

SUSTAINABILITY REPORT 2023



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Message from the President

GRI 2-22



Liping Shan - CEO

Since 2019, when I moved from Chile to Brazil, I have been restless. I found a restrictive environment and, being submitted to external controls, I fought hard to gain adhesion and cooperation from the shareholders. Despite the corporate governance restructuring had been finalized in 2019, the changes in the Board of Directors and the adoption of centralized management, some difficulties persisted in the business field, for a long period. In fact, I found that, for this Bank, the philosophy and culture, which are similar in the form but not in essence, had not yet been connected with CCB Group. The structure of the Bank here in Brazil is very different from those found in other international banks.

We made immense efforts for adjustments and, some milestones were reached during this journey. *The first* of them, regarding the KPIs, which since 2020 have managed to obtain an "A" rating from the Head Office. *The second* was to obtain a positive gross profit in 2021, even after having adjusted and written off a sum of hundreds of BRL million related to tax credits. *The third* was the reduction of NPL to a minimum level, starting in 2020. I also highlight the level of Basel capital ratios, meeting regulatory limits and within the Institution's risk appetite. We also adopted an excellent loan structure with almost the entire portfolio rated "A and AA". All these mentions are not just *cold* data: Behind each of them are the people, the methods, and the hard work of all employees without exception, and all of this must continue, as continuity is inherent to projects that aim to contribute to a better world for everyone, within each person's role.



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Sustainable development is the key to overcoming the environmental, social and economic challenges of our contemporary reality. In the face of global emergencies that systematically impact lives around the world, it becomes increasingly important for organizations to assume their responsibilities in building a legacy of sustainability for future generations.

As part of one of the largest financial conglomerates in the world, CCB Brasil recognizes the importance of promoting positive agendas for society. Our focus is on the future, understanding that, as the most important representative of the CCB Group in Latin America, we can encourage stakeholders to align more closely with the ESG 2030 Agenda. The Sustainable Development Goals (SDG's) guide our business and are evident throughout our policies and guidelines.

Committed to these issues, throughout 2023, we work to overcome geopolitical challenges that affect global commercial relations, maintaining the firmness and excellence characteristics of CCB Brasil's actions. Ongoing international conflicts, including heightened tensions in the Middle East, have contributed to the expected scenario of global economic slowdown. However, even in the face of this environment of instability and competitiveness, with high interest rates and persistent inflation in Brazil and abroad, we managed to persist and to grow.

We continue to be a bank mainly focused on financing and granting credit to corporate and large companies, especially in the agribusiness sector, which currently represents 17% of our portfolio in the wholesale market. Despite extreme weather events of drought and rain over the last years, those companies received full support from our institution to ensure that their activities continued to generate positive results for society. Our main motivation is to ensure that stakeholders prosper in a sustainable way, committed to responsible consumption and production mechanisms.

CCB Brasil maintained most of its clients this year, reinforcing our commitment to building lasting relationships focused on best ESG practices. Similar to 2022, our strategic approach prioritized a more conservative and restrictive behavior in credit management, emphasizing stability and maintaining portfolio quality, which continued to show promising results. We have one of the lowest default rates in the domestic market and we plan to maintain diligence in granting credit. This approach was crucial for the bank to maintain a constant and upward pace of development, optimizing the structure and quality of assets and maintaining stable risk indicators.



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It is worth highlighting the significant effort in recovering problematic credits and selling assets recovered from customers arising from past administrations.

We concluded 2023 with credit operations reaching BRL 9,742.5 million, a reduction of 4.19% compared to the BRL 10,168.7 million observed in the previous year. Between loan and transfer obligations, market funding and capital-eligible debt instruments, the Headquarters resources represented 22% of CCB Brazil's BRL 15,800.8 million total funding, compared to 27% in 2022. In relation to financial intermediation numbers, the consolidated gross result decreased from BRL 380.5 million in December 2022 to BRL 362 million in the end of 2023. Finally, our consolidated net equity reached to BRL 1,546.4 million, whereas the Reference Net Equity reached BRL 2,405.7 million, maintaining the Basel Ratio at 20.28%, well above the required by BACEN (10.5%) and our RAS (risk appetite statements).

Sharing these results is fundamental to understand the complexity and importance of the business carried out by the bank in the country. With a robust governance structure and high maturity, we seek to grow in a sustainable manner, continually improving our internal processes. The contracts signed by CCB Brasil are supported by strict financial analysis and socio-environmental risk assessment policies, ensuring the mitigation of the negative impacts on our activities. In 2023, credits intended for clients classified with the *lowest* socio-environmental risk rating were in average 3/4, of our portfolio.

However, all these achievements were only possible due to the enthusiasm and commitment of our team. Without the excellent work of all CCB Brasil employees, we would not have achieved such significant numbers. At the bank, they experience a healthy, safe and inspiring professional environment, where respect for human rights is an important axis of our culture of sustainability. The offer of numerous training activities to internal audiences throughout 2023 demonstrates the special attention we offer to each member of our team. Through various training courses, we encourage the engagement of these stakeholders with positive practices for business and society, such as sustainable development and innovation.

We are aware that we can go further and will spare no effort to ensure that the coming years are full of good results from an environmental, social and governance point of view. Brazil is experiencing a commodities



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boom, attracting international investors and providing good opportunities for CCB Brasil. In the midst of this scenario, the challenges of urban growth, energy transition and the search for new eco-efficiency actions - topics that attract increasing attention from society as a whole, due to concerns about the effects of climate change - are points that undoubtedly we will focus our attention on the short and medium term. For us, profit and profitability only make sense when accompanied by direct and indirect improvements for people and the planet.

In conclusion, I can say that I am happy because after all these years, I was able to cooperate and I got everyone's support. I would like to thank you for the opinions I received and the advice I was not always able to follow. I also want to thank each one of those who work directly with me, the colleagues who came from China and all the heads of the departments and branches responsible for the structure and main force for the development of this operation and business control. You are outstanding leaders with your professionalism, skill and great influence and you have performed productive work with good management, with strong initiative and creativity, in addition to your leadership and leading role in the fruits that we all reap. We will continue in 2024 with the same determination, regardless of the difficulties that we will certainly face, as it the challenge that makes us grow and become better. I am sure we will prosper.

I thank our shareholders, senior managers and employees for their trust and commitment.

In 2024, we will continue to promote sustainability values to build an even better bank for everyone. I am sure that transparency and ethics, issues that we treat extremely seriously, will be fundamental in this process of growth and maturation.

I wish you a great read of our report!



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2023 Highlights



BRL 1,546.4 million
Net worth



BRL 9,742.5 million
Credit operations



20.28%
Basel ratio



“Meu bolso em dia”
financial education program
for internal stakeholders



Teleconsultations
through the “Alô Saúde”
channel, with the option
of on-site consultation



Achieving the **Silver Seal**
from the **Brazilian Program**
GHG Protocol (PBGHGP)



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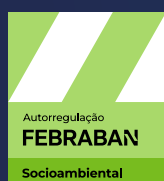
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Signatory of and voluntarily adherent
to the regulatory pillars of the
Brazilian Federation of Banks –
FEBRABAN’s self-regulation

ABOUT THE REPORT



Introduction

GRI 2-2, 2-3, 2-14, 3-3

The commitment to best ESG practices and sustainable development is the main principle guiding the activities developed by China Construction Bank (CCB) Brasil. Through its Sustainability Report – released annually to disclose to stakeholders its main environmental, social, and economic impacts – the bank stresses its commitment to the regulatory framework that guides the activities of financial institutions in the country and current national legislation, as well as the responsibility to fully comply with all its internal policies and guidelines, which are based on values of integrity, transparency, and sustainability in business.

In the ninth edition of the annual report, the presented data covers the period from January 1st to December 31st, 2023, respecting the institution's financial report for the same period. The information regarding the five companies controlled by the group – all of which operate according to the rules established by the parent company – are contemplated in this report, which encompasses the CCB Brasil conglomerate as a whole and does not involve information adjustments for minority stakes. Once again, the report was prepared in accordance with the most recent version of the Global Reporting Initiative (GRI)'s Sustainability Reporting Standards. Additionally, indicators from the old GRI G4 version were used in lieu of the new financial industry standards, which are yet to be published.

All content disclosed in the following chapters was analyzed and approved by the bank's Board of Directors, which closely monitored the whole process of creating CCB Brasil's Sustainability Report. In addition to communicating with stakeholders regarding risks, opportunities, challenges, and results from 2023, the document is an important mechanism to mature the institution's internal processes, as the continuous improvement of the environmental, social, and economic issues pertaining to its activities is a great virtue.

CCB Brasil is open to receive possible queries, comments, or suggestions. If needed, please reach out to sustentabilidade@br.ccb.com.



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Entities included in the report's analyses¹

CHINA CONSTRUCTION BANK (BRASIL) BANCO MÚLTIPLO S.A.
CCB BRASIL PROMOTORA DE VENDAS LTDA.**
CCB BRASIL ARRENDAMENTO MERCANTIL S.A.
CCB BRASIL COBRANÇA LTDA.**
CCB BRASIL DISTRIBUIDORA DE TÍTULOS E VALORES MOBILIÁRIOS S.A.
CCB BRASIL ADMINISTRADORA DE CARTÕES DE CRÉDITO LTDA.
CCB BRASIL S.A. CRÉDITO FINANCIAMENTOS E INVESTIMENTOS
CCB BRASIL INFORMÁTICA S.A
BRASIL FACTORS S.A*

* China Construcution Bank (Brasil) Banco Múltiplo S.A.'s 50% equity stake

** CCB Brasil S.A Crédito, Financiamentos e Investimentos subsidiary



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1. We have used Operational Control and included the companies that are consolidated in the Financial Statements in the Sustainability Report and the IGEE. Therefore, the data reporting does not include Brasil Factors. All group entities are affiliated, and all reports and policies comply with the CCB Brasil Conglomerate. The information reporting approach does not involve information adjustments, and there is no difference in the reporting approach regarding material topics.

Materiality Matrix

GRI 2-4, 2-29, 3-1, 3-2, 3-3

In December 2021 and January 2022, CCB Brasil engaged with its stakeholders to establish the guiding materiality matrix for its businesses in the following years, in line with the GRI Standards and relevant topics for the banking industry. The Risk Management Department/ Social-Environmental Risk Division, which is responsible for identifying stakeholder categories and updating the stakeholders map, was in charge of leading this dynamic, which was carried out through an online survey form.

Regulatory bodies, employees, clients, and suppliers were defined as the bank's most strategic stakeholders; they shared their perceptions about three thematic pillars: Environment; Economic/Governance; and Social. Each one encompassed seven items, which were categorized by the 46 survey participants – including members from the organization's senior management – according to their degree of relevance.

The obtained information brought qualitative and non-statistic perceptions from CCB Brasil's stakeholders, which were important to define the seven priority material topics related to the development of its activities: technology and innovation; emissions; sustainability culture; social investment; valuing of employees; client satisfaction; social-environmental assessment of suppliers. With the adoption of this methodology, the bank defined the most significant positive and negative impacts of its operations in terms of the economy, environment, and people. These were key results for the due diligence process that is systematically performed by the organization, which monitors, assesses, and mitigates risks related to its businesses.

In December 2022, the institution revised its materiality matrix with the purpose of validating the expectations of its stakeholders regarding the previously consolidated material topics. This process is periodically conducted by the bank through a schedule created by the Board of Directors, which monitors and validates all the necessary decisions with the support of the sustainability division. At the time, three new topics were incorporated to the most relevant themes for the bank: social-environmental risk assessment for credit; compliance and anti-corruption; economic value distribution. Without new changes in 2023, CCB Brasil currently has 10 material topics.



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Material Topics



Clients



Suppliers



Employees



Regulatory Entities

Technology and innovation	●	●	●	●
Emissions	●	●	●	●
Sustainability culture	●		●	●
Social investment	●	●	●	●
Valuing of employees	●		●	
Client satisfaction	●	●	●	●
Social-environmental of suppliers	●	●	●	
Social-environmental credit risk assessment	●		●	●
Compliance and anti-corruption	●	●	●	●
Distribution of economic value	●	●	●	

● DIRECTLY AFFECTED
STAKEHOLDERS

● INDIRECTLY AFFECTED
STAKEHOLDERS



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Management of Material Topics

GRI 3-3

The ten CCB Brasil's material topics are associated with specific commitments, impacts, and Sustainable Development Goals (SDGs), which reinforce the importance given by the bank to good ESG practices. All the activities performed by the organization are supported by a careful analysis of social-environmental risks, thus ensuring that its portfolio of products and services meets the stakeholders' expectations with excellence.

Supported by processes that are distinguished for their transparency, ethics, and compliance, the monitoring of the institution's material topics is performed continuously, so that the alignment to its sustainability culture can prevail. Granting credit to the corporate sector is a great responsibility, and CCB Brasil works earnestly so that the impacts of its activities can bring increasingly more benefits to people and the planet.

