



2021 | Annual Sustainability Report

MESSAGE FROM THE CEO

GRI 102-14

Prioritizing lasting relationships and partnerships and reaffirming our continuous support for the Brazilian economy, CCB Brasil – an institution of great representation of the CCB group in South America – once again presents its Annual Sustainability Report, with the main highlights of the year 2021.

In recent years, we have reaped very positive results, from the restructuring carried out in 2019 based on the 3C concept (communication, cooperation, and customers).

As usual, this report was prepared according to the guidelines of the Global Reporting Initiative (GRI) and emphasizes the Bank's achievements in the field of socio-environmental, climate and sustainability risk management initiatives, align with the best market practices and with an increasingly effective communication.

As in the last year, in 2021 we faced an adverse economic-financial environment due to the continuity of the pandemic. Some emerging economies are still dealing with significant unemployment and challenges such as declining imports and exports, currency devaluation, capital outflows and increasing pressure on external debt.

During the year, CCB Brasil maintained strict criteria for granting credit, in addition to carrying out a detailed assessment of the most relevant economic sectors taking into account the guidelines and instructions from Head Office.



**WE ARE A BANK
THAT BELIEVES
IN LONG-TERM
RELATIONSHIPS,
VALUES
PARTNERSHIPS
AND ALSO
SUPPORTS
THE NATIONAL
ECONOMIC
ENVIRONMENT.**

LIPING SHANG
CEO

MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

In 2021, we reaffirmed measures to strengthen Integrated Risk Management and regulatory compliance. In the organizational structure, our Risk and Compliance department is in line with good international practices and those of the CCB Group. Currently, the Bank's most significant risk is credit risk and we need to have more effective management throughout the process, reinforcing pre loan, during loan and post-loan management.

Besides strengthening risk management to generate value, we are also increasingly seeking to reduce capital consumption, the use of economic capital and expenditure on provisions. During the year, the Bank maintained a solid level of capitalization and liquidity, in compliance with the demands of the regulator and its Risk Appetite Policy (RAS).

For retail, we continue with a conservative stand, maintaining the criteria used at the beginning of the pandemic, also improving the policies for granting retail credit and supporting the recovery of overdue credits. Investments were also made in the control and service systems for payroll-loans transactions.

In the financial scope, credit operations reached R\$10,402.4 million at the end of 2021 (R\$10,423.6 million in the previous year). The portion of credits rated AA-C [lower-risk credit range] remained stable compared to 2020, representing 95.9% of the total portfolio (95.1% in December of the previous year). The resources from Headquarters reached up to 30.1% (29.2% in 2020), of the total funding of CCB Brasil, of R\$15,232.3 million, comprising market funding, borrowings, and equity-eligible debt instruments.

The consolidated gross income from financial intermediation in December 2021 reached R\$428.6 million (in 2020 R\$543.5 million). Consolidated Shareholders' Equity reached R\$1,107.2 million, while the Basel Ratio reached 16.05% (above the minimum required by Bacen, which is 10.5%).

With the new resolutions of the Central Bank of Brazil, including specific guidelines for improving sustainability rules, CCB Brasil has further strengthened its standardized and comprehensive ESG risk management system, and improved policies governing the topic.

We are also signatories of the Banking Self-Regulation rules, an initiative coordinated by the Brazilian Federation of Banks (FEBRABAN).

For 2022, the forecast is that the Bank faces even more challenges, given the uncertainty regarding the business and credit environment in the Brazilian and global markets, which should reflect on consumer, as well as business and investment confidence, and directly affect the economic recovery.

In this scenario, we reaffirm our commitment to making an increasingly stronger, healthier and more sustainable bank. I invite everyone to read this report and take the opportunity to thank our shareholders, directors and employees, customers and partners, who walked alongside us during this challenging year.

Liping Shang
CEO

MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

HIGHLIGHTS OF 2021



Net income from financial intermediation: **R\$410.5 million.**



Online psychology service for all employees who needed it.



Credit operations: **R\$10,402.4 million.**



Teleconsultations through the “Alô Saúde” channel, with the option of face-to-face consultation at the clinic.



Equity: **1,107.2 million.**



Performance of the **Legal Department** in the closing of the PPR Agreement [Profit Sharing Program] with the Union.



Basel Ratio: **16.05%.**



Continuity of the **Best 10 Program** to encourage the Bank’s talented employees.



1st place [first, third, and fourth quarter of 2021] in the BC Ombudsmen Rankings.



Celebration of the Mid-Autumn party [**Moon Festival**], Christmas and New Year with employees.



Adherence to the **Brazilian GHG Protocol Program** tool, coordinated by FGVces, to calculate GHG emissions.

MESSAGE
FROM THE CEO

DESTAQUES
DE 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS REPORT

01

CCB BRASIL PUBLISHES ITS SEVENTH SUSTAINABILITY REPORT, PRESENTING TO THE PUBLIC ITS ENVIRONMENTAL, SOCIAL, ECONOMIC-FINANCIAL AND ORGANIZATIONAL PROFILE INFORMATION.

CCB
BRASIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

GENERAL INFORMATION

GRI 102-21, 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-54

Prioritizing ethics and transparency, CCB Brasil publishes its seventh Sustainability Report, presenting to the public its environmental, social, economic-financial and organizational profile information.

MANAGEMENT OF RELATIONSHIP AUDIENCES AND MATERIAL TOPICS

GRI 102-40, 102-41, 102-42, 102-43, 102-44, 102-47, 103-1

The basis of this report of CCB Brasil is a materiality study carried out between December 2021 and January 2022. Based on the communication with its interlocutors, were defined the expectations and needs of the interested parties that relate to the Bank.

Thus, the institution invited four groups of strategic stakeholders (regulatory agencies, employees, customers, and suppli-

ers) to answer a pre-defined questionnaire in an online system structured around three major topics: Environment, Economic/Governance, and Social.

The topics were submitted to the Bank's Senior Management for evaluation, which defined their order of priority and listed seven relevant topics:

Caption



Employees



Customers



Suppliers



Regulatory Agency

 directly affected stakeholders

 indirectly affected stakeholders

Note: Click on the SDGs and learn more about each Goal.

MATERIAL TOPICS

Technology and Innovation



TARGETING

Development of an effective, responsible and transparent institution that guarantees the fundamental freedoms of its customers

STAKEHOLDERS



Internal



External

SDGs



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

Caption



Employees



Customers



Suppliers

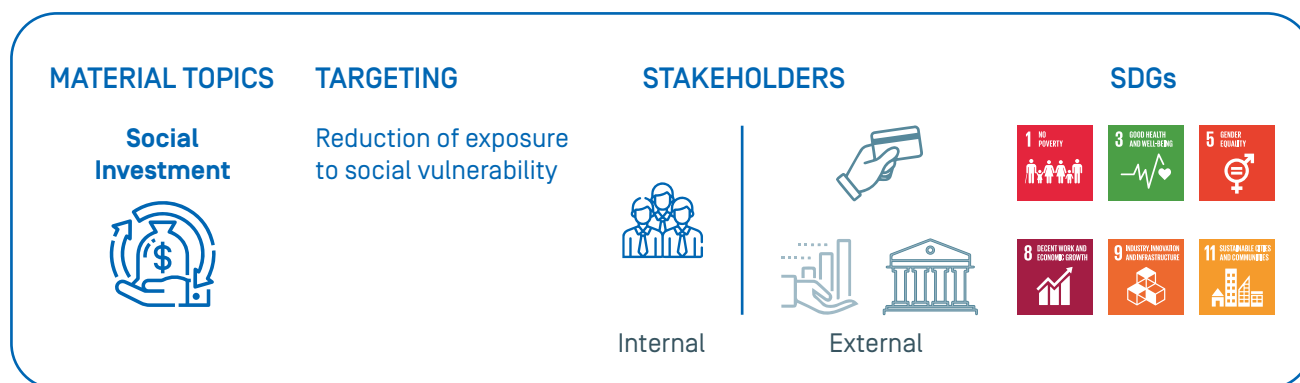
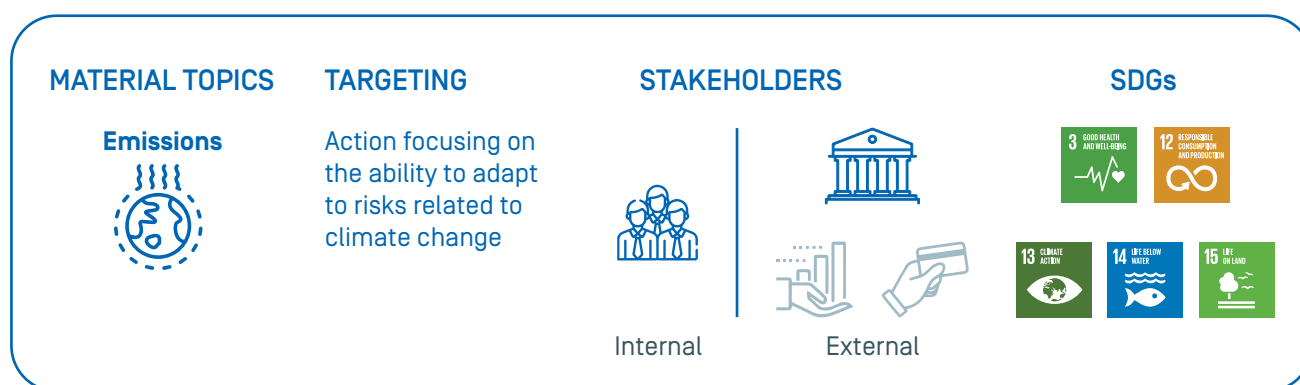


Regulatory Agency

directly affected stakeholders

indirectly affected stakeholders

Note: Click on the SDGs and learn more about each Goal.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

Caption



Employees



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MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MATERIAL TOPICS

Valuing Employees



TARGETING

Valuing and developing employees, developing skills and updating the performance appraisal

STAKEHOLDERS



Internal



External

SDGs



MATERIAL TOPICS

Customer Satisfaction



TARGETING

Offer of quality products and services

STAKEHOLDERS



Internal



External

SDGs



MATERIAL TOPICS

Social and Environmental Assessment of Suppliers



TARGETING

Strengthening of ethical and compliance issues

STAKEHOLDERS



Internal



External

SDGs



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB BRAZIL

02

SUBSIDIARY CREATED WITH THE PURPOSE OF SUPPORTING THE FLOW OF FOREIGN TRADE BETWEEN BRAZIL AND CHINA.

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

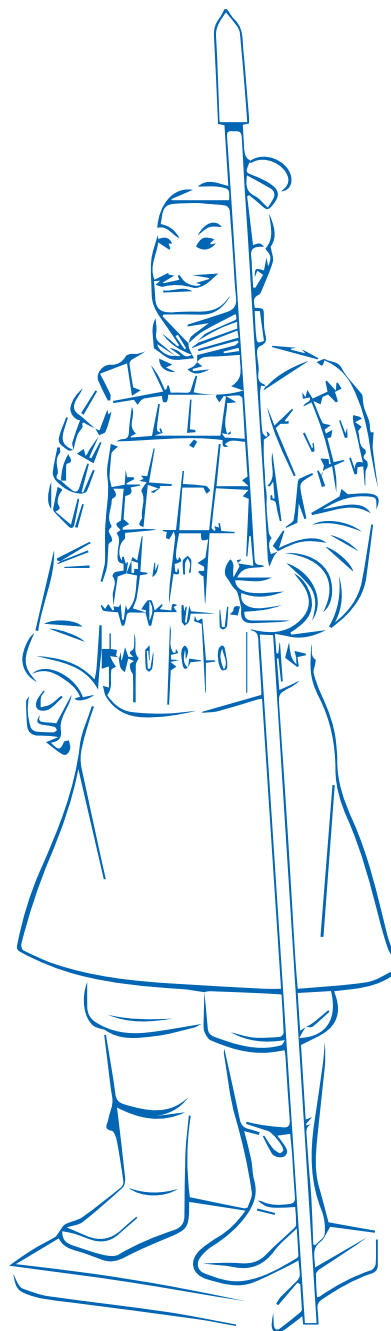
CCB PROFILE (HEAD OFFICE)

China Construction Bank (CCB) - based in Beijing - is one of the leading large-scale commercial banks in China. With shares traded on the Shanghai and Hong Kong stock exchanges and a market value of \$272.1 billion, the bank serves a portfolio of 314 million customers and ranks fourth among the largest financial institutions in the world, according to the international rankings published by Forbes magazine [2021].

Founded in 1954 with the goal of supporting the country's development, the Bank has 14,741 points of service and 349,671 employees, serving hundreds of millions of personal and corporate customers. The Institution has subsidiaries in various sectors, including fund management, finance leasing, trust, insurance, pension and investment banking, as well as more than 200 entities abroad, covering 31 countries and regions.

In 2014, the Conglomerate arrived in Brazil through CCB Brasil, a subsidiary created with the purpose of supporting the flow of foreign trade between Brazil and China and being the anchor operation of the Conglomerate throughout Latin America*.

Note: CCB BRASIL is responsible for CCB's operations in Latin America, except for the units in Chile, Argentina and Peru, which are served by CCB Chile.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

**CCB
BRAZIL**

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

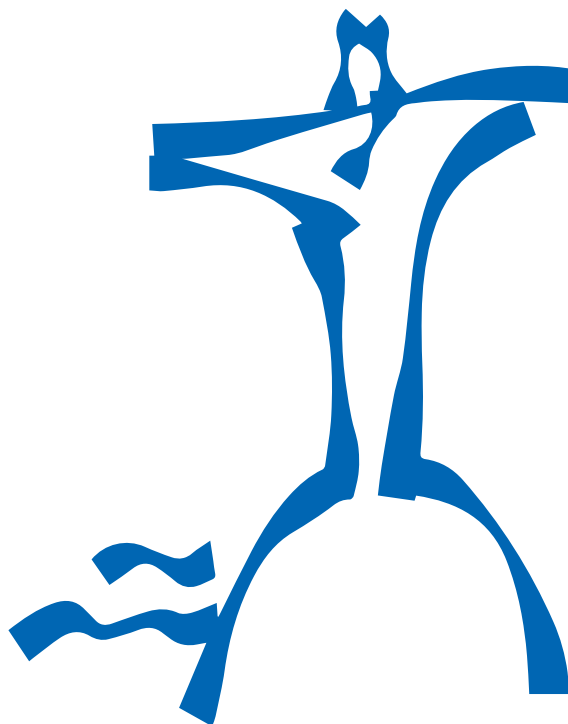
CCB BRASIL PROFILE

GRI 102-1, 102-4, 102-5, 102-7

China Construction Bank (Brasil) Banco Múltiplo S/A is a Private Corporation with operations in Brazil and the Cayman Islands. Its headquarters is located in São Paulo, capital, and it has nine branches: São Paulo, SP; Ribeirão Preto, SP; Rio de Janeiro, Rio de Janeiro [RJ]; Belo Horizonte, Minas Gerais [MG]; Curitiba, Paraná [PR]; Blumenau, Santa Catarina [SC]; Brasília, Federal District [DF]; and Aldeota, Ceará [CE]; as well as an international branch in Grand Cayman.

