



# *Sustai nabi lity*

Report

20  
21





# Contents

Introduces the Report's  
content and objectives

MESSAGE FROM THE LEADERSHIP ... 4  
ABOUT THE REPORT ..... 8



## 01 Sicredi

### ABOUT US

» National presence .....	14
» National Expansion .....	15
» Our competitive advantages .....	16
» Our business model .....	18
» Our solutions .....	20
» Stakeholder relations .....	21
» 2021 highlights .....	22
» National awards and recognition .....	24

### GOVERNANCE AND STRATEGY

» Sicredi Governance Structure .....	26
» Systemic Strategy .....	33
» Sustainability strategy .....	34
» Performance .....	43

Presents our business, the year's  
highlights, our governance, and our  
sustainability strategy



Shows how our cooperative business  
model delivers positive impact

## 02 Relationship and Cooperativism

### STRENGTHEN OUR GOVERNANCE MODEL

» Member Participation .....	48
» Ethics and anti-corruption .....	50
» Security .....	53

### PROMOTING COOPERATIVISM AND SUSTAINABILITY

» Training in cooperativism .....	55
» Training in sustainability .....	57
» Sustainability Committees .....	57

### PROMOTE INCLUSION AND DIVERSITY

» Governance diversity .....	59
» Employees' diversity .....	62
» Channel Accessibility .....	63



Shows how we create value through our  
products, services, internal processes, and  
sustainable operation

## 03 Responsible solutions

### OFFER FINANCIAL AND NON-FINANCIAL SOLUTIONS WITH POSITIVE ECONOMIC, SOCIAL, AND ENVIRONMENTAL IMPACT

» Relations with members .....	66
» Financial products and services .....	71
» Green economy .....	79

### PROMOTE FINANCIAL EDUCATION

» Cooperação na Ponta do Lápis Program .....	84
» ENEF Week .....	86

### ENSURE INTEGRATED RISK MANAGEMENT

» Risk management .....	87
» Social, environmental and climate risk .....	88

### PROMOTE ECO-EFFICIENT MANAGEMENT

» Managing GHG emissions .....	95
--------------------------------	----

### WORK WITH SUPPLIERS AND PARTNERS WITH RESPONSIBLE MANAGEMENT

» Work with suppliers and partners with responsible management .....	97
---	----



Provides information that complements  
the previous chapters

## 05 Attachments

» Employee Diversity .....	123
» GRI Content Index .....	128
» SDG Map .....	142

## 04 Local development

### FOSTER THE LOCAL ECONOMY

» Foster the local economy .....	100
----------------------------------	-----

### PROMOTE FINANCIAL INCLUSION

» Financial inclusion .....	102
-----------------------------	-----

### PROMOTE PEOPLE DEVELOPMENT

» People development .....	104
» Employee satisfaction .....	109

### CONTRIBUTE TO COMMUNITY DEVELOPMENT

» Social investment .....	111
---------------------------	-----

Addresses our positive impact on society and  
the communities where we are present





## Message from the leadership

GRI 102-14

We are publishing our **Sustainability Report 2021** with a sense of accomplishment and continuity.

The year was distinguished by important developments in our governance model, while at the same time retaining the institution's core values, always with the best interests of our members in mind.

Following the succession plan, in which the 2018-2020 executive terms ended, Sicredi Cooperative Central - South/Southeast President Fernando Dall'Agnese was elected at the 2021 assemblies as the new Chairman of the SicrediPar Board of Directors, Sicredi Confederation, Sicredi Cooperative Bank, the Guarantor Fund Sicredi Board and the Curator Council of the Sicredi Foundation.

His predecessor, Manfred Alfonso Dasenbrock, President of Sicredi Cooperative Central PR/SP/RJ, continues to serve on the SicrediPar Board of Directors as a representative of the Cooperative Central and its affiliated credit unions.

The new Board structure is also responsible for the transition to the exclusive presidency model, which will be adopted as of March 2022, and which moves us towards the market's best sustainability practices, in alignment with new Central Bank guidelines.



**Fernando Dall'Agnese**  
Chairman of the SicrediPar Board of Directors

These moves are part of Sicredi's ongoing corporate governance evolution strategy, internationally recognized as a model reference in cooperativism.

Another important milestone in our governance was the selection of the first female SicrediPar Independent Board Member, increasing diversity in our decision-making bodies, which we consider crucial to the progress and development of our business and a more successful society.

The process was conducted during the year and the election took place during SicrediPar's General Assembly in 2022.

Regarding our credit unions' local operations, the year was highlighted by the continuation of the strategy, which prioritizes value creation for our members - the owners of our business.

Amidst a context in which the effects of the Covid-19 pandemic were still present, the credit unions were able to maintain their closeness and support to our members, intensifying the use of different technologies and digital formats, such as digital Assemblies, apps and WhatsApp.

Simultaneously, we continued to expand our physical presence in the country, with **210 branches opened in all Brazilian regions.**

Along these lines, we continued our national expansion plan, which saw the opening of branches in Espírito Santo and Amapá and expanded our service capacity in the state of Minas Gerais.

The close relationship was vital for us to continue cooperating with the communities, offering financial solutions for micro and small companies, small rural producers, self-employed professionals, and other members, helping the local economy to recover.

To keep supporting small entrepreneurs within this context, we conducted credit operations of the National Program to Support Micro and Small Enterprises (Pronampe) on a permanent basis.

By means of this credit, **we support 28,077 micro and small companies**, in a moment of economic recovery.

In 2021, we also consolidated our position as one of the private financial institutions that grants the most credit to agribusiness in Brazil, making more than R\$38.2 billion available to producers for the 2021/2022 Safra Plan.

We did it all while looking at the socio-environmental impact of our financial solutions. With this in mind, we have structured a Sustainable Finance area, dedicated to raising funds linked to value creation for society and the environment.

We raised funds with the International Finance Corporation (IFC) to meet the growing credit demand for the installation of solar energy systems.

The credit line worth around R\$600 million was the first operation of a Brazilian cooperative financial institution to be certified by the Climate Bonds Initiative (CBI), an organization that works to promote low-carbon economy investments.

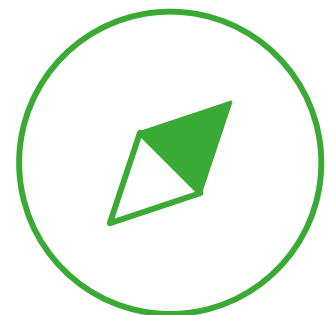


We also raised funds to finance micro, small, and medium-sized Brazilian companies led by women, which generated a R\$438 million credit line.

The agreement was signed with DEG, a German financial development institution, a subsidiary of the German Development Bank (KfW), and the French development agency PROPARCO, a subsidiary of the French Development Bank (AFD). For the first time in our business, the operation included the gender factor as one of the criteria, besides considering other social and environmental aspects.

We also took another major step by launching Sicredi's first ESG equity investment fund portfolio, aimed at generating value by investing members' money in companies with a proven positive social, environmental and governance impact.

Also, with an eye on sustainability, the year was marked by the structuring of our positive impact measurement tool: the Sustainable Development Framework. Using this tool, we can measure our performance and evolve further on the sustainable development agenda.



**Manfred Alfonso Dasenbrock**  
President of Sicredi Cooperative Central PR/SP/RJ.

Sicredi's tool will be an important support for our sustainability governance model, which provides for Sustainability Committees at all levels of the System: national, regional and local. Currently, around 50% of our credit unions have committees.

From the macroeconomic standpoint, the year 2021 was full of significant challenges and opportunities, with some economic segments recovering quickly from the pandemic's effects

while others were still impacted by the stoppage of activities.

Given this scenario, **we had a 37% growth in our credit portfolio**, based on responsible action and closeness to the member, in line with our principles.

Meanwhile, the credit unions continued to use our non-financial solutions to expand their impact on communities, operating through diverse social programs. One highlight is our financial education program, Cooperação na Ponta do Lápis, which expanded its actions during the year, such as the ENEF 2021 Week, further positioning us as an institution concerned with our members' financial health.

All these initiatives strengthen our commitment to the Global Compact and the United Nations Sustainable Development Goals, effectively demonstrating how our business creates sustainable development.

Six hands sign this letter to emphasize that we will continue united, taking our products and services to the most distant communities in order to build, increasingly together, a more prosperous society.



**João Francisco Sanchez Tavares**  
Chief Executive Officer of Sicredi Cooperative Bank

**Fernando Dall'Agnese**  
Chairman of the SicrediPar Board of Directors

**Manfred Alfonso Dasenbrock**  
President of Sicredi Cooperative Central PR/SP/RJ.

**João Francisco Sanchez Tavares**  
Chief Executive Officer of Sicredi Cooperative Bank

# About the report

**We present Sicredi's 2021 Sustainability Report.**

**Here we present our main business highlights throughout the year, including ESG (environmental, social and governance) and financial sustainability aspects of the business.**

Throughout its pages, you will learn how our financial and non-financial services create value for members, employees and the communities where we operate, supporting the sustainable development of society.

The reported information includes all our credit unions, cooperative centrals, and companies based at the Sicredi Administrative Center (CAS).

In preparing this document, we followed the standards of the Global Reporting Initiative (GRI), a voluntary standard adopted by companies from various sectors and countries for reporting sustainability.

Our sustainability drivers and focal topics, considered those that most impact the sustainability of our credit unions, were used as the basis for establishing the report's scope, including the reported indicators.

We are members of the Global Compact, a United Nations (UN) initiative, and, as such, we report on how we comply with the 10 Universal Principles of the Global Compact and how we contribute to the 17 Sustainable Development Goals (SDGs)



Sicredi Administrative Center (CAS), in Porto Alegre/RS

This document was approved by the Board of Directors of Sicredi Participações S.A. (SicrediPar), disclosed at the SicrediPar assembly, and submitted to an external verification process conducted by an independent auditing company. **GRI 102-32**

## How to read this report

You can read this report in a linear fashion. But you can also use alternate ways to browse through the publication, in line with our sustainability strategy and international reporting guidelines.

Below we explain how we take each of these approaches and point you to the page where you can find more details.

### Sustainability drivers and focal themes (page 37)

This publication's chapters have been organized according to our sustainability drivers. In each chapter's opening, we present which focal themes will be addressed throughout its pages.

### Sustainability Pillars (page 35)

Our initiatives are classified under the Social, Environmental, Economic and Governance pillars. At the start of each chapter, we describe which pillar the initiatives described fall under.

### GRI (page 128)

We use the GRI standards to report on our sustainability performance. These disclosures are identified at the end of each paragraph by the acronym GRI. On page 128, we provide a GRI Content Index that explains each disclosures' content and the page on which it is reported.

### Global Compact Principles (page 40)

We are members of the Global Compact, a United Nations (UN) initiative, and this document also reports our progress in relation to the 10 Universal Global Compact Principles. Check on page 128 the correlation of the Global Compact Principles with the GRI disclosures.

### Sustainable Development Goals (SDG) (page 40)

As a signatory of the Global Compact, we also report our contribution to the SDGs. Therefore, at each chapter's opening, we point out the goals impacted by the reported sustainability driver, and on page 37, we present the correlation between our focal themes and the SDGs.

On page 142, we feature an SDG Map, which shows the relationship between each SDG and our initiatives, with the page where they are published.

### Sicredi's Disclosures (page 128)

We report our own sustainability disclosures, selected from our focal themes. These disclosures are identified at the end of each paragraph by the acronym **SICREDI**. At the GRI Content Index, we explain the content and indicate the page where they are reported.





Chapter 01

**Sicredi**



# About us

We are Sicredi (Cooperative Credit System), Brazil’s first cooperative financial institution. Since 1902, we have been working to support our members’ growth and bring sustainable development to the communities where we are present and in 230 Brazilian cities we are the only financial institution physically present. **GRI 102-1**












We operate in all regions of the country. We create value for these locations by raising funds from members and lending them to members in the same regions. The fact that these resources remain locally stimulates income generation and sustainable growth cycle, with higher jobs offer, local products, and economic development. **GRI 102-2**

We have a systemic model of operation, meaning that each of our more than 100 credit unions has autonomy to act locally, but can count on the support of our Sicredi Administrative Center for technology, security and financial strength. The credit unions are responsible for implementing national strategies, taking into account local needs. **GRI 102-2**

Each credit union is affiliated with one of our five cooperative centrals, which are shareholders in SicrediPar, the holding company that coordinates, together with the credit unions themselves, the strategic decisions of the System. Our structure also includes specialized companies that offer credibility and reliability to our members, such as the Sicredi Confederation, the Guarantor Fund Sicredi, the Sicredi Foundation, the Sicredi Cooperative Bank and its subsidiaries. — the Assets Administrator, the Consortium Administrator, and the Insurance Brokerage, located in Porto Alegre (RS), at the Sicredi Administrative Center (CAS). **GRI 102-2 / 102-3**

## Our System by the numbers

GRI 102-7

-  Over **5.5 million** members
-  Net income of **R\$ 4.8 billion**
-  Over **2.2 thousand** service units
-  **108** credit unions
-  **5** cooperative centrals
-  Over **30 thousand** employees in **1.600** cities
-  Over **300** financial solutions
-  **BRL 197.6 billion** in assets
-  **BRL 24.9 billion** in net equity
-  **BRL 129.5 billion** in total deposits
-  **BRL 133 billion** credit portfolio balance

## National presence

In 2021, we kept expanding our presence throughout the country, reaching more than 2,2 thousand branches spread over 1.6 thousand cities.