Sustainable Development Goals (SDG)

🔗 Click on the icons and find out more details about each SDG.



Use this content to better understand the information on the table on the following pages. The number highlighted on each SDG relates to a material topic.



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Material topic	SDG	Commitment	Impact	Impact type
Technology and innovation	16	Development of technological solutions focused on customer experience and information security	Breach of bank secrecy and data leakage	Potential and negative
			Improved software and hardware infrastructure	Real and positive
Emissions	3 12 14 15	Actions focused on adaptability and management of environmental risks, including the incentive through the development of projects and positioning towards stakeholders.	Reduction of direct greenhouse gas emissions and eco-efficient actions	Real and positive
			Monitoring indirect emissions associated with stakeholders	Real and positive
Valuing of employees	3 4 5 8 10	Development of employees and their skills and assurance of an inclusive and diverse work environment	Professional development of employees and talent retention	Real and positive
			Strengthening the organizational culture	Real and positive
			Increased team productivity and high performance	Real and positive
Client satisfaction	11	Offering quality products and services with a focus on customer experience	Consolidation and renewal of contracts	Real and positive
			Strengthening relationships with strategic clients	Real and positive
			Consolidation of compliance practices and ethical conduct	Real and positive


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Material topic	SDG	Commitment	Impact	Impact type
Sustainability culture	16	Responsive and inclusive decision-making, focusing on the adoption of practices that contribute to sustainable development	Contribution to sustainable development and commitment to ESG practices	Real and positive
			Business longevity	Real and positive
			Incentive to the conscious consumption of water and electricity	Real and positive
			Incentive to waste reduction related to its generation and correct disposal	Real and positive
			Promotion of equity and inclusion in terms of race, gender, age, geographical region of origin, persons with disabilities, and sexual orientation	Real and positive
			Association of employees and lines of business to greenwashing practices	Potential and negative
Social investment	1 3 5 8 9 11	Supporting the reduction of people's exposure to situations of social vulnerability	Incentive to the development of own projects and initiatives	Potential and positive
			Recognition of ESG approach before stakeholders	Potential and positive


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Material topic	SDG	Commitment	Impact	Impact type
Social-environmental assessment of suppliers	5 8 16	Strengthening ethical and compliance topics in the relationship with suppliers	Ability to responsibly fulfill contracts	Real and positive
			Identification of financial health and ability to fulfill contracts	Real and positive
			Termination of contracts due to issues related to social-environmental risks and time spent procuring a replacement for the supplier	Real and negative
			Services are not provided in compliance with existing regulations, thus resulting in negative financial, operational, environmental, or reputational consequences	Potential and negative
Social-environmental credit risk assessment	8 9 12 17	Improvement in the management, control and monitoring of risks associated with the granting of credit	Mitigation of social-environmental risks and more assertive financial projection	Real and positive
			Termination of contracts due to issues related to social-environmental risks	Real and negative


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Material topic	SDG	Commitment	Impact	Impact type
Compliance and anti-corruption	16	Compliance with regulatory requirements and ethical standards, in line with the bank's mission, vision, and values	Compliance with regulatory standards, legal requirements, and CCB's governance standards	Real and positive
			Structuring risk management and controls to prevent money laundering, corruption, and financing of terrorism	Real and positive
			Monitoring and identifying illegal activities or practices by stakeholders	Real and positive
Distribution of economic value	1 2 4 10	Generating results and benefits for society through the relationship with stakeholders	Development of companies, suppliers, and employees	Real and positive
			Strengthening economic relations between Brazil and China	Real and positive

CHINA CONSTRUCTION BANK CORPORATION



CCB International Group

GRI 2-1

A public Chinese bank and the world's second largest financial institution according to the *S&P Global Market Intelligence's internacional ranking*, China Construction Bank is the parent company of CCB Brasil. Founded in 1954 to promote state construction and infrastructure projects for the country's development, the bank's market value is estimated at US\$ 158.541 million,² and it is listed in the Shanghai and Hong Kong stock exchanges.

With a million-client portfolio and businesses spread across countries on all continents, China Construction Bank has 14,365 bank branches and its team consists of over 352,588 employees. Under the motto "Building a better future," a large portfolio of services and solutions is offered to natural persons and legal entities, such as fund management, financial leasing, trust funds, insurance, pension plans, and investment banking.

In 2014, the institution started its Brazilian operations through the CCB Brasil subsidiary, which was created to be an important financial intermediary for the trade relations between the two countries and to act as a flagship for the conglomerate in Latin America. With the exception of the Chile, Argentina, and Peru operations, which are under CCB Chile, the Brazilian institution controls all business in the region.



200
subsidiaries



31 countries
covered



352,588
employees



14,356 bank
branches



US\$ 158.541 million
market value



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2. Data taken from the parent company's 2022 Sustainability Report.

CCB Brasil

GRI 2-1, 2-2, 2-23

China Construction Bank (Brasil) Banco Múltiplo S/A is a privately held corporation that offers several products and solutions to stakeholders, which essentially include medium-sized and large corporate markets of the following industries: Agribusiness; Energy; Oil and Gas; Industry; Mining; Construction; Retail; Chemical; and Services. Headquartered in São Paulo (SP) at Avenida Brigadeiro Faria Lima, 4,440 (2nd and 5th floors), the organization operates through credit portfolios, foreign exchange investments and foreign trade, providing services to clients from Brazil and abroad.

Its eight national branches and one international branch are located in São Paulo (SP), Ribeirão Preto (SP), Rio de Janeiro (RJ), Belo Horizonte (MG), Curitiba (PR), Blumenau (SC), Brasília (DF), Aldeota (CE), and Grand Cayman, in the Cayman Islands. Through five subsidiaries, CCB Brasil offers services in Foreign Trade, Working Capital, Rural Credit, Leasing, Treasury Products, Investments, and Bank Guarantees. This business portfolio is aligned with good ESG practices and to the Sustainable Development Goals (SDGs) of the United Nations (UN), even though the institution is not a signatory of the Global Compact.

Subsidiaries

CCB Brasil Arrendamento Mercantil S/A

CCB Brasil Distribuidora Títulos e Valores Mobiliários S/A

CCB Brasil Informática S/A

CCB Brasil Administradora de Cartões de Crédito Ltda.

CCB Brasil S/A Crédito, Financiamentos e Investimentos



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Mission

The mission of the CCB Brasil Conglomerate is to operate efficiently in the national financial system, offer the best products, encourage the professional growth of its employees, act in compliance with its internal processes and maintain the commitment to sustainable development.

Vision

We will be a reference in supporting the development of the business chain in the trade and investment segments in China-Brazil relations. We will act in advising, originating, and executing operations, as well as in the expansion and reach of business opportunities, in line with the strategic planning and objectives of the Conglomerate.

Values

Integrity
Transparency
Sustainability in business

Subsequent events (change in Organizational Structure)

On January 31st, 2024 the acquisition of corporate control of CCB Brasil by the Bank of China (BOC) – a Chinese financial institution headquartered in Beijing that controls the Banco da China Brasil (BOC Brasil) in Brazil – was implemented. From then on, the process of transition and fulfillment of contractual and regulatory obligations began to be completed, and in due course we were authorized by the Regulator to change the trade names and corporate names of CCB Brasil and its controlled companies.

Products and Solutions

GRI 2-6, 2-23

Both natural persons and legal entities are served by the different products and solutions offered by CCB Brasil to its clients. In all modalities, the relationship with stakeholders is guided by ethics, transparency, and respect to human rights, in line with policies set by regulators, internal guidelines, and the bank's sustainability culture.

CCB Brasil S.A. – Crédito, Financiamento e Investimentos is the main subsidiary carrying business with natural persons, especially through payroll loans to civil servants of municipal, state, and federal agencies, with competitive rates and discounts on monthly installments. In line with the approach that was adopted in the previous year, the institution has been reducing the offer of products and solutions to natural person clients, so that its activities can be directed towards the corporate market.

The legal entities served by CCB Brasil are mostly corporate and large corporate companies from the following industries: Agribusiness; Energy; Oil and Gas; Industry; Mining; Construction; Retail; Chemical; and Services.

Several business options are developed with these stakeholders, who find within the organization the support needed to implement, consolidate, and improve their activities.

Loans and financing

WORKING CAPITAL

Type of loan to obtain resources without a specific purpose, commonly used to boost the company's cash position, either in the short, medium, or long terms.

OVERDRAFT ACCOUNT

Pre-approved credit to meet the emergency needs of companies' cash flow ensured by negotiable instruments, checks, credit rights, assets, and suretyships, among others. It has the advantage of allowing withdrawal or amortization at any time, with interest charged only on the outstanding balance within its term.



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Loans and financing

ASSIGNMENT OF RECEIVABLES	An important ally for a company's liquidity, especially for credit sales. They can be advanced with fixed interest, negotiable instruments, checks or other receivables.
LEASING	Options for the acquisition of machinery and equipment, light and heavy vehicles, aircraft, real estate, vessels, etc. whose payments can be fully deducted from the base calculation of the PIS (Program of Social Integration) and the COFINS (Contribution for the Financing of Social Security) taxes; its payments can be posted as deductible expenses for Income Tax and Social Contribution.
NCE and CCE	IOF-exempt export incentive modalities, which depend on the formal presentation of a budget and proof of export performance in the period.
ACC (Advances on Export Exchange Contracts)	Offer of working capital at the pre-shipment phase for exporters of goods and services.
ACE (Advance on Export Shipment Documents)	Offer of working capital at the post-shipment phase for exporters of goods and services.
PPE (Export pre-payment)	Advancement of financial resources to Brazilian exporters for the respective financing of their exports.
FINIMP (Import Financing)	Special lines of credit for the import of capital goods, machinery, equipment, goods and services, with interest rates in line with the international market.
IMPORT LETTER OF CREDIT	An instrument that offers greater security to both the exporter and the importer in foreign trade operations.
INTERNATIONAL GUARANTEES	Offer greater security in foreign trade operations, greater credibility with international partners, and support for companies participating in international tenders.
RES 4131	Its main objective is to meet the cash requirements in foreign currency of a client (company) located in Brazil.



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Loans and financing

FORFAITING	Meets the cash requirements in foreign currency of a client located in Brazil or abroad, based on their need to advance payments for imports made.
RURAL CREDIT – RURAL LIVRE	Rural credit operations made with free funds (either owned or raised) by financial institutions, which are acquired with freely agreed rates and are not categorized as controlled funds.
RURAL CREDIT – FUNCAFÉ	It is used to finance, update, and promote: productivity in coffee farming; the coffee industry, from exports to the development of research; means of transportation at ports; protection of prices and domestic and international markets; good life conditions for farm workers.

Investments

Bank Deposit Certificates (CDB)	Fixed income security registered to the customer, issued by Banco CCB as a time deposit, with Term and Rate conditions established at the time of the investment.
LCA (Agribusiness Credit Bills)	Fixed income security issued by CCB Brasil, backed by agribusiness credit rights.
LCI (Mortgage Credit Bills)	Fixed income security issued by CCB Brasil, backed by operations collateralized by real estate.
LF (Financial Notes)	Long-term fixed income security issued by CCB Brasil with a maturity term of more than two years and no subordination clause.

Services

BANK GUARANTEE	Instrument that guarantees the commitment of the bank's customer to a third party, with CCB Brasil as the guarantor, the customer as the secured party and the third party as the beneficiary.
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ESG Management

GRI 2-23, 2-27, 3-3

Sustainable development is an inseparable aspect of the corporate governance model set by CCB Brasil, which prioritizes the adoption of the best ESG practices and value and results generation in the long term. With its management – renowned for its excellence – the organization ensures the greatest quality standard to conduct its businesses, as well as a relationship with stakeholders that is based on the principles of ethics and transparency. For the bank, the balance between profitability and respect for the environment and people is the only way toward the future – an approach shared with its parent company.

All activities developed by CCB Brasil are compliant with legal requirements from the regulatory bodies that oversee financial institutions in Brazil, such as Central Bank of Brazil (BACEN), the Securities and Exchange Commission (Comissão de Valores Imobiliários – CVM), and the National Monetary Council (CMN). The same goes for its policies, procedures, and internal processes, which are periodically updated to meet the expectations of the bank's stakeholders and society as a whole. Focusing on financial discipline and risk management and control, the organization works diligently to be a benchmark in Brazil – China commercial relations, seeking the longevity, continuity, and growth of its businesses.

The stringent respect to these norms ensured that the institution received zero non-compliance penalties or sanctions in 2023 related to laws and regulations, a positive result that was also achieved in previous years. Additionally, CCB Brasil is a signatory of the Brazilian Federation of Banks – FEBRABAN's self-regulation, and it is voluntarily adherent to its regulatory pillars. With that, the bank holds three seals conferred by FEBRABAN to recognize efforts by financial institutions regarding: client relations; fighting the financing of terrorism and preventing money laundering; social-environmental responsibility.