- **Net sales:** R\$410.5 million
- **Patrimônio de Referência:** R\$2,051,9 million

The Institution operates through its credit portfolios, foreign exchange investments and foreign trade, aimed at serving companies in the Corporate and Large Corporate segments, through the offer of Foreign Trade, Working Capital, Rural Credit, Leasing, Treasury, Investments, and Bank Guarantees.



SUBSIDIARIES

Currently, the Bank's subsidiaries are:

- CCB Brasil Arrendamento Mercantil SA
- CCB Brasil DTVM - Distribuidora Títulos e Valores Mobiliários
- CCB Brasil Informática S.A.
- CCB Brasil Administradora Cartões Ltda.
- CCB Brasil SA - Crédito, Financiamentos e Investimentos

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MISSION, VISION AND VALUES

GRI 102-16

The Bank's Mission, Vision and Values are available in the Code of Ethics, whose definitions are the responsibility of the Ethics Committee. All documents of the Institution are available in Portuguese and English. Additionally, in the admission of employees, the Institution offers training on the subject through its training platform and shares the Conglomerate's Code of Ethics and Conduct for reading and awareness purposes. The Human Resources Department, which is also a member of the Ethics Committee, is responsible for disseminating the Code.



MISSION

The Mission of the CCB Brasil Conglomerate is to operate efficiently within the Brazilian financial system, offering the best products, fostering the professional growth of our employees, ensuring compliance in our internal processes and maintaining our commitment to sustainable development.



VISION

To be a benchmark in supporting the development of the business chain, in the trade and investment segments of the China-Brazil corridor. Operating in an advisory capacity and in the origination and execution of operations, we will expand and increase the range of business opportunities, in line with the Conglomerate's strategic planning and goals.



VALUES

- Integrity
- Transparency
- Business sustainability

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

CCB BUSINESS IN BRAZIL

During 2021, CCB Brasil sought to maintain a conservative stance in its market of operation through the commercial bank, making use of its credit portfolios, foreign exchange investments and foreign trade. The Conglomerate worked very close to its customers, reinforcing its cash position and refinancing longer-term debt.

With a portfolio growth in the order of 12%, the Bank presented excellent results in 2021, highlight the 10% growth and more consistent evolution during the fourth quarter with the high demand for funds by the market. The corporate business met expectations and it was possible to compete with large banks, reaching a 12% growth in a highly relevant portfolio for the market.

The end of the zero rate of the Tax on Financial Transactions (IOF) for loans, provided by the Brazilian Federal Government and the one-off increase in the IOF in the last quarter were a challenge, which resulted in customers being directed towards modes with lower tax costs. Consequently, the Bank proceeded in a thoughtful and strategic manner with the expansion of the credit portfolio, supporting Corporate and Large Corporate clients in their credit demands, so that they could strengthen the companies' cash, expanding the cross-selling of operations and narrowing the commercial relationship, always in line with the Institution's credit and risk policy within the strategic sectors.

Given the presented scenario, the most affected products were the loan and financing modes. Seeking to mitigate the impacts, the Bank directed its efforts and business towards products that are more attractive to customers, such as export financing, credit assignments, and rural credit.

WITH A PORTFOLIO GROWTH IN THE ORDER OF 12%, THE BANK PRESENTED EXCELLENT RESULTS IN 2021, HIGHLIGHT THE 10% GROWTH AND MORE CONSISTENT EVOLUTION DURING THE FOURTH QUARTER WITH THE HIGH DEMAND FOR FUNDS BY THE MARKET.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

Despite maintaining the portfolio in 2021, the performance of local businesses was highly positive when compared to the previous year, motivated by a series of stimuli, mainly in the tax area. Despite a slight reduction in the asset portfolio, during the year, Rural Credit increased by 82%, while services increased by 6%, with a 38% increase in the collection position and a 3% increase in the position of the bank guarantee portfolio.

In December 2021, CCB Brasil represented a loan portfolio of R\$9.1 billion, in addition to R\$5.3 billion in Funding, and R\$1.5 billion in Bank Guarantees.

Regarding the social and environmental policies and regulations of the Central Bank of Brazil, which aim to regulate social, environmental and climate risks, local businesses already have a critical view of ESG. Several products were developed with specific policies in order to seek to mitigate social, environmental and climate risks, aiming to maintain alignment with the necessary governance, monitoring, and control. Products for financing agribusiness were the first in the portfolio to have their social and environmental policies prioritized, a process in which technical documentation is analyzed for each type of mode.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS



PRODUCTS AND SOLUTIONS

GRI 102-2

With a key role in promoting business between Brazil and China, CCB Brasil operates in the financial segments demanded by the corporate market and has a team of over 400 professionals, whose activities are distributed between the headquarters and eight branches, in strategic locations of the Brazilian territory. In addition, it has a branch in Grand Cayman, in the Cayman Islands.

For Individuals, CCB Financeira offers the Payroll Loan product for public servants.

The products and services offered by CCB Brasil for Legal Entities are:

Loans and Financing

- Working capital
- CCB Habitacional: IOF-free working capital for companies in the housing sector
- CDC-I: credit for the purchase of consumer goods and services with the intervention of the commercial establishment or service provider
- Credit Assignment
- Corporate check
- Confirme: anticipation of supplier receivables

- Conta Garantida: pre-approved credit for emergency cash flow demands
- Discount on receivables
- Credit guarantees
- Financing of machinery, equipment and vehicles – CDC
- Agricultural financing
- Leasing
- Import Leasing
- NCE and CCE
- Vendor

Investments

- CBD
- LCA
- LCI
- Financial Treasury – LF
- Distributor compensation

Services

- Guarantee

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

CUSTOMER PROFILE

GRI 102-6

Currently, CCB Brasil serves the following markets and customers:

MARKETS SERVED	LOCATION OF PRODUCTS AND SERVICES OFFERED	MAIN SECTORS SERVED	CLIENT TYPE
Investments	CCB Brasil serves all Brazilian states	Agribusiness, Energy, Oil & Gas, Industrial, Mining, Construction, Retail, Chemicals, and Services	<i>Large Corporate and Corporate</i>
Credit Operations		Agribusiness, Energy, Oil & Gas, Industrial, Mining, Construction, Retail, Chemicals, and Services	<i>Large Corporate and Corporate</i>
Bank Guarantee		Energy, Oil & Gas, Industrial, Mining, Construction, Retail, and Services	<i>Large Corporate and Corporate</i>
Rural Credit		Agribusiness	<i>Large Corporate and Corporate</i>

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

CUSTOMER SATISFACTION

GRI 103-1, 103-2, 103-3

The customer satisfaction survey is mandatory for financial institutions, to ensure compliance with the Central Bank's Ombudsman and FEBRABAN Self-Regulation resolutions. This instrument allows the institution to identify, more quickly and efficiently, possible failures and problems that may generate a burden, whether in the production of something or in the implementation of new strategies. In order to improve the Bank's internal operating policies, the use of customer surveys was also included in our Ombudsman Policy and Manual.

The Central Bank, by means of a resolution, took the initiative of inserting a satisfaction survey for Ombudsman customers, aiming at addressing the demand and the quality of the services provided. Since its creation in 2017, the Conglomerate has always been at the top of the rankings, which demonstrate the positive impact on its relationships.

The impacts related to the survey occur only among regulatory agencies, which use the responses to analyze the Ombudsman's performance to prepare the rankings and are not taken or considered for suppliers.

The survey is applied after the interaction with the customer through two questions. There is still no forecast for the application of targets related to the topic, although the results (quantitative and qualitative) are made available on the CCB Brasil website and referred, through the Ombudsman's biannual report, to the Ombudsman and Audit Director.

The assessments are monitored by both the internal and external Audit, for use by the Ombudsman (area performance). With the awareness that the results must be widely publicized, in the case of the CCB Brasil conglomerate, which has been acting in a positive way towards its customers, we ensure that the services and processes are always updated and revised for continuous improvement. This results monitoring is also considered in the preparation of the institution's employee assessment.

OMBUDSMAN RANKINGS

The BC periodically publishes the Ombudsman Rankings, which aims to bring to the attention of citizens information on the agility and quality of service provided by the Ombudsman Offices of banks, finance companies, and payment institutions. The classification considers an index that measures the time and quality of the response offered to complaints filed at the Central Bank and answered by the Institutions' Ombudsman Offices, in addition to measuring adherence to public conflict mediation tools. In the first, third and fourth quarters of 2021, CCB Brasil ranked first, demonstrating its solid performance in the relationship with stakeholders.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

CORPORATE STRATEGY

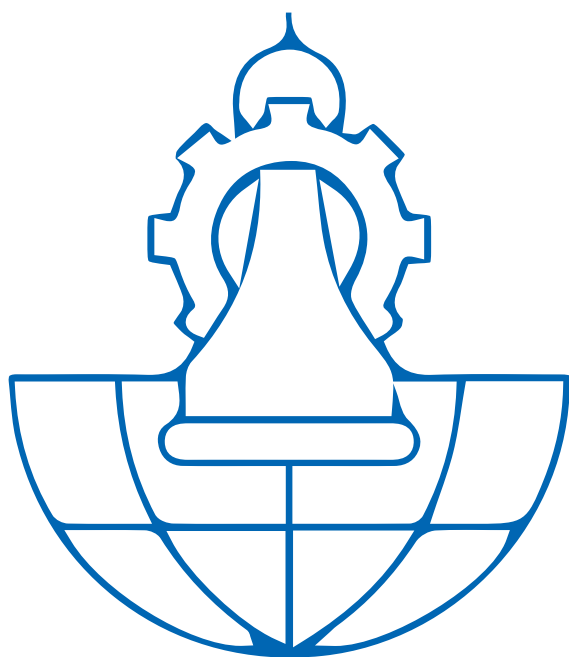
Both in the present and in the near future, CCB Brasil's strategy remains focused on maintaining the stability of the business, increasing its loan portfolio in a moderate manner, and ensuring a balance between profitability and business risk. Simultaneously, despite a constantly changing environment, the Bank guarantees its social and global responsibility by providing professional financial support to the market, companies, and individuals.

Closed with high interest rates, inflation and exchange rate, the year of 2021 was marked by low economic growth. Banco Comercial, however, achieved profit as a result of the work carried out in recent years. As efforts, in 2021, the Bank

carried out a capital increase, and there was the entry of more perpetual bonds and payments of operations in the domestic market, which resulted in greater financial and economic efficiency.

Despite the maintenance of the portfolio in 2021, the performance of local businesses was very positive when compared to the previous year, which received a series of tax incentives with a zero IOF rate during the pandemic. Notwithstanding a slight reduction in the asset portfolio during the year, Rural Credit increased by 82%, while services increased by 6%, with a 38% increase in the collection position and 3% in the bank guarantee portfolio position.

In order to guarantee the stability of the business pace in 2021, the bank has deepened the improvement of the credit structure, from the perspective of customer rate/size, product, loan terms, and currency. Simultaneously, it continued to adopt a flexible, market-oriented credit pricing policy to maximize profitability and maintain business continuity. The financial institution has also taken effective post-loan management measures to detect potential risks in a timely manner and carry out collection, restructuring, extension and other means of making loans in a timely manner to mitigate the risks.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE AND COMPLIANCE

03

CCB BRASIL BELIEVES THAT BUSINESS PROFITS CAN AND SHOULD COEXIST IN HARMONY WITH RESPONSIBLE, SUSTAINABLE ACTIONS THAT RESPECT PEOPLE AND THE ENVIRONMENT.

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

CORPORATE GOVERNANCE

GRI 102-18, 102-20, 102-31, 102-32

CCB Brasil believes that business profits can and should coexist in harmony with responsible, sustainable actions that respect people and the environment. Therefore, the Bank understands that the following criteria must be followed in the preparation and implementation of its strategy:

1. Consciously consolidating long-term financial results;
2. Contributing to customer satisfaction, creating lasting relationships, based on the best service and the adequate offer of products and services;
3. Acting ethically and transparently and complying with laws and regulations;

4. Acting responsibly and always considering social and environmental aspects in banking operations;

5. Inclination of credit support for customers related to eco-friendly industries. The Conglomerate's strategy is in line with current ESG (environmental, social and governance) topics.

To support its governance structure, CCB Brasil has bodies that are responsible for the decision-making processes, as well as for safeguarding the Institution's values and policies. All of this is in line with the Bank's sustainable growth and financial stability objectives. This structure, responsible for maintaining the strategic direction of the business in accordance with the Conglomerate's main interests is supported by the Audit Committee, which monitors the integrity and disclosure of the financial statements, in addition to specific committees that advise the governing bodies.

Currently, the Conglomerate's governance is composed of the Board of Directors, Advisory Committees, and Executive Boards. The roles and responsibilities of the Board of Directors, Executive Board, Audit Committee and Compensation Committee are described in the Bylaws. In turn, the attributions of the other Advisory Committees are contained in specific internal regulations and policies. The purpose of this structure is to ensure safety, efficiency and management to mitigate the Conglomerate's risks.