We started operating in the states of Amapá and Espírito Santo, consolidating our operations in 25 states and the Federal District. **GRI 102-4**

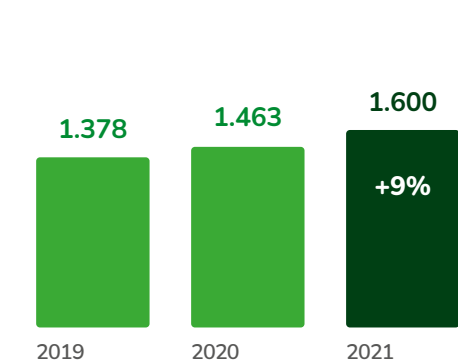


Branch in Macapá/AP - Sicredi Cooperative Central North

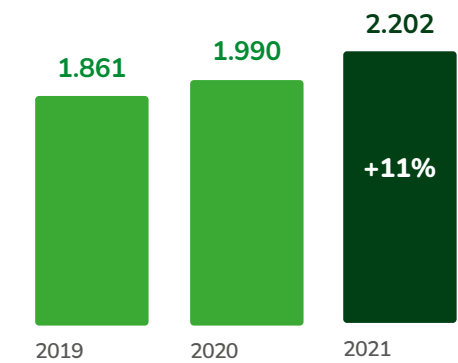


Branch in Colatina/ES - Sicredi Essência RS/ES

### CITIES WHERE WE ARE PRESENT



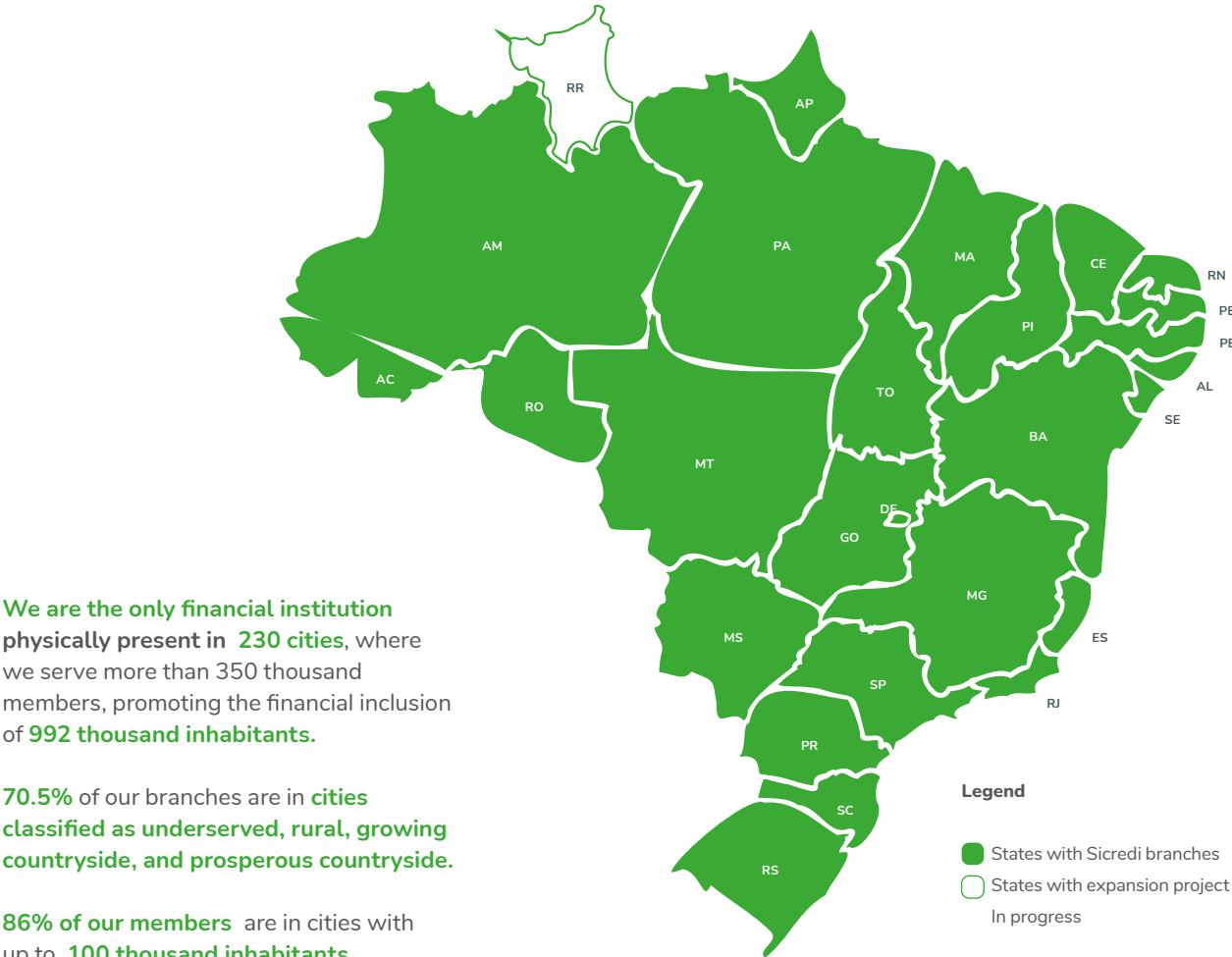
### NUMBER OF SERVICE POINTS





SICREDI PRESENCE IN BRAZIL

GRI 102-6 / SICREDI DL09/ SICREDI DL10/ SICREDI DL11 / SICREDI DL12



We are the only financial institution physically present in 230 cities, where we serve more than 350 thousand members, promoting the financial inclusion of 992 thousand inhabitants.

70.5% of our branches are in cities classified as underserved, rural, growing countryside, and prosperous countryside.

86% of our members are in cities with up to 100 thousand inhabitants.

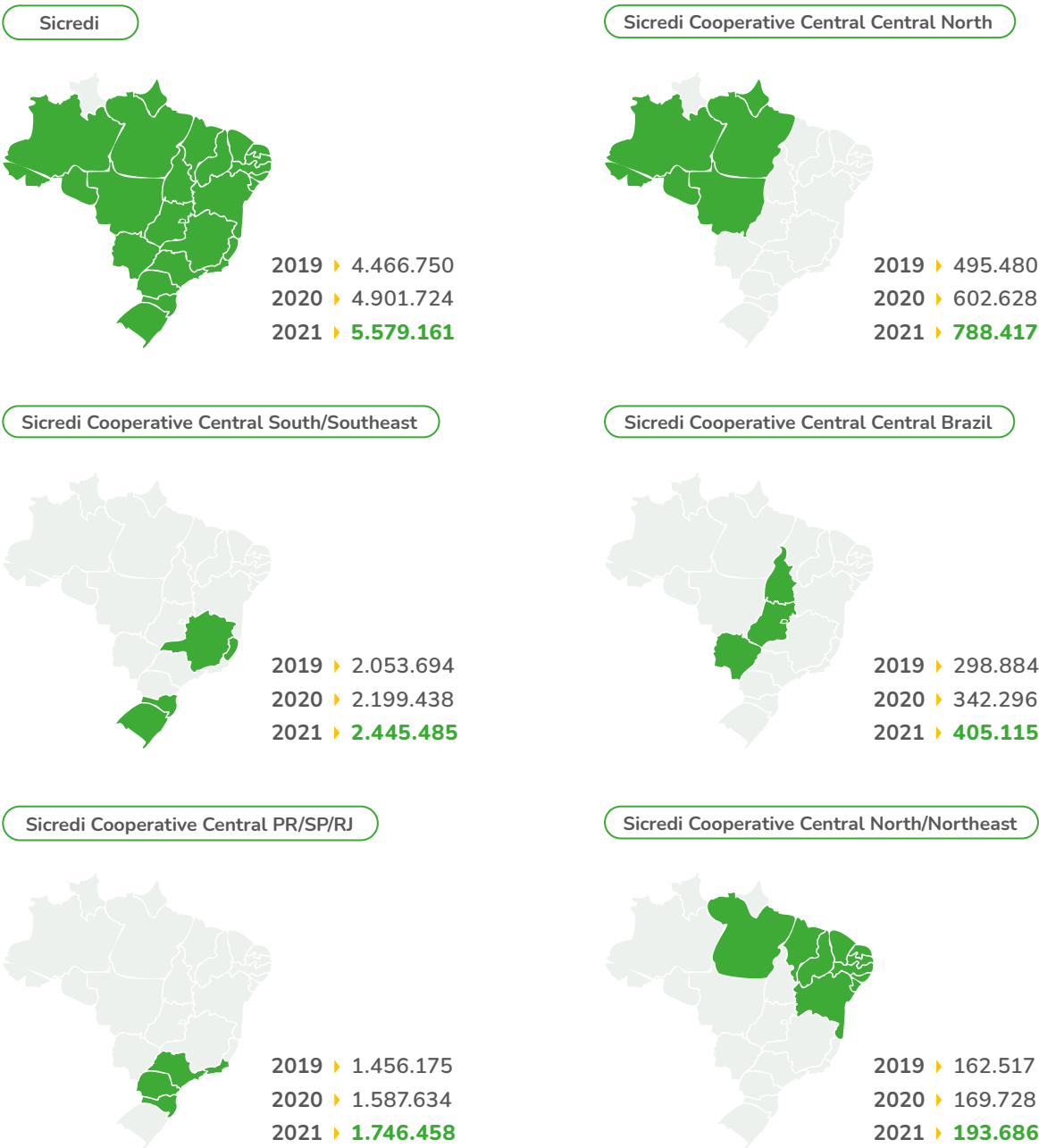
We are present in 7% of the 1,649 underserved Brazilian cities.

Of the cities that we are exclusive, 94% have less than 10 thousand inhabitants.



The first branch in the state of Amapá was inaugurated at the beginning of the year, located in the capital Macapá.

NUMBER OF MEMBERS PER COOPERATIVE CENTRAL IN THE YEAR



In September, we arrived in the state of Espírito Santo, with the opening of two branches in the city of Colatina.

## Our competitive advantages

GRI 102-16





Our business model

Value generation model

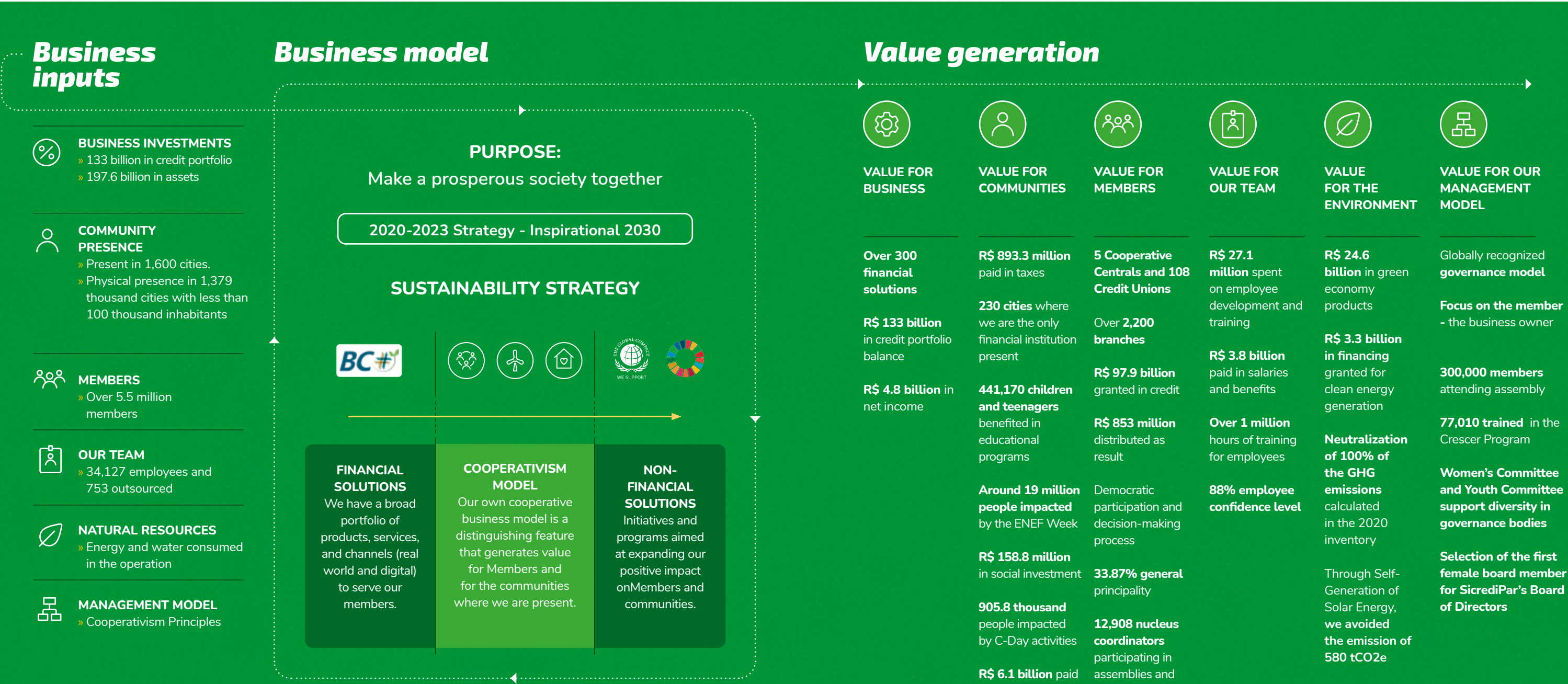
We have a unique business model, based on the principles of cooperativism. We value the members’ role as business owners, and we add value by encouraging their involvement in decisions, sharing results, and offering a range of financial tools and solutions to help them

flourish, ensuring that their investments are secure, while generating value and a positive impact on society. **GRI 102-2**

Because of our business model, the money raised in one location is turned into credit granted to other members in the same location, creating a virtuous cycle that


stimulates investment in the credit union, the inclusion of a larger number of people in the financial system, and the strengthening of our members’ businesses and sustainable development. By doing so, we contribute towards the sustainable development of the local communities, dynamizing the economy and generating jobs. **GRI 102-2**


At Sicredi Foundation, we have a non-financial solutions portfolio that aim to expand our positive impact on members and communities, implemented locally by the credit unions. **GRI 102-2**





OUR SOLUTIONS

Financial Solutions

- **For you**
  - » Foreign Currency Exchange;
  - » Credit and Debit Card;
  - » Credit (personal, vehicles, housing);
  - » Consortiums;
  - » Checking Account;
  - » Digital Account (Woop Sicredi);
  - » Automatic debit;
  - » Investments;
  - » Payments and receivables;
  - » Pix (instant payments);
  - » Savings Account;
  - » Pensions;
  - » Insurance;
  - » Sicredi Conecta<sup>1</sup> (Sicredi Marketplace).


- **For your company**
  - » Exchange and foreign trade
  - » Corporate Cards;
  - » Digital Certification;
  - » Collections;
  - » Consortiums;
  - » Checking Account;
  - » Credit;
  - » Credit for BNDES investment;
  - » Check Services
  - » Banking Domicile;
  - » Financing;
  - » Payroll;
  - » Investments;
  - » Card machines;
  - » Corporate Pensions;
  - » Pix (instant payments);
  - » Insurance;
  - » Sicredi Conecta<sup>1</sup> (Sicredi Marketplace);
  - » Solutions for payments and receivables.

- **For your agribusiness**
  - » Foreign Currency Exchange;
  - » Credit and Debit Card
  - » Consortiums;
  - » Checking Account;
  - » Credit for BNDES Investment;
  - » Rural Credit;
  - » Financing;
  - » Investments;
  - » Payments and receivables;
  - » Pix (instant payments);
  - » Savings Account;
  - » Insurance;
  - » Sicredi Conecta<sup>1</sup> (Sicredi Marketplace).