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Organizational Structure

GRI 2-9, 2-10, 2-11, 2-13, 2-16, 2-24

CCB Brasil's governance structure comprises the **Board of Directors, Senior Management, and Advisory Committees**. Their roles and responsibilities – which are detailed in the Bylaws as well as in specific internal regulations – are essential to ensuring the adherence and maintenance of the bank's commitments and policies toward its stakeholders, as well as to define guidelines and stress the importance of adopting a robust environment of internal controls that fully complies with the applicable legislation.

Periodically, the parent company's Head Office sends new policies to all subsidiaries around the world, which must be followed by all of them. CCB Brasil currently has, approximately, 514 internal norms, which are revised and updated at least once a year. Changes are approved by the Senior Management Committee, which forwards requests to the Board of Directors so they can be validated and subsequently approved.

The bank's organizational structure also allows strategic decisions to be made in a decentralized, collaborative way, involving the integration of different areas, which ensures a better management of environmental, economic, and social impacts. Together with regular training offered to all employees, this reality ensures the alignment between good ESG practices and the activities developed by CCB Brasil's several areas.



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CCB Brazil structure of governance

Board of Directors

It is a collegiate body that is responsible for the strategic direction of business, prioritizing the organization's interests to protect its assets and maximize the return on its investments. Elected at General Meetings and chosen for a two-year term, the five Board members (two of which are independent) are chosen considering aspects such as their academic background and professional experience, in line with stakeholders' expectations regarding independence and diversity. With its presidency not held by an executive of CCB Brasil, the Board of Directors assembles periodically or extraordinarily when necessary.

Senior Management

Appointed by the Board of Directors for two-year terms of office, Senior Management leads the execution of the strategic planning established by the organization. It consists of a President, a Vice-President, and two Board members of CCB Brasil, who meet quarterly to discuss the bank's businesses. The institution's 15 departments and the Ombudsman all report to the Senior Management through their Heads.

Advisory Committees

These are entities that discuss strategic bank topics and support the Board of Directors and Senior Management in their decision-making process. They have the power to decide on a diversity of topics according to their scope of action, during meetings whose frequency is defined by their bylaws. All concerns flagged by the departments as well as both regulatory and self-regulatory entities must be communicated to the Advisory Committees.



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Organization Chart

GRI 2-9, 2-18, 2-19

The Board of Directors actively participates in all decision making involving ESG, and it is directly supported by the Risk Committee in this process. This work would not be possible without the support of different bank areas, which are all aligned to the best environmental, social, and governance practices that are inherent to CCB Brasil's organizational profile.

Although the bank does not assess the Board of Directors' performance regarding the management of these impacts, its members carry an annual self-assessment of their work and approach regarding the institution's businesses. They are also subjected to a 360° assessment, through which all organization Heads detail their perceptions about the performance of the most senior governance body.

From these results, the bank takes the necessary measures to ensure improvements in its corporate governance model, always aiming for the alignment with sustainable development in all its aspects.



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Organizational Structure*



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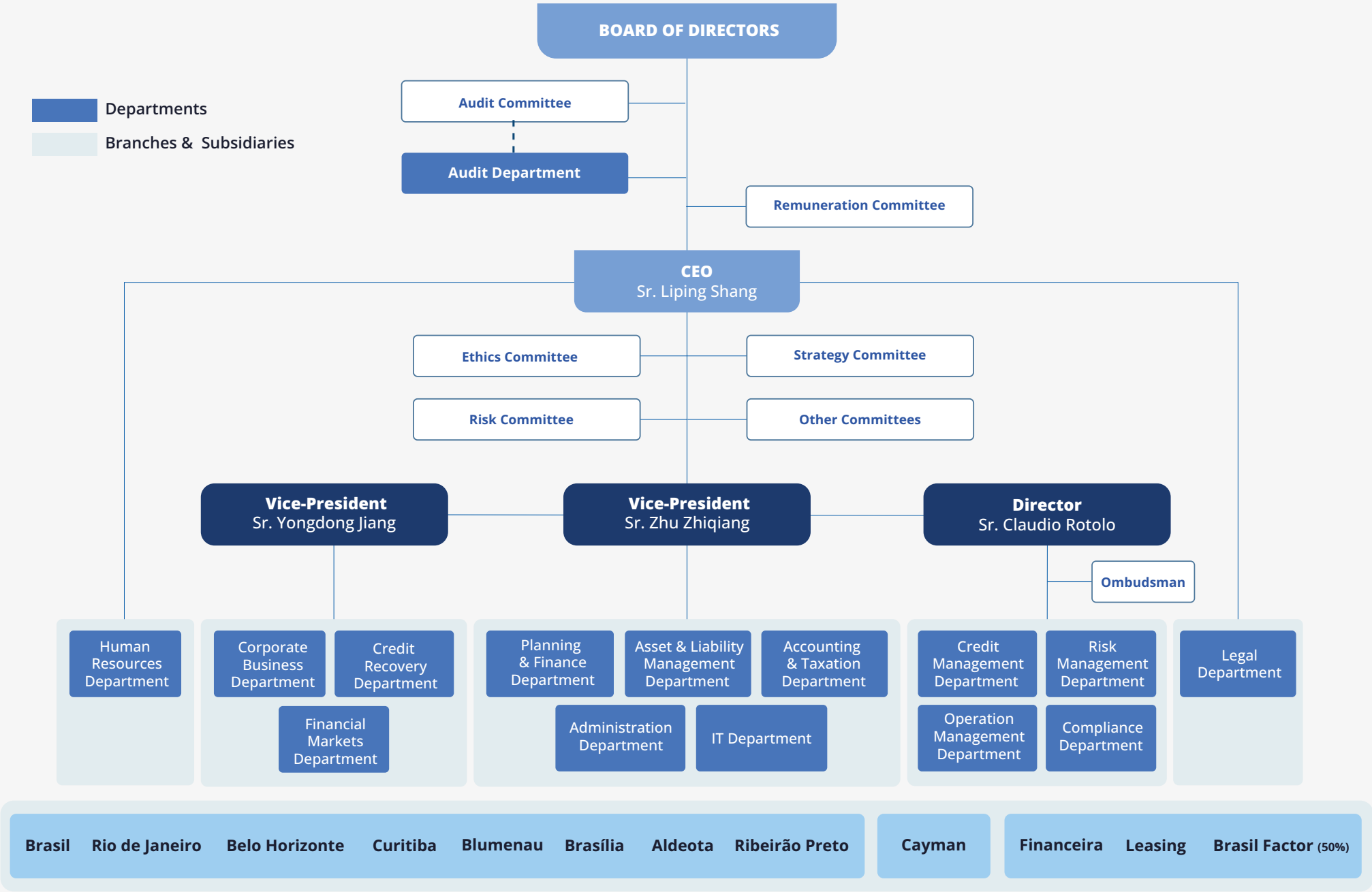
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* This composition was effective until Dec. 31st, 2023; see comments on subsequent detailed on the paragraph on Page 21 (click here to read it).

Committee Structure

GRI 2-10, 2-13, 2-16, 2-24

The activities that are carried out by the 15 Advisory Committees are essential for, among many functions, recommending possible corrections or improvements in policies, practices, and procedures to the Board of Directors within the scope of their attributions. By offering their support to the most senior governance body, they ensure that CCB Brasil's activities are in line with its strategic planning, and they support key decision making for business in the scope of ESG.

Since 2019, their composition has been annually determined/confirmed, and the Senior Management Committee is responsible for appointing new Directors and Heads for replacement purposes.

It is worth mentioning that any issues involving the institution's impact management and related queries should be immediately reported by the Committees to the Board of Directors. The Risk Committee is responsible for forwarding to the Board all queries related to social-environmental risks; in 2023, no reports related to key concerns on this topic were received.



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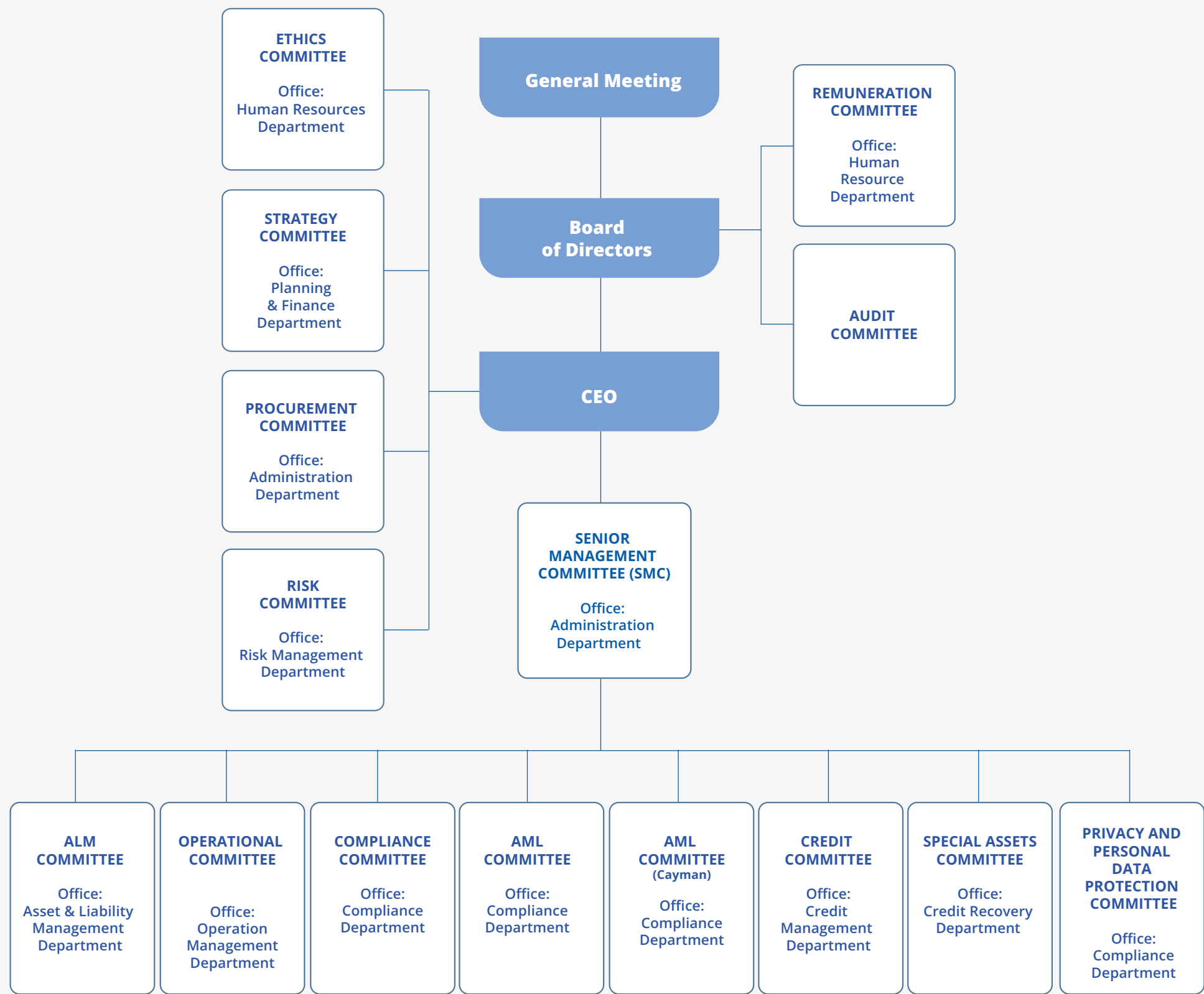
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Committee Structure



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Ethics and Transparency

GRI 2-15, 2-23, 2-25, 2-26, 3-3, 205-1, 205-2, 205-3

CCB Brasil has a robust compliance structure based on the compliance with its mission, vision, and values, and it continuously monitors all relations developed by the bank with its stakeholders. As an organization that operates through credit granting, this group of policies, processes, and practices becomes even more important to ensure that the business development is always based on the principles of ethics and transparency.

Topics such as the prevention of money laundering and financing of terrorism are key points to the control and monitoring mechanisms of the bank, which works continuously to improve its internal procedures in line with the guidelines from the parent company. **All of CCB Brasil's activities are assessed in terms of corruption-related risks,³ thus ensuring that the offer of its products, services, and solutions is always in line with the best compliance practices.** In 2023, none of the 1,560 bank operations that were analyzed for money laundering prevention showed any risk of this kind, which shows how seriously the organization takes the management of its corporate relationships. Internally, no occurrences of corruption cases or lawsuits regarding the topic were reported.

The organization's policies and manuals also express the institutional principles and standards for due diligence, identifying, categorizing, and organizing according to the following risk profiles:

I. of customers;

II. of the institution;

III. of operations, transactions, products and services;

IV. of employees, partners, and outsourced service providers.

These tools, along with the training and retraining opportunities offered by CCB Brasil to the Board of Directors, Senior Management, and employees consolidate a reality that is conducive to the market benchmark ESG conducts. Through the Integrity Program, a group of guidelines



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3. The analyzed operations include: supplier (115), partners (77), clients (927), and employees (441).

whose goal is to guide the institution's interactions with stakeholders, all internal teams are trained in topics associated with the prevention of financial crimes within the scope of the organization's operations.