TO SUPPORT ITS GOVERNANCE STRUCTURE, CCB BRASIL HAS BODIES THAT ARE RESPONSIBLE FOR THE DECISION-MAKING PROCESSES, AS WELL AS FOR SAFEGUARDING THE INSTITUTION'S VALUES AND POLICIES.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

**GOVERNANCE
AND COMPLIANCE**

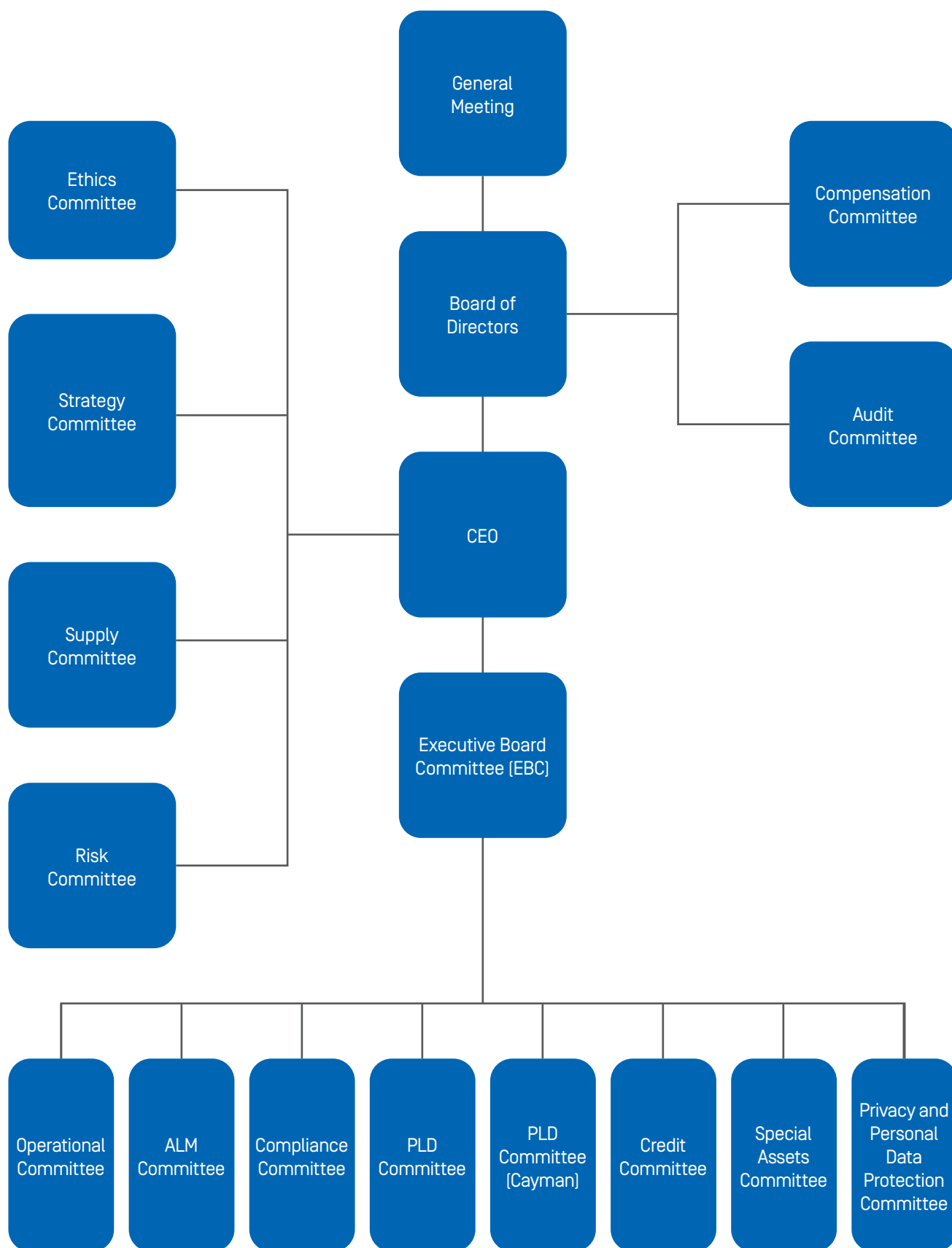
GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

The Advisory Committees in force and related to the management of risks and strategic items are listed below and can be consulted on the [website](#):



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

**GOVERNANCE
AND COMPLIANCE**

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

REGULATORY COMPLIANCE

The annual sustainability report is an important tool that presents not only CCB Brasil's positioning, but also the results and challenges faced by the Institution throughout the year. It is a way of ensuring accountability towards the public with whom it relates, towards the market, and towards society in general.

In 2021, the Bank focused its efforts on improving operational resilience, strengthening the control environment, and revising or formulating relevant reg-

ulations. These guidelines contribute to improving business continuity and managing operational resilience, ensuring that critical business operations are sustained in extreme circumstances and improving emergency response and recovery capabilities.

In this sense, the bank promotes a culture of compliance with the Conglomerate's legislation and internal policies, in which all employees must actively seek compliance and value creation in accordance with laws and regulations. The intention is to establish a compliance management system in which everyone performs their duties diligently.

By further deepening the analysis of the local and international regulatory system, CCB Brasil remains attentive to changes in domestic and foreign regulatory laws and policies and new requirements, as well as possible legal conflicts and establishes adequate rules to ensure regulatory compliance. In order to provide high-quality financial services to domestic customer, especially global domestic customer and foreign customer involved in trade and investment with China, the Institution continuously seeks to improve the ability of development and risk control, while duly addressing the relationship between customer service and risk prevention and control.

**IN 2021, THE BANK
FOCUSED ITS EFFORTS
ON IMPROVING
OPERATIONAL RESILIENCE,
STRENGTHENING THE
CONTROL ENVIRONMENT,
AND REVISING OR
FORMULATING RELEVANT
REGULATIONS.**

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

**GOVERNANCE
AND COMPLIANCE**

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

ETHICS AND ANTI-CORRUPTION

GRI 205-2

Guided by essential principles such as ethics, integrity and transparency, the institution maintains the Integrity Program – a set of guidelines that seeks to prevent and fight corruption in all its forms, in addition to establishing guidelines for the design, implementation, and continuous improvement of this program.

The Conglomerate has monitoring and control mechanisms for the prevention of money laundering and combating the financing of terrorism (PLD/CFT), which are in the process of continuous improvement to ensure compatibility with the nature, size and complexity of its operations.

The Bank also has a training platform for employees and, when necessary, provides face-to-face training on the Integrity Program. All employees are required to adhere to the Bank's Code of Ethics and Conduct, periodically receiving a liability agreement in which they undertake to observe internal policies and ethical and conduct issues.

CCB Brasil has an exclusive channel for receiving and handling complaints. The aim is to assist in situations of misconduct and conflicts of interest, in addition to fighting corruption, fraud, and other criminal practices. All information is treated confidentially and impartially. The channel is available to employees and external stakeholders, such as customers and suppliers.

Its email address is: denuncia@br.ccb.com

- Banco CCB Brasil whistleblowing channel:

www.br.ccb.com/denuncia

- CCB Brasil Financeira whistleblower channel:

www.ccbfinanceira.com.br/

atendimento/canal-de-denuncia.php



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

INFORMATION SECURITY

Sanctioned in recent years in Brazil, the General Data Protection Act (GDPL) establishes rules on the handling of personal data by companies and organizations throughout the national territory. Therefore, CCB Brasil has developed a Privacy and Data Protection Policy, which regulates the way it collects, processes, shares, transmits, deletes and uses personal information, providing greater protection and transparency.

The Bank's customer data is not disclosed to the head office, except upon direct authorization. China has not adhered to data protection regulations, but the entire Conglomerate's contracts have data protection clauses. With the implementation of GDPL in Brazil, the Institution developed an extensive work to identify the information necessary to adapt to the new law.

TECHNOLOGY AND INNOVATION

GRI 103-1, 103-2, 103-3, 418-1

The Institution is committed to improving its technological processes. In an increasingly digitized world and in 2021 the challenge of developing the support in order to continue improving the CCB Brasil's system, adapting and evolving in terms of remote work, enabling almost all employees to work in a home office setting.

In 2020 and 2021, the Bank worked on the transformation of a few points, resulting

in great benefits for the Conglomerate, such as streamlining processes and, subsequently, rationalization of time. At CCB Financeira, investments were made in a more improved digital solution, which was implemented and will be improved to increase efficiency in serving payroll-deductible customers.

In the long term, the Conglomerate intends to further improve its digital solutions, following the guidelines of FEBRABAN, which requested all members to implement paperless solutions for payroll loans. Currently, the Bank is investing in innovations in the payroll loan application process, which should be extended to have an automated Back Office and post-loan management.

Also align with the technological evolution and improvement of financial services, the Institution worked intensively in adapting its systems, contracting a solution and reviewing and strengthening its internal processes to meet the Open Banking requirements, enabling the expansion of services while guaranteeing the protection of customer data.

In the constant evolution of technology management, in 2021, it was restructured multidisciplinary governance and technology groups to evaluate management mechanisms, processes, controls, and opportunities for improvement, as well as increasing internal effectiveness.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

RISK MANAGEMENT AND SOCIAL, ENVIRONMENTAL AND CLIMATE RISK MANAGEMENT



RISK MANAGEMENT

GRI 102-29, FS2, FS10

To ensure a robust and efficient structure, which generates value based on sustainable development while allowing for adequate risk management, the Bank focuses on the transparency of its operations and financial discipline. The CCB Brasil business is based on the possibility of events that could affect results and quantify the impact in the event of failure of controls.

Senior Management, in turn, is also involved in risk management issues through deliberations of administrative bodies, such as the Board of Directors,

Executive Board and Committees. One of the Board of Directors' attributions, with regard to risk management, is to ensure the Institution's adherence to risk management policies and to its strategies and limits, ensuring that capital and liquidity levels are adequate and sufficient, and disseminating a risk culture. The Risk Committee, in turn, discusses, identifies the main threats and challenges to the business and operation of CCB Brasil, and devises ways to mitigate them. All risk management processes are audit by the Central Bank of Brazil.

As for the connection between business models and risk management, the Bank, through its Risk and Compliance structure, seeks to ensure that the activities carried out by the Institution's front areas are always adequate to the size of CCB Brasil in the Brazilian and international market and in line with the risk that the bank's shareholders wish to assume, aiming to mitigate the risks incurred. Therefore, risk management is a fundamental strategic component due to the increasing complexity of the products and services offered, growth of the organization's business, and search for continuous adherence to best practices, local regulations, and the recommendations arising from the Basel Banking Supervision Committee. Like this, CCB Brasil adopts strict risk control standards and frequently updates

CCB BRASIL ADOPTS STRICT RISK CONTROL STANDARDS AND FREQUENTLY UPDATES ITS PROCESSES, SYSTEMS, METHODS, AND PLATFORMS.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRASIL

**GOVERNANCE
AND COMPLIANCE**

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

its processes, systems, methods, and platforms, aiming to expand and improve identification, monitoring, control, and mitigation.

The centralization of the management of Market, Liquidity, Credit, Operational and Socio environmental risks provides a global view of the exposures to which the Institution is subject given the very nature of its activities, which allows for the continuous improvement and agility of strategic decisions, as well as ensuring compliance with established internal and external policies. The Bank has policies and manuals for the management of risks. These instruments establish the basic guidelines for action expressed by the Senior Management, in line with the standards of integrity and ethical values of CCB Brasil. Policies, standards and procedures ensure that the organization has a control structure that is compatible with the nature of its

operations, the complexity of its products and services, activities, processes, and systems, and the dimension of its exposure to risks, allowing for its proper management. They are straighten to the strategic guidelines of the organization and to best practices, as well as complying with the regulations established by supervisory agencies, being regularly reviewed and updated in order to reflect changes in markets and products.

That said, the Risk Appetite Statement (RAS) is an important management tool that synthesizes the internal culture regarding risk management while giving clarity and transparency to this vision. Thus, it considers the most significant risk exposures for CCB Brasil and, subsequently, provides guidance for management and mitigation measures that could be taken. Finally, the Board of Directors is in charge of defining the relevant indicators and maximum or minimum limits to be observed, while the CRO is responsible for monitoring them accordingly.

Therefore, CCB Brasil is exposed to different types of risks (whether arising from internal or external factors), and therefore, it is essential to adopt a constant and integrated monitoring of all risks in order to provide security and comfort to all interested parties. Some of the main risks of the Institution's activities include: Market Risk, Liquidity Risk, Capital Risk, Credit and Counterparty Risk, Socioenvironmental Risk and Reputational Risk, Operational Risk, Information Security Risk, and the PLDFT (Prevention of Money Laundering and Terrorism Financing) Risk, which are jointly assessed by all companies belonging to the Prudential Conglomerate

THE BANK, THROUGH ITS RISK AND COMPLIANCE STRUCTURE, SEEKS TO ENSURE THAT THE ACTIVITIES CARRIED OUT BY THE INSTITUTION ARE IN LINE WITH THE RISK THAT THE BANK'S SHAREHOLDERS WISH TO ASSUME.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

of CCB Brasil: China Construction Bank [Brasil], Banco Múltiplo S.A.; CCB Brasil Arrendamento Mercantil S.A.; CCB Brasil Crédito, Financiamento e Investimentos S.A.; CCB Brasil Distribuidora de Títulos e Valores Mobiliários S.A. In the organizational structure, there is a segregation of functions in the process of subordination of the various departments responsible for Internal Audit, Risk Management and Compliance & Internal Controls duties.



PRECAUTIONARY APPROACH

GRI 102-11

Inserted in a context of ESG (environmental, social and governance) practices for many years, CCB Brasil has policies and procedures aimed at customers and suppliers that highlight environmental and social concerns. Before carrying out any operation with customers and suppliers, the Bank carries out an in-depth analysis of the social and environmental situation. This topic is strongly supported by the governance structure.

In enforcement with the Central Bank's resolution on the risk management structure and in compliance with the Socioenvironmental Responsibility Policy (PRSA), the Bank has a team dedicated to the socio-environmental risk analysis of all suppliers and customers, the internal approach to sustainability, adherence to legislation in force in all spheres, contractual clauses for the prevention of forced labor and child labor in violation of the legislation, as well as practices harmful to the environment, in conformity with the legislation in force regarding the National Policy of the Environment and Environmental Crimes. The team is also involved in the conciliation between socio-environmental risk and commercial requirements, credit and stakeholder expectations, as well as maintaining and improving control standards in relation to the rules and regulations of the financial sector and in its relationship with suppliers.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

**GOVERNANCE
AND COMPLIANCE**

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

ESG MANAGEMENT (ENVIRONMENTAL, SOCIAL AND GOVERNANCE)

CCB Brasil continuously assesses social and environmental issues in order to mitigate risks related to the potential for increased credit, legal, and reputational risks.

In Brazil, the new Central Bank regulation, enacted in September 2021, proposes specific governance structures to manage social, environmental and climate risks. In China, the Banking Regulatory Commission has also asked banks to follow environmental considerations. Even before these guidelines, the Institution was already concerned with the sustainability of customers and suppliers, as it understands that social and environmental risks can become financial risks.