- **Channels**
  - » Branches;
  - » Accredited Agent;
  - » Sicredi App;
  - » Sicredi App X;
  - » ATM (own network, Banco 24 Horas, Withdrawal and Saque e Pague);
  - » Internet Banking;
  - » Services by phone;
  - » Sicredi WhatsApp.

<sup>1</sup> Sicredi Conecta was discontinued in November 2021

Non-financial solutions

- 

The Foundation’s task is to keep the essence of cooperativism alive in Sicredi’s culture, through the development of a systemic sustainability strategy, and educational, social, cultural, environmental and governance programs and initiatives to broaden the institution’s positive impact.





Its work is structured through various programs:

  - » Pertencer Program;
  - » Crescer Program;
  - » Youth Committee;
  - » Women’s Committee;
- » Inclusion and Diversity Committee;
  - » Cooperação na Ponta do Lápis Program;
  - » A União Faz a Vida Program;
  - » School Cooperatives Program;
  - » C-Day;
  - » Volunteer Movement;
  - » Sicredi in the Community;
  - » Social Fund.

Learn more about the Sicredi Foundation  
<https://www.sicredi.com.br/site/fundacao/>

Stakeholder Relations

We value transparency and ethics in our relationship with our stakeholders and engage them in order to establish an increasingly close relationship. In order to define which stakeholders will be engaged, we analyzed our strategic, institutional and market relations, taking into account their impact on the business’ sustainability. Find out below which groups were engaged in 2021: **GRI 102-42**

Stakeholder group GRI 102-40 / 102-43	Form of engagement/Frequency
 <b>Governance:</b> groups that support and participate in the business management, such as <b>members, nucleus coordinators, board members and credit unions and entities that make up the System.</b>	<ul style="list-style-type: none"><li>» Assemblies / <b>annual</b></li><li>» Sustainability report / <b>annual</b></li><li>» Net Promoter Score (NPS) Survey / <b>monthly</b></li><li>» Corporate citizenship actions / <b>according to the credit unions agenda</b></li><li>» Institutional visits organized by credit unions for CAS / <b>according to the credit unions agenda</b></li></ul>
 <b>Decisions directly impact the business:</b> are those that regulate the business activities, or their decisions have an impact on the running of the business, for example <b>regulatory bodies, government, suppliers, and unions.</b>	<ul style="list-style-type: none"><li>» Face-to-face Assemblies / <b>no defined frequency</b></li><li>» Sustainability report / <b>annual</b></li><li>» Official notices / <b>no defined frequency</b></li></ul>
 <b>Builds reputation:</b> are the public opinion makers who have positive or negative consequences on the company’s activities and conduct. <b>Employees, community, press and influencers.</b>	<ul style="list-style-type: none"><li>» Climate survey / <b>annual</b></li><li>» Internal notices/ <b>frequently</b></li><li>» Satisfaction surveys / <b>no defined frequency</b></li><li>» Assemblies / <b>annual</b></li><li>» Sustainability report / <b>annual</b></li><li>» Corporate citizenship actions / <b>according to the credit unions agenda</b></li><li>» National Journalists Meeting / <b>annual</b></li><li>» Meetings and relationship actions with the press and opinion leaders / <b>according to the credit unions’ agenda</b></li></ul>
 <b>Representative entities:</b> are entities that defend the interests and performance of credit unions in the economic and political arena, in the state, national, and global spheres. <b>They include Woccu, Confebras, ACI, ACI Américas, ICBA, OCB System Frencoop, Sister Society Brasil* and Global Women’s Leadership Network*.</b> It also includes entities that advocate the financial sector’s interests at the state, national and global levels, such as the <b>Banco Central do Brasil, Febraban and ANBIMA.</b>	<ul style="list-style-type: none"><li>» Sustainability report / <b>annual</b></li><li>» <b>Monthly</b> meetings</li><li>» Official announcements / <b>without defined periodicity</b></li><li>» Entities that promote sustainability corporate structure such as the Global Compact.</li></ul>

In addition to the interactions highlighted in the table, in 2021, we also held consultations with the centrals and credit unions to discuss about topics relevant to the development of our sustainability strategy, which are: the Sustainability Guidelines for the Inclusion and

Diversity theme (page 60); the neutralization of GHG emissions systemic (page 95); the development of our Development Benchmark Sustainability (page 41) and our Committees for Sustainability (page 57). **GRI 102-21**

\* These movements are intended to increase the participation of women leaders in credit unions, as well as to have a positive impact on their lives in the personal and professional spheres.



# Highlights 2021



**NPS of 74.8%,**  
a record satisfaction index  
with members



Selection of a female  
Independent Board Member,  
adding  
**diversity**  
to Sicredi's governance



Around  
**300 thousand**  
members participated at the  
Assemblies



Launch of  
**ESG  
Investment  
Fund**



**R\$ 600 million**  
raised by issuing green bonds for  
photovoltaic panels



**1200 tons**  
of food collected on Cooperate  
Day (C-Day)



Over  
**R\$ 158.8 million**  
in social investment



**R\$ 438 million**  
raised by issuing social bonds for  
women entrepreneurs



**R\$ 38.2 billion**  
for the 2021/2022 Safra Plan



**37%**  
growth in the credit portfolio  
2nd institution\*  
**with the highest**  
rural credit approval in the country



**R\$ 27.1 million**  
invested in the development and  
training of employees, resulting in  
over 1 million hours of training



Over  
**5.5 million**  
members



## National awards and recognition

In 2021, our performance was recognized by a number of awards and rankings, and the credit unions received several local recognitions. Next, learn more about the main national awards and recognitions:

### World's Best Banks 2021 Ranking - Forbes

**Brazil's seventh position** in the World's Best Banks 2021 ranking, prepared by Forbes in partnership with the Statista statistics company.

### Exame Melhores & Maiores 2021

**Sicredi Cooperative Bank ranked 15th** among the Largest Banks in the Exame Melhores e Maiores 2021 guide.

### Época Negócios 360º

**Eighth place** in the Banking sector ranking, influenced by the **second place** in Corporate Governance within the sector. We are also ranked **sixth** in People, **eighth** in Innovation, **tenth** in Sustainability, **eleventh** in Future Vision, and **fifteenth** in Financial Performance, among others.

### Valor 1000

**Ninth place** in the ranking of the 100 Largest Banks in the yearbook, holding the same position in relation to the previous year's ranking. In addition, we also stood out in 11 other categories of the guide, being **ranked fourth** among the 20 Most Profitable over Equity and **seventh** among the 20 Largest in Credit Operations and in Total Deposits.

### Valor Grandes Grupos

Highlighted in the Valor Grandes Grupos yearbook, prepared by Valor Econômico newspaper, which presents an analysis of the 200 main companies operating in the country. In the 2021 edition, we moved up one position in relation to 2020 and was **ranked 68th** overall, considering all listed companies. Among the 20 largest companies in the finance sector, Sicredi **ranked 12th**.

### Finanças Mais

**Sixth place** in the Banks - Financing category, in the Finanças Mais ranking, published by O Estado de São Paulo newspaper.

### BNDES ranking

On account of our good performance in the credit lines made available by the National Bank for Economic and Social Development (BNDES) in 2020 to minimize the negative impacts of the crisis caused by the Covid-19 pandemic, the **"Financial Agent Incentives Project" recognized us**.

The state agency listed financial institutions with the best performance in granting emergency measures between March and December 2020, and we were recognized with first-place in two categories: BNDES Small Business - Development/Cooperative Banks and Emergency Program for Employment Support (PESE) - Development/Cooperative Banks.

### Focus – Yearly Ranking of Brazilian Central Bank Projections

**Fourth position** in the Annual Short Term category for the Exchange Rate (score 9.6), IPCA (score 9.2) and IGP-M (score 8.9) indicators. For the Selic Rate, it holds the fifth position in the Annual Short Term (score 9.5) and Annual Medium Term (score 8.9) categories. Besides the annual ranking, the Central Bank also discloses the ranking on a monthly basis, and we were highlighted in every month of the year.

### Prisma Fiscal ranking

**First place** in the categories evaluating the projections for Total Government Expenditure in the Long Term and Primary Central Government Result in the Short Term. **Second place** in the division for projections on Central Government Nominal Result in the Long Term and **third in** General Government Gross Debt in the Long Term.

### Broadcast Projeções Award

**Sixth place** in the General Top and seventh place in the Basic Top, in the 15th edition of the Broadcast Projeções Award, which rewards institutions whose forecasts for the country's main economic disclosures came closest to reality.

### Guia de Fundos FGV

**First place** in the Money Market category for Assets Specialists in the 2021 edition of the FGV Guia de Fundos.

### Guia Valor de Fundos de Investimentos

**Highlight** in the Fixed Income Assets category for the Fundo Sicredi Institucional FI REF IRF-M, from our own asset manager Sicredi Asset, and highlight in the Shares Index category, with the Schroder Sicredi Ibovespa FIA Fund, managed by our partner Schroder Investment Management.

### Top 100 Open Corps 2021

**Featured for the third consecutive year** in the Top 100 Open Corps 2021, 100 Open Startups' annual survey acknowledging corporations most open to innovation in Brazil.

### Banking Transformation 2021 Award – Banking Report

**Winning case** with the 'Implantation of WhatsApp Enterprise + Theo', concerning the use of artificial intelligence to add speed and efficiency to the service.

### AgTech Garage Awards

AgTech Garage Awards **winners**, awarded by one of Latin America's largest innovation hubs for agribusiness, the AgTech Garage.

### GPTW certification

In August 2021, we became a GPTW **certified company**, and as of 2022 will be able to participate in the GPTW ranking that lists the best companies to work for in Brazil.

### 23rd Abrasca Award

**Second place** in the Privately Held Company category, which awards the best Sustainability Reports of 2020 in Brazil.

### WYCUP – World Council Young Credit Union People

**Featured** in the World Council Young Credit Union People (Wycup), a program that recognizes young leaders for significant contributions to their communities and credit unions. We had five recipients among the 12 award winners, which had a total of 79 projects submitted from 13 different countries.

### Inova 2030

Two ideas chosen in the acceleration program of the Global Compact Network Brazil, focusing on proposals that contribute to the achievement of Sustainable Development Goals (SDGs).





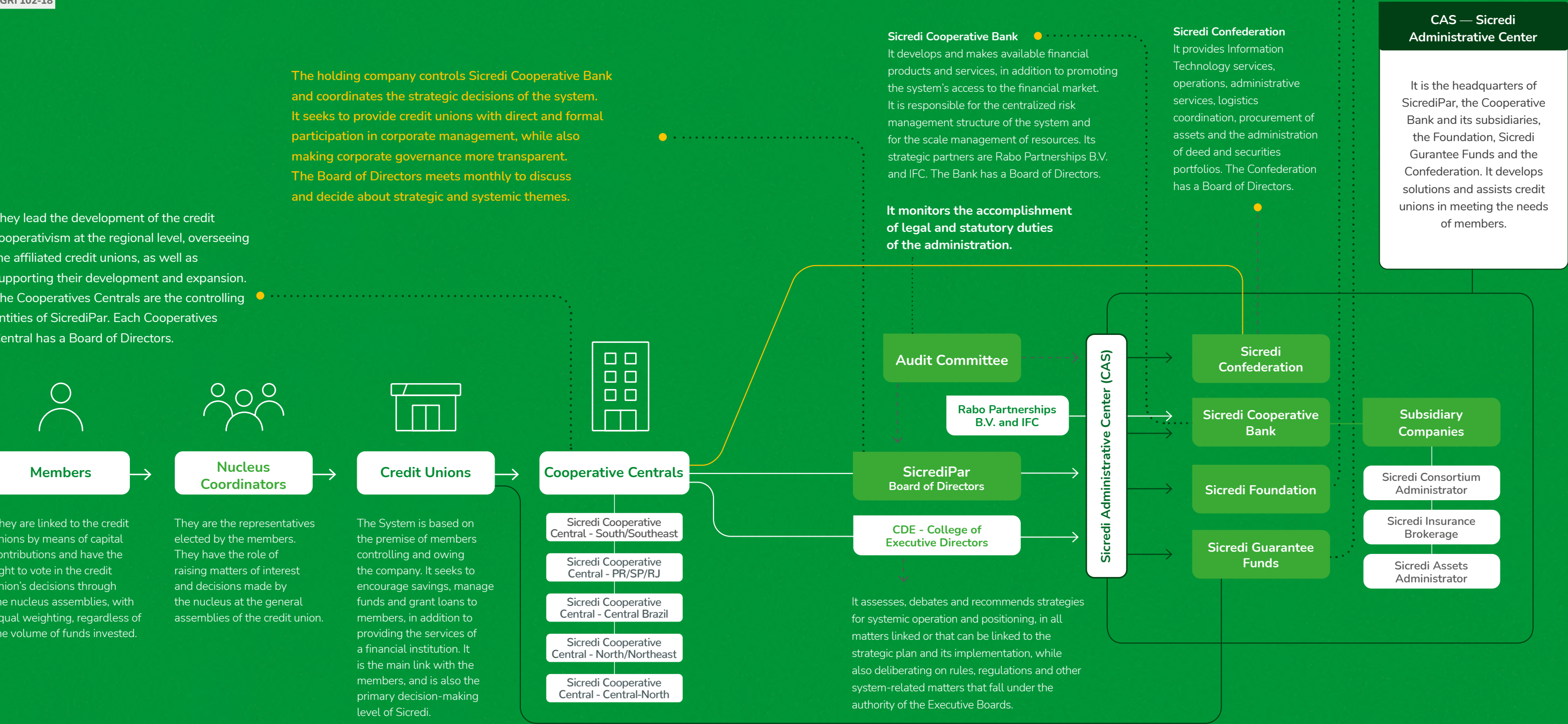
# Governance and Strategy

## Sicredi governance structure

We are globally recognized in the credit union segment for our governance structure. We are organized into a System, structured according to the specialization of the areas, reducing operational costs, enabling scale gains and inter-cooperation, as well as expanding the scope for meeting members' demands.

Each entity has specific responsibilities, providing efficiency gains for our strategy, decision making and the development of internal processes. Taken together, all of these entities make up Sicredi.