In 2023, 100% of the bank's employees received communications about anti-corruption procedures and policies.⁴

Anti-corruption training

Employee Category	South	North	Midwest	Southeast	Northeast	Total number per employee category
CEO	-	-	-	1	-	1
Senior Management	-	-	-	2	-	2
Management	2	-	-	60	-	62
Front Office	13	-	-	66	3	82
Middle-Back Office	-	-	-	207	-	207
Programs	-	-	-	17	-	17
Total number per region	15	-	-	353	3	371

Up to the reported date of December 2023, 92.29% of employees received training, including people who were no longer employed at the institution. Employees who had not completed their training by then have done so in January 2024.



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4. Additionally, 100% of business partners received communications regarding the bank's anti-corruption procedures and policies. The entered contracts have a standard anti-corruption, anti-money laundering clause – in line with the basic premises of the Conglomerate's Code of Conduct – and require compliance with existing laws and regulations related to those topics.

Within this support mechanism for the good governance and compliance initiatives, it is worth mentioning the *Best Practices Guide*, created to guide the organization's strategic stakeholders in terms of the protection of their assets and awareness for prevention, detection, and identification of possible irregularities. In the same vein, there is the *Code of Ethics and Conduct*, main instrument of the Integrity Program that is under the responsibility of the Ethics Committee, which is responsible for disseminating CCB Brasil's sustainability culture internally and externally. The code states that the relationship with stakeholders must be strictly aligned with current legislation and guided by four principles: Consideration to Others; Commitment to Transparency; Compliance with Laws; Corporate Social Responsibility. All its content and other policies by the institution are evaluated and approved by the Board of Directors and are noted in a minute to be formalized.

To report violations or concerns regarding non-compliance with the Code of Ethics and Conduct, the bank's stakeholders should reach out to the Ethics Committee – internally, through email, and externally, through the website. The entity works independently and discloses its considerations directly to the Board of Directors, which analyzes information confidentially and considering the presumption of innocence in all cases. Reports about misconduct or situations that may cause negative impacts to CCB Brasil can also be sent to the Ombudsman and Client Support (SAC).



Reporting channel

CCB Brasil provides a reporting channel that is available to all stakeholders that might need to reach out to report actions that are not aligned with existing laws or regulations.

Reports should be sent to denuncia@br.ccb.com or through the institution's website on the Fale Conosco section.

Any type of retaliation stemming from whistleblower reports is strictly unacceptable.



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Client Satisfaction

GRI 2-25, 3-3

One of CCB Brasil's premises to operate is to offer the best experience to its clients regarding environmental, social, and governance aspects. Engagement with these strategic stakeholders, which mostly comprises corporate and large corporate companies, is based on maintaining long-term partnerships through continuous efforts to improve and consolidate the bank's internal guidelines. To that end, and following the regulations defined by BACEN and FEBRABAN, the organization has two main service channels: Client Support (SAC) and Ombudsman.

The first one is responsible for the initial contact and relationship with those who wish to request information and cancellations or to lodge complaints and leave suggestions, which are always replied to with the necessary quickness and diligence. In case the problem is not solved, the Ombudsman – the last stage in client support – is involved, ensuring that the client's request is solved. This process is very important for CCB Brasil, because it not only keeps the level of excellence within this arena, but it also allows the implementation of improvements to advocate for the legitimate interests of these stakeholders.

In addition to the Ombudsman's Policies and Manual – a document that guides how the relationship with these stakeholders is managed – the bank has other tools to stimulate the adoption of good Ombudsman practices. The mandatory client satisfaction survey, required by BACEN and FEBRABAN, is sent either through telephone or email after the interaction with CCB Brasil to assess the request's resolution flow. This instrument quickly and efficiently identifies possible errors and sensitive points, offering input for positive evolutions within the realm of internal guidelines.

The qualitative and quantitative results of this engagement are disclosed, twice a year, in the Ombudsman Report, which is shared on the CCB Brasil website and sent to the Audit Committee and the Board of Directors by the Ombudsman Director. **In 2023, 96.96% of requests were solved while still in the SAC stage, without the need to escalate to the Ombudsman. This scenario keeps the organization outside of the Complaint Ranking by BACEN for the second consecutive year, thus attesting to the quality of its services.**

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Client support channels

SAC

Call: 0800 701 0224 and 0800 725 0048 (SAC CDC)

E-mail: sac@ccbfinanceira.com.br and sac.cdc@br.ccb.com.

Ombudsman

Website: www.br.ccb.com/Sistema-de-mensagem-para-Ouvidoria-85

Call: 0800 725 2242 (available with a valid request protocol number)

For the hearing- or speech-impaired, call: 0800 940 0649



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Technology and Security

GRI 3-3, 418-1

CCB Brasil is known for its commitment to the responsible handling of personal stakeholder information. The bank perceives security as an inherent aspect of an excellent corporate governance. Through technological interventions and robust due diligence process, the bank ensures its stakeholders have their right to privacy in line with its Privacy and Data Protection Policy and the General Data Protection Regulation (Lei Geral de Proteção de Dados – LGPD), both of which guide the collection, processing, sharing, transmission, erasure, and usage of data. Since 2021, there have been no reports of incidents or complaints of customer information having been leaked, which demonstrates how seriously and rigorously the organization handles this topic. In 2023, the internal Departments continued revising, monitoring, and consolidating measurements and actions set forth by the Compliance Project for Law nº 13,709, from August 14th, 2018, which determined the General Data Protection Regulation (LGPD). Additionally, CCB Brasil has a DPO (Data Protection Officer) to strengthen this area's governance.

The bank also adopts a rigorous governance process to ensure that data safety is a priority at the organization. The Information Security policies and procedures are approved by the Board of Directors and monitored by several bodies, such as: Board of Directors; Operational Risk Committee; Operational Risk Forum; Audit Committee. At these spheres,

security guidelines, investment updates, and projects that are underway are presented, in line with the market's best practices and regulations, such as:

- BACEN's Cybersecurity Resolution;
- CIS Security cybersecurity framework, known as the most up-to-date, pragmatic framework of its kind;
- ISO 27001, which sets good practices for the management of information security.

As previously mentioned, in this regard, CCB Brasil also has its Code of Ethics and Conduct, which presents key topics for its culture, including information confidentiality and privacy, respect, diversity, and integrity. The safety of employees and clients is one of the institution's most important pillars, which is evident in the recurring training and strategies to raise awareness on the matter and keep it current for stakeholders. Here are some of the actions performed through the bank's internal and external channels:

- Revamping of the security website, with exclusive content on how to prevent kickbacks;
- Regularly organizing cybersecurity events for all employees;
- Launching the Data Protection training for all internal stakeholders to emphasize the necessary responsibility to handle confidential information and how to securely deal with data.

The institution's e-banking – which is regularly updated to meet clients' expectations – has gone through significant changes in the reported year. Fixes to new vulnerabilities and accessibility solutions were implemented in line with the norms set by regulatory bodies, to offer persons with disabilities a more inclusive digital environment and provide a better digital channel experience to clients. The institution continues to dedicate its best efforts to increasingly improve the context of information security and protection of technological environments, and to that end processes and controls for data protection and attack and threat systems were implemented. Visual changes on the platform are also underway to incorporate new tools that provide a friendlier interface to CCB Brasil's stakeholders. Simultaneously, the organization is working to accelerate



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the process of compliance with rules and technologies associated with open banking, which will decentralize the usage of financial information by large banking institutions.

Throughout 2023, the bank has not identified significant interruptions or incidents related to information technology thanks to its solid and stable IT infrastructure. In addition to carrying out regular tests to maintain the quality of the business continuity, the organization is always monitoring improvement alternatives in terms of software and hardware in order to meet the needs of stakeholders, in addition to finding increasingly more sustainable options to manage the disposal of electronic equipment, which is guided by a stringent internal policy. The environment is also constantly assessed by independent authorities, who released a favorable opinion to the information technology and controls set by CCB Brasil's Management.

To continuously improve this process, CCB Brasil debates with its peers the challenges and opportunities for the industry at the Technology and Cybersecurity committees of the Brazilian Association of Banks (ABBC) and the Technology Committee of the Brazilian Association of International Banks (ABBI).

Participation in Associations

GRI 2-28

Aware of the commitment to the continuous optimization of its internal guidelines and policies, CCB Brasil actively participates in several associations and federations that guide the main debates involving the finance industry. At these spheres, the organization takes part in debates on improvements and the ESG agenda in order to seek positive progress for its provision of solutions, products, and services, in addition to a more assertive relationship with stakeholders. These participations also ensure that the bank is always in line with new market trends, allowing the institution to be capable of incorporating innovative practices into its processes and the development of business.



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It is the duty of the institution's External Communications Division to intermediate the contact with external entities where the institution is represented. Here are the main ones:



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ANBIMA - Brazilian Association of Financial and Capital Market Entities

ABEL - Brazilian Association of Leasing Companies⁵

ABBC - Brazilian Association of Banks

- | | |
|--|--|
| ■ Accounting and Tax Affairs Commission | ■ Payment Methods and Arrangements Commission |
| ■ Legal Affairs Commission | ■ Ombudsman Commission |
| ■ Legislative Affairs Commission | ■ Fraud Prevention Commission |
| ■ Social Responsibility Commission | ■ Product Commission |
| ■ Payroll Loan Commission | ■ Social-environmental and Climate Risk Commission |
| ■ Compliance Commission | ■ Technology Commission |
| ■ Organizational Culture Commission | ■ Treasury, Funding and Exchange Commission |
| ■ Cybersecurity Commission | |
| ■ Risk Management and Prudential Regulation Commission | |

FEBRABAN - Brazilian Federation of Banks

- | | |
|--|---|
| ■ Self-Regulation Committee | ■ Advisory Group Committee on Bankin |
| ■ Exchange and Foreign Trade Committee | ■ Advisory Group Committee on Loan Recovery |
| ■ Ombudsman, Client Relations and Client Service Committee | ■ Fraud Prevention Committee |
| ■ ESG Committee | ■ Banking Security Committee |
| ■ Advisory Group Committee on Civil Litigation | ■ Loan Recovery Subcommittee |
| | ■ Labor Legal Subcommittee |

ABBI - Brazilian Association of International Banks

- | | |
|---|--|
| ■ Tax Affairs Commission – CAT | ■ Human Resources Commission |
| ■ Internal Audit Commission | ■ Risk Commission (liquidity, market, social-environmental, and climate) |
| ■ Exchange and Foreign Trade Commission | ■ Technology Commission |
| ■ Regulatory Capital Commission | ■ Legal Affairs Commission |
| ■ Compliance Commission | |
| ■ Accounting and Regulation Commission | |
| ■ Products, Services, and Digital Businesses Commission | |

Voluntary external initiatives

- Banking Self-Regulation Code
Participating stakeholders: Employees, Clients, Partners, Vendors, and Regulatory Entity.
- Brazilian Advertising Self-Regulation Code
Participating stakeholders: Clients, Partners, and Vendors.
- Consumer Guidance and Protection Program
Participating stakeholders: Clients, Partners, and Vendors.

5. Participation by CCB Leasing.

PEOPLE MANAGEMENT



Professional Recognition

GRI 2-17, 2-24, 3-3, 404-1, 404-2, 404-3, FS4

CCB Brasil's human resources management is guided by the best ESG practices and prioritizes the maintenance of a healthy routine, where employees can get all the support needed for their professional and personal development. For the bank, the internal stakeholders are its main asset and a key aspect for the business to meet excellence standards and internal guidelines. All matters related to this topic are in line with the institution's Human Resources Corporate Policies and the Succession Plan for Heads of Departments, Branches, and Subsidiaries, as well as with three guiding pillars: professional development, adequate remuneration, work environment quality.

The organization recognizes the importance of teamwork and encourages its employees to relish the sense of pride in being part of such a relevant financial conglomerate. At CCB Brasil, they find a nurturing environment that encourages the exchange of ideas and respect to diversity in all its aspects, as well as an organizational culture that aims to meet the challenges of the Sustainable Development Goals. Each individual is important in this process by directly contributing so that the products and solutions offered by the institution are aligned with sustainable development.

Several training and skilling initiatives offered to internal stakeholders throughout 2023 corroborate the bank's vision of professional recognition. Through six types of learning programs, which contemplated the CEO office, senior management, management, front office, middle-back office, and programs,⁶ CCB Brasil invested in training its teams, for a total of 5,957.5 hours and an average of 14.79 hours per person, similarly to the previous year.

6. The Human Resources Department opted for changing the nomenclature and organization of operational units to report indicators of people and training, with the goal of consolidating data in a more assertive way that is more aligned with the bank's reality.