With the ESG (environmental, social and governance) management carried out in defense of its daily operations, the Bank

is moving towards improving the procedures for analyzing and granting credit, which has a qualified technical team for this purpose.

CCB Brasil continually evolves in its ESG management (environmental, social and governance) processes, performing integration with the areas involved with customers – both borrowers and providers of services or resources. Attention to social and environmental aspects is present in all of the Conglomerate's decisions and businesses, which are supported by respect for rules and legislation, the pursuit of long-term relationships with customers and careful risk management.

All corporate customers, partners and suppliers – the latter group being limited to internal policies – undergoes a socio-environmental risk assessment, which consists of evaluating the impact of the activities of these stakeholders with environmental, social and governance criteria through research on public data and the relationship with these stakeholders. The comparison of the impacts caused by the activities of the companies with the results of surveys in public data and the diligence carried out by the company in relation to the environmental, social and governance aspects determine the degree of exposure, which is managed in the continuity of the business, one of the core values of CCB Brasil.

The results of risk management actions, as well as the acceptance or rejection of customers and suppliers, are based on the Institution's values, which are included in the Sustainability Policy – business continuity, social and cor-

ATTENTION TO SOCIAL AND ENVIRONMENTAL ASPECTS IS PRESENT IN ALL OF THE CONGLOMERATE'S DECISIONS AND BUSINESSES, WHICH ARE SUPPORTED BY RESPECT FOR RULES AND LEGISLATION, THE PURSUIT OF LONG-TERM RELATIONSHIPS WITH CUSTOMERS AND CAREFUL RISK MANAGEMENT.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

porate responsibility and respect for the environment. Additionally, the Conglomerate has an organizational and governance structure that seeks to know, prevent and avoid any operations related to money laundering crimes and terrorist financing and to carry out the communications established in accordance with the legislation, as well as taking the necessary measures to apply international financial sanctions or countermeasures.

The Bank has a series of departments, which together work on the front lines of social and environmental risk management. The Risk Department is responsible for the analysis, implementation, monitoring and improvement of social and environmental risk analysis procedures, being supported by the commercial area through the relationship with customers for the obtaining of data. When there is a demand for specific socio-environmental assessments, the risk committee is activated.

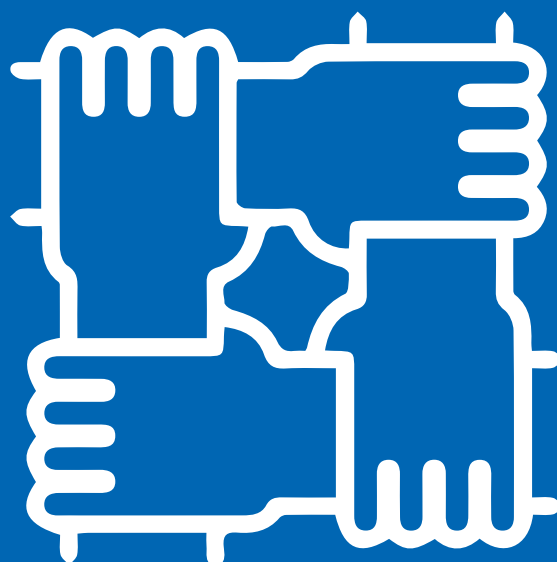
The Conglomerate also has the AML/CFT Division, which establishes rules and guidelines on the procedures to be adopted in preventing and combating activities related to money laundering crimes and terrorist financing. The Internal Controls Division ensures that the risk management processes are duly executed by the commercial and operational areas, while the internal audit periodically tests the monitoring and control mechanisms with the aim of identifying and proposing improvements in the process.

There is still one more diligence on the subject, which is the sectoral monitoring carried out by the Credit Department. This activity relies on credit specialists, tools and suppliers to compose a more careful analysis of the sectors, as well as the companies in an isolated way. Among the metrics evaluated, a number of environmental factors are identified to address or mitigate the risks of the sector/company.

SUSTAINABLE PARTNERSHIPS

FS3, FS5

The Conglomerate periodically carries out a socio-environmental assessment of active customers and has clauses relating to protection and compliance with environmental and labor legislation, in addition to measures to prevent environmental crimes, discrimination and corruption practices. Interactions with customers are intermediated by the commercial area, which follows the internal flow of socio-environmental risk assessment for this audience. The areas responsible are Commercial Area, Risk Department (through the Sustainability Risk Division), Compliance Department (through the AML/CFT Division), and Credit Department.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

**GOVERNANCE
AND COMPLIANCE**

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

INTEGRATED SUPPLIER ASSESSMENT

GRI 102-9, 103-1, 103-2, 103-3, 308-1, 308-2, 414-1, 414-2, FS5

CCB Brazil's suppliers are mainly focused on the service sector, such as consulting, auditing, security, maintenance, law firms, and information technology (IT). Most of them are located in São Paulo/SP. According to the Internal Policies the analysis of suppliers has the potential to affect stakeholders and reaffirms the Bank's values. The main objective of evaluating suppliers is to get to know the company, verify adherence to the Institution's values, financial health, suitability, prevention of money laundering, and socio-environmental diligence.

The departments that request the services do interaction with suppliers. The methods adopted (meetings and presentation of documents) were defined according to the internal manuals, which describe the processes of the

activities. These manuals are frequently audited by the Internal Audit to verify the processes with suggestions for improvements and compliance with the processes' adherence to the Bank's Policies and current legislation.

The supplier registration is a condition for participating in the centralized purchasing process. The Conglomerate performs an integrated analysis of these companies. To do this, a verification is conducted by the Credit, Risk and Compliance Department. From a Credit point of view - as a suggestion of the respective supplier to the Procurement Division - the analysis aims to verify the financial health of the supplier (domestic and foreign), based on financial indicators of the evaluated supplier itself, as well as consultations on restrictions and situation at the Federal Revenue Service, aiming to mitigate possible financial risks and noncompliance with the contract in the event that CCB Brasil acquires goods and/or services for cash payment and future delivery. From a Compliance point of view, the regulatory aspects that aim to ensure the compliance of the processes listed in Circular Letter 3,978 are considered through an analysis of the shareholders and corporate structure, evaluating the risks of Money Laundering and other illegal acts based on the branch of activity's risk. In turn, the Sustainability Risk Division evaluates suppliers through the Code and Description of the Main Economic Activity (CNAE) informed in the registration form, which verifies the company's diligence in compliance with relevant legislation, human rights practices, governance level, and creation of policies and committees, in addition to actions considered positive, such as association with pacts, publica-

THE MAIN OBJECTIVE OF EVALUATING SUPPLIERS IS TO GET TO KNOW THE COMPANY, VERIFY ADHERENCE TO THE INSTITUTION'S VALUES, FINANCIAL HEALTH, SUITABILITY, PREVENTION OF MONEY LAUNDERING, AND SOCIO-ENVIRONMENTAL DILIGENCE.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

tion of sustainability reports, and issuance of greenhouse gas inventories.

To support the analysis, the conglomerate hires a company responsible for preparing the social and environmental assessment report. In 2021, 124 new suppliers were registered and 144 registration renewals were carried out, totaling 268 registered suppliers. It should be noted that all suppliers that participate in the centralized purchasing process underwent a social and environmental assessment.

Since 2019, the Institution's contracts have clauses that restrict the continuity of the partnership with companies that have a historical of involvement with child, forced or compulsory labor; environmental protection; compliance with environmental legislation; measures to prevent environmental crimes; practices of discrimination and corruption. In 2021, only one supplier was negatively evaluated from a social and environmental standpoint. When a company is identified with negative impacts, its registration is not carried out at the

Bank; however, there is no impediment to hiring in the future, as long as it goes through the registration process again.

The entire supplier registration is valid for one or two years. After this period, if there is interest from both parties, the registration is renewed, considering the same criteria of the first evaluation, to verify the company's diligence and compliance with the CCB Brasil Policy. If there is any breach in the commitment to the legislation or non-adherence to contractual clauses referring to socio-environmental aspects and the Bank's policies, the contract with suppliers, customers and partners may be terminated.

The evaluation procedures are mapped in internal manuals, which are periodically reviewed and audited by the Internal Audit Department. In 2021, the Sustainability Risk Division, supported by the Procurement Division, started a study to improve the social and environmental assessment, updating environmental, social and governance issues.

Every three months, socio-environmental assessments are reported to the Risk Committee. The procedures are reviewed annually, through the updating of internal policies and manuals, providing for improvements or reviewing methodologies according to the market.

In addition to the Procurement Policy, the Institution has other Policies in the departments above, which reaffirm the Procurement Policy in terms of credit, money laundering, socio-environmental criteria when contracting suppliers. It also has the Ombudsman, responsible for receiving external complaints and claims.



MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

PARTICIPATION IN ASSOCIATIONS

GRI 102-12, 102-13

Currently, CCB Brasil participates in the following associations:

ABBC – Brazilian Association of Banks;

In the following Commissions:

- Accounting and Tax Matters
- Legal Matters
- Legislative Matters
- Social Responsibility Committee
- Payroll Credit Committee
- Compliance
- Organizational Culture
- Cybersecurity
- Risk Management and Prudential Regulation
- Means of Payment and Arrangements
- Ombudsman
- Fraud Prevention
- Products
- Social, Environmental and Climate Risk
- Technology
- Treasury, Funding and Exchange

FEBRABAN – Brazilian Federation of Banks;

In the following Commissions:

- Self-Regulation Committee
- Exchange and Foreign Trade Committee
- Ombudsman, Customer Relations and Service Channels Committee
- ESG Committee
- Civil Litigation Advisory Group Committee
- Banking Business Advisory Group Committee
- Credit Recovery Advisory Group Committee
- Fraud Prevention Committee
- Banking Security Committee
- Credit Recovery Subcommittee
- Labor Legal Subcommittee

ABBI – Brazilian Association of International Banks;

In the following Committees:

- Tax Matters – CAT
- Internal Audit
- Exchange and Foreign Trade
- Regulatory Capital
- Compliance
- Accounting and Regulation
- Digital Products, Services and Businesses
- Human Resources
- Risk
- Technology
- Legal

ANBIMA – Brazilian Association of Financial and Capital Market Entities

CIP – Interbank Payment Clearing House

ABEL – Brazilian Association of Leasing Companies (shared by CCB Brasil Arrendamento Mercantil S.A.)

CCB Brasil voluntary external initiatives

Banking Self-Regulation Code

Stakeholders involved Employees, Customers, Partners, Suppliers, and Regulatory Agency.

Brazilian Advertising Self-Regulation Code

Stakeholders involved Customers, Partners, and Suppliers.

Consumer Guidance and Protection Program

Stakeholders involved Customers, Partners, and Suppliers.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING VALUE

THE MEASURES ADOPTED IN 2020 HAD A POSITIVE IMPACT ON 2021. THE PURPOSE OF THESE ACTIONS WAS TO INCREASE THE QUALITY AND VOLUME OF ASSETS WHILE ADAPTING THE BANK'S OPERATIONAL STRUCTURE TO OBTAIN BETTER EFFICIENCY FOR THE ORGANIZATION.

04

GRI CONTENT
INDEX

CREDITS

ECONOMIC AND FINANCIAL PERFORMANCE



GRI 102-45, 201-1

The year of 2021 presented intense challenges, particularly with the economic impacts of the pandemic on the market as a whole. In this scenario, the strategy of strengthening the loan portfolio was maintain, while still supporting customers. In this way, the Conglomer-

DURING THE YEAR, CCB BRASIL ADOPTED MEASURES TO MINIMIZE THE NEGATIVE EFFECTS CAUSED BY THE PANDEMIC: HOLDING FREQUENT CREDIT COMMITTEES AND CONSTANT MONITORING OF ALL CUSTOMERS; MAINTENANCE OF THE MORE RESTRICTIVE CRITERIA FOR GRANTING NEW CREDITS ALREADY ADOPTED AT THE BEGINNING OF THE PANDEMIC; A MORE IN-DEPTH ASSESSMENT OF THE MOST RELEVANT ECONOMIC SECTORS OF THE CUSTOMERS IN THE CREDIT PORTFOLIO.

ate followed the performance guidelines for customers, which were adapted and used intensively in 2021, in line with the intense monitoring of the loan portfolio.

Consequently, the quality of the portfolio in the corporate segment and in medium-sized companies (which represents 88.6% of the loan portfolio) contributed to the weak effect on the deterioration of the corporate portfolio, compared to market expectations.

During the year, CCB Brasil adopted measures to minimize the negative effects caused by the pandemic: holding frequent credit committees and constant monitoring of all customers; maintenance of the more restrictive criteria for granting new credits already adopted at the beginning of the pandemic; a more in-depth assessment of the most relevant economic sectors of the customers in the credit portfolio, with disclosure through reports to the Bank's business areas; and following the guidelines of regulatory agencies and the Head Office.

The Institution maintained a conservative stance, with the criteria adopted at the beginning of the pandemic, maintaining the maximum customer age level for granting payroll-deductible loans – which was reduced in early 2020 – in addition to periodic reviews and adjustments to the granting retail credit policies.

The consolidated NPL (non-performing loans) ratios, comprising the loan portfolio classified between risk levels D and H, continue to be well controlled, demonstrating a positive performance in the quality of the corporate portfolio.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

The consolidated portfolio as of December 31, 2021 presented 4.1% of NPL, while on December 31, 2020 it was 4.9%.

The measures adopted in 2020 had a positive impact on 2021. The purpose of these actions was to increase the quality and volume of assets while adapting the Bank's operational structure to obtain better efficiency for the organization. In the end of the second half of 2021, credit operations reached the mark of R\$10,402.4 million, a decrease of 0.2% compared to the previous year. The portion of credits rated AA-C (lower risk credit range) remained stable compared to the same period of the previous year, representing 95.9% of the total portfolio (95.1% in December 2020).

Regarding funding, there was a 10.5% reduction in funding in Brazilian reais in 12 months. Time deposits reached R\$5,112.5 million, a reduction of 8.0% compared to the previous year. Funds from bills issued, composed of LCAs, LFs and LCIs, totaled R\$544.6 million, a decrease of 21.4% compared to December 31, 2020. On December 31, 2021, the Head Office represented 30.1 % (29.2% in 2020) of a total funding of R\$15,232.3 million, comprising market funding, obligations from borrowings and transfers, and equity-eligible debt instruments.