GRI 102-18



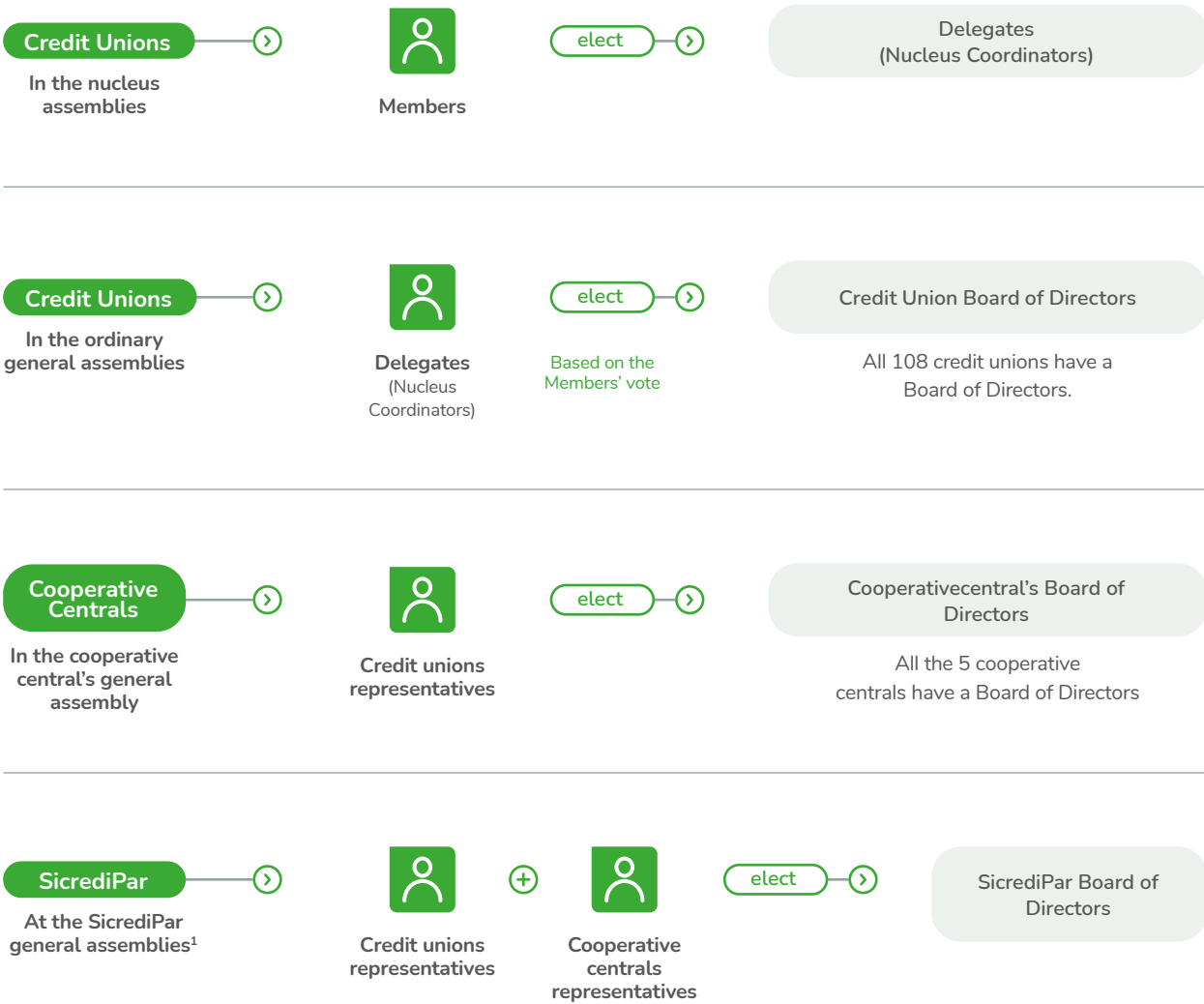


Democratic decision-making

One of the principles of our cooperative model is democratic management by members and includes their active participation in decision making. Their engagement in business management occurs through credit union assemblies, where representatives are elected, and business directions are decided.

SicrediPar’s Board of Directors is elected and represents the cooperative central and credit unions and, therefore, the members, and is responsible for deliberating on the strategic decisions of the System.

ELECTION PROCESS FOR SICREDIPAR BOARD MEMBERS GRI 102-24



<sup>1</sup> SicrediPar's general assembly is technically responsible for electing the Board of Directors and Audit Committee. However, the five presidents of the cooperative centrals have a guaranteed seat on the board, and the other five vacancies are presidents of individual credit unions, appointed by each of the cooperative centrals. In addition, one vacancy is nominated by Rabo Partnerships B.V. and the other is reserved for an independent board member.

Our decision-making process is democratic and provides security, as it is composed of two complementary lines. The first is the strategic line, which seeks to consider the opinions presented by credit unions, cooperative centrals and the Sicredi Administrative Center (CAS).

STRATEGIC DECISION SYSTEMIC FLOW



The executive line executes activities and implements strategic decisions. The College of Executive Directors (CDE) lead this line, comprised of the Executive Directors of the Cooperative Centrals and Sicredi Cooperative Bank’s CEO.

Governance Portal

The Governance Portal is a communication channel between credit unions and their nucleus coordinators and advisers. It allows the sharing of information to support information management with the leaders with the members’ leadership. **SICREDI RC 12**



SicrediPar Board of Directors

Sicredi Participações S.A. (SicrediPar) controls the Cooperative Bank and coordinates the strategic decisions of the System. Its Board of Directors enables the credit unions to participate, directly and formally, in corporate management, providing greater transparency to the governance structure. The Board meets monthly to discuss and deliberate on strategic and systemic issues, including risks, opportunities, policies and other guidelines. **GRI 102-26**

The Board is composed in accordance with the bylaws and all members are elected at a general shareholders’ meeting for a three-year term. The Board is composed of 12 members: five cooperative centrals presidents, five credit union

presidents, who are nominated by the cooperative centrals, one independent board member and one representative nominated by Rabo Partnerships B.V., Sicredi Cooperative Bank’s external shareholder. In 2021, the Board had 11 members after the independent board member position vacancy, which will be elected at SicrediPar’s General Assembly in 2022. **GRI 102-24**

In order to get the position, candidates must meet the requirements demanded by law and the Bylaws. In the applicant evaluation process, factors such as educational diversity and their experiences related to economic, environmental, and social topics are considered to ensure the knowledge and expertise required for the position. **GRI 102-24**

SicrediPar Board of Directors members (2021 to 2024 term) **GRI 102-22**

<b>Fernando Dall’Agnese</b>	Chairman of the SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Chairman of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Cooperative Central - South/Southeast - 2021
<b>Celso Ronaldo Raguzzoni Figueira</b>	Vice Chairman of the SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Cooperative Central - Central Brazil.
<b>Manfred Alfonso Dasenbrock</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Cooperative Central PR/SP/RJ. Director of WOCCU and WOCCU Foundation (World Council of Credit Unions).
<b>João Carlos Spenthof</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Cooperative Central-Central-North.
<b>Wilson Ribeiro de Moraes Filho</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Cooperative Central North/Northeast.
<b>Marcos André Balbinot</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Alternate Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Serrana RS / MG.
<b>Sadi Masiero</b>	Member of SicrediPar Board of Directors, the Cooperative Bank and Sicredi Guarantee Funds. Alternate Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Central South Sul MS.
<b>Eledir Pedro Techio</b>	Member of SicrediPar Board of Directors, the Cooperative Bank and Sicredi Guarantee Funds. Alternate Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Ouro Verde MT.
<b>Jaime Basso</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Alternate Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Vale do Piquiri ABCD PR/SP.
<b>João Bezerra Júnior</b>	Member of SicrediPar Board of Directors, the Cooperative Bank, Confederation and Sicredi Guarantee Funds. Alternate Member of the Curator Council of the Sicredi Foundation. President of the Board of Directors of Sicredi Evolução.
<b>Cornelis Beijer</b>	Member of the SicrediPar Board of Directors and the Sicredi Cooperative Bank. Director of Rabo Partnerships.

Board of Directors Succession

In 2021, we elected the new Chairman and Vice-Chairman of the SicrediPar, Sicredi Cooperative Bank, Sicredi Confederation, Sicredi Guarantee Funds and the Sicredi Foundation’s Curator Council. As of the 2022 assemblies, we adopted the exclusive presidency model, in which the elected Chairman of the Board of Directors will not hold an executive position in any other Sicredi entity, thereby not combining positions **GRI 102-18 / 102-23**

Moreover, we also had a change in the Board of Directors and in the creation of the Committees supporting the Board of Directors. The independent member position was filled in 2022. The selection process included a diversity component and a female board member was chosen, elected at SicrediPar’s General Assembly in March 2022. **GRI 102-18**

Leadership Compensation

Our compensation policy aims to reward administrators for actions that ensure Sicredi’s sustainability in the short, medium and long term. This internal regulation takes into account the entities’ size and the composition of their assets. **GRI 102-35**

There is also a short-term variable annual installment linked to the business performance during the period, and a long-term variable installment aimed at retaining statutory employees, the sustainability of the business, and career transition and succession. **GRI 102-35**

The administrators’ compensation is discussed in internal forums, committees and the Board of Directors of the entities. Presidents’ fees are approved at a general assembly of members, and directors’ fees are approved by the Board of Directors, for both cooperative centrals and credit unions. **GRI 102-36 / 102-37**

The board members of the central offices and credit unions receive attendance vouchers, or a monthly fee approved at a general membership meeting, also taking into account the size of each entity. Similar rules are used for the companies based at Sicredi Administrative Center (CAS), approved at a general meeting, observing each company’s specific legislation. **GRI 102-35/ 102-36**

Board of Directors Evaluation

Due to the start of the new Board of Directors’ term of office, we did not evaluate the Board in 2021. **GRI 102-28**

Advisory Committees

Sicredi Participações S.A.'s Board of Directors is assisted by permanent Committees with the purpose of doing in depth analysis of certain matters and making recommendations to the Board of Directors.

Strategy Committee

It assists in structuring long-term strategies and in assessments in relation to entering new markets, strategic associations and eventual acquisitions, mergers and sales of companies in the system, as well as in monitoring our strategic drivers.

Sicredi Foundation Committee

It assists in decisions that encompass the implementation and development of the systemic sustainability strategy, and the educational, social, cultural, environmental, and governance programs and initiatives to enhance the institution's positive impact.

People Committee

It supports decisions related to people management policies in the systemic scope, as well as to other strategic topics in people management.

Guarantor Fund Committee

It assists in decisions related to the use of resources from Guarantor Funds intended for corporate use, encompassing recommendations for a technical feasibility study for economic-financial recovery, administrative procedures and sanctions in case of non-compliance with the conditions for accessing funds.

Risk and Compliance Committee

Supports the creation, monitoring, and control of the policies and methodology that we employ regarding credit, market, and liquidity risk (legal or internal), environmental and others, besides the Risk Appetite Statement, Compliance Policy and the Compliance Program.

Auditing Committee

Assists with decisions regarding standards and procedures to be adopted by the entities that are part of the system regarding Internal Auditing, External Auditing and Cooperative Auditing for compliance with legislation and our internal regulations, as well as analysis of Internal and External Auditing reports related to CAS and cooperative centrals.

Systemic Strategy

We remain guided by the 2030 Inspirational Plan, which consolidates our operations as a System and established our purpose: “Make a prosperous society together.” Accordingly, we place positive impact as the focus of our long-term vision, aligning our actions with the principles of cooperativism and sustainable development.

2030 INSPIRATIONAL



We also have as a guideline the Strategic Planning cycle 2020 - 2023, which establishes short-term objectives, placing the member at the center of our business model, and incorporates sustainability as a cross-cutting topic, showing that all systemic actions must observe the topic's guidelines.



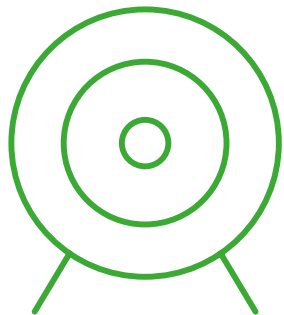
## Sustainability strategy

Because of the credit union essence in our business, the interest in the community, the sense of cooperation and social justice, transparency, and duty to local responsibilities have always been present in our history. As such, the management model itself has sustainable operations at its core.

We have a Sustainability Policy that sets out the principles and rules that guide our strategy and decision making in all business areas and in our relationship with stakeholders. **GRI FS15**

The Policy defines that, for Sicredi, sustainability is business management focused on enhancing positive economic, social and environmental impacts, reducing adverse impacts while generating value for members, employees, the community and other stakeholders.

The management, review, communication and systemic guidance for the implementation and enforcement of the Sustainability Policy fall under the responsibility of SicrediPar's Board of Directors. **GRI FS15**



The Social and Environmental Risk Management Policy lays down the socio-environmental risk management guidelines for all the System's entities and in the interaction with members and other interested parties, avoiding the occurrence of financial, legal or reputational losses resulting from social, environmental and climate damage. To this end, it observes the legal, regulatory and self-regulatory determinations. **GRI FS15**

The implementation of the Social and Environmental Risk Management Policy is up to the Executive Risk Office. **GRI FS15**

Based on these policies, we have defined a sustainability strategy that has the goal of fulfilling our mission, vision and purpose, while maintaining full alignment with our values and systemic strategy. It guides, concretely, our business' sustainable development and unfolds through a series of components, described in the following pages.

To further advance our sustainability strategy implementation, in 2021 we initiated the development of Sustainability Guiding Directives for Business. This development concerns a set of guidelines that unfold from the Sustainability Policy, to provide greater clarity and guidance in the implementation of our sustainability strategy throughout the System.

The directives for the first topic: Inclusion and Diversity, are expected to be released in early 2022. Throughout 2022, other topics will be mapped out and expanded, with emphasis on Sustainable Finance and Procurement.

Access the Sustainability Policy  
[https://www.sicredi.com.br/media/politica\\_de\\_sustentabilidade.pdf](https://www.sicredi.com.br/media/politica_de_sustentabilidade.pdf)

### Sustainability pillars: the incorporation of governance and the consolidation of the ESG model

Our sustainability strategy is based on expanding our positive impact in a balanced way between three pillars: Economic, Social and Environmental. In 2021, we incorporated an additional pillar to the strategy: **Governance**. This has the role of ensuring the balanced development of the other pillars, besides being aligned with our cooperative business model.

As a result, besides being signatories of the UN Global Compact, we follow the main global sustainability trends, which increasingly bring the ESG (Environmental, Social, and Governance) model into the market and investor focus worldwide.