Programs: Interns and Young Apprentices; **Front Office:** Branches Commercial, Corporate Business Department, Credit Recovery Department, Financial Markets Department, and Retail Business; **Middle-Back Office:** Accounting & Taxation Department, Administration Department, Asset & Liability Management Department, Audit Department, CCB Leasing, Compliance Department, Credit Management Department, Human Resources Department, IT Department, Legal Department, Operation Management Department, Planning & Finance Department, Risk Management Department; **Management:** All heads of Department and Division; **Senior Management:** All directors; **President:** CEO.



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Types of Training

INTERNAL ON-SITE/ VIDEO-CONFERENCE TRAINING	■ Held either inside or outside the institution's premises, with either internal or contracted instructors, these are always offered under the guidance of the Human Resources Department, and with content established by the Heads who requested the training.
INTERNAL E-LEARNING TRAINING	■ Offered internally at the bank through the online learning platform Portal EducaRHoje, with both content and course development under the responsibility of contracted partners or the institution itself.
CORPORATE TRAINING	■ Offered by the bank through internal coaches or external partners, these aim at disseminating essential information to all employees and address various relevant matters for the institution.
EXTERNAL TRAINING	■ Promoted inside or outside the bank's premises; mentoring and content are the responsibility of instructors hired either in Brazil or abroad.
EXTERNAL E-LEARNING TRAINING	■ Promoted inside or outside the bank's premises, and online; mentoring and content are the responsibility of instructors hired by the bank.



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Average hours of training

	Men	Women	Total average
2023	CEO	3	-
	Senior Management	4.17	-
	Management	11.45	15.76
	Front Office	12.67	11.98
	Middle-Back Office	14.62	15.13
	Programs	45.58	36.27
	Totals	14.13	15.71
2022	CEO	3.50	-
	Senior Management	3.33	-
	Management	11.36	15.49
	Front Office	13.66	12.63
	Middle-Back Office	14.88	15.64
	Programs	21.75	33.78
	Totals	13.91	15.93
2021	CEO	15.75	-
	Senior Management	14.92	-
	Management	14.36	17.63
	Front Office	19.53	15.08
	Middle-Back Office	13.64	16.67
	Programs	40.64	29.93
	Totals	15.96	16.93
	2023	2022	2021
Average hours of training per year per employee	14.79	14.77	16.35


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In 2023, it is worth mentioning the training related to the Diversity and Inclusion (D&I) topic, especially regarding the reality of persons with disabilities in the corporate environment. With the support of the Employee Recruitment and Development Division, the bank promoted a lecture on the topic in May, with the goal of raising awareness among internal stakeholders of the need to consolidate an equitable work environment by sharing experiences from the employees themselves. Additionally, the Portal EducaRHoje gained a category exclusively on D&I in which reading materials are available for access by all the organization's employees.

The online learning platform also provided a series of contents on financial health and planning through the "Meu bolso em dia" ("My finances in good standing") program, which started with a lecture by a specialist on the topic in October. Since then, articles and videos on the topic are shared monthly on CCB Brasil's distance learning website to strengthen the internal stakeholders' knowledge on matters related to education and responsibility in dealing with decisions that involve money, investments, and budgeting.

CCB Brasil includes other themes that are relevant to its operations in its regular training, such as green finances and sustainability, topics of great relevance to the business, as well as ethics, risk management and measurement, compliance, and prevention of money laundering and corruption, matters that are addressed with employees from the moment they are hired by the bank, through the Integrity Program. Every internal stakeholder, including the Board of Directors, must sign the Declaration and Terms of Commitment related to completion of training outlined in the Policy and Manual of Procedure of the Integrity Program and strictly comply with the Code of Ethics and Conduct of the Organization and the guidelines related to ESG's best practices.

In this sense, the bank's employees hired under the Consolidation of Labor Laws (CLT) are always evaluated in the beginning of the year regarding their performance and career development, so they can continuously improve their abilities and skills. In the case of new employees, a first assessment is performed after the three-month probationary period; for interns and young apprentices, assessment can happen in the space of three to six months.

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Percentage of employees who receive regular assessments of performance and career development

	2023			2022			2021		
	Women	Men	Total average	Women	Men	Total average	Women	Men	Total average
Management	100%	100%	100%	100%	100%	100%	100%	100%	100%
Front Office	100%	100%	100%	100%	100%	100%	100%	100%	100%
Middle-Back Office	100%	100%	100%	100%	100%	100%	100%	100%	100%
Programs	90%	63%	77.78%	100%	100%	100%	100%	100%	100%

* One young apprentice and three interns will be evaluated for the first time in 2024.

Remuneration and Benefits

GRI 2-19, 2-20, 2-21, 2-30, 3-3, 202-1, 401-2, 401-3, 404-2, 405-2

CCB Brasil is committed to valuing its employees in terms of their salaries, in line with market standards and BACEN's Resolution n. 3,921, which is the guideline for remuneration of administrators. Beyond offering a healthy work environment, the bank understands that its policy of fixed and variable remuneration must match the best practices of financial institutions to encourage talent retention and continuous development of internal stakeholders. In this sense, the Profit-Sharing Program (PPR) is an important instrument to meet the needs and expectations of the employees – who are recognized for their efforts and the results they achieved with an individual annual performance evaluation carried out by all the institution's departments, branches, and subsidiaries.

The organization prioritizes transparency, integrity, and the maintenance of financial health when dealing with this topic – always in line with the business strategies and the management of its economic, social, and environmental impacts. In 2023, the ratio between the organization's highest paid individual's total annual remuneration and the average total



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annual remuneration of all employees⁷ was 22.4% – a slight reduction compared to the 23.36% ratio of the previous year. This calculation did not take into consideration the statutory management, interns, young apprentices, and expatriates, due to particularities of different local labor legislations and specific conditions. The ratio between the percentage increase in total annual remuneration of the organization's highest paid individual and the average percentage increase in total annual remuneration of all employees⁸ increased 0.47%.

CCB Brasil does not have access to the salary of contractors, but all the organization's full-time employees hired under the Consolidation of Labor Laws (CLT) have at their disposal a benefits package that includes: standard and complementary life insurance; education insurance; funeral assistance; health and dental care coverage; accident insurance; maternity and paternity leaves; retirement plan; dental insurance; gym membership; daycare and/or babysitting allowance; food and meal stipends; transportation allowance; additional end-of-year food stipend; complementary illness and injury disability coverage; night shift commute; and stipend for professional reskilling, among others.

The bank is committed to handling dismissals ethically and transparently, prioritizing treating and communicating with employees properly. Before moving on with a dismissal without cause, the Human Resources Department evaluates the possibility of an internal rotation or relocation for the individual; it also offers the professional reskilling benefit through enrollment in courses offered by private companies, educational institutions, or labor union entities.


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7. Excluding the highest paid.

8. Excluding the highest paid.

Benefits offered to full-time employees

	2023	2022	2021
Life insurance	298	257	260
Health care coverage	853	714	749
Maternity leave	7	8	6
Paternity leave	6	10	4
Dental care coverage	421	331	340
Gympass (gym membership)	68	26	27
Daycare/ Babysitting allowance	50	37	35
Food/Meal stipends	396	336	341

Information based on the distribution of benefits over the number of lives (including dependents) of CCB Brasil. No insurance coverage for accidents or retirements were conferred during the reported period.


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Benefits offered to permanent employees

Total number of employees entitled to take maternity/paternity leaves

2023		2022		2021	
Women	Men	Women	Men	Women	Men
157	229	164	225	163	240

Total number of employees who took maternity/paternity leaves

2023		2022		2021	
Women	Men	Women	Men	Women	Men
7	6	8	10	6	4

Total number of employees who returned to work after the end of maternity/paternity leaves

2023		2022		2021	
Women	Men	Women	Men	Women	Men
7	6	8	10	6	4

Total number of employees who returned to work after the end of maternity/paternity leaves and remained employed twelve months after their return to work

2023		2022		2021	
Women	Men	Women	Men	Women	Men
6	6	7	8	4	4

Return-to-work and retention rates of employees who took maternity/paternity leaves

2023		2022		2021	
Women	Men	Women	Men	Women	Men
86%	100%	88%	80%	67%	100%


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Collective bargaining agreements

	2023	2022	2021
Total of employees	402	407	422
Total of employees covered by collective bargaining agreements	382	385	403
Percentage	95.02%	94.59%	95.50%

For interns, the CCB applies the same conditions established in the collective agreement. For young apprentices, we follow the definitions of the CLT (Brazilian labor laws).

Base pay/remuneration of employees in 2023 (BRL)

	Base pay		Remuneration		Ratio between the base pay/remuneration of women and men
	Women	Men	Women	Men	
CEO	-	268,744.45	-	497,177.23	-
Senior Management	-	175,738.42	-	325,116.08	-
Management	22,622.12	40,803.13	41,850.92	75,485.79	55.44%
Front Office	17,429.77	17,242.99	32,245.07	31,899.53	101.08%
Middle-Back Office	10,100.39	13,861.73	18,685.72	25,644.20	72.87%
Programs	1,762.02	2,227.13	3,259.74	4,120.19	79.12%

CCB Brasil believes in gender equity in the market as an essential way of overcoming salary gaps and is aware of the need to advance this topic. When analyzing all the bank's positions, the applicable national minimum wage in the reported period is 42.61% of the lowest remuneration received by women and men. The organization understands it is necessary to do even more and is committed to advancing this agenda and building a work environment with increasingly more equal opportunities.


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Health and Safety

GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8

CCB Brasil's sustainability culture prioritizes the maintenance of a healthy work environment for all employees, thus allowing that their work routines can be performed with all the necessary safety. More than just contributing for the high performance of teams – which are 100% contemplated by the actions of Occupational Health and Safety Management –, everyday wellbeing helps employees maintain their good physical and mental conditions. These topics are at the core of the bank's management, which is always in line with best market practices and dedicated to improving how the internal stakeholders perform their functions in compliance with current legislation.

The bank currently uses the SOC occupational management system, which is accredited by the ISO 27001 Information Security Standard and applies to all employees, both full-time and contractors, according to legal requirements. Additionally, its premises have outpatient facilities to offer care to employees in case of clinical events. At these facilities, qualified physicians, psychologists, and nurses provide health care as needed. Through the Corporate Portal, an internal communication platform that shares best practices and appropriate conducts for occupational safety, the institution also emphasizes the need to promote a more comfortable corporate environment for everyone.

With the help of CIPA – Internal Commission for Accident Prevention (NR 5), which is responsible for the prevention of accidents and work-related illnesses, and the Human Resources Department CCB Brasil develops several other activities, among which occupational health exams, disclosure of policies, expansion of health benefits, and training sessions. In 2023, 40 hours of activities were offered through a course that involved the following topics: study of the environment, working conditions and risks arising from the production process, as well as accidents and occupational diseases related to the premises; investigation and analysis methodology of occupational accidents and diseases; basic knowledge about occupational hygiene and preventive measures; basic knowledge about labor and social security legislation that addresses safety and health at work; general principles of occupational hygiene and risk control measures.

CIPA is a commission that represents all CCB Brasil employees, whether full-time or contractors, and it works through safety committees that are



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elected by the internal stakeholders. In addition to other norms followed by the organization that express its efforts to promote well-being, it is worth noting the following: the PCMSO – Occupational Health Medical Control Program (NR 7), related to the set of procedures for the prevention and early diagnostic of health damages resulting from work; the PGR – Risk Management Program (NR 1), related to the process of Occupational Risk Management through communication and multidisciplinary actions; the AET – Ergonomic Analysis (NR 17), which establishes rules for the mitigation of occupational risks related to ergonomics.

Annual inspections are performed by a safety technician from the bank's Occupational Medicine provider to identify and assess risks, which are immediately handled by the institution's occupational safety team; additionally, there are training sessions for the Fire Brigade, building evacuation drills, and the Internal Occupational Accident Prevention Week (SIPAT). In 2023, several health promotion activities were implemented, such as: in-company labor gymnastics program; meditation program; organization of an event on physical health with a physical education professional and a nutritionist; extending gym membership plans to family members; implementing group talks with a psychologist. It is worth noting that CCB Brasil is always committed to going beyond what is legally required when it comes to the health of its employees.

Although employees are not exposed to a high incidence or high risk of illnesses related to their occupation, CCB Brasil encourages that any risk-related issues be immediately reported. The Ethics Committee and the Human Resources Department are always available to receive reports or tend to issues related to the topic, ensuring that reports can be done anonymously and without fear of retaliation.

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Employees Profile

GRI 2-7, 2-8, 401-1, 405-1

There are 402 people working at CCB Brasil's offices, branches, and subsidiaries. They perform their functions in line the organization's culture. They are present across four of the five regions in the country and are distributed in teams across the following bank areas: front office (87), middle-back office (229), management (66), programs (16), senior management (3), and CEO (1). Additionally, 45 contractors – cleaning and upkeep professionals, security guards, fire brigade, physicians, nurses, and couriers – also positively contribute so that corporate routines are performed according to best ESG practices.

The number of employees remained stable in 2023 compared to the previous year, with a reduction of only five full-time employees. In total, women represent 41.54% of permanent employees; the institution is keen on increasing this percentage to promote greater gender equity in its work environment. Regarding turnover rates in the reported period, the bank hired 59 people and dismissed 64; these numbers are better explained by the organizational restructuring that has been underway in the last few years.