It should be noted that the Head Office has provided CCB Brasil with adequate funding to maintain the continuity of its operating activities and to adhere to market rate conditions. Therefore, the resources of the Headquarters, normal-

The entities included in the financial statements of CCB Brasil and covered by this report are:

- CCB BRASIL ARRENDAMENTO MERCANTIL S.A.
- CCB BRASIL DISTRIBUIDORA DE TÍTULOS E VALORES
- CCB BRASIL INFORMÁTICA S.A.
- CCB BRASIL CREDIT CARD ADMINISTRATOR
- CCB BRASIL S.A. CREDIT, FINANCING AND INVESTMENTS
- CCB BRASIL PROMOTORA DE VENDAS LTDA.
- CCB BRASIL COBRANÇA LTDA.



MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRASIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

ly made available for periods of 360 days, have been systematically renewed. The consolidated gross income from financial intermediation for the year ended December 31, 2021 reached the mark of R\$428.6 million, lower than the income obtained for the year ended December 31, 2020, which was R\$543.5 million.

In the end of 2021, current expenditures that include administrative and personnel expenses totaled R\$285.4 million, an increase of 5.2% compared to the previous year. The consolidated net loss for 2021 was R\$6.1 million (in 2020, the loss was R\$475.9 million) while consolidated net equity reached R\$1,107.2 million (the Basel ratio was 16.05%).

Expenses related to provision for doubtful accounts had a significant decrease in 2021 [R\$18 million vs. R\$382 million], resulting in a significant increase in the value added distributable, in the amount of R\$300.2 million, which reflects the efforts of the Conglomerate in maintaining the good quality of the consolidated loan portfolio. Additionally, the values distributed were not impacted by the write-off of tax credits in the amount of R\$38.4 million, substantially lower than the previous year, in the amount of R\$394.2 million, demonstrating that, as of 2021, the Institution has improved its ability to generate sufficient future results to absorb of tax credits and distribution of results to its shareholders.

MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

2021-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

VALUE-ADDED STATEMENT IN %

Shareholders	0.00
Employees	49.84
Government	33.36
Retained Earnings	10.73
Interest and rents (operating costs)	6.06
Investments in the community	0.00

VALUE-ADDED STATEMENT SUMMARIZED IN R\$

Revenues	1,381,295,320.42
Inputs purchased from third parties	1,114,260,774.13
Gross value added	267,034,546.29
Withholdings	11,227,147.04
Net value added produced by the organization	255,807,399.25
Value added received in transfers	44,356,002.37
Total value added distributable	300,163,401.62

VALUE-ADDED STATEMENT IN R\$

REVENUES	1,381,295,320.42
Sales of goods, products and services	1,368,841,110.50
Provision for doubtful accounts – Reversal/Constitution	-18,026,812.40
Non-operational	30,481,022.32
INPUTS PURCHASED FROM THIRD PARTIES [includes ICMS and IPI]	1,114,260,774.13
Raw materials consumed	0.00
Costs of goods and services sold	940,286,310.69
Materials, energy, third-party services and others	163,897,272.52
Loss/Recovery of asset values	10,077,190.92
GROSS ADDED VALUE	267,034,546.29
WITHHOLDINGS	11,227,147.04
Depreciation, amortization and depletion	11,227,147.04
NET VALUE ADDED PRODUCED BY THE ORGANIZATION	255,807,399.25
VALUE ADDED RECEIVED IN TRANSFERS	44,356,002.37
Equity income	-519,221.26
Financial income	44,875,223.63
TOTAL VALUE ADDED DISTRIBUTABLE	300,163,401.62
VALUE ADDED DISTRIBUTION	300,163,401.62
Personnel and charges	149,609,106.53
Taxes, fees and contributions	138,502,155.63
Interest and rent	18,201,488.14
Interest on equity and dividends	0.00
Retained earnings / loss for the year	-6,149,348.68
Investments in the community	0.00
Aggregate economic value	300,163,401.62

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

PEOPLE

Maintaining work excellence remotely, particularly in activities related to well-being and quality of life, was CCB Brasil's main challenge in 2021. Teamwork provided new ideas for caring for and monitoring the health of employees, through preventive actions: newsletters, publications on the intranet, delivery of Vitamin Kits, masks and direct channels with doctors and psychologists.

During the year, there were no measures to protect employment, because even in the face of this pandemic scenario, CCB Brasil did not dismiss employees and did not follow the Provisional Measures offered by the Federal Government, regarding the reduction of working hours/salary, suspension of work, and extension of the deadline for payments to employees. The impact-mitigating factor was the compliance and care regarding the Contingency Policy and Return to Work Plan, supported by the organization of all employees in the home-office mode, as well as those who were physically working in the office. The intention is to promote the physical safety of all and to carry out faithful compliance with labor legislation.

Besides observing, following, monitoring and supporting the Contingency Policy of the Compliance Department, in 2021, the Human Resources Department offered employees a unique service in relation to health and well-being, guar-

anteeing the same technological and ergonomic resources in remote work as those offered at in office.

VALUING EMPLOYEES

GRI 102-8, 102-41, 103-1, 103-2, 103-3, 401-1, 401-2, 401-3, 405-1, 405-2

Valuing employees is a frequent agenda item in the daily activities of the Institution, as working at CCB Brasil should be a source of pride. Through honesty and respect for its employees, the Bank transmits its values and promotes recognition of the work performed by each of them.

Based on the bank's guidelines, the Human Resources Department offers award, promotion, incentives and recognition programs to employees, through actions described in internal policies or specific actions, which mainly affect the organizational climate, generating a feeling of belonging and an increase in the level of satisfaction in being part of the CCB Brasil team. All this makes the environment more competitive, subsequently improving the individual and collective performance of employees, contributing substantially to the retention of talent at the Institution.

In 2021, the Conglomerate maintained its focus on self-fulfillment and professional, personal and collective de-

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

velopment, through the Best 10 Reward Program, a program designed to recognize and further motivate exceptional performances, good relationships, and teamwork.

The Bank also has a Profit-Sharing Program, which linked to the goals relating to the indicators of each Department and reflected in employee bonuses. In 2021, the Bank closed the PPR Agreement with the Federal Government, with the aim of offering transparency and security in the Profit Sharing Program.

IN 2021, THE CONGLOMERATE MAINTAINED ITS FOCUS ON SELF-FULFILLMENT AND PROFESSIONAL, PERSONAL AND COLLECTIVE DEVELOPMENT, THROUGH THE BEST 10 REWARD PROGRAM, A PROGRAM DESIGNED TO RECOGNIZE AND FURTHER MOTIVATE EXCEPTIONAL PERFORMANCES, GOOD RELATIONSHIPS, AND TEAMWORK.

The resources used by the Human Resources Department are: financial resources for the purchase of prizes (Best 10 and Gift Card), distribution of PPR and PLR, organization and control of educational activities, quality of life, and commitment to the code of ethics.

Employees can contact the Human Resources department for questions, suggestions, complaints and compliments by telephone, email and the “RH com Você” (HR with You) channel available on the Intranet and which allows HR to be contacted anonymously.

The impacts related to the topic occur internally, as valuing employees provides a sustainable movement for the Institution, ensuring the smooth running of the business and a cooperative environment aimed at achieving individual and collective goals.

The effectiveness of the management method is guarantee through periodic updating of policies, verification of internal policy guidelines or union agreements for the correct conduct of action and performance of the Human Resources area to check the manual processes involved.

Direct communication with employees helps the HR area to identify the organizational climate, departmental management, specific or strategic improvements, and new ideas. Keeping an open channel of dialogue with employees ensures clear and assertive internal communication, contributing to the alignment with the Institution's culture.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

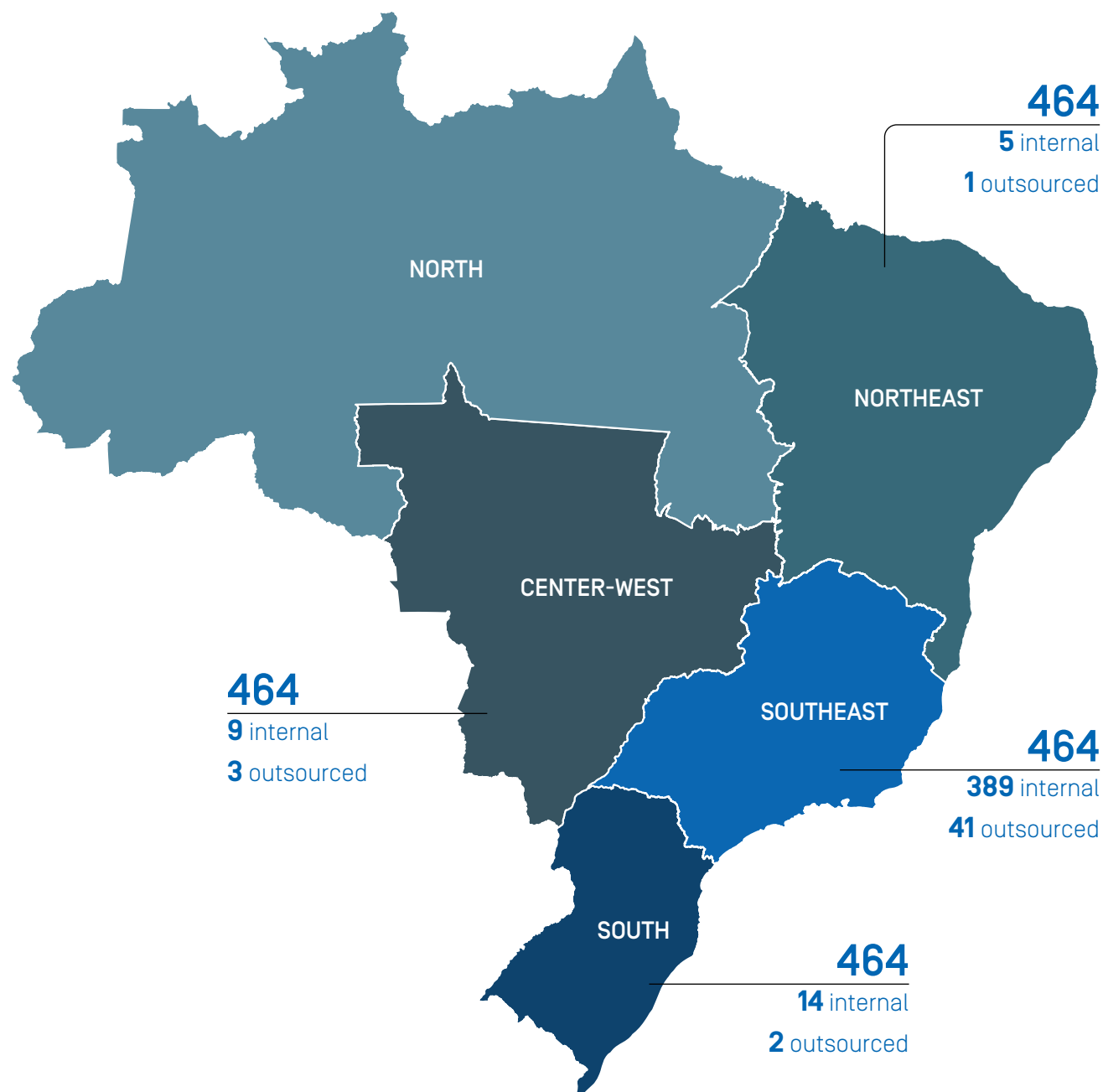
GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

PROFILE

In 2021, CCB Brasil had 417 employees: 247 men and 170 women. It also had 47 outsourced employees (25 men and 22 women), totaling 464 internal and outsourced employees, all working on a full-time basis and with a permanent contract, operating in the regions.

[MESSAGE FROM THE CEO](#)[HIGHLIGHTS OF 2021](#)[ABOUT THIS REPORT](#)[CCB BRAZIL](#)[GOVERNANCE AND COMPLIANCE](#)[GENERATING VALUE](#)[GRI CONTENT INDEX](#)[CREDITS](#)

Note: In 2021, **58 employees were hired**, which corresponds to 13.91% of the workforce. All admissions were made in the Southeast region. As for dismissals, the ratio was 20.86% of the company's own staff, totaling 87 employees, 84 in the Southeast region, 1 in the Midwest and 2 in the Northeast region.

[102-8] INFORMATION ABOUT EMPLOYEES AND OTHER WORKERS

EMPLOYEE CATEGORY

INTERNAL EMPLOYEES

Analyst	♂ 135	♀ 130	Total 265
Commercial	♂ 23	♀ 5	Total 28
Coordination	♂ 28	♀ 19	Total 47
Management	♂ 61	♀ 16	Total 77
Total	♂ 247	♀ 170	Total 417

OUTSOURCED EMPLOYEES

General Services Assistant	♂ 15	♀ 19	Total 34
Security/Fire Brigade	♂ 7	♀ 0	Total 7
Information Technology	♂ 2	♀ 1	Total 2
Outpatient Clinic	♂ 1	♀ 2	Total 3
Total	♂ 25	♀ 22	Total 47

All of the Conglomerate's own employees are covered by collective bargaining agreements and receive the following benefits: Health Insurance, Residential Assistance, Dental Insurance, Life Insurance, Family Funeral Assistance (extensive to parents and in-laws), Daycare/Nanny Assistance, Transportation Vouchers, Meal Vouchers, Food Vouchers, Christmas Bonus, Farmácia Pague Menos Drug Discounts, Gympass, Maternity Leave, Paternity Leave, Anticipation and Complementation of Sickness/Accident Assistance, Frequency-Based Day Offs, and, as a temporary benefit in the pandemic period, Home-Office Assistance.


[MESSAGE FROM THE CEO](#)
[HIGHLIGHTS OF 2021](#)
[ABOUT THIS REPORT](#)
[CCB BRAZIL](#)
[GOVERNANCE AND COMPLIANCE](#)
[GENERATING VALUE](#)
[GRI CONTENT INDEX](#)
[CREDITS](#)

Annual
Sustainability Report
2021

CCB Brasil's HR policy includes topics on diversity, with the aim of guiding and maintaining the balance of Diversity Management in the different Human Resources and Human Capital Management Subsystems. In order to promote Diversity Management, the Bank maintains internal monitoring controls and indicators in relation to the following programs:

PWDS (PERSONS WITH DISABILITIES)

The Bank, in addition to complying with Quota Act 8,213, of July 24, 1991, monitors the conditions for inclusion, admission, integration and development of these professionals through the following guidelines:

- Mapping of Positions and Roles: The Human Resources Department maps the existing positions and roles that can be occupied by a professional with a disability, seeking to assess not only the Institution's perspectives but also the new professional in the process of adaptation.
- Occupational and Ergonomic Analysis of the Workplace: The role and the job are evaluated in detail with the support of the Head of the area, observing aspects of the activity, accessibility, degree of risk, technological resources in relation to compatibility with the type of disability.
- Recruitment and Selection Sources: In order to maintain the staff of professionals with disabilities, the Bank seeks to identify professionals who voluntarily apply through external communication channels, social networks, referrals from other professionals, or even through institutions or specialized consulting firms.
- Follow-up/Onboarding: In the first three months after being hired, the Human Resources Department maintains a follow-up scheme between the new employee and the Head to verify the adaptation and onboarding process of the professional to the role, the job, and other team members.