## Sustainability governance

The Sustainability Policy states that our activities in this field are cross-cutting, i.e., they are under the responsibility of all employees, regardless of their department or hierarchical level. SicrediPar's Board of Directors is responsible for the management, review, communication and systemic guidance for the implementation and enforcement of this policy. **GRI 102-19**

We have two structures with different responsibilities in the area of sustainability governance. One is focused on decision making and includes the SicrediPar Board of Directors, responsible for sustainability topics and for driving the System's strategy, assisted by the Foundation Committee. **GRI 102-19**

The structure for the topic's implementation relies on Sustainability Committees installed at the regional and local levels, ensuring robust management at all levels of the system, as well as the commitment of all the leaderships to the theme. **GRI 102-19**





Leadership role in governance and sustainability management GRI 102-20

Leadership	Responsibility
Chairman of the SicrediPar Board of Directors	<p>Comply with, promote and encourage the application of the Sustainability Policy through the adoption of established principles and guidelines and ensure compliance with decision-making.</p> <p>Define, monitor, communicate and guide the implementation of the Social and Environmental Risk management strategy.</p>
Chairmen of the Boards of Directors of the credit unions and cooperative centrals	<p>Comply with, promote and encourage the application of the Sustainability Policy through the adoption of established principles and guidelines and ensure compliance with decision-making.</p> <p>Promote, encourage, and ensure the enforcement of the topic directives and rules contained in the Socioenvironmental Risk Management standard.</p>
CAS Executive Directors CAS	<p>Comply with and implement the Sustainability Policy in all areas under their responsibility.</p> <p>Promote and implement the adoption of these rules and actions in their respective regulations, processes and systems related to products and services impacted by the guidelines and rules contained in the Social and Environmental Risk Management standard.</p>
Executive Directors of credit unions and cooperative centrals	<p>Comply with and implement the Sustainability Policy in all areas under their responsibility.</p> <p>Promote and implement the adoption of socioenvironmental risk management rules and actions in their respective regulations, processes and systems.</p>
Risk Director at Sicredi Cooperative Bank	<p>Propose to the competent authorities, as provided for in Sicredi's governance structure, the establishment of the theme guidelines and rules contained in the Social and Environmental Risk Management standard.</p> <p>Sponsor related processes and procedures for the proper implementation, monitoring, evaluation and control of the theme.</p> <p>Support adaptations at any time, according to Sicredi's needs or legal/regulatory standards.</p> <p>Ensure periodic dissemination of the guidelines, rules, and processes to all involved.</p>
Directors responsible for the topic of risks in cooperative centrals	<p>Knowing, understanding, complying with, stimulating and supervising the adoption of the theme guidelines and rules contained in the Social and Environmental Risk Management standard, as well as reporting any identified deficiencies to the identified areas.</p> <p>Support periodic dissemination and training for affiliated credit unions.</p> <p>Identify any deficiencies in the fulfillment of the actions established on the subject and report them to the Executive Risk Department of Sicredi Cooperative Bank.</p>
Directors responsible for the topic of risks in credit unions	<p>Know, understand and comply with the adoption of the theme guidelines and rules contained in the Social and Environmental Risk Management standard.</p> <p>Report to the Cooperative Central when identifying possible situations that may expose Sicredi to socio-environmental risks.</p>

Sustainability drivers

Our sustainability drivers and focal themes were developed to guide our sustainable development strategy, revealing in which topics we can actually generate positive impact and in which we should put our efforts.

In 2021, within the context of debates about the Sustainable Development Framework (learn more on page 41), which involved System representatives, sustainability specialists, and leaders, we reviewed these focal themes, making them easier to understand. Following this evolution, we now have three drivers divided into 12 focal themes. GRI 102-46



Driver: Relationship and Cooperativism GRI 102-47 /103-1

Focal theme	Description	Impacted stakeholders
To disseminate cooperativism and sustainability	To foster the cooperative culture among employees, members and the community, reinforcing our democratic, collaborative and transparent model of operation. To also reaffirm our values, such as our interest in the community, our focus on improving our members' and communities' quality of life, adding value, generating income and promoting a development, education and business environment in the locations where we operate.	<b>External:</b> in the relationship with members and the community.
	Broaden the understanding of employees and members about how sustainability affects our business and decision-making, taking advantage of opportunities and better managing our risks.	<b>Internal:</b> in governance, with board members and nuclei coordinators. In the internal culture, with employees.
To strengthen our management model	To broaden the participation of the members in the assemblies and in decision-making, strengthening the feeling of belonging, reinforcing the democratic, collaborative and transparent aspect of our management model, strengthening the trust bonds and reciprocity, ensuring the continuity of our business.	<b>Internal:</b> in governance, with board members and nuclei coordinators. In the internal culture, with employees.
To promote diversity and inclusion.	To respect member individuality, promoting horizontal and long-lasting relations, strengthening the values of cooperativism, such as equity and equality.	<b>External:</b> in the relation with members and the government.
	To foster diverse and inclusive governance, as well as a diverse and inclusive work environment, with plurality of thought, collaboration and innovation.	<b>Internal:</b> in governance, with center advisors and nucleus coordinators. In the internal culture, with employees

Driver: Responsible Solutions GRI 102-47 /103-1

Focal theme	Description	Impacted stakeholders
Promote financial education	Encourage conscientious attitudes towards money, offering guidance and advice so that our members, employees and communities can make thoughtful choices, aligned to their well-being, with autonomy, independence and planning.	<b>External:</b> in the relationship with members, community and the government. <b>Internal:</b> in the internal culture, with employees.
Offer financial and non-financial solutions with positive economic, social and environmental impact	Identify opportunities for creating and improving financial solutions with a view at sustainability such as: sustainable finance, the green and low-carbon economy, businesses with a positive social impact and the promotion of the local economy.	<b>External:</b> in the relationship with members, community and the government. <b>Internal:</b> in the internal culture, with employees.

Ensure integrated risk management	Work together with members to prevent and/ or mitigate impacts related to risks of any kind.	<b>External:</b> in the relationship with members, community and the government. <b>Internal:</b> in the internal culture, with employees
Promote eco-efficient management	It aims to make our operations, structures, and processes more sustainable. Disseminate the implementation of best practices related to eco-efficiency and fighting climate change.	<b>External:</b> in the relationship with members, community and the government. <b>Internal:</b> in the internal culture, with employees.
Work with suppliers and partners with responsible management	Extend our sustainability concerns to the systemic supply chain, encouraging them to adopt the best social and environmental practices.	<b>External:</b> in the relationship with members, suppliers and the government.
	Provide support for technical training and define specific criteria for hiring, monitoring and evaluating these suppliers.	

Driver: Local Development GRI 102-47 /103-1

Focal theme	Description	Impacted stakeholders
Contribute to the development of the communities	Strengthen relations with the community, creating bonds of trust and reciprocity, through structured actions of social investment, taking into account local needs, aligned with the brand, the principles and values of cooperative action and corporate citizenship.	<b>External:</b> in the relationship with members, community and the government.
Promote people's development	Invest in the education, training and innovation of our employees, members and communities.	<b>External:</b> in the relationship with members, community and the government. <b>Internal:</b> in the internal culture, with employees.
Foster the local economy	Promote the local economy through partnerships, strengthening our members businesses in the locations where we are present and by hiring local suppliers.	<b>External:</b> in the relation with members, suppliers, communities and the government.
Promote financial inclusion	Promote the financial inclusion of individuals and legal entities, inserting them in the financial system and giving access to financial solutions.	<b>External:</b> in the relation with members, suppliers, communities and the government.



## Commitment to the Global Compact and the SDGs

By joining the Global Compact, a voluntary initiative of the United Nations (UN), we are committed to abide by its Ten Principles and contribute to achieving the 2030 Agenda, which is designed to engage countries, companies, institutions and civil society in favor of the 17 Sustainable Development Goals (SDGs). These include topics such as the eradication of poverty, fighting climate change and the preservation of natural resources. **GRI 102-12**

Therefore, we have adopted these global agendas as guidelines for our sustainable development, while aligning our business and positioning ourselves systematically in relation to the topic. The Ten Principles and the SDGs are present in our Sustainability Policy, in our Sustainability Strategy and in the Sustainable Development Framework, underpinning the topic implementation in all business levels.

In 2021, we made Global Compact training courses available on our internal education platform, Sicredi Aprende, for all Sistema Sicredi employees. Additionally, we began operating within the Global Compact Action Platforms, as a means of leveraging discussions and actions on four fronts:

- SDGs Action Platform
- Sustainable Agriculture Action Platform
- Anti-Corruption Action Platform
- Climate Action Platform

Our evolution in relation to compliance with the Principles and contribution to the SDGs is reported annually in our Sustainability Report, and as of 2022 we will work to start the process to build systemic sustainability objectives and targets for the entire System, linked to the SDGs.



### Sicredi and The Smurfs: Together for sustainable development

During Global Goals Week, which took place between September 17 and 26, Sicredi Cooperative Central PR/SP/RJ launched a campaign to promote the SDGs among its stakeholders using the Smurfs characters, considered ambassadors of the SDGs and chosen globally to disseminate the goals. The campaign was carried out in partnership with the Agenda 2030

ambassadors and the SDGs and included a number of videos that were made available on the project's official website and through the social networks of the 31 credit unions of the Central, reaching over 4 million views.

Access the campaign videos at <https://sicrediesmurfs.com.br/>

## Sustainable Development Framework

To connect all the dots of our sustainability strategy and provide institutional direction to support credit unions in becoming key players in local and sustainable development, we created our Sustainable Development Framework. In the following image we show how the Framework serves as a common thread connecting all the strategy components (described in the previous chapters):



The Framework provides a suite of initiatives that help us advance the sustainable development agenda, at the local and regional levels, as well as systemically, and provides a number of indicators that serve as the basis for Sicredi's Positive Impact Measurement.

**These indicators enable us to measure our sustainability performance at the national, regional and local levels, and identify areas where we have room for improvement.**

In 2021, we reviewed and validated the indicators that make up the Framework, with the participation of all levels of the System. Based on this review, we determined which would be the main indicators to be measured and evaluated in order to measure the impact we generate.

During the National Sustainability Summit, an online tool (dashboard) was implemented, making it possible to create reports and track our performance. The tool will be available for use in early 2022.

The credit unions may view the Framework in two ways: the executive view or the managerial view. In the executive view, the executive indicators for each focal theme are presented. In addition, it includes the business sustaining indicators, which are not linked to the sustainability directives and help us measure the soundness of our business.

This set of indicators will make up Sicredi's Positive Impact Measurement, which will be presented annually at the National Sustainability Summit. By

means of this analysis, credit unions will be able to see how their performance compares with that of the System and discover the main improvement points, providing important input for analysis by local Sustainability Committees.

In the managerial view, the Framework presents all the executive indicators and the intermediate indicators, allowing a complete follow-up of its evolution on the path to sustainable development.

BC# Agenda

In 2021, the Brazilian Central Bank made relevant regulatory changes in the sustainability and socio-environmental risk management areas, improving the regulatory commands, and we actively participated in the public consultations held on the subject. The implementation of the new regulations will be phased in, starting in 2022.

Aligned with the updated regulatory structure for the management of social, environmental and climate risks and the social, environmental and climate responsibility policy, in 2021 we reviewed the Socioenvironmental Risk Management Policy and, throughout 2022, we will also review the Sustainability Policy.

As an example, we can mention the creation of Sustainability Guidelines from the new Sustainability Policy, which will guide the leadership of the cooperative centrals and credit unions in the various themes mapped out, such as inclusion, diversity and sustainable finances.

Also aligned with the BC# agenda and the new regulations, we will continue to implement the Sustainable Development Framework as a tool to measure our sustainability performance.

The Framework will provide inputs for the follow-up and proposition of initiatives by the Sustainability Committees, which are being implemented at all System levels, improving our governance and meeting the practices oriented by the new regulations.

POSITIVE IMPACT INDICATORS

Relationship and Cooperativism					
	2019	2020	2021	Pillar	Page
Members (quantity)	4,466,750	4,901,724	5,579,161	Social	12
Credit Unions (quantity)	110	108	108	Governance	12
Employees (quantity)	28,613	29,830	34,127	Social	105
Members who attended assemblies (thousand)	432	286	299	Governance	48
Members who attended assemblies (percentage)	11.1%	9.4%	5.4%	Governance	48
Nucleus <sup>3</sup> Coordinators (quantity)	-	11,238	12,908	Governance	49
Members participating in the Crescer Program (quantity)	87,265	48,161	70,010	Governance	54
Nucleus coordinators trained in basic training <sup>12</sup>			37.9%	Governance	49
Board members trained in basic training	-	-	58.4%	Governance	48
Entities with Sustainability Committees <sup>12</sup>			52	Governance	57
Women in leadership positions - total Elected (nucleus coordinators, board members, presidents) + statutory + CLT			30.77%	Governance	62
Total youth in leadership positions - - total Elected (nucleus coordinators, board members, presidents) + statutory + CLT			22.41%	Governance	62
Responsible solutions					
	2019	2020	2021	Value generated	Page
Amount invested in the green economy (BRL million)	8,907	16,380	24,582	Economic	80
Employees trained in topics related to economic, social, environmental and climate risks <sup>12</sup>			29,037	Governance	92
Female Agriculture (R\$ million)	16,405	18,242	17,538	Economic	80
Low carbon emission farming (BRL million)	388,707	4,078,88	6,694.55	Economic	80
Agroecology and Organic Agriculture (R\$ million)	3,561	6,803	7,688	Economic	80
Good agricultural practices (BRL million)	5,384.60	6,865.46	9,246.66	Economic	80
Renewable Energy and Environmental Sustainability (R\$ million)	1,077.81	2,356.12	4,531.13	Economic	80
Financing for solar energy (BRL million)	1,095.80	1,605.6	3,300.00	Economic	82
Absolute emissions of Greenhouse Gases (tCO2e) <sup>5</sup>	35,792.30	21,358.98	20,636.07	Environmental	95



Total GHG emissions per employee (tCO2e/employee)	1.3	0.7	0.6	Environmental	95
National Financial Education Week <sup>6</sup>					
People impacted (million) <sup>7</sup>	4,4	4,4	19,0	Social	86
Local development					
	2019	2020	2021	Value generated	Page
Cities where we are present (quantity)	1,378	1,463	1,600	Social	102
Cities with less than 100 thousand people (percentage)	87%	87%	86%	Social	102
Cities where we are the only financial institution (amount)	210	216	230	Social	102
Amount paid to local suppliers (BRL million) <sup>4</sup>	550,50	576,18	850,7	Social	100
Result distributed to the members (BRL million) <sup>8</sup>	1,044.00	990.0	1.191	Economic	100
Interest on the capital paid to the members (BRL million)	374.00	246.00	338	Economic	100
Social Investment Amount (R\$ million)	-	-	158.8	Social	111
Systemic education programs (A União Faz a Vida Program and School Cooperatives Program)					
Cities participating (quantity)	473 <sup>10</sup>	551	554	Social	117
Schools participating (quantity)	2,136 <sup>10</sup>	2,786	2,789	Social	117
Instructors participating (quantity)	9,441 <sup>10</sup>	23,314	34,953	Social	117
Children and teenagers participating (quantity)	118,151 <sup>10</sup>	287,198 <sup>11</sup>	441,209	Social	17
Employee Confidence Index	-	-	88%	Social	109
Actions carried out on Cooperate Day (Dia C) (quantity)	765	1,033	1,018	Social	118

<sup>1</sup>The reduction in participants in 2020 was due to the pandemic.