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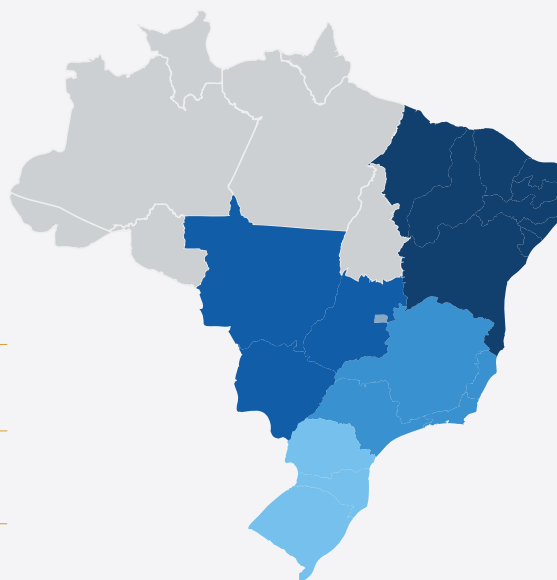
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Total number of employees

	2023	2022	2021
total of women	167	174	170
total of men	235	233	252



Northeast	2023	2022	2021
total of women	2	2	2
total of men	3	3	3

Southeast	2023	2022	2021
total of women	159	166	162
total of men	217	215	232

Midwest	2023	2022	2021
total of women	4	4	4
total of men	4	4	5

South	2023	2022	2021
total of women	2	2	2
total of men	11	11	12



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Number of employees per type of contract and gender

	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
Permanent workers	156	227	161	222	159	243
Temporary workers	-	-	-	-	-	-
Interns	5	4	5	6	4	3
Young Apprentices	5	2	4	3	3	4
Part-time	1	2	3	3	4	2
Full-time	156	227	161	222	159	243
Contractors	22	23	19	24	22	26


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Number of employees per type of contract and region

2023					
	Northeast	North	Midwest	Southeast	South
Permanent workers	5	-	8	357	13
Temporary workers	-	-	-	-	-
Interns	-	-	-	9	-
Young Apprentices	-	-	-	7	-
Part-time	-	-	-	3	-
Full-time	5	-	8	357	13
Contractors	1	-	3	39	2
2022					
Permanent workers	5	-	8	357	13
Temporary workers	-	-	-	-	-
Interns	-	-	-	11	-
Young Apprentices	-	-	-	7	-
Part-time	-	-	-	6	-
Full-time	5	-	8	357	13
Contractors	1	-	3	38	1
2021					
Permanent workers	5	-	9	374	14
Temporary workers	-	-	-	-	-
Interns	-	-	-	7	-
Young Apprentices	-	-	-	7	-
Part-time	-	-	-	6	-
Full-time	5	-	9	374	14
Contractors	1	-	3	43	1


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Diversity in governance bodies and among employees by age group (%)


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2023			
	Under 30 years of age	30 to 50 years	Over 50 years
CEO	-	-	100%
Senior Management	-	-	100%
Management	-	59.09%	40.91%
Front Office	8.05%	51.72%	40.23%
Middle-Back Office	11.79%	69%	19.21%
Programs	100%	-	-
Total	12.44%	60.20%	27.36%
2022			
CEO	-	-	100%
Senior Management	-	-	100%
Management	-	60.32%	39.68%
Front Office	10.31%	57.73%	31.96%
Middle-Back Office	12%	69.78%	18.22%
Programs	94.44%	5.56%	-
Total	13.27%	61.92%	24.82%
2021			
CEO	-	-	100%
Senior Management	-	-	100%
Management	-	58.46%	41.54%
Front Office	10%	63%	27%
Middle-Back Office	9.66%	70.59%	19.75%
Programs	92.86%	7.14%	-
Total	10.90%	63.98%	25.12%

Diversity in governance bodies and among employees by ethnicity (%)


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		Black	Asian	Brown	White	Indigenous	Non disclosed
2023	CEO	-	100%	-	-	-	-
	Senior Management	-	66.67%	-	33.33%	-	-
	Management	1.52%	15.15%	7.58%	75.76%	-	-
	Front Office	9.20%	4.60%	13.79%	72.41%	-	-
	Middle-Back Office	5.68%	6.99%	17.03%	70.31%	-	-
	Programs	18.75%	-	25%	56.25%	-	-
	Total	6.22%	8.21%	14.93%	70.65%	-	-
2022	CEO	-	100%	-	-	-	-
	Senior Management	-	66.67%	-	33.33%	-	-
	Management	1.59%	12.70%	7.94%	77.78%	-	-
	Front Office	9.28%	5.15%	13.40%	72.16%	-	-
	Middle-Back Office	4.89%	8%	16.89%	70.22%	-	-
	Programs	11.11%	-	38.89%	50%	-	-
	Total	5.65%	8.35%	15.48%	70.52%	-	-
2021	CEO	-	100%	-	-	-	-
	Senior Management	25%	50%	-	25%	-	-
	Management	1.54%	13.85%	6.15%	78.46%	-	-
	Front Office	8%	6%	16%	70%	-	-
	Middle-Back Office	4.62%	10.08%	13.45%	71.85%	-	-
	Programs	14.29%	7.14%	35.71%	42.86%	-	-
	Total	5.45%	10.19%	13.51%	70.85%	-	-

Diversity in governance bodies and among employees by gender (%)

	2023		2022		2021	
	Women	Men	Women	Men	Women	Men
CEO	-	100%	-	100%	-	100%
Senior Management	-	100%	-	100%	-	100%
Management	21.21%	78.79%	23.81%	76.19%	23.08%	76.92%
Front Office	44.83%	55.17%	44.33%	55.67%	40%	60%
Middle-Back Office	45.41%	54.59%	47.11%	52.89%	45.38%	54.62%
Programs	62.50%	37.50%	55.56%	44.44%	50%	50%
Total	41.54%	58.46%	42.75%	57.25%	40.28%	59.72%

Diversity in governance bodies and among employees – people with disabilities (PwD) (%)

	2023	2022	2021
CEO	-	-	-
Senior Management	-	-	-
Management	-	-	-
Front Office	3.45%	5.15%	3%
Middle-Back Office	3.93%	4.44%	4.20%
Programs	-	-	-
Total	2.99%	3.69%	3.08%


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New hires by age group

	2023		2022		2021	
	Total	Rate	Total	Rate	Total	Rate
Under 30 years of age	27	54%	35	64.81%	17	36.96%
30 to 50 years	28	11.57%	47	18.65%	35	12.96%
Over 50 years	4	3.64%	3	2.97%	6	5.66%
Total	59	14.68%	85	20.88%	58	13.74%

New hires by gender

	2023		2022		2021	
	Total	Rate	Total	Rate	Total	Rate
Women	26	15.57%	47	27.01%	23	13.53%
Men	33	14.04%	38	16.31%	35	13.89%
Total	59	14.68%	85	20.88%	58	13.74%

New hires by region

	2023		2022		2021	
	Total	Rate	Total	Rate	Total	Rate
Northeast	-	-	-	-	-	-
North	-	-	-	-	-	-
Midwest	-	-	-	-	-	-
Southeast	59	15.69%	85	22.31%	58	14.72%
South	-	-	-	-	-	-
Total	59	14.68%	85	20.88%	58	13.74%



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Turnover by age group

	2023		2022		2021	
	Total Dismissals	Rate	Total Dismissals	Rate	Total Dismissals	Rate
Under 30 years of age	21	48%	26	56.48%	22	42.39%
30 to 50 years	38	13.64%	66	22.42%	56	16.85%
Over 50 years	5	4.09%	8	5.45%	9	7.08%
Total	64	15.30%	100	22.73%	87	17.18%

Turnover by gender

	2023		2022		2021	
	Total Dismissals	Rate	Total Dismissals	Rate	Total Dismissals	Rate
Women	33	17.66%	43	25.86%	33	16.47%
Men	31	13.62%	57	20.39%	54	17.66%
Total	64	15.30%	100	22.73%	87	17.18%

Turnover by region

	2023		2022		2021	
	Total Dismissals	Rate	Total Dismissals	Rate	Total Dismissals	Rate
Northeast	-	-	-	-	1	10%
North	-	-	-	-	-	-
Midwest	-	-	1	6.25%	-	-
Southeast	64	16.36%	98	24.02%	86	18.27%
South	-	-	1	3.85%	-	-
Total	64	15.30%	100	22.73%	87	17.18%

Turnover voluntary/involuntary

	2023		2022		2021	
	Total Dismissals	Rate	Total Dismissals	Rate	Total Dismissals	Rate
Voluntary	41	10.20%	70	17.20%	58	13.74%
Involuntary	23	5.72%	30	7.37%	29	6.87%
Total	64	15.92%	100	24.57%	87	20.62%


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RISK MANAGEMENT



Sustainable Development

GRI 2-12, 2-17, 3-3, FS1, FS9, FS16

CCB Brazil is committed to sustainability in business in all its aspects through management that is guided by the best ESG practices. Fostering initiatives and practices that contribute to sustainable development by striking partnerships that add value to the process of reaching the UN's SDGs is one of its most relevant goals. The bank is aware of its responsibilities as a financial institution that grants credit, which is an important support mechanism for society to overcome social, environmental, and economic challenges, and it spares no effort to continuously improve engagement actions with stakeholders in this regard.

In this sense, the organization's corporate governance plays a key role in ensuring the mitigation of possible negative impacts caused by clients, suppliers, and its own operations. **The work by the Board of Directors, Senior Management, and Advisory Committees is essential in this process, since they are responsible for deliberating on topics connected to the ESG Agenda to seek stringent compliance with current legislation and the adoption of voluntary positive practices.** All CCB Brasil's products and services are also aligned with the internal policies and guidelines on the topic, thus ensuring the ethical commitment to stop any practice that is incompatible with sustainable development.

Supported by its Risk Management Department, which works in integration with different areas of the business and is organized into Credit Risk, Liquidity Risk, Market & Capital, and Social-environmental and Climate Risk divisions, the bank continuously improves and revises its internal processes, such as credit granting product manuals. The reports created by these areas are sent to the institution's senior governance; they present the necessary guidelines so that the sustainability commitments can be fully fulfilled. The Risk Committee, who is responsible for identifying the main threats and challenges related to CCB Brasil's activities, also organizes monthly meetings to debate improvements and alternatives to mitigate impacts caused by the bank's activities.

The bank's low appetite for social-environmental, climate and credit threats in the business, expressed in its Risk Appetite Statement (RAS), is a reality that is present in the bank's commercial relations. Among the main regulations by BACEN – who monitors and annually audits



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all processes related to sustainability management of financial institutions – it is worth noting the new regulations published on the second half of 2021, which deal with matters related to social-environmental and climate risk management. Additionally, CCB Brasil is a signatory of FEBRABAN's self-regulation, which has a standard pillar directly related to organizations' responsibility regarding society and the environment.

Concerns with the social-environmental agenda are also a demand from the parent company, as China's banking regulatory commission requires that banks comply with specific guidelines related to the topic. It is worth mentioning that even before these legal obligations (both nationally and globally), CCB Brasil approaches sustainability management as a strategic guideline for its businesses, as environmental, social, and governance issues directly influence possible financial risks. Since then, attention to topics such as waste management, water resources, and emissions of pollutant gases, among others, are also on the organization's radar.

Another sustainability topic developed at CCB Brasil regards Financial Education; to do that, the bank debates with other institutions who have an interest in discussing sustainable development and finances. The Social-Environmental Risk Division participates in the annual National Financial Education Week (ENEF), promoted by the Brazilian Financial Education Forum (FBEF) since 2014, which offers a series of free lectures on the topic; in 2023, the main theme was "Financial Resilience".

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Risk Assessment

GRI 3-3, 308-1, 308-2, 408-1, 409-1, 414-1, 414-2, FS2, FS3, FS5, FS9, FS10

At CCB Brasil, 100% of business enacted with clients and suppliers is based on careful social-environmental assessment processes, which are described in the contracts and highlighted during interactions with business managers. Compared to its peers, the bank pioneered the integrated risk management by adopting robust internal procedures to ensure that the relationship with stakeholders is guided by the best ESG practices. By doing this the organization ensures the continuous monitoring of environmental, social, and economic impacts, both direct and indirect, that are associated with the commitments made with stakeholders, which have several specific clauses related to sustainability.

With the support of the Compliance Department and the Risk Management Department, the institution ensures that all steps that are inherent to credit granting go through stringent due diligence processes to identify any problems that may be inflicted on the bank during such operations. Due to the intensification of extreme climate events in the country – especially long draughts and heavy rains – CCB Brasil has been strengthening its climate risk management mechanisms to support its stakeholders and protect itself from negative consequences. It is worth noting that the institution's wholesale portfolio mainly consists of agribusiness organizations, a sector that is directly vulnerable to global warming and climate change impacts.