YOUNG APPRENTICES

As detailed in the Young Talents Policy, CCB Brasil promotes the inclusion of young people aged between 14 and 24 years, preferably from a low-income background and who are in high school. This program carried out in partnership with Integration Agents (ESPRO, CIEE, and other local/regional organizations).

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

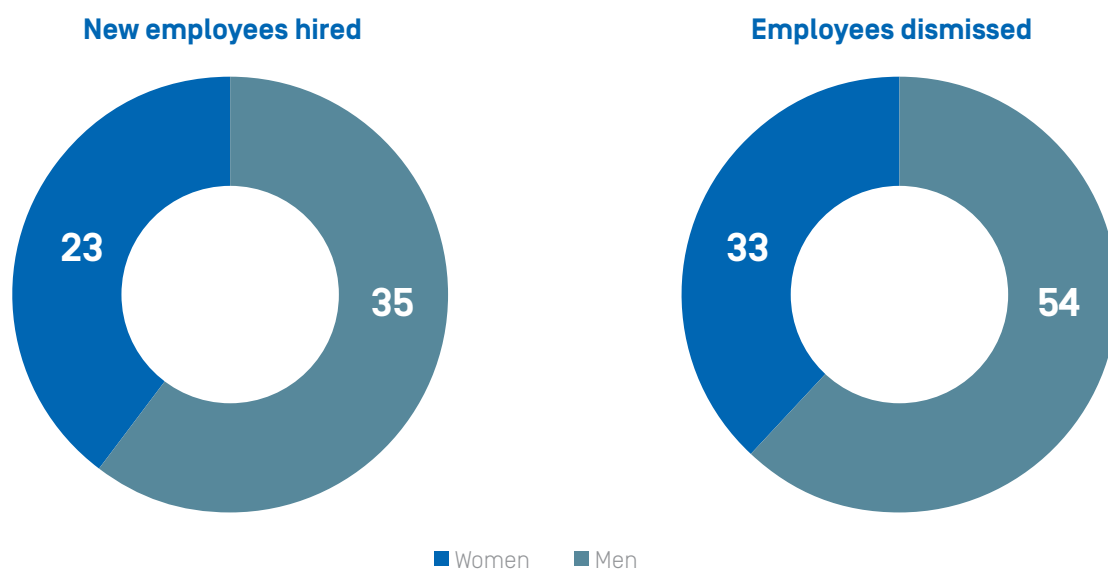
GOVERNANCE
AND COMPLIANCE

**GENERATING
VALUE**

GRI CONTENT
INDEX

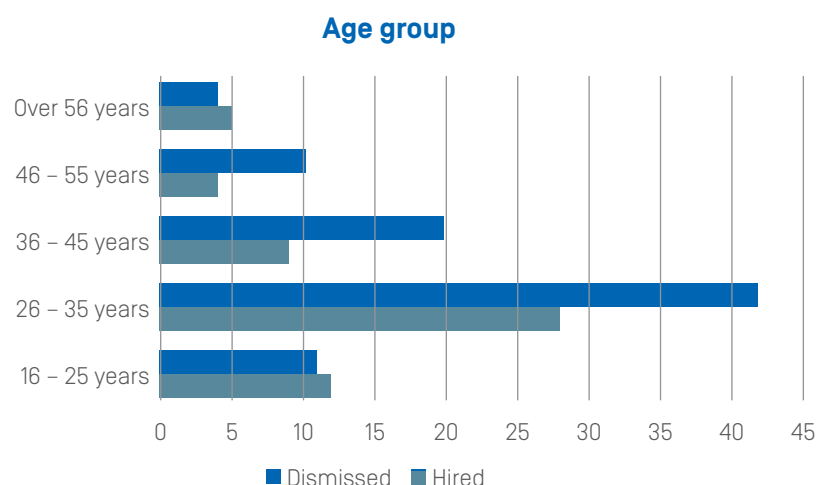
CREDITS

[401-1] NEW EMPLOYEE HIRES AND TURNOVER BY AGE GROUP, GENDER



Corresponding to 5.52% of the company's own employees – women
Corresponding to 8.39% of the company's own employees – men

Corresponding to 16.47% of the company's own employees – women
Corresponding to 18.02% of the company's own employees – men



[405-1] DIVERSITY OF GOVERNANCE GROUPS AND EMPLOYEES

Governance bodies and employees of the organization by age group [%]

	Governance Bodies	Analyst	Commercial	Coordination	Management
16-25 years	0	100%	0	0	0
26-35 years	0	81.97%	2.46%	6.56%	9.02%
36-45 years	0	59.12%	4.38%	15.33%	21.17%
46-55 years	2.38%	47.62%	14.29%	11.9%	23.81%
Over 56 years	9.68%	38.71%	11.29%	12.9%	27.42%

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

GOVERNANCE AGENCIES AND EMPLOYEES OF THE ORGANIZATION BY GENDER [%]

	2019		2020		2021	
Governance Bodies	 100%	 0%	 100%	 0%	 100%	 0%
Analyst	 53.11%	 46.89%	 51.40%	 48.60%	 50.94%	 49.06%
Commercial	 83.87%	 16.13%	 82.76%	 17.24%	 82.14%	 17.86%
Coordination	 59.57%	 40.43%	 58.33%	 41.67%	 59.57%	 40.43%
Management	 81.18%	 18.82%	 80.72%	 19.28%	 79.22%	 20.78%
Total					 60.00%	 40.00%

[405-2] BASE SALARY AND COMPENSATION RATIO BETWEEN MEN AND WOMEN

EMPLOYEE CATEGORY

	Base salary ratio between
Analyst	  0.90
Commercial	  1.04
Coordination	  0.71
Management	  0.81

MESSAGE
FROM THE CEOHIGHLIGHTS
OF 2021ABOUT THIS
REPORTCCB
BRAZILGOVERNANCE
AND COMPLIANCEGENERATING
VALUEGRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

[401-3] RETURN TO WORK AND RETENTION RATES AFTER MATERNITY/PATERNITY LEAVE

Employees entitled to leave	♂ 247	♀ 170	Total 417
Total employees who used the leave	♂ 4	♀ 6	Total 10
Total employees who returned to work after leave	♂ 4	♀ 6	Total 10
Total employees who stayed 12 months on the job after returning from leave	♂ 61	♀ 16	Total 77
Return rate [%]	♂ 100	♀ 100	Total 100
Retention rate [%]	♂ 100	♀ 100	Total 100

[MESSAGE
FROM THE CEO](#)[HIGHLIGHTS
OF 2021](#)[ABOUT THIS
REPORT](#)[CCB
BRAZIL](#)[GOVERNANCE
AND COMPLIANCE](#)[GENERATING
VALUE](#)[GRI CONTENT
INDEX](#)[CREDITS](#)

Annual
Sustainability Report
2021

HEALTH AND SAFETY

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6

Attentive to the best health and safety practices, CCB Brasil currently uses the SOC system, through an Occupational Medicine Company. This is the first Occupational Management system certified by the ISO 27001 Information Security Standard. The Bank follows all legal requirements based on the system's standards and guidelines, with all employees be covered.

Regarding the preservation of the health and safety of employees and third parties, the Bank not only respects current legislation, but also makes constant investments in actions aimed at maximizing safety and promoting the health, quality of life and well-being of professionals.

Both environmental risks and ergonomics issues in the work environment are monitored and evaluated by an occupational safety technician from our Occupational Medicine supplier and an inspection is carried out every 12 months to identify occupational hazards and assess risks. The Workplace Safety team, in turn, participates in the implementation, control and evaluation of such measures, following established priorities to improve the work environment.

ONCE A YEAR, CIPA ALSO PROMOTES THE INTERNAL WORKPLACE ACCIDENT PREVENTION WEEK (SIPAT).

To survey and update occupational hazards, applicable legal obligations related to risk assessment and implementation of the necessary control measures are used, such as the PPRA and PCMSO, among other relevant regulatory standards.

Another important body in the area of health and safety is the Internal Commission for Accident Prevention (CIPA – NR 5), which represents all employees and acts directly in actions and campaigns aimed at safety, preventive health, and quality of life. Some examples include prevention of AIDS and breast and prostate cancer, combating stress and smoking, and encouraging healthy eating.

Once a year, CIPA also promotes the Internal Workplace Accident Prevention Week (SIPAT). The Benefits and Welfare Division coordinates the programs for PPRA (Environmental Risk Prevention – NR 9) and PCMSO (Occupational Health Medical Control – NR 7), according to the guidelines established in the agreements signed with the workers' unions of financial institutions, which sets standards related to occupational health and safety.

CCB Brasil also has the Corporate Portal, a tool used to disseminate and promote good customs and proper conduct among employees in relation to occupational safety, promoting a safer working environment for all, including communication by email.

Maintaining an efficient, welcoming and healthy work environment depends on the alignment of all employees with the institution's guidelines. Focus, resilience and team spirit are some of the

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

principles that shape the way the Institution works. Any discriminatory action or that violates the dignity of the person, whether in the work environment or in virtual communications, expressly prohibited and must be immediately shared with the Ethics Committee and the Human Resources Department.

During 2021, CCB Brasil offered training on health and safety to employees, totaling 20 hours. The course content included a study of the environment, working conditions and risks arising from the production process, as well as accidents and occupational diseases related to the location; methodology for investigation and analysis of accidents and occupational diseases; basics of AIDS and preventive measures; basics of the labor and social security legislation that addresses occupational safety and health; CIPA organization; general principles of work hygiene and risk control measures.

The Bank also carries out actions to promote awareness and prevention of diseases that may be caused inside or outside the work environment. Current-

ly, a physician is available three times a week at the outpatient clinic, with the aim of providing occupational and care assistance.

The HR area regularly prepares a schedule of actions to be conducted during the year, including:

- **Assistance Consultation:** It identifies in advance signs of disease occurrences before the employee uses the health plan;
- **Management of Medical Certificates:** The Human Resources Department periodically controls and monitors medical certificates/absences, in order to identify possible illnesses and indicate the type of treatment appropriate to the employee's health history;
- **Psychological Program:** Psychological assistance to employees on an individual basis, with the aim of providing preventive actions for mental health. For employees who adhere to the quality of life program, a psychologist is available once a week.



MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

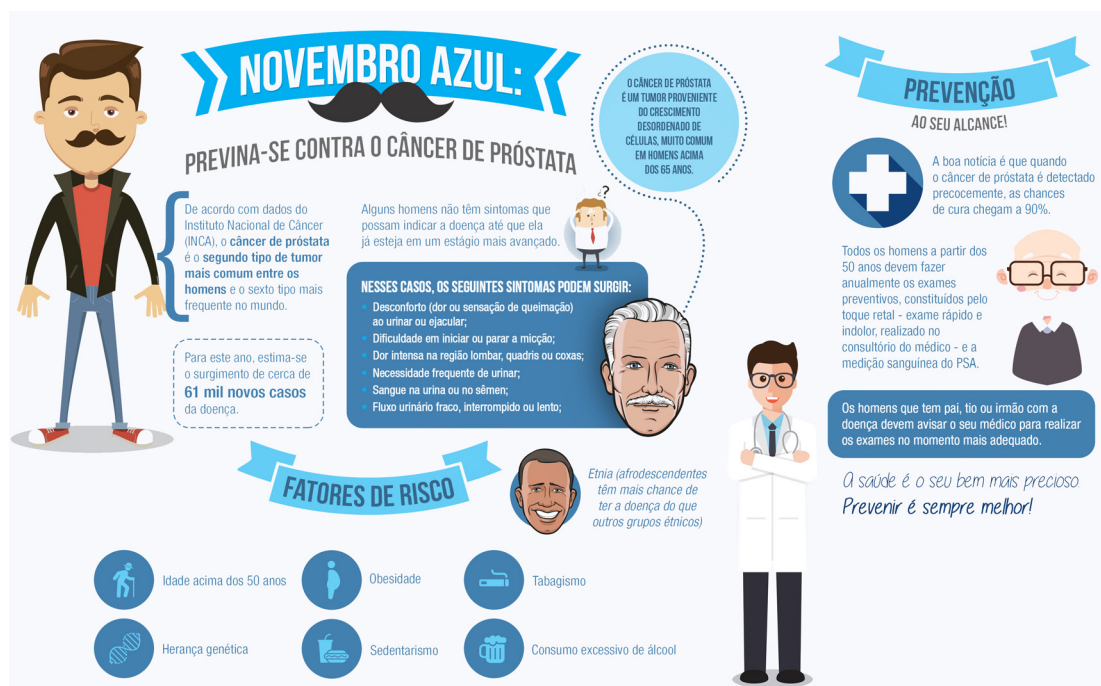
GRI CONTENT INDEX

CREDITS

- **Porto Seguro Webinar:** Control and prevention of stress and emotional health;
- **Pink October:** Actions aimed at women's health.

In addition to the actions already reported, CCB Brasil also makes the following monthly communications available on various subjects, in partnership with CIPA members: White January, Orange February [Leukemia], International Women's Day – Be Kind to Yourself!, Body Posture and Ergonomics, Combating Smoking,

Preventing Traffic Accidents, Cyberbullying – Online Harassment, Preventing Domestic Violence, World Allergy Day, Winter Illnesses – It Doesn't Have to Be a Hard Time, Respiratory Diseases, Donate Blood – Help Save Lives, Burnout Syndrome – Can It Be Avoided?, SIPAT Week, Tips for Healthy Eating, Digital Dependence, The Importance of Physical Activity, Yellow September, Pink October Campaign (breast cancer), Blue November Campaign (prostate cancer), Red December Campaign (HIV/AIDS), and Orange December (skin cancer).



MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

Annual Sustainability Report
2021

TRAINING

GRI 404-1, 404-2, 404-3

CCB Brasil has specific institutional training programs to encourage the development and improvement of employees. Described in the Human Resources policy, these programs consist of funding for external training, conduct of internal training with external or internal instructional resources, and provision of online courses through the Educar Hoje platform and educational incentives with partial subsidy for undergraduate programs, graduate programs, and language courses.