<sup>2</sup> Indicator started to be tracked as of 2019.

<sup>3</sup> Indicator started to be tracked as of 2020.

<sup>4</sup> Calculation methodology was changed in 2019. Therefore, it is not possible to compare with previous years.

<sup>5</sup> The variations in the 2019 and 2020 results occurred mainly in scope 3 indirect emissions, due to the impacts of the pandemic and the enhanced control of the data used to prepare the Inventory. The 2020 and 2021 results presented in the table consider total emissions following the market-based approach for energy purchase in Scope 2.

<sup>6</sup> We consider on-site and online actions.

<sup>7</sup> The method used to calculate the data was changed between 2018 and 2019.

<sup>8</sup> The data considers the result distributed in assemblies added to the payment of interest on equity, whose value is presented in the subsequent line. The results distributed in assemblies correspond to R\$ 526 million in 2018, R\$ 670 million in 2019 and R\$ 744 million in 2020.

<sup>9</sup> The data refers to 30 credit unions.

<sup>10</sup> In 2019, we initiated the development of a tool to expand the management of the Program's information. The data reported this year, did not reflect the full picture of 2019.

<sup>11</sup> The method used to measure the data was changed between 2019 and 2020, making the information more accurate.

<sup>12</sup> New indicator.

BUSINESS SUSTAINMENT INDICATORS

Executive Indicators		2021
Sustainment	NPS (percentage)	74.8%
	General Principality (percentage)	33.87%
	Deposit Market Share in the coverage area (percentage)	3.19%
	Total Equity (billion)	24.9
	Risk-adjusted efficiency ratio	0.65

Financial performance

Sicredi's Combined (thousand R\$)		2019	2020	2021
Total Assets		110,629,333	154,860,895	197,573,755
Assets	Availability	1,272,645	1,258,087	1,443,685
	Interbank investments	7,281,251	13,044,514	33,716,227
	Bonds and securities	25,062,076	38,410,830	22,513,768
	Vostro Account	4,052,357	4,364,055	5,809,721
	General Credit	40,216,998	56,885,229	76,316,232
	Rural credit	26,111,885	33,068,493	46,702,898
	Other credits	3,663,692	4,665,308	7,390,522
	Other amounts and assets	521,993	515,353	499,375
	Permanent Assets	2,446,436	2,649,026	3,181,327
	Deposits	70,758,342	104,638,994	129,536,750
Liabilities	Funds obtained in the open market	2,194,884	2,343,109	3,257,872
	Liabilities due to loans and on-lending	11,536,591	15,100,199	18,900,783
	Other liabilities	8,381,275	12,220,917	20,665,534
	Net Equity and Non-controlling Shareholders' Interest	17,758,241	20,557,676	25,212,816
Result	Revenue from financial operations	12,739,750	12,663,110	16,959,589
	Other operational revenues	3,041,353	3,669,354	4,401,690
	Expenses from financial operations	4,872,956	4,482,667	6,658,784
	Other operational expenses	7,803,715	8,470,768	9,860,894
	Results	3,104,432	3,379,030	4,841,601
	Interests on Owner's Equity	373,784	246,116	338,031



# Chapter 02

## Relationship and Cooperativism

Aiming to strengthen our business model in a **sustainable way**.

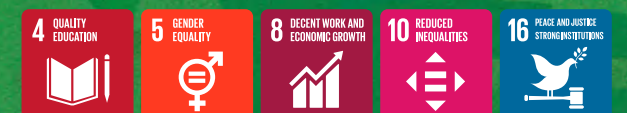
### Focus themes:

- » Strengthen our governance model
- » To disseminate cooperativism and sustainability
- » To promote diversity and inclusion

### Pillars:

- » Governance and Social

### Related SDGs





# Strengthen our governance model

## Member Participation

Our cooperative essence places the member at the **center of our business**.

The nucleus assemblies are their most important moment of participation in our governance, when they assume the leading role and participate in the decisions affecting the direction of the institution.

In these assemblies the main strategic topics are debated and decided, the representatives are elected, the financial statements are approved, and the distribution of results is decided, among other issues. Every nucleus decisions are taken by the nucleus coordinators (delegates) to the Annual General Assembly (AGO), which decides on the future of the Credit Union. **GRI 103-1**

The Sicredi Foundation is responsible for structuring and providing solutions that facilitate this process and allow an increasing number of members to participate in the democratic process, in a transparent and quality fashion. The credit unions are the entities responsible for steering the decision-making process with members, providing information and adequate access to events. The cooperative centrals support the credit unions in this process. **GRI 103-2**



To reinforce our alignment with the democratic management principle, the Pertencer (Belonging) Program encourages members to participate in assemblies and in the decision-making processes of the credit unions, including those related to their management and

development. This program sets the participation rules, guides our participatory management model and engages members. **GRI 103-2**

Pertencer Program's management tool allows us to follow the assemblies from the event's creation, registration of the voting agendas, reception and confirmation of members' presence and measurement of the data that make up our democratic management process with the credit union membership. **SICREDI RC 12**

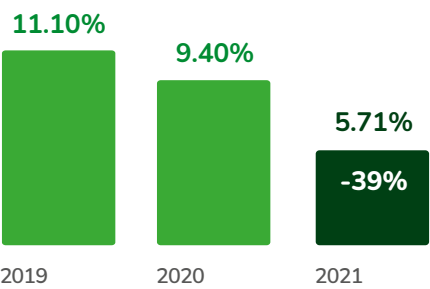
In 2021, we included a course on the Sicredi Governance Model in the Basic Training for employees (mandatory, regulatory training). The course explains Sicredi's basic corporate governance principles and concepts.

During the first half of 2021, the period in which the assemblies were held, Brazil still experienced a critical period from the Covid-19 pandemic, which required social distancing in some regions. Due to the continuing pandemic scenario, we had a decrease in members participating. To continue the process, we leveraged the technological platform to hold digital assemblies, through which participants could watch the meeting being held, ask questions, interact with the credit union via chat, have access to the documents and presented materials, and vote remotely.

MEMBERS' PROFILE ATTENDING THE ASSEMBLY  
**GRI 103-3 / SICREDI RC 11**

Audience	Total
<b>Age group</b>	
Under 20 years old	21.773
21 to 30 years old	46.021
31 to 40 years old	62.828
41 to 50 years old	47.402
Above 50 years old	61.168
<b>Gender</b>	
Male	138.804
Female	100.388
Members PJ	60.366
<b>Total number of participants</b>	<b>299.558</b>

PERCENTAGE OF MEMBERS  
WHO ATTENDED THE ASSEMBLY



### Cooperative Management Development Program

The Cooperative Management Development Program (PDGC) is one of the programs of the National Cooperative Learning Service (Sescoop) aimed at the development of self-management of credit unions. Its main objective is to promote the adoption of good management and governance practices. In 2021, several credit unions participated in the Program, among them, four credit unions from Cooperative Central North were recognized with the SomosCoop Excellence in Management award, proving the search for continuous improvement in management and governance.

### PEG - Governance Excellence Program

During the year, the Cooperative Central North also worked to implement the Governance Excellence Program (PEG). The initiative aims to leverage the legacy built by our robust governance, besides bringing excellence to management and governance standards, considering internal and external benchmarks.

The implementation of this program is based on three stages, being:

- Creation and description of Board Members' skills;
- Conducting assessments of the Cooperative Centrals and Credit unions' Board Members;
- Structuring of the basic/continued training journey for Board Members and Nucleus Coordinators.

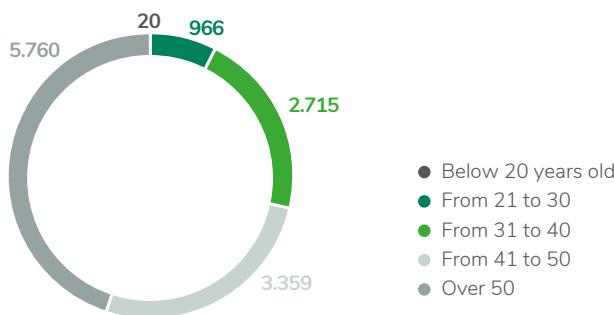
## Nucleus Coordinators

The nucleus coordinator (delegate) is a volunteer, elected at the nucleus assembly by the members, who has the task of mobilizing the meetings and promoting the dialogue on credit union management with other members, keeping them informed. Furthermore, they bear the responsibility of being the voice of the community, bringing the demands that support local development.

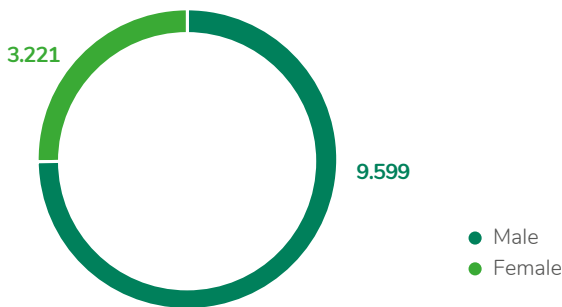
Additionally, they have the task of representing the other members of their nucleus at the General Assemblies.

Total nucleus coordinators  
**12,908**

NUCLEUS COORDINATORS BY AGE GROUP



NUCLEUS COORDINATORS BY GENDER



## Ethics and anti-corruption

The cooperative principles shape our actions and support the business's sustainable growth and achievements over time (see cooperative principles on page 16). **GRI 102-16**

These principles are described in the Code of Conduct, which guides our moral and ethical conduct. The document is composed of a group of guidelines that guides the actions and decisions of all Sicredi members, regardless of their duties and responsibilities, as well as internal and external relations. **GRI 102-16**

The Code presents the commitments to corporate governance, transparency, equity, accountability and responsibility required in each of our employees' attitudes. It also addresses sustainability, underlining environmental preservation and non-tolerance of slave and child labor and corruption. **GRI 102-16**

The document, along with other internal regulations, also guides employees, business partners and senior management members, including advisors, on how to avoid conflict of interest and situations involving the generation of benefit to any party. To prevent situations like these, our internal processes are defined with due segregation. **GRI 102-25**

All our employees undergo basic training through Sicredi Aprende, our corporate learning system, which covers the content of the Code of Conduct. At the end of the training, each employee electronically records their understanding and adoption of the principles laid out in the document in their day-to-day work. **GRI 102-16**

In 2021, we launched the guide called Conduct Tips Put into Practice, which serves as a support material for employees, complementing the Code of Conduct. The guide facilitates the understanding of the topics covered, providing

examples that can be experienced by the employee. **GRI 102-17**

Also, this year, we started to develop our Anti-Corruption Policy, which takes into account the topic's relevance in Brazil and our commitment to the United Nations Global Compact (learn more on page 40). The Policy will still undergo final approval and will come into force in 2022.

Access our Code of Conduct through the website: [https://www.sicredi.com.br/media/codigo\\_conduta\\_digital2020.pdf](https://www.sicredi.com.br/media/codigo_conduta_digital2020.pdf)

## Reports

To meet demands regarding the Code of Conduct, we have made available our whistleblower channel, with options for submitting questions, compliments, complaints and suggestions related to the topic. The channel must be used to report situations with indications of illegality of any nature, and the user may choose to be identified or remain anonymous. **GRI 102-17**

The reporting channel can be accessed through the electronic address <https://www.sicredi.com.br/html/denuncia>, or by phone **0800 646 2519** **GRI 102-17**

The Compliance team is responsible for managing the filing of complaints, their follow-up, investigation and handling until finalization, while maintaining integrity, security and confidentiality. The area has independence, autonomy and direct access to the Executive Board of Sicredi's Administrative Center (CAS) and other directors of the entities that make up the System. **GRI 102-17**

## Compliance

To uphold our commitment to meeting legal and regulatory requirements, we endeavor to integrate these requirements into our business environment, fostering an organizational culture that values ethics and integrity, aimed at preserving our image and reputation.

With this in mind, we have structured our Compliance area on three major work fronts: prevention and fight against economic and financial crimes, official and external regulations, and compliance governance. In addition, its performance follows the guidelines of the three pillars based within the Compliance Program: prevention, detection, and correction.

We are committed to meeting the international recommendations of the Financial Action Group against Money Laundering and Financing of Terrorism (GAFI/FATF) and to comply with the regulations in force, preventing our credit unions from being used as a means to engage in illicit activities. All credit unions participate in the monitoring for the prevention of crimes related to money laundering, concealment of assets, rights and values. **GRI 205-1**

When contracting products and services, we adopt practices to inhibit deviations in conduct, illicit acts or infractions - to civil, environmental, tax, and labor legislation, and to the relationship's obligations - as well as to anti-corruption and other norms, working to establish rules for the direct and/or indirect accountability of those involved. **GRI 205-1**

The movements performed by the members are made available in daily routines and the cash movements above BRL 50 thousand are made available by event, at any time, aiming at the immediate communication to the Financial Activities Control Council (COAF). **GRI 205-1**

We also carry out monthly monitoring through

a specific system integrated to our core systems, which cross-references financial movement records and the member's income or billing. This procedure allows the identification of inconsistencies, which are assessed individually. **GRI 205-1**

Our employees' engagement in compliance-related topics takes place through regular training and awareness-raising campaigns on ethics, risk management, and the compliance program. **GRI 102-17**

Throughout the year, we held an internal communication campaign on integrated risk management with the theme "Be a Guardian of our business. Put Risk Management into practice". The goal was to foster a risk culture among employees, covering all its fronts: **Brand, Financial and Non-financial Risks, Compliance, Security and Internal Audit**, explaining the function, benefits, roles and responsibilities of each one. The initiative also meets Article 8 of CMN Resolution 4557/2017, which emphasizes the requirement to disseminate Risk Management to all levels of the institution through a structured communication process.