When registering a new client or supplier, the Social-Environmental Risk Division starts a complete analysis of the company through which several environmental aspects related to their compliance with current legislation are checked, in addition to reputational issues, existing charters, and infraction notices, among others. Moreover, several aspects regarding the social pillar, including checking if the company shows in the TEI (Trabalho Escravo e Infantil, or Forced and Child Labor) registry, are probed. CCB Brasil does not allow operations with institutions that are associated with forced and child labor cases; the bank has multiple clauses on these topics in its contracts, thus reaffirming its commitment with its values of business sustainability, social and corporate responsibility, and respect for the environment.⁹

9. In case a company has been in the TEI registry in the past it is rigorously monitored by CCB Brasil.



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The internal system daily searches within the bank's unified database to identify whether there are natural persons or legal entities associated with occurrences that violate human rights. In case the analyses turn up inconclusive or questionable, the organization requests additional documents from the company in question, so that the issue can be properly clarified. In 2023, no significant risks related to forced or compulsory and child labor were observed, including among stakeholders who might be more exposed to the issue, such as farming, mining, textile, and tobacco companies. During the same time, out of 183 suppliers who have gone through a social-environmental assessment, 6% were flagged as causing potentially negative environmental and social impacts. However, the assessment further showed that all companies were following regulations, thus eliminating the need to agree on improvements or sever contracts.

In addition to control procedures adopted by the Social-Environmental Risk Division – which goes through annual internal audits and directly acts on all business fronts – there are other risk assessment mechanisms related to the bank's activities. To attend to the interests of shareholders and attest to the institution's financial health, risk analyses regarding credit, liquidity, market and capital, reputation, operations, money laundering, financing of terrorism, and information security are also taken into consideration to prevent any kind of support to criminal activities or irregularities.

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Social and Environmental Rating

GRI 2-16, 201-2, FS-10

CCB Brasil's clients are rated according to three levels of social-environmental risk, so that the social-environmental assessment processes can be conducted strategically and the management of impacts related to credit granting can be assertively monitored. Using a methodology that cross-checks the data referring to the organization's compliance to the regulations that are applicable to its main activity, each client gets a grade according to their degree of maturity regarding ESG practices. The institution is developing a fourth level of rating that includes companies with negligible risks, in accordance with BACEN's CMN Resolution 4943, from September 15th, 2021. Additionally, the Social-Environmental Risk Division implemented a new survey for these stakeholders to improve how they are categorized in terms of environmental, social, and climate risks, in compliance with BACEN's BCB Resolution n. 151, from October 6th, 2021.

RATING A High risk

Clients whose activities carry a greater risk potential and thus require more careful analysis, as their impact can be unprecedented or irreversible. This group includes sectors and subsectors of the industries of agricultural pesticides and fertilizers, tanneries, infrastructure (such as road and power plant construction), cargo transport, energy production and distribution, etc.

RATING B Medium risk

This range comprises clients operating in industries with considerable risks, but which rely on responsible social-environmental management that is capable of mitigating possible impacts. This rating includes stakeholders from sectors and subsectors of the industries of food, agricultural products, engineering services, etc.

RATING C Low risk

Stakeholders with lower-risk businesses are part of this group, which includes technical, administrative, and financial consulting services, educational institutions, and the wholesale/retail trade sectors, among others, which have responsible social-environmental management.



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In 2023, high-risk clients represented only 25% of CCB Brasil's business portfolio. The relationship with these clients is marked by rigorous assessments and specific documentation requirements, in order to protect the bank's interests and prevent possible non-compliance issues regarding current legislation, self-regulation standards, and internal policies. With 75% low- and medium-risk stakeholders, the organization shows its commitment to mitigating negative environmental, social, and economic impacts in its operations, thus demonstrating to its stakeholders how it is working toward sustainable development.

During the reported period, 355 clients received a rating or had their rating revised; after several analyses, 139 were moved from the high- to the medium-risk category. The ones who were initially attributed B and C ratings did not go through this process, while the reassessment of another group, who initially got a Rating A, wasn't completed by the end of the reported period. In 2023, no issues in this categorization method that merited analysis by the bank's Risk Committee were observed.

To comply with BACEN's Resolution n. 151, starting in May 2023, the Social-Environmental Risk Division implemented a new survey for clients that incorporated other questions related to social, environmental, and climate risks. This update further strengthens CCB Brasil's risk assessment and management policies, thus showing its alignment with the best ESG practices in the scope of financial institutions.

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Emission Management and Eco-efficiency

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

CCB Brasil promotes continuous efforts to reduce pollutant gas emissions and it is increasingly more aware of business opportunities with clients that involve the low carbon economy. Despite most releases of damaging substances being indirect, the bank recognizes that it is responsible for monitoring and guiding stakeholders regarding the need to adopt more sustainable practices. The organization understands climate change as a matter of global emergency that must be systematically monitored by the Social-Environmental Risk Division, in tune with current legislation and internal guidelines, which are based on the principles of adaptation, mitigation, and compensation.

In 2021, the institution's commitment to the topic resulted in its affiliation to the GHG Protocol Brazilian Program, a world-renowned emissions management mechanism that is led in the country by the Center for Sustainability Studies of Fundação Getulio Vargas (FGVces). In 2023, CCB Brasil's greenhouse gas inventory (which is published annually) was awarded by the initiative with the Silver Seal, which confirms its commitment to excellence standards in the measurement and management of pollutants that cause global warming. The bank prioritizes the transparency in all processes related to this topic and it publicly discloses its actions toward reducing the effects of climate change.

Regarding Scope 1,¹⁰ which considers direct emissions in metric tons of CO₂ equivalent, the organization's total in the reported period was 63.395 tCO₂-eq. This value – which is three times the reported in 2022 – is due to an increase in fugitive emissions coming from the upkeep of fire extinguishers and air conditioners, which wasn't carried out in 2022.

CCB Brasil saw stable indirect emissions from the acquisition of energy in metric tons of CO₂ – associated with Scope 2,¹⁰ – in 2023 compared to the previous year, even with the increase of office-related operational activities, amounting to 68.071 tCO₂-eq. Finally, in Scope 3,¹⁰ which relates to other indirect emissions in metric tons of CO₂, emissions reached 99.404 tCO₂-eq, a slightly higher number than the one recorded in 2022.

10. It encompasses the operational limits of all the CCB Brasil conglomerate for the 2023 (January to December) inventory. The cycle is performed annually to represent the bank's consolidated performance in the reported year, while emission factors and the Global Warming Potential (GWP) used for the calculation were based on the GHG Protocol Brazilian Program.



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Direct greenhouse gas (GHG) emissions in tCO₂-eq – Scope 1

	2023	2022	2021
Stationary combustion (generator)	3.271	11.947	5.25
Mobile combustion (fuel)	3.382	2.764	1.57
Fugitive emissions (fire extinguishers and air conditioning)	56.742	5.793	118.76
Total	63.395	20.504	125.59
Emissions of biogenic CO₂ (t)	1.253	1.931	1.01

Included gases: CO₂, CH₄, HFC-32, HFC-125.

Indirect greenhouse gas (GHG) emissions in tCO₂-eq – Scope 2

2023	2022	2021
68.071	68.737	209.26

Included gas: CO₂.

Indirect greenhouse gas (GHG) emissions in tCO₂-eq – Scope 3

	2023	2022	2021
Transport and Distribution (upstream)	1.983	1.810	1.62
Business travel	61.124	31.759	15.14
Home-Work Commuting	36.297	59.332	98.77
Total	99.404	92.901	115.53
Emissions of biogenic CO₂ (t)	16.796	24.121	6.95

Included gases: CO₂, CH₄, N₂O.

Despite the increase in energy acquisition, a substantial reduction was observed in the organization's consumption of non-renewable energy sources in 2023, thus demonstrating its efforts toward the responsible use of energy resources. The total diesel fuel and gasoline used to power CCB Brasil's vehicle fleet and generators¹¹ reached 114.55 GJ, 50% less than the previous year and three times less than 2021. In addition to its commitment to these topics, the bank also strives to improve its eco-efficiency actions regarding the adequate management of water, paper, and electronic and solid waste. In addition to complying with legal requirements, these measures aim to provide better work conditions for employees and engage with stakeholders on the basis of social-environmental responsibility.

Total energy consumption inside the organization (GJ)

	2023	2022	2021
Acquired energy	6,385.11	5,813.01	5,866.09
Non-renewable energy resources	114.55	232.90	354.80
Total	6,499.66	6,045.91	6,220.89

Data considers receipts from fueling CCB's vehicle fleet divided by the monthly average for the city of São Paulo, based on the prices listed by the ANP, as well as the fuel used in the generators at the CCB headquarters and the ideal fraction of fuel used in the common-use generators in the branches' office buildings. Electricity consumption is obtained from the value in kWh shown in the electricity bills of the offices and building complex (common use) where the branches, headquarters, and CCB Financeira are located. Some branches do not have access to the building complex's common use electricity bill. For these cases, we attributed the average common use electricity consumption by other branches. Neither consumption or sale of heating, cooling or steam nor energy sales were registered in 2023.

It is worth noting once again that along with the reported measures the organization is committed to fostering sustainable businesses, which is an integral part of its strategic planning and part of the parent company's ambitions. These incentives happen through granting credit to companies whose operation involves investments in solar energy and wind power, as well as biofuels. CCB Brasil intends to positively contribute to the country's energy transition, not only considering the direct benefits to its finances but also due to the possibility of consolidating its role in an agenda that promotes a better reality for future generations.

11. In 2023, there was a considerable reduction in the institution's consumption of diesel fuel, as the generator at the Brazil branch did not need to be fully recharged. Consequently, branches recharged their generators less. CCB Brasil does not use fuels acquired from renewable sources.



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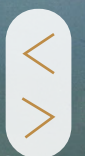
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Operational Strategy

GRI 3-3, 203-2, 207-1, 207-2

Just as in the previous year, in 2023 CCB Brasil adopted a more conservative and restrictive approach in its credit granting operations to maintain the stability and continuity of its portfolio. This approach allowed the institution to offer all the necessary support to its clients, especially corporate and large corporate companies who are spread among key economic sectors for the country's development.

Some of them were directly impacted by rising prices and inflation rates related to the continuation and intensification of geopolitical conflicts in Europe and the Middle East, which contributed to a scenario of global turmoil, but also by extreme events caused by the effects of climate change, which brought intense draughts and long-lasting rains to several regions in Brazil.

In terms of the bank's fiscal strategy, all legal requirements and current legislation are stringently respected; together with internal guidelines, they guarantee excellent corporate management and the alignment to the environmental, social, and governance pillars. CCB Brasil also follows tax rules in their entirety, which allows the institution to correctly pay taxes and contributions as defined by law. The institution believes that contributing to sustainable development directly involves the consolidation of a financial policy that is aligned with the best ESG practices, and it continuously works with the support of the Board of Directors to improve its approach regarding this topic. The fiscal risks, which are evaluated by different areas of the bank in a timely manner, are debated technically by several areas. In addition to the analysis of regulatory approaches the Audit Committee is also responsible for receiving annual reports on fiscal risks, which are developed from these technical discussions and also submitted to the appraisal of external auditors.

Based on ethics, transparency, and integrity, the institution contributes to the social and economic development of the regions where their clients – agribusiness, energy, oil and gas, industry, mining, construction, retail, chemical, and services companies – operate. Credit granting is a key support mechanism for organizations to achieve the Sustainable Development Goals more quickly and generate value for the territories and communities surrounding their operations, but it demands great responsibility from the perspective of risk evaluation and management. At CCB Brasil,



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all business enacted with stakeholders is subjected to a careful structure of risk evaluation and management, thus ensuring the mitigation of negative environmental, social, and economic impacts.



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Main Results

GRI- 201-1

In 2023, the bank's credit operations reached BRL 9,742.5 million, slightly lower than the BRL 10,168.7 million achieved in the previous year. In that aspect, funds from the parent company went from 27% to 22% of the total raised by CCB Brasil – including market funding, loan and transfer obligations, and capital-eligible debt instruments – reaching BRL 15,800.8 million. The consolidated net result of the financial intermediation – considering interest and interest equivalents – went from BRL 380.5 million to BRL 362 million. At the end of 2023, the institution's consolidated net equity accrued was BRL 1,546.4 million and the reference equity was BRL 2,405.7 million, while the Basel Ratio remained above the average required by Brazil's Central Bank (BACEN) at 20.28%.

Every six months, CCB Brasil's management develops a technical study on the realization of reported tax credits to assess the capability to generate taxable income in the following ten years.

Value added statement in % *

	2023	2022	2021
Shareholders	-	-	-
Employees	37.11	65.95	106.51
Government	60.73	46.15	32.12
Retained earnings	-1.27	-12.27	-39.48
Interest rates and rents (operational costs)	3.42	0.17	0.86
Community investments	-	-	-

* 2021 values were altered according to IFRS-based adjustments.