[404-1] AVERAGE TRAINING HOURS BY EMPLOYEE CATEGORY AND GENDER

Average training hours by gender			
GENDER	2019	2020	2021
	0.22	0.24	15.67
	0.86	0.49	16.55

Average training hours by employee category			
	2019	2020	2021
Analysts	3.89	6.35	16.25
Commercial	3.38	1.44	43.52
Coordination	12.63	1.99	9.28
Management	1.58	3.94	9.73
Total	9.7	10	16.03

MESSAGE
FROM THE CEOHIGHLIGHTS
OF 2021ABOUT THIS
REPORTCCB
BRAZILGOVERNANCE
AND COMPLIANCEGENERATING
VALUEGRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

The main training courses offered by the Bank in 2021 were:

- Self-regulation – FEBRABAN;
- AML/FT – Cayman Islands;
- Media and Public Relations;
- Security Policies and Procedures;
- Procurement;
- Webinars on Mental Health, Stress, Quality of Life and COVID-19;
- Institutional Integration Program;
- Commercial Institutional Integration Program;
- Financial Education;
- Preparation for updating and CPA 20 certification for the commercial area.

To overcome the communication challenge during the pandemic, in October 2021, the “Many to One” symposia were held in the form of videoconferences,

featuring Senior Management, the Heads of relevant departments, and all the Heads of the branches. During the online meetings, the business development of each branch was reported and discussed, with proposals for challenges and suggestions, so that everyone can work in synergy and understand the current situation and the strategic plan of CCB Brasil.

Committed to the training of its directors, the Conglomerate also offers webinars on best governance practices, which assist in the discussion and format of the performance of agencies and committees.

The competencies of CCB Brazil’s leaders are guide for the development of the business based on four fundamental pillars: clear business development strategy; efficient organizational structure; performance-oriented appraisal and incentive system; and a well-cultivated corporate culture, integrating the essence of Brazilian and Chinese cultures.

The Statutory Directors works intensively with leaders to implement the KPIs, holding frequent meetings with managers, encouraging leadership to strengthen controls and processes, and encouraging communication with Brazilians and expatriates.

The development of professionals is measured by their delivery, achievement, performance appraisal, and educational background. In 2021, the Bank offered various types of training to employees aimed at their development, which directly linked to improving the Institution’s business.

IN 2021, THE BANK OFFERED VARIOUS TYPES OF TRAINING TO EMPLOYEES AIMED AT THEIR DEVELOPMENT, WHICH DIRECTLY LINKED TO IMPROVING THE INSTITUTION’S BUSINESS.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

To carry out the performance appraisal of employees with employment contracts signed under the Consolidation of Labor Laws (CLT), the following mandatory programs apply, as provided in the internal policy:

- **Performance Appraisal for the probationary period:** The HR area sends the Experience Assessment form to the Head of the Department close to the period of completing the 3 months of experience. If there is a rating lower than 7 the HR area will submit a new form for a second employee rating.
- **Performance Appraisal for the purpose of granting Variable Remuneration:** An annual performance appraisal conducted for all employees of CCB Brasil's departments, Branches or Subsidiaries, in order to improve the enthusiasm, motivation and commitment of employees, through the performance-based Evaluation method for the Profit-Sharing Program (PPR) of the Bank's employees.

All the Bank's internal employees received performance and career development appraisals in 2021. Performance appraisals, for purpose of granting Variable Remuneration, are carried out in the first half of the year following the reference year of the appraisal. For Department Heads, the department's assessment score is considered based on the achievement of KPIs.

PROFESSIONAL RETRAINING

CCB Brasil offers assistance for professional retraining, a benefit granted to employees dismissed without cause, to carry out Professional Training and/or Retraining courses, given by a company, educational entity, or professional union entity. Dismissed employees have a period of 90 days to apply for the benefit at the Bank, limited to a period of 180 days to complete the course. The amount of the aid will be the ceiling provided for in the Collective Bargaining Agreement in force.

NATIONAL FINANCIAL EDUCATION WEEK

At CCB Brasil, financial education aimed at employees during the National Financial Education Week (ENEF), an initiative of the Brazilian Financial Education Forum (FBEF), which has taken place annually since 2014 and aims to promote financial education actions in the country.

In 2021, the 8th edition of ENEF Week took place, covering the featured topic "Planning, Savings and Conscious Credit: PLA-POU-CRÉ and financial health." At this event, the institution offered its employees tips and texts on financial planning, financial health, and financial products for investment, in addition to three lectures on the topic: Financial Planning and Savings – Conscious Credit and Financial Education – both given by CCB Brasil employees and a Master Class on Personal Financial Planning – given by an educational institution.



MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

MOON FESTIVAL

IN 2021, THE FESTIVAL WAS CELEBRATED ON SEPTEMBER 21. ON THE OCCASION, WITH THE AIM OF INTEGRATING CHINESE AND BRAZILIAN CULTURE, THE BANK PRESENTED EMPLOYEES WITH A BASKET OF BRAZILIAN AND CHINESE FOODS.



The Moon Festival, also known as the Mid-Autumn Festival, was created in China as a typically agrarian celebration, in which ancient emperors and field workers thanked the autumn full moon for a good harvest. The festival has been celebrated on the 15th day of the eighth month of the lunar calendar since the Song Dynasty, and families often gather for dinner, as well as to thank the moon and release traditional paper lanterns into the air.

During the festival, people also share the moon cake, a food traditionally eaten at the event, when

family and friends are together to enjoy the full, bright moon. The cake is a type of pastry baked in the same shape as the moon, with a variety of fillings – walnuts, jujube paste, sugared bean puree, egg yolk, and lotus seeds, among other flavors.

In 2021, the festival was celebrated on September 21. On the occasion, with the aim of integrating Chinese and Brazilian culture, the bank presented employees with a basket of Brazilian and Chinese foods.



MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

ENVIRONMENT CULTURE

SUSTAINABILITY CULTURE

GRI 103-1, 103-2, 103-3

The sustainability culture is a topic of great importance as it is aligned with the institution's policies, values and principles. The main impacts in this area may occur at the Bank's head office and at the 8 branches located in Brazil, as well as at Customers and Suppliers.

The sustainability issue is managed by the Sustainability Risk Division, which reports to the Risk Committee, every three months, the sustainability actions carried out internally and/or in the client evaluation process. The area's procedures reviewed once a year, through the updating of internal policies and manuals.

Through the Sustainability Policy, align with Central Bank of Brazil's Resolutions, CCB Brasil establishes guidelines on eco-efficiency, socio-environmental assessment, industry assessment, education for sustainability, and stakeholder engagement. The main goal of implementing a culture of sustainability is to directly engage the internal community so that they always keep in mind the principles of sustainability in business and operations. This indirectly affects customers, suppliers and partners who also adhere to the conglomerate's values.

Currently, the Central Bank of Brazil (BC) has a sustainability agenda that provides for compliance with a number of resolutions, such as: Resolution 4,557, on risk management, which encompasses social and environmental risk; and Resolution 4,327, which provides for the Social and Environmental Responsibility Policy, with a repeal scheduled for July 2022, when Resolution 4,945, which amends the Social, Environmental and Climate Responsibility Policy, will be coming into force. In addition to complying with these resolutions, CCB Brasil is a signatory to Banking Self-Regulation and follows SARB 14/2014, which addresses the issue. In September 2021, the Central Bank enacted several Resolutions and Normative Instructions on social, environmental and climate aspects to which banks will be required to adapt and which they will be required to observe as from July 2022, according to the dates stipulated in the resolutions and classifications of the Central Bank.

In accordance with its culture of sustainability, the conglomerate continuously seeks to carry out sustainable operations. This commitment has been part of the Sustainability Policy for many years and, since 2014, the Bank has also followed the instructions of the Central Bank of Brazil and FEBRABAN.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

EMISSIONS

GRI 103-1, 103-2, 103-3, 201-2, 302-1, 305-1, 305-2, 305-3

CCB Brasil understands the relevance of the issue of atmospheric emissions and climate change, as well as its own responsibilities, even though most of its emissions are indirect.

The impacts related to Greenhouse Gas (GHG) emissions are verified in the internal community, through the management of direct emissions. The Bank understands that, indirectly, impacts can occur through the closing of deals with customers and the provision of services by suppliers (indirect impacts).

With the support of the Administration Department, CCB Financeira and the eight branches, the issue is monitored by the Sustainability Risk Division, and internal policies are implemented on the management of greenhouse gas

emissions, which have direct and indirect procedures based on the principles of adaptation, mitigation, and offsetting.

In 2021, CCB Brasil adhered to the Brazilian GHG Protocol Program Tool, coordinated by FGVces, with the objective of managing its subsidiaries with a worldwide recognition methodology and its public inventory, through its publication in the Public Emissions Registry, resuming It is worth mentioning that, following the promulgation of the package of Resolutions and Normative Instructions by the Central Bank of Brazil in 2021, which provides for the assessment of climate risks in banking operations, CCB Brasil began the study of the portfolio to identify exposure to climate risk. Voluntarily, the Institution, through its internal policies, promoted eco-efficiency actions during the year to reduce its emissions in Scope 1 and 2.

ENERGY CONSUMPTION AND GHG EMISSIONS

In 2021, CCB Brasil's gasoline consumption was equal to 11,005 liters. This amount considers business trips and commuting from home to work by employees who works at the branches and who needed to conduct face-to-face work.

Electricity consumption was equal to 1,629,474 kWh, considering the consumption of the entire Conglomerate alongside its offices, branches, and common areas, represented through the ideal fraction of the buildings they occupy. This year, the Institution was able to map its consumption beyond the office, which could not be done in previous years.

Considering the progress made in 2021, data from previous years are not com-

IN 2021, CCB BRASIL ADHERED TO THE BRAZILIAN GHG PROTOCOL PROGRAM TOOL, COORDINATED BY FGVCES, WITH THE OBJECTIVE OF MANAGING ITS SUBSIDIARIES WITH A WORLDWIDE RECOGNITION METHODOLOGY AND ITS PUBLIC INVENTORY

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

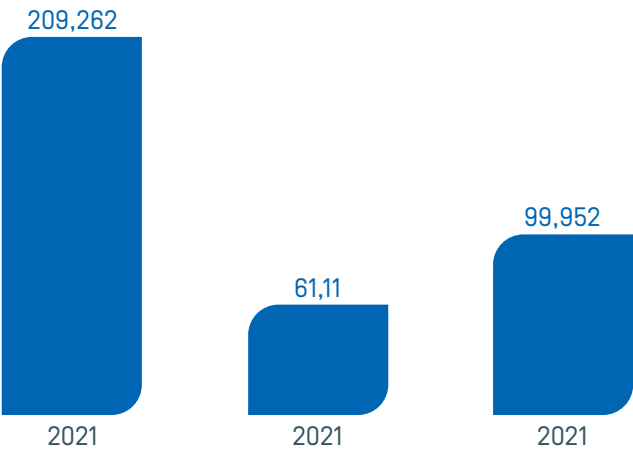
Annual
Sustainability Report
2021

parable with 2021. It should be note that in 2020 and 2019 only electricity consumption by the Conglomerate's offices and branches was accounted. Also, the values presented in last year's Sustainability Report are incorreccted, with consumption rates of 1,039,607 kWh in 2020 and 1,323,764 in 2019.

After the restructuring that took place at the bank in 2019, 2020 was marked by a decrease of 21.46% in energy consumption. Excluding common areas, CCB Brasil consumed 746,649 kWh in 2021, representing a reduction of 28.18%. It should be emphasized that it has not yet been possible to identify the actual energy consumption after restructuring due to the pandemic and the gradual return to office work in late 2021.

[305-2] INDIRECT GREENHOUSE GAS (GHG) EMISSIONS IN TCO₂E – SCOPE 2

Electricity – SIN



Notes: The SIN emission factor does not consider the emission of CH₄ and N₂O for electricity generation in Brazil. In 2021, the ideal fraction of the common areas of the buildings occupied by the Conglomerate was consider. In 2021, due to the water crisis, the thermal power plants were turned on, which resulted in greater emission of greenhouse gases

[305-1] DIRECT GREENHOUSE GAS (GHG) EMISSIONS IN TCO₂E – SCOPE 1

	2021	2020	2019
Stationary combustion [generator]	5.250	0	11.85
Mobile combustion [fuel]	1.579	17.68	20.46
Fugitive emissions [fire extinguishers and air conditioning]	118.761	ND	
Total	125.59	17.68	32.31
Biogenic CO ₂ emissions [t]	1.01	ND	

Notes: Emissions related to stationary combustion in 2021 result from the acquisition of diesel to supply the generator at the administrative head office of CCB Brasil. In 2020, there was no purchase of this fuel. In 2021, mobile combustion was significantly lower due to the restriction of business travel. In addition, there was an understanding that business travel by salespeople should be accounted for in Scope 3. Only in 2021 was it possible to account for emissions from fire extinguishers and air conditioning.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

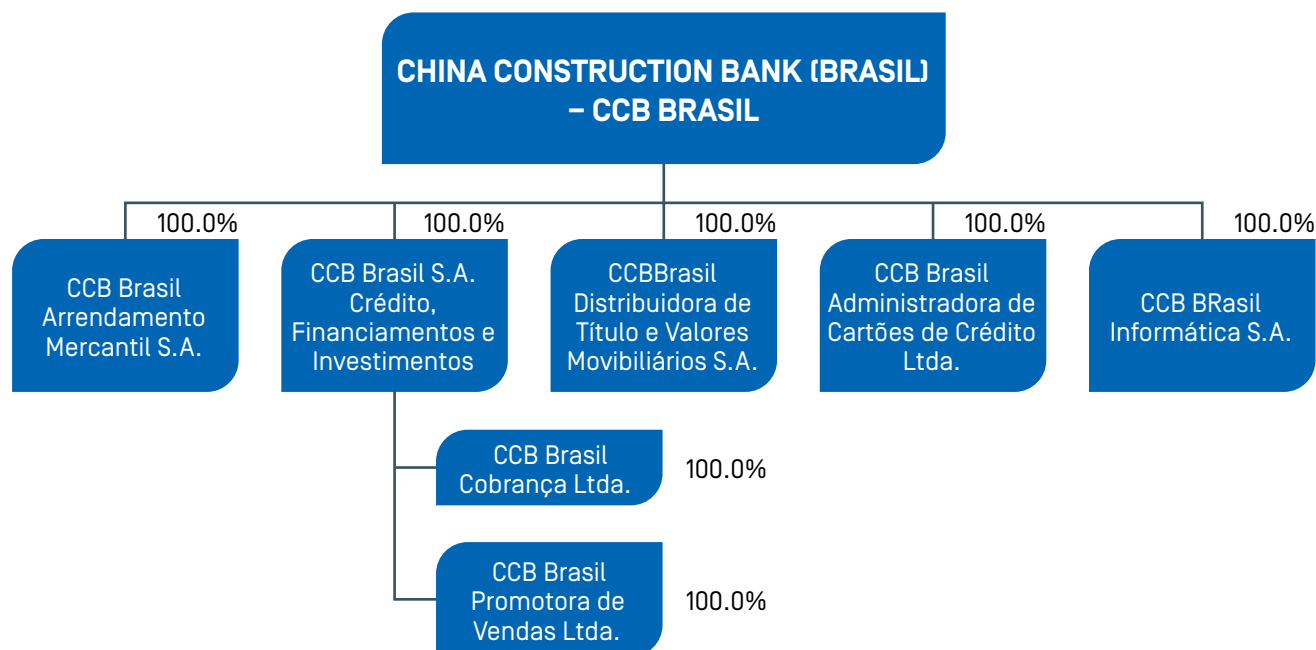
GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

In order to consolidate the Institution's emissions, the diagram below was use, which represents the ideal fraction of emissions under the responsibility of the Conglomerate's companies in the commercial building where the units are located. The data mentioned refer to the headquarters, branches, CCB Financeira, CCB Leasing, CCB DTVM, CCB Cartões, and CCB Informática.