Aiming to train and raise awareness among our employees about the importance of preventing and countering illegal acts, we make available training courses on anti-corruption and compliance in the Sicredi Aprende regulatory training track. These training courses are as follows:

- **Code of Conduct:** In a game format, real-life situations are used to facilitate a hands-on understanding of the Code of Conduct's provisions. The idea is that participants learn about the Code of Conduct, follow the Sicredi values map and the group of guidelines, using the document as a reference for moral and ethical conduct to guide their actions and decisions. **GRI 205-2**



- **Prevention of Money Laundering and Terrorist Financing (PLDFT):** The course aims to present our guidelines and standards to protect its financial products and relationship channels from money laundering issues. **GRI 205-2**
- **Compliance:** Consists of a video that addresses the importance of being compliant and presents our Compliance program, focusing on the prevention, detection and correction pillars. In 2021, 29,059 employees accessed the compliance awareness video, representing 94.42%. **GRI 205-2**

Additionally, we have made two Febraban courses available: the Money Laundering Plan (PLD) - Branches, aimed at all branch employees, and the Money Laundering Plan (PLD) - Professionals of PLDFT, for employees allocated at the headquarters of Credit Unions, Cooperative Centrals and CAS. **GRI 205-2**

EMPLOYEES THAT RECEIVED TRAINING ABOUT THE CODE OF CONDUCT (QUANTITY) **GRI 205-2**

Cooperative Central	CAS	Central Brazil	Central North	North/Northeast	PR/SP/RJ	South/Southeast	Total	Percentage of Employees*
Elected	-	13	19	13	52	64	161	79.3%
Top leadership	7	16	28	51	74	84	260	96.3%
Middle leadership	192	320	497	189	1.560	1.621	4.379	95.5%
Professionals	2.059	1.870	2.775	1.104	6.997	7.951	22.756	86.7%
Technical	3	82	170	63	327	222	867	94.2%
Interns	55	61	159	51	231	202	759	66.6%
Young Apprentice	15	43	61	34	140	231	524	69.6%
Total	2.331	2.405	3.709	1.505	9.381	10.375	29.706	87.0%

EMPLOYEES WHO RECEIVED TRAINING ON PREVENTION OF MONEY LAUNDERING AND TERRORIST FINANCING (QUANTITY) **GRI 205-2**

Cooperative Central	CAS	Central Brazil	Central North	North/Northeast	PR/SP/RJ	South/Southeast	Total	Percentage of Employees*
Elected	-	15	19	13	57	66	169	83.3%
Top leadership	7	14	28	49	67	81	247	91.5%
Middle leadership	189	299	449	181	1.434	1.519	4.071	88.8%
Professionals	2.015	1.699	2.488	946	6.406	7.247	20.801	79.2%
Technical	3	80	161	61	318	205	828	90.0%
Interns	57	60	155	49	221	188	728	63.9%
Young Apprentice	19	41	56	32	134	225	503	66.8%
Total	2.290	2.208	3.356	1.331	8.637	9.531	27.347	80.1%

\* Percentage of employees who undergo training in relation to the total of each functional level.

Security

Over 2021, electronic transactions grew considerably, following the growing trends of digital relationship and work channels and digital means of payment.

In order to strengthen our governance model and provide more security to members, we strengthened our technologies and internal processes, placing priority on the cybersecurity of our services and products.

In 2021, we made progress in delivering the Program of Security Evolution, having as main highlights the increase in resilience against cyber attacks, resulting from the expansion of the threat monitoring, enhancements to security controls, implementation of new channel protection technologies and increase in security tests. **SICREDI RC13**

In preventive actions to combat fraud, We expanded our performance to mitigate risk of ideological falsehood in opening accounts and we have made adaptive security advancements that bring more agility and efficiency in the identification of fraud. **SICREDI RC13**

As a result of these initiatives, our Electronics Transaction Safety indicator reached the result of 99.9981% of channel protection, contributing to the mitigation of risk and for a better experience of the members **SICREDI RC13**

In physical security, we continue to obtain positive results arising from developments of security features in agencies, closing the year with 2,001 monitored branches by our Alarm Monitoring Center and images. **SICREDI RC13**



For 2022 we will finish the first cycle of the Security Evolution Program, that consolidates the developments worked on in the recent years in the spheres of digital security, cybersecurity, data protection, prevention and combating illicit acts, raising awareness and security governance. **SICREDI RC13**

Data protection

We continue to implement the Data Protection and Privacy Program, which addresses the General Law on Personal Data Protection (LGPD) based on integrated risk management.

To reinforce our employees' understanding of data protection, in 2021 we launched the second series of training courses on Pix and Open Finance, which cover topics related to data security and member consent (learn more on page 108).

## Promoting cooperativism and sustainability

We believe that by spreading the word about cooperativism among members, employees and in the communities, we broaden our business's positive impact. By doing so, we reinforce the democratic, collaborative and transparent edge of our management model, strengthening the bonds of trust and reciprocity in society. **GRI 103-1 / 103-2**

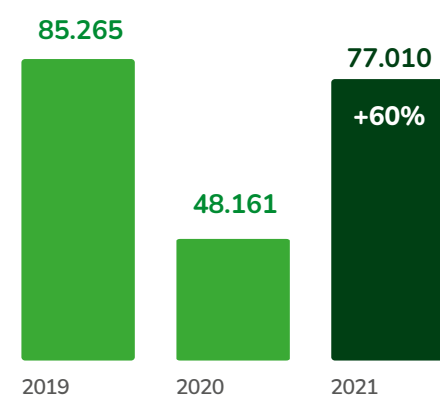
The Sicredi Foundation is responsible for developing systemic strategies for the topic. The credit unions, in their regional actions, spread the cooperativism and sustainability, through their local initiatives and programs. **GRI 103-2**



The Crescer Program is our main cooperative education initiative, and it aims to expand the understanding about credit unions, their operation, benefits and advantages over other financial institutions. The Program also provides members with an understanding of their role as business owners, qualifying their participation in the cooperative enterprise. **GRI 103-3**

The program includes contents developed for members, non-members, advisors, nucleus coordinators and employees.

NUMBER OF PARTICIPANTS  
IN THE CRESCER PROGRAM



Trained in the Crescer Program in 2021  
**77,010**

Percentage vs. cumulative membership total  
**5.7%**

People trained since the beginning of the Program  
**318,525**

Number of Board Members trained in the Crescer Program

	2020*	2021
Total	789	768

\* The disclosure was measured for the first time in 2020.

**GRI 103-3 / SICREDI RC 06 / SICREDI RC07**

## Training in cooperativism

Besides the Crescer Program, our credit unions and cooperative centrals also conduct a variety of events and training sessions to spread the word about cooperativism among employees and external audiences.

Starting in 2022, members and communities will have access to training on cooperativism, as well as other topics, on our Sicredi in the Community platform. Learn more on page 110.

Through these actions, we strengthen cooperativism principles, disseminating and engaging people to generate a positive impact on the community **GRI 103-3**



Total employees trained  
**10,940**



Training hours  
**21,468**

**SICREDI RC08**

### Defense of the Credit Union

To contribute to financial inclusion and access to financial services in a sustainable way, we are a member of the World Council of Credit Unions (Woccu), where we hold a seat on the Board of Directors. **GRI 102-13**

We are also engaged in fostering the cooperativism through our participation in the Organization of Brazilian Cooperatives (OCB). **GRI 102-13**



## Sicredi Foundation's new space

In 2021, we unveiled the Sicredi Foundation's new physical space, located at the entrance to the Sicredi Administrative Center (CAS) in Porto Alegre, Rio Grande do Sul, with a comprehensive structure for presenting our history and the positive impact of our business.

This is where we implemented a digital memorial, an open space for members and the community, where we use a range of multimedia tools to display videos, infographics and a variety of documentation about the cooperative movement and our own history. It is also home to the new Theodor Amstad Auditorium, with capacity for more than 40 people, in which presentations, meetings and events are held - always respecting health protocols during the pandemic.

The new space also provides an opportunity to birth new ideas for the development of our business, creating network actions to promote education, citizenship, and cooperative culture.



Sicredi Library

At the Sicredi Administrative Center (CAS) in Porto Alegre (RS), we have the Sicredi Library, with a collection that exceeds 11,000 items, including books, periodicals and DVDs in different knowledge fields, with an emphasis on cooperativism. The structure can be consulted by members and employees from all over the country, regardless of where their credit union is located.

Number of services provided by the library SICREDI RC14

Central	2020	2021*
Total	2.756	228

\* In 2021, the Sicredi Library reopened on 10/18/21, with reduced operations (Mondays and Tuesdays only). Prior to this period, due to the coronavirus pandemic and the CAS resumption plan, we had no services and no loans of new materials. For this reason, the number of loans made in 2021 is considerably lower than in previous years.

Woccu 2021 Conference

In July, we participated in another edition of the World Conference of Woccu (World Council of Credit Unions), the largest meeting of the segment in the world.

Because of the pandemic, the event was again held virtually, bringing together representatives of credit unions from more than 50 countries to discuss initiatives that can improve people’s lives. We highlight discussions about the relationship between young people and the cooperative movement, through a panel that included Sicredi Foundation participation.

In addition, 40 projects developed by members and employees were enrolled in the World Council Young



Credit Union People (WYCUP), a program that recognizes young leaders for significant contributions to their communities and credit unions. Five of these were awarded (learn more in the Awards and Recognition section on page 24).

Training in sustainability

By bringing knowledge about sustainability and its relationship with our business to employees, we put our sustainability strategy into practice. Through training on this topic, including basic training in Sicredi Aprende, we support local implementation of our systemic initiatives and empower credit unions and cooperative centrals to play a leading role in sustainable development. **GRI 103-2 / 103-3**

Moreover, we rely on the training provided by the UN Global Compact’s Academy platform, at Sicredi Aprende. The training contents were developed to help implement sustainability into business strategy, fostering knowledge on the subject.

To this end, in 2022 we will deliver to the credit unions a full training on the **Sustainable Development Framework** (learn more on page 41), which will contain a guide and videos that will support credit unions and cooperative centrals in using the dashboard and measuring their positive impact.



Total employees trained  
**10,329**



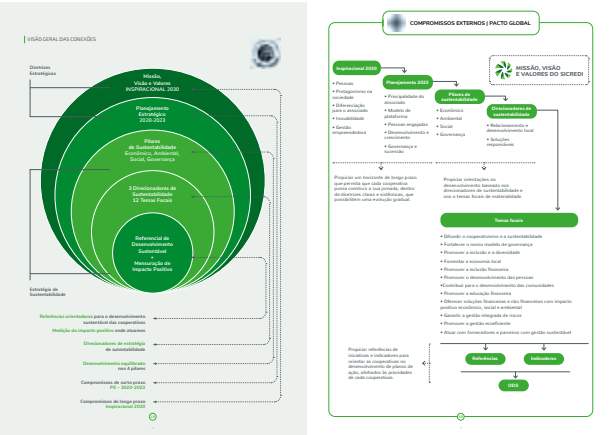
Training hours  
**4,861**

SICREDI RC10

Sustainability Committees

To adapt the systemic sustainability strategy to each region’s reality, we have Sustainability Committees at the three levels of the System. The role of the cooperative centrals committees is to guide the implementation of sustainability at the regional level, evaluating, debating and recommending initiatives related to the topic. Currently, 100% of the cooperative centrals have this entity in their structure. **GRI 103-3**

The credit union committees recommend actions and evaluate local indicators. The Sustainable Development Framework is an important tool in this process, helping Cooperative Centrals to identify their maturity level on the subject and the points for improvement to be worked on. Currently, 47 Credit unions have Sustainability Committees. **GRI 103-3**



Sicredi Cooperative Central - Central Brazil: 100% of credit unions with Sustainability Committees

In 2021, Sicredi Cooperative Central - Central Brazil supported the implementation of the Sustainability Committee in its seven credit unions.

For 2022, the Central will continue the process with an action plan to support credit unions in their development of this topic.

## National Sustainability Summit

At the systemic level, we hold the National Sustainability Summit, an event aimed at aligning sustainability strategy at the national level.

This year, with the central theme “Sicredi’s Positive Impact” the online event brought together over 500 people, including directors, executives and professionals committed to the implementation of the theme in the cooperative centrals and credit unions and brought in external speakers, sustainability experts, Sonia Favaretto - SDG Pioneer for the UN Global Compact, President of the GRI Brazil Consulting Council. The event had three moments:

- Meeting of SicrediPar Board Members and Executive Directors of the cooperative centrals and CAS;
- National Meeting of Sustainability Committees (national, regional and local levels);
- National Cooperative Development Meeting.

During the event, relevant themes were discussed, such as the Sustainable Development Framework, positive impact measurement, and the use of the Sustainability Committees. as well as initiatives to recognize and engage employees who work directly with the sustainability topic in their communities.



2021 National Sustainability Summit

# Promoting inclusion and diversity

## Governance diversity

The cooperative principle of “Free and Voluntary Membership” demonstrates our openness to greater inclusion and diversity in the membership.

In our daily routine, we work to build and inclusive and diverse environment, with multiple thinking, collaboration, and innovation, considering each person's needs and individuality, continuously broadening diversity perspectives. **GRI 103-1**

In 2021, SicrediPar’s Board of Directors defined that a woman would fill the position of SicrediPar Independent Board Member. We began the selection process for candidates, which should be completed when the future board member takes office at the SicrediPar General Assembly in March 2022. As such, we are reinforcing our position and materializing our actions to promote equity in governance.

Also, for the year 2022, we will offer the Sustainability Guiding Directives document on inclusion and diversity to guide the actions of credit unions throughout the System. **GRI 103-2**

Backed by the Sustainability Guiding Directives for the Inclusion and Diversity theme, we are structuring the Inclusion and Diversity Committee, in order to execute our efforts with aligned goals and practices, at all levels of the System.



## OUR DIVERSITY BREAKTHROUGHS



Greater representation of **women in leadership**



**Sustainability Guiding Directives** for the Inclusion and Diversity Theme



Structuring of the **Inclusion and Diversity Committee**, planned for 2022





Within the Inclusion and Diversity Strategy we are foreseeing the structuring and instrumentalizing of Inclusion and Diversity Committees, which will be made available to the credit unions. These committees will have the role of advising the executive boards of the Sicredi entities on the implementation of actions to implement the Diversity and Inclusion Strategy at all levels of the business.

The Committees will have the objective of steering Inclusion and Diversity throughout the system and helping to develop policies and practices designed to ensure equality in labor relations, respect for human rights and incorporate Inclusion and Diversity into the business. We will also seek to provide institutional direction for the Inclusion and Diversity Committees that have already been initiated (in three entities), with a view to enhancing the actions already undertaken.

In 2022, the I&D Committee strategy will be rolled out across the **system's credit unions**.



Aimed at encouraging and increasing women's representation on the Boards of Directors, Audit Committees and nucleus coordinators of our credit unions, the objective of the Women's Committee is to promote gender equity in the credit union movement and at all management levels of the organization. It works by training women so that they can increasingly take on leadership roles in credit unions and communities.


Through these actions, we foster the empowerment of women members in the cooperative movement, increasing gender diversity in leadership and management positions in society and entities. In 2021, 37% of the credit unions had a Women's Committee.