Condensed value added statement in BRL thousands*

	2023	2022	2021
Revenue	1,984,778	1,711,8887	903,469
Raw materials acquired from vendors	1,554,288	1,479,910	766,732
Gross added value	430,489	231,977	136,737
Withholdings	-8,634	11,056	19,169
Net added value produced by the institution	439,124	220,921	117,567
Value added received in transfer	33,810	44,282	44,875
Total value added to be distributed	472,934	265,204	162,442

* 2021 values were altered according to IFRS-based adjustments.



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Value added statements in BRL thousands*

	2023	2022	2021
Revenue	1,984,778	1,711,888	903,469
Sales of goods, products, and services	1,973,112	1,736,781	953,781
Bad debt provision – Reversal/Formation	4,211	-31,329	-80,505
Non-operational	7,454	6,436	30,193
Supplies acquired from vendors (includes ICMS and IPI)	1,554,288	1,479,910	766,732
Consumed raw materials	-	-	-
Cost of goods and services sold	1,591,370	1,353,976	592,367
Materials, energy, third-party services and others	-43,230	124,227	164,575
Loss/Recovery of asset values	6,148	1,706	9,789
Gross additional value	430,489	231,977	136,737
Withholdings	-8,634	11,056	19,169
Depreciation, amortization and impairment	8,635	-11,056	19,169
Net value added produced by the organization	439,124	220,921	117,567
Value added received in transfer	33,810	44,282	44,875
Equity income	22	-2,261	-519
Financial income	33,788	46,543	45,394
Total value added to be distributed	472,934	265,204	162,442
Distribution of value added	472,934	265,204	162,442
Personnel and costs	175,516	174,899	173,014
Taxes, fees and contributions	287,227	122,385	52,176
Interest and rent	16,180	457	1,390
Interest on equity and dividends	-	-	-
Retained earnings / year loss	-5,988	-32,538	-64,139
Community investments	-	-	-
Economic value retained	472,934	265,204	162,442

* 2021 values were altered according to IFRS-based adjustments.

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Statement of use China Construction Bank (Brasil) Banco Múltiplo S/A has reported the information cited in this GRI content index for the period of 1 January 2023 to 31 December 2023 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

Applicable GRI Sector Standards N/A

GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-1 Organizational details	Pages 19 to 21	-
	2-2 Entities included in the organization's sustainability reporting	Pages 9 and 10	-
	2-3 Reporting period, frequency and contact point	Page 9	-
	2-4 Restatements of information	Pages 11 and 12 A possibility to improve the data presentation for indicators 401-1, 405-1 and 302-1 was identified, in order to make information clearer to stakeholders and in accordance with the requested requirements. Therefore, their respective historical data was represented, especially regarding to the quantification of internal stakeholders in operational units/employee categories, which were reported with new nomenclatures.	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-5 External assurance	CCB Brasil's Sustainability Report is not verified externally, but all information shared in this document is analyzed and approved by senior governance, in strict alignment with good ESG practices.	-
	2-6 Activities, value chain and other business relationships	Pages 22 to 24	-
	2-7 Employees	Pages 53 to 56 Data obtained during the December 2023 survey, considering the end of the reporting timeline. To compile the total number of employees, permanent, interns, young apprentices, and part-time workers were considered.	-
	2-8 Workers who are not employees	Page 53 to 56 Data obtained during the December 2023 survey, considering the end of the reporting timeline.	-
	2-9 Governance structure and composition	Pages 27 to 30	Requirement omitted: 2-9 c. Reason: confidentiality restrictions. Explanation: this indicator's complete details were not disclosed for strategic reasons for the bank.
	2-10 Nomination and selection of the highest governance body	Pages 27, 28, 31 and 32	-
	2-11 Chair of the highest governance body	Pages 27 and 28	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	Pages 64 and 65	-
	2-13 Delegation of responsibility for managing impacts	Pages 27, 28, 31 and 32	-
	2-14 Role of the highest governance body in sustainability reporting	Page 9	-
	2-15 Conflicts of interest	Pages 33 to 35	-
	2-16 Communication of critical concerns	Pages 27, 28, 31, 32, 68 and 69	-
	2-17 Collective knowledge of the highest governance body	Pages 42, 43, 64 and 65	-
	2-18 Evaluation of the performance of the highest governance body	Page 29	-
	2-19 Remuneration policies	Pages 29, 46 and 47	-
	2-20 Process to determine remuneration	Pages 46 and 47 CCB Brasil's Compensation Committee is responsible for the remuneration of the executives, while other compensation policies follow a supply and demand logic, in line with the market averages. Definition of bonuses and awards is analyzed by HR and the Executive Board, including the Chairman. Profit-sharing bonuses (PSB) are determined following regulatory principles. Additionally, an annual Profit-Sharing Program (PSP) bonus is also analyzed and determined by directors, in line with guidelines by the Board of Directors and the Head Office. Shareholders are part of the PSP evaluation, while the union evaluates both the PSP and the PSB.	


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
General Disclosures			
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	Pages 46 and 47	-
	2-22 Statement on sustainable development strategy	Pages 3 to 6	-
	2-23 Policy commitments	Pages 20, 21, 22, 26, 33, 34 and 35	-
	2-24 Embedding policy commitments	Pages 27, 28, 31, 32 and 42	-
	2-25 Processes to remediate negative impacts	Pages 33 to 37	-
	2-26 Mechanisms for seeking advice and raising concerns	Pages 33 to 35	-
	2-27 Compliance with laws and regulations	Page 26	-
	2-28 Membership associations	Pages 39 and 40	-
	2-29 Approach to stakeholder engagement	Pages 11 and 12	-
	2-30 Collective bargaining agreements	Page 50	-
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Pages 11 and 12	-
	3-2 List of material topics	Pages 11 and 12	-
	3-3 Management of material topics	Pages 9 to 17	-
TECHNOLOGY AND INNOVATION			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 14, 37, 38 and 39	-
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 37	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
EMISSIONS			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 14, 70, 71 and 72	-
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Pages 68 and 69	-
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Pages 70 and 71	-
		The reported numbers are based on data entries registered on the GHG Protocol calculation tool, which also guided the conversion factor used for the energy data. The conversion factors used for fuel consumption were obtained from the 2023 National Energy Balance.	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Pages 70 and 71	-
	305-2 Energy indirect (Scope 2) GHG emissions	Pages 70 and 71	-
	305-3 Other indirect (Scope 3) GHG emissions	Pages 70 and 71	-
	305-6 Emissions of ozone-depleting substances (ODS)	The bank does not have significant emissions of gases according to the Kyoto Protocol or other atmospheric emissions	-
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	The bank does not have significant emissions of NOx, SOx, or other atmospheric emissions.	-
SUSTAINABILITY CULTURE			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 15, 26, 33, 34, 35, 64, 65, 66 and 67	-
GRI G4: Financial Services Sector Disclosures	FS5 Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	Pages 66 and 67	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
SUSTAINABILITY CULTURE			
GRI G4: Financial Services Sector Disclosures	FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Indirectly, the credit that CCB Brasil grants to companies impacts social and environmental topics, supporting the social-economic development of the territories where they operate. The bank currently does not have products that generate direct social and environmental benefits.	
SOCIAL INVESTMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Even though Social Investment is a material topic, at the moment the bank does not promote or support initiatives that generate a direct positive impact on society. However, the organization has a manual whose objective is to determine guidelines for the promotion of social, environmental, climate, culture and scientific advancements of public interest through voluntary actions, with the commitment to reduce people's exposure to social vulnerability situations.	-
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Even though Social Investment is a material topic, at the moment the bank does not promote or support initiatives that generate a direct positive impact on society. However, the organization has a manual whose objective is to determine guidelines for the promotion of social, environmental, climate, culture and scientific advancements of public interest through voluntary actions, with the commitment to reduce people's exposure to social vulnerability situations.	


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
SOCIAL INVESTMENT			
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Page 74 Even though Social Investment is a material topic, at the moment the bank does not promote or support initiatives that generate a direct positive impact on society. However, the organization has a manual whose objective is to determine guidelines for the promotion of social, environmental, climate, culture and scientific advancements of public interest through voluntary actions, with the commitment to reduce people's exposure to social vulnerability situations.	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Even though Social Investment is a material topic, at the moment the bank does not promote or support initiatives that generate a direct positive impact on society. However, the organization has a manual whose objective is to determine guidelines for the promotion of social, environmental, climate, culture and scientific advancements of public interest through voluntary actions, with the commitment to reduce people's exposure to social vulnerability situations.	
GRI G4: Financial Services Sector Disclosures	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Indirectly, the credit that CCB Brasil grants to companies impacts social and environmental topics, supporting the social-economic development of the territories where they operate. The bank currently does not have products that generate direct social and environmental benefits.	


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
VALUING OF EMPLOYEES			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 14, 42, 43, 44, 45, 46, 47, 48, 49, 50	-
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Pages 46 and 47	-
GRI 401: Employment 2016		Pages 60 to 62	
		Details of the calculation of the new hires rate = total admissions in each category / headcount (report date: December 2023) in each category described in the GRI 2-7 and 405-1 indicators.	
		Details of the calculation of the turnover rates = [(total admissions + total dismissals) / 2] / headcount (report date: December 2023) in each category described in the GRI 2-7 and 405-1 indicators. Details of the calculation of the voluntary turnover rate = total voluntary dismissals / headcount (report date: December 2023). Details of the calculation of the involuntary turnover rate = total involuntary dismissals / headcount (report date: December 2023).	
	401-1 New employee hires and employee turnover		-
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pages 48 and 49	-
	401-3 Parental leave	Pages 48 and 49	-
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Pages 51 and 52	-
	403-2 Hazard identification, risk assessment, and incident investigation	Pages 51 and 52	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
VALUING OF EMPLOYEES			
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	Pages 51 and 52	-
	403-4 Worker participation, consultation, and communication on occupational health and safety	Pages 51 and 52	-
	403-5 Worker training on occupational health and safety	Pages 51 and 52	-
	403-6 Promotion of worker health	Pages 51 and 52	-
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pages 51 and 52	-
	403-8 Workers covered by an occupational health and safety management system	Pages 51 and 52	-
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Pages 42 to 44	-
	404-2 Programs for upgrading employee skills and transition assistance programs	Pages 45 and 46	-
	404-3 Percentage of employees receiving regular performance and career development reviews	Page 46	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
VALUING OF EMPLOYEES			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Pages 57 to 59 Details of the percentage calculation: total employees by category (gender, age group, ethnicity, and PwD)/ total employees per employee category (report date: December 2023).	
	405-2 Ratio of basic salary and remuneration of women to men	Page 50	
GRI G4: Financial Services Sector Disclosures	FS4 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Pages 42 to 46	-
	FS16 Initiatives to enhance financial literacy by type of beneficiary	Pages 64 and 65	-
CLIENT SATISFACTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 14, 36 and 37	-
SOCIAL-ENVIRONMENTAL ASSESSMENT OF SUPPLIERS			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 16, 66 and 67	-
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Pages 66 and 67	-
	308-2 Negative environmental impacts in the supply chain and actions taken	Page 67	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
SOCIAL-ENVIRONMENTAL ASSESSMENT OF SUPPLIERS			
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Pages 66 and 67	-
	414-2 Negative social impacts in the supply chain and actions taken	Pages 66 and 67	-
SOCIAL-ENVIRONMENTAL CREDIT RISK ASSESSMENT			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 16, 64, 65, 66, 67, 68 and 69	-
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Pages 66 and 67	-
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Pages 66 and 67	-
GRI G4: Financial Services Sector Disclosures	FS1 Policies with specific environmental and social components applied to business lines	Pages 64 and 65	-
	FS2 Procedures for assessing and screening environmental and social risks in business lines	Pages 66 and 67	-
	FS3 Processes for monitoring clients implementation of and compliance with environmental and social requirements included in agreements or transactions	Pages 66 and 67	-
	FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	Page 66	-


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GRI Standard/ Other source	Disclosure	Location/Direct Response	Omission
Material Topics			
COMPLIANCE AND ANTI-CORRUPTION			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 17, 33, 34 and 35	-
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Page 33	-
		Page 34	
	205-2 Communication and training about anti-corruption policies and procedures	The following percentages were reached regarding anticorruption practices training for each employee category: 100% – CEO; 66.67% – Senior Management; 93.94% – Management; 94.25% – Front Office; 90.39% – Middle-Back Office; 100% – Programs.	-
		Percentage by region: 100% in South; 93,88% in Souhrest; 60% in Norhest	
	205-3 Confirmed incidents of corruption and actions taken	Page 33	-
GRI G4: Financial Services Sector Disclosures	FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	Pages 64 a 67	-
DISTRIBUTION OF ECONOMIC VALUE			
GRI 3: Material Topics 2021	3-3 Management of material topics	Pages 11, 12, 17, 74 and 75	-
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Pages 75 to 77	-
GRI 207: Tax 2019	207-1 Approach to tax	Page 74	-
	207-2 Tax governance, control, and risk management	Page 74	-

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