[305-3] OTHER INDIRECT GREENHOUSE GAS (GHG) EMISSIONS IN TCO₂E – SCOPE 1

	2021	2020	2019
Transport and Distribution (upstream)	1.62		
Business Trips	15.14		
Home-Work Displacement	98.779	ND	
Total	115.535		
Biogenic emissions	6.95		

Only in 2021 was it possible to account for the above emissions.
Notes: The gases included in the calculation were CO₂, CH₄ and N₂O.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT INDEX

05

CREDITS

GRI CONTENT INDEX

GRI 102-55



GRI Standards	Disclosure	Notes	Report Page	Omission
GRI 101: 2016 FOUNDATIONS				
GRI 102: 2016 GENERAL CONTENTS				
GRI 102: STANDARD CONTENT 2016	ORGANIZATIONAL PROFILE			
	GRI 102-1	Name of the organization	11	
	GRI 102-2	Activities, brands, products, and services	15	
	GRI 102-3	Location of the headquarters of the organization	66	
	GRI 102-4	Location of the operations of the organization	11	
	GRI 102-5	Nature of the ownership and legal form of the organization	11	
	GRI 102-6	Markets served	16	
	GRI 102-7	Scale of the organization	11	
	GRI 102-8	Information on employees (internal and outsourced)	38, 41	
	GRI 102-9	Supply chain	30	
	GRI 102-10	Significant changes to the size, structure or shareholding structure	In 2021, there were no such changes in CCB Brasil. 58	
	GRI 102-11	Precautionary principle	27	
	GRI 102-12	External initiatives	32	
	GRI 102-13	Membership of associations	32	
	STRATEGY			
	GRI 102-14	Message from the CEO	2	
	ETHICS AND INTEGRITY			
	GRI 102-16	Values, principles, standards and rules of conduct	12	
	GOVERNANCE			
	GRI 102-18	Governance structure	20	
	STAKEHOLDER ENGAGEMENT			
	GRI 102-40	List of stakeholder groups engaged by the organization	6	
	GRI 102-41	Collective bargaining agreements	6, 38	
	GRI 102-42	Basis for identifying and selecting stakeholders for engagement	6	

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

**GRI CONTENT
INDEX**

CREDITS

Annual
Sustainability Report
2021

GRI Standards	Disclosure	Notes	Report Page	Omission
GRI 102: STANDARD CONTENT 2016	GRI 102-43	<i>Approach to stakeholder engagement</i>	6	
	GRI 102-44	<i>Key topics and concerns raised with stakeholders</i>	6	
	REPORTING PRACTICES			
	GRI 102-45	Entities included in the consolidated financial statements	34	
	GRI 102-46	Defining report content and material topic boundaries	6	
	GRI 102-47	List of material topics	6	
	GRI 102-48	Restatements of information	6	There were no restatements in the 2021 report.
	GRI 102-49	Changes in reporting	6	
	GRI 102-50	Reporting period	6	
	GRI 102-51	Date of most recent report	6	June 2021
	GRI 102-52	Reporting cycle	6	Annual
	GRI 102-53	Contact point for questions regarding the report	66	
	GRI 102-54	Agreement option selected by the organization	6	
	GRI 102-55	GRI content index	58	
	GRI 102-56	External assurance	59	This report did not have external verification.
MATERIAL TOPICS				
TECHNOLOGY AND INNOVATION				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits	6	
	GRI 103-2	Management approach and its components	24	
	GRI 103-3	Evaluation of the management approach	24	
GRI 418: CUSTOMER PRIVACY 2016	GRI 418-1	Proven complaints regarding breaches of customer privacy and loss of customer data	24	

[MESSAGE FROM THE CEO](#)
[HIGHLIGHTS OF 2021](#)
[ABOUT THIS REPORT](#)
[CCB BRAZIL](#)
[GOVERNANCE AND COMPLIANCE](#)
[GENERATING VALUE](#)
[GRI CONTENT INDEX](#)
[CREDITS](#)

Annual Sustainability Report
2021

GRI Standards	Disclosure	Notes	Report Page	Omission
EMISSIONS				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of the material topic and its boundaries	6	
	GRI 103-2	Management approach and its components	54	
	GRI 103-3	Evaluation of the management approach	54	
GRI 201: ECONOMIC PERFORMANCE 2016	GRI 201-2	Financial implications and other risks and opportunities arising from climate change	54	
GRI 305: EMISSIONS 2016	GRI 305-1	Direct Greenhouse Gas (GHG) emissions – SCOPE 1	54	
	GRI 305-2	Indirect Greenhouse Gas (GHG) emissions – SCOPE 2	54	
	GRI 305-3	Other indirect greenhouse gas (GHG) emissions – SCOPE 3	54	
	GRI 305-6	Emissions of ozone-depleting substances (ODS)	60	The Bank does not have significant emissions of Kyoto Protocol gases and other atmospheric emissions.
	GRI 305-7	NOx, SOx and other significant air emissions	60	The Bank does not have significant emissions of NOx, SOx and other atmospheric emissions.
SUSTAINABILITY CULTURE				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits	6, 53	
	GRI 103-2	Management approach and its components	53	
	GRI 103-3	Evaluation of the management approach	53	

[MESSAGE FROM THE CEO](#)
[HIGHLIGHTS OF 2021](#)
[ABOUT THIS REPORT](#)
[CCB BRAZIL](#)
[GOVERNANCE AND COMPLIANCE](#)
[GENERATING VALUE](#)
[GRI CONTENT INDEX](#)
[CREDITS](#)

GRI Standards	Disclosure	Notes	Report Page	Omission
GRI 102: STANDARD CONTENT 2016	GRI 102-20	Executive-level responsibility for economic, environmental and social issues	20	
	GRI 102-21	Stakeholder consultation on economic, environmental and social issues	6	
	GRI 102-29	Identification and management of economic, environmental and social impacts	25	
	GRI 102-31	Assessment of economic, environmental and social issues	20	
	GRI 102-32	Role of the highest governance body in sustainability reporting	20	
GRI 307: COMPLIANCE AMBIENTAL 2016	GRI 307-1	Non-compliance with environmental laws and/or regulations	In 2021, CCB Brasil did not identify any case of noncompliance with environmental laws.	61
GRI 419: SOCIOECONOMIC COMPLIANCE 2016	GRI 419-1	Non-compliance with laws and regulations in the socioeconomic area	In 2021, CCB Brasil did not identify any case of socioeconomic noncompliance.	61
FINANCIAL SECTOR DISCLOSURE	FS2	Procedures for assessing and screening environmental and social risks in business lines	25	
	FS3	Processes to monitor implementation and compliance with customer environmental and social requirements included in agreements or transactions	29	
	FS7	Monetary value of products and services designed to provide a specific social benefit for each line of business, broken down by purpose	Indirectly, the credit granted by CCB Brasil to companies contributes to social and environmental issues. Nevertheless, the Bank still does not have a forecast for the creation of products that generate social and environmental benefits.	61

MESSAGE FROM THE CEO

HIGHLIGHTS OF 2021

ABOUT THIS REPORT

CCB BRAZIL

GOVERNANCE AND COMPLIANCE

GENERATING VALUE

GRI CONTENT INDEX

CREDITS

Annual Sustainability Report
2021

GRI Standards	Disclosure	Notes	Report Page	Omission
FINANCIAL SECTOR DISCLOSURE	FS8	Monetary value of products and services designed to provide a specific environmental benefit for each line of business, broken down by purpose		Indirectly, the credit granted by CCB Brasil to companies contributes to social and environmental issues. Nevertheless, the Bank still does not have a forecast for the creation of products that generate social and environmental benefits.
	FS10	Percentage and number of companies in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	25	
	FS11	Percentage of assets subject to positive and negative environmental or social screening	62	Not applicable to the reality of CCB Brasil operations.
PRIVATE SOCIAL INVESTMENT				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits	6, 62	CCB Brasil is committed to and acts as an inducer of good practices with a social and environmental impact. Therefore, a number of procedures are defined and aligned with the sustainability principles adopted. The projects, of a social, sporting and/or cultural nature, aim to deliver value to society in order to improve it. Additionally, the expectations of the community and the social and environmental impacts of the project are considered, and those that recognize local customs and traditions and which lead to community development are prioritized.

[MESSAGE FROM THE CEO](#)
[HIGHLIGHTS OF 2021](#)
[ABOUT THIS REPORT](#)
[CCB BRAZIL](#)
[GOVERNANCE AND COMPLIANCE](#)
[GENERATING VALUE](#)
[GRI CONTENT INDEX](#)
[CREDITS](#)

Annual
Sustainability Report
2021

GRI Standards	Disclosure		Notes	Report Page	Omission
GRI 103: FORMS OF MANAGEMENT	GRI 103-2	Management approach and its components		63	In line with the Head Office, CCB Brasil has an Internal Manual that specifically addresses the issue, covering direct and indirect actions of private social investment. During the last years, the matter has been treated by the Institution with great relevance, with the aim of creating actions that impact society.
	GRI 103-3	Evaluation of the management approach		63	
GRI 203: INDIRECT ECONOMIC IMPACTS 2016	GRI 203-1	Investments in infrastructure and services offered		63	
	GRI 203-2	Significant indirect economic impacts		63	
GRI 413: LOCAL COMMUNITIES 2016	GRI 413-1	Community engagement programs, impact assessments and/or local development		63	
VALUATION OF EMPLOYEES					
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits		6, 38	
	GRI 103-2	Management approach and its components		38	
	GRI 103-3	Assessment of the management approach		38	
GRI 401: EMPLOYMENT	GRI 401-1	New employee hires and turnover by age group, gender and region		38	
	GRI 401-2	Benefits granted to employees		38	
	GRI 401-3	Return to work and retention rates after maternity/paternity leave		38	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	GRI 403-4	Participation, consultation and communication of workers on occupational health and safety		46	

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

**GRI CONTENT
INDEX**

CREDITS

Annual
Sustainability Report
2021

GRI Standards	Disclosure	Notes	Report Page	Omission
GRI 404: TRAINING AND EDUCATION 2016	GRI 404-1	Average number of hours of training, by employee category and gender	49	
	GRI 404-2	Competency management and lifelong learning programs	49	
	GRI 404-3	Percentage of employees receiving performance and career development reviews	49	
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016	GRI 405-1	Diversity in governance bodies and employees	38	
	GRI 405-2	Ratio of base salary and remuneration received by women and those received by men	38	
CUSTOMER SATISFACTION				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits	6, 17	
	GRI 103-2	Management approach and its components	17	
	GRI 103-3	Assessment of the management approach	17	
SUPPLIER SOCIOENVIRONMENTAL ASSESSMENT				
GRI 103: FORMS OF MANAGEMENT	GRI 103-1	Explanation of material themes and their limits	6, 30	
	GRI 103-2	Management approach and its components	30	
	GRI 103-3	Assessment of the management approach	30	
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016	GRI 308-1	Assessment of the management approach	30	
	GRI 308-2	Negative environmental impacts in the supply chain and measures taken	30	
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	GRI 414-1	New suppliers selected based on social criteria	30	
	GRI 414-2	Negative social impacts on the supply chain and measures taken	30	
FINANCIAL SECTOR DISCLOSURE	FS5	Interactions with customers / investors / business partners about environmental and social risks and opportunities	29, 30	

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

**GRI CONTENT
INDEX**

CREDITS

Annual
Sustainability Report
2021

GRI Standards	Disclosure	Notes	Report Page	Omission
ADDITIONAL INDICATORS				
GRI 201: ECONOMIC PERFORMANCE	GRI 201-1	Direct economic value generated and distributed	34	
GRI 205: ANTI-CORRUPTION 2016	GRI 205-2	Communication and training in anti-corruption policies and procedures	23	
GRI 302: ENERGY 2016	GRI 302-1	Energy consumption within the organization	54	
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	GRI 403-1	Occupational health and safety management system	46	
	GRI 403-2	Hazard identification, risk assessment and incident investigation	46	
	GRI 403-3	Occupational health services	46	
	GRI 403-5	Training of workers in occupational health and safety	46	
	GRI 403-6	Promotion of workers' health	46	
	GRI 403-7	Prevention and mitigation of impacts on occupational health and safety directly linked by commercial relationships	65	Not applicable to the reality of CCB Brasil operations.

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

**GRI CONTENT
INDEX**

CREDITS

CREDITS



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Social and Environmental Risk and Sustainability Division

If you have any doubts or questions about this report, please contact us by email: sustentabilidade@br.ccb.com

MESSAGE
FROM THE CEO

HIGHLIGHTS
OF 2021

ABOUT THIS
REPORT

CCB
BRAZIL

GOVERNANCE
AND COMPLIANCE

GENERATING
VALUE

GRI CONTENT
INDEX

CREDITS

Annual
Sustainability Report
2021



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