**SICREDI RC18 / GRI 103-3**


The systemic orientation is for the Board of Directors to be the guardian of the initiative in the credit unions, with the president as its local sponsor. The program is divided into four levels:

- **Women's Committee** - Branch;
- **Women's Committee** - Credit Union;
- **Regional Women's Committee Summit**;
- **National Women's Committees Summit**.

By the end of 2021, we had 36.7% women in our membership, but only 24% women are nucleus coordinators. Among the Board Members and Fiscal Councilors of the entire System, the percentage of women is 16%. **SICREDI RC02**

 Number of female participants in the Women's Committee **SICREDI RC17**  
**2,492**

 Women participating in the Women's Committees who were elected Nucleus Coordinators  
**330**

 Women participating in the Women's Committees who were elected Board Members  
**86**

NUMBER OF CREDIT UNIONS WITH A WOMEN'S COMMITTEE



### Women's Committee: Increasing women's participation in leadership

Sicredi Progresso Credit Union, from Sicredi Cooperative Central PR/SP/RJ, is an example of how the implementation of a Women's Committee supports increased representation of women in credit union governance. After the implementation of the local committee, the female presence among female nucleus coordinators increased from 22% to 40%, from 14% to 57% on the Board of Directors, and from 17% to 50% on the Audit Committee.



The Youth Committee aims to foster the development of young people through education and cooperativism, encouraging their engagement in the cooperative movement. Besides, it has the important role of maintaining our cooperative business longevity, thinking about the formation of our future leaders. **GRI 103-3**

The Program relies on a methodology developed for the training of members, with language geared to an audience between 18 and 35 years old, carried out in 18 months. It includes a sequence of meetings and activities based on four perspectives: accessible language, content pills, real challenges, and collaboration among members.


Among the topics explored are cooperativism and financial education, leadership and prominence, exploration and prototyping, self-knowledge and purpose, sustainability and positive impact, entrepreneurship and innovation, and volunteering. Participants undergo a mentoring stage, carried out by mentors selected and hired by the Sicredi Foundation, in which the young person can count on customized support for this stage of training. The process for local articulation of their projects can be carried out by employees, nucleus coordinators or community members, who become the project ambassadors.


In 2021, the program had a partnership with Junior Achievement, through the JÁ Startup

initiative, which supports participants in building projects with social impact for the communities where they live. To exchange knowledge among young people from different communities, we hold regional youth summits. In addition, the young participants of the Youth Committee are encouraged to submit their projects to the WYCUP Global Competition (learn more on page 56).

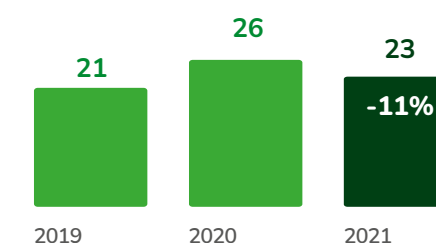
In terms of age, 33.8% of our members are under 30 and 29.2% of our members are over 50. In 2021, 21% of the credit unions had a Youth Committee. **SICREDI RC20**

 Number of participants in the Youth Committee **SICREDI RC19**  
**1,479**

 Young people participating in the Youth Committee who were elected Nucleus Coordinators  
**128**

 Young people participating in the Youth Committee who were elected Board Members  
**10**

NUMBER OF CREDIT UNIONS WITH A YOUTH COMMITTEE



Diversity

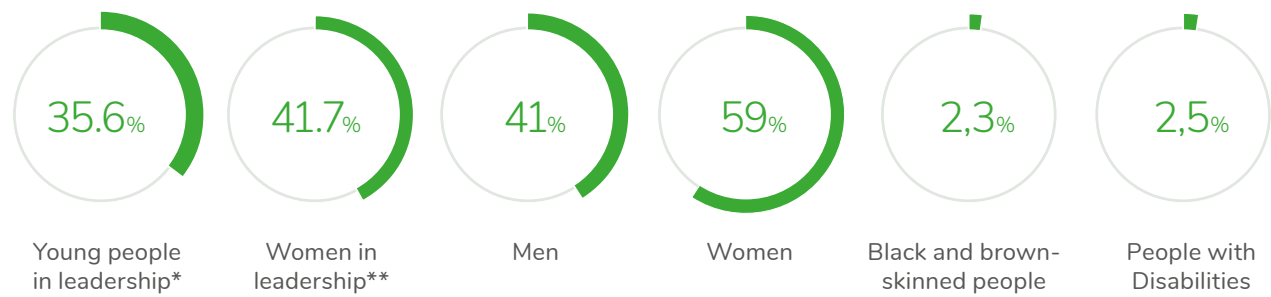
We have increasingly sought to build an inclusive and diverse environment, valuing plurality of thought, collaboration and innovation. We work to give everyone the same growth opportunities, and we promote horizontal and lasting relationships, strengthening cooperative values such as equality and equity.

We understand the importance of advancing increasingly on this topic and, to support us

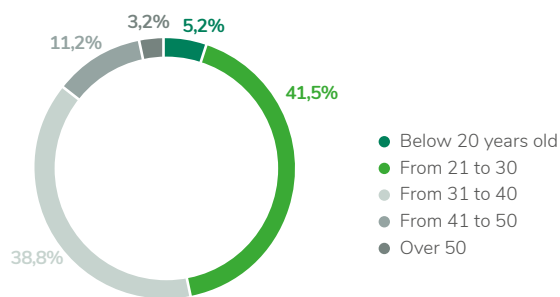
in this development, we are implementing the Sustainability Guideline for Inclusion and Diversity and the Inclusion and Diversity Committees (learn more on page 60).

This effort aims not only to make our spaces emotionally safe for all employees who make up the institution's workforce, making them feel appreciated just the way they are, but also to demonstrate to future talents that we are open to diverse people, ideas, and ways of thinking.

EMPLOYEES' DIVERSITY

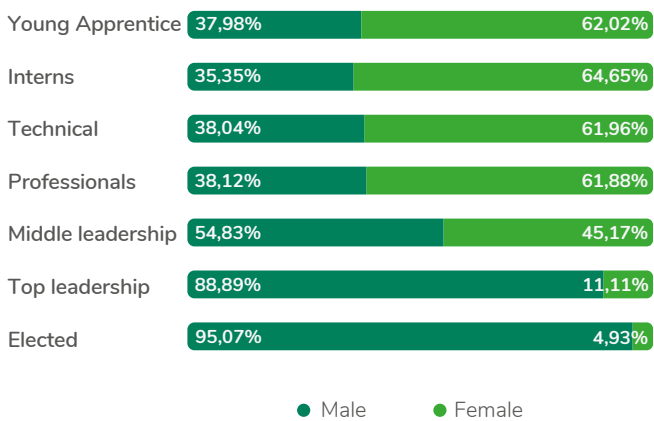


EMPLOYEES BY AGE GROUP



\* Statutory + CLT, up to 35 years.  
\*\* Statutory + CLT.

GENDER OF EMPLOYEES BY FUNCTIONAL LEVEL



GRI 405-1

RATIO BETWEEN WOMEN'S AND MEN'S PAY (PERCENTAGE) GRI 405-2

	Ratio of the base salary of women and men*			Ratio of the average compensation of women and men**		
	2019	2020	2021	2019	2020	2021
Elected	82%	68%	68%	82%	70%	63%
Top leadership	90%	87%	81%	90%	91%	84%
Middle leadership	71%	71%	71%	72%	74%	74%
Professionals	81%	81%	83%	82%	87%	88%
Technical	78%	167%	92%	80%	146%	99%
Interns	99%	103%	98%	99%	103%	98%
Young Apprentice	100%	100%	100%	100%	96%	100%
Total	61%	61%	63%	62%	67%	68%

\* To calculate the base salary, we used the value of the full salary. \*\* To calculate compensation, we considered the contractual salary, bonuses, benefits and short- and long-term variable compensation earning potential, according to the compensation elements available for each position.

EMPLOYEES WHO TOOK PARENTAL LEAVE GRI 401-3

	Men	Women	Total
Number of employees who took parental leave (quantity)	637	1.046	1.683
Number of employees that returned to work at the end of parental leave (quantity)	636	1.026	1.662
Employees that returned to work at the end of parental leave (percentage)	99,84	98,09	98,75
Number of employees who completed 12 months of work after the parental leave (quantity)	580	919	1.499
Employees who completed 12 months of work after the parental leave (percentage)	91,19	89,57	90,19

Channel Accessibility

We continue to improve the accessibility of our financial products and services and service channels, in line with our commitment to inclusion and diversity. Thus, we have reinforced essential cooperative values such as equality and equity.

In 2021, 100% of our ATMs complied with the ABNT- NBR-15250- 2005 standard, which includes tactile signaling of keys and audible information among its requirements.

SICREDI RC04

For our branches, we maintain technical documentation that guides the accessibility requirements in their physical environment, in line with NBR 9050, with guidance for its implementation, under each credit union's responsibility. SICREDI RC03

“Conexões” program

The Conexões program, developed by Sicredi União PR/SP, aims to facilitate access to information and promote inclusion through services in Libras (Brazilian Sign Language).

Deaf members are offered a professional fluent in Libras who acts as an interpreter, both in the branch and remotely, with service availability in Libras via WhatsApp.

The Program was implemented in the branches in the city of Maringá/ PR and will gradually reach the credit union's area of operation.



# Chapter 03

## Responsible solutions

Operate **sustainably**.

### Focus themes:

- » Promote financial education
- » Offer financial and non-financial solutions with economic, social, and environmental impact
  - » Ensure integrated risk management
  - » Promote eco-efficient management
  - » Work with suppliers and partners with responsible management

### Pillars:

- » Economic, Social, Environmental

### Related SDGs





# Offer financial and non-financial solutions with economic, social, and environmental impact

## Relations with members

We consider it essential to maintain a close relationship with our members, after all, they are the business owners. **GRI 103-1**

For this reason, we establish channels, whether physical or digital, to get to know your opinions, suggestions, and complaints, and to understand your needs, offering financial solutions that add income and contribute to improving quality of life, fostering the local economy and financial inclusion.

**GRI FS15 / 103-2**

The Members, Customers and Users of Financial Products and Services Relationship Policy establishes that relationships with members must be based on the Cooperativism principles and on our values, in line with regulatory and ethical determinations. It also reinforces the need to provide clear and accurate information, as well as respond to their demands in a timely manner. **GRI FS15**

Throughout the year, we started updating the Policy, carried out controls, and implemented processes with the objective of acting in a more profound way on financial inclusion, as well as relating in a more transparent way, simplifying communication with this public. **GRI FS15**

We work with greater attention to the needs of the most vulnerable associated publics, which are all those who may find it difficult to use our services, such as the physically or mentally disabled, the elderly, people living in disadvantaged communities with little access to information.

In doing so, we are bringing more transparency and simplicity to our communications and the use of our products and services, increasing our business' financial inclusion.

Policy management is the responsibility of the Ombudsman, an area also responsible for answering members' complaints and demands and implementing systemic improvements based on them. **GRI FS15**

In 2021, to be connected to the activities carried out in the branches, the area implemented the Ombudsman Office Focal Point Program in 100% of the Credit Unions and trained more than 200 employees on best practices in customer service and the premises of the Relationship Policy. These employees are a point of contact between the Ombudsman, located at the Sicredi Administrative Center (CAS), and the Credit Unions/branches, working more effectively to improve the member experience.

## Member satisfaction

To monitor member satisfaction, we conduct several surveys. The metric used by the organization to measure the brand relationship experience is the Net Promoter Score (NPS). In 2021, from January to December, more than 173,000 interviews were conducted with members in the individual, agribusiness, and corporate segments.

In the Relational NPS, we measured the relationship experience that the member has with our brand. In 2021 we reached a satisfaction index of 74.79%, an increase of 2 percentage points compared to the previous year.

Our most satisfied segment are the Individual Members, representing an NPS of 76.85%. In all segments, the NPS showed a positive evolution, highlighting the agribusiness segment's growth, which increased more than 3 percentage points compared to 2020.

Through the Transactional NPS, we measured the member's experience in specific points of our relationship. For the current account opening segment, we reached an 85.73% index. The Social NPS, meanwhile, identifies the perception that people have of Sicredi based on comments on social networks. Through the analysis of 7,700 interactions on our social networks in December, we reached a satisfaction index of 42%.

## Relationship channels

We are committed to developing relationship channels connected to the evolution of our systems, particularly to the new platform that processes our financial solutions (new core banking). As such, we strive to expand integration among all available channels, whether physical or digital, while expanding product and service offerings and adding new functionalities, such as mobility and omni-channel functionality.

Within this context, the Sicredi app has become increasingly used. We recorded 3.3 billion transactions on the app, a volume higher than any other channel. It gained new features, such as the option for members to consult their transactions over the past 180 days, the consultation and management of transaction limits via Pix, and a new menu to consult home and auto insurance that has already been contracted. **G4-FS14**

For greater security and transparency, we have evolved the biometric access to the App. The user is notified more clearly that enabling biometrics allows access to their account through all biometric data registered on the device. We have also implemented a control that requires a password to be entered when there is a change of biometric data on the device, for additional security when using the mobile app. **G4-FS14**

Still focusing on transparency, we have included the channel's privacy policy in the My Profile menu for members access. **G4-FS14**

We also reactivated an important feature of the app, the automatic mobile token enablement.



With this option, users no longer need to go to a branch to activate the security device in the app, provided certain criteria are confirmed to ensure account integrity. **G4-FS14**

In internet banking, we delivered the option to consult Pix transactions, including the display of future transactions on some screens that did not yet have this option. **G4-FS14**

On top of that, we made the hybrid payment slip available to the member who uses this channel, thus complementing the collection functionality. To facilitate product adhesion, we used another improvement implemented this year in internet banking, digital adhesion. Through it, the member joins the product or service of his or her interest, eliminating the need for in-person authentication or the use of an external digital certificate. **G4-FS14**

Simultaneously, we continued to focus on the advancement of our physical channels. We began using the Recycler ATM, allowing the public to make deposits with no envelope and the account credited on the spot. With this transaction available, members and non-members can make their deposits even out of branch business hours. **G4-FS14**

In the second half of the year, we made it possible for the new R\$ 200 banknote to be received through this channel. By the end of December, we expect to have 300 pieces of equipment installed in the branches.

Our member account holders can also use our digital platforms to make withdrawals and deposits without envelopes on the external Saque e Pague network, which has more than 2,500 terminals installed in retail. **G4-FS14**

We also enabled the message notification of INSS beneficiaries in the ATM, bringing messages about pending issues with the agency and facilitating communication with beneficiaries.

Still in the second half of the year, the Proof