing to political parties or candidates for public office.

Philanthropic Donations, Sponsorships and Event Promotion

BBTS enters into partnerships of a socio-environmental nature for projects that exclusively serve purposes of social interest. The process defined internally is based on clear and objective criteria for the selection of projects and the signing of agreements by BBTS, in order to give maximum transparency to the selection processes and guarantee the correct application of the company's budget resources. In addition, guidelines are also defined for the granting of sponsorships and promotional activities by BBTS.

Philanthropic donations and sponsorships may not be made to companies listed in the Register of Impeded Private Non-Profit Entities (CEPIM), the National Register of Ineligible and Suspended Companies (CEIS) and the National Register of Punished Companies (CNEP). As well as the other prohibitions contained in specific internal regulations on Sponsorship and Promotion.

Gifts, Presents and Favors

The rules on giving and receiving gifts and favors are available in internal regulations and in a specific section of the BBTS Code of Ethics, Conduct and Integrity. Of these rules, it is worth highlighting:

- Employees and collaborators are forbidden to receive, offer or give gifts, transportation, hospitality, any advantages or benefits due to their duties.

vores coming from suppliers or partners who have or may have any types of business with BBTS;

- Receiving or offering gifts or presents that compromise the perception of BBTS' professionalism and impartiality, regardless of their value, is frowned upon;
- Any gifts, presents or hospitality received in breach of the code's guidelines must be returned promptly by the recipient to their respective sender, accompanied by a return letter with proof of receipt, explaining that BBTS rules do not permit their receipt.

Pacts, Certifications and Initiatives

BBTS voluntarily engages in actions whose main purpose is to contribute and pass on to society as a whole the value of combating all forms of corruption, with the approval of the institution's senior management, as a demonstration of the importance that BBTS attaches to preventing and combating corruption, not only in its own corporate environment:

- Since 2017, BBTS has been a signatory to the Business Pact for Integrity and Corruption, making a public commitment to combat illegal, immoral and unethical practices, as well as promoting good business ethics practices that can eradicate corruption from the list of strategies for achieving economic results;
- In 2018, BBTS joined the Global Compact, a voluntary initiative that aims to contribute to achieving the sustainable development goals proposed by the UN by mobilizing the international business community to adopt accepted core values in the areas of human rights, labour relations, the environment and anti-corruption;
- In 2019, BBTS submitted its *compliance* system to the DSC 10.000 (Compliance System Guidelines) Certification audit at the strategic management units located in Rio de Janeiro and Brasília, which did not identify any points of non-compliance. The certification is valid for 2 years and ratifies BBTS's commitment to maintaining strict ethical standards, as well as compliance with regulatory requirements and internal policies;
- The company took part in Pró-Ética for the second time in 2019, an initiative of the Ethos Institute and the Office of the Comptroller General (CGU) with the aim of evaluating and publicizing companies voluntarily engaged in building an environment of integrity and trust in business relations, including those involving the public sector. BBTS met the admissibility requirements and had the content of its Integrity Program assessed and integrated into the Compliance Program. The company was approved in the initial admissibility phase of Pro-Ethics 2020-2021.

Reaffirming BBTS's commitment to mechanisms to prevent retaliation, in order to improve employees' sense of security when using the whistleblowing channel, in 2021 it joined Fala.BR - the Integrated Ombudsman and SIC Platform, created by CGU - the Office the Comptroller General. The platform allows internal and external customers (employees, suppliers, citizens, etc.) to make requests for public information and ombudsman complaints in a single place.

WE ARE A CERTIFIED COMPANY CERTIGOV AND DSC

CERTIFICATIONS 10.000

In 2021, BBTS was certified by Certigov, with the seal that reinforces the company's commitment to its anti-corruption and anti-bribery policies and attests to the fact that the institution is guided by an ethical culture throughout its business ecosystem, which includes various channels, resellers and partners.



Based on various federal laws and international standards such as ISO 37001, the certification process includes a detailed assessment of processes, risks and adherence to strict integrity standards.

BBTS is also a certified company in the DSC 10.000 Compliance System Guidelines standard, which is designed to ratify the effectiveness of the processes related to the Compliance Program. In this way, BBTS demonstrates to its customers, partners, suppliers, employees, shareholders and society that it has mechanisms for preventing, detecting and combating illegal acts and those contrary to the principles of ethics and integrity in business, as well as complying with the applicable legal requirements.

TRANSPARENCY AND COMMUNICATION

In order to make the BBTS guidelines and instruments related to the Process for Preventing and Combating Corruption widely known to the internal and external public, the main documents related to the process are disclosed in internal normative instructions, accessible to all employees, and on the BBTS website for the general public, such as:

- Compliance Program;
- Code of Ethics and Standards of Conduct;
- Policy for Preventing and Combating Corruption, Money Laundering and Terrorist Financing;
- Relationship Policy with Suppliers;
- Clean Company Reporting Channel;
- Sustainability Policy;
- Related Party Transactions Policy

Annual communication plans are drawn up to publicize relevant actions developed within the scope of the Corruption Prevention and Combating Process and within the scope of Ethics Management, so that all employees are aware of the improvements implemented or actions in which BBTS has participated or supported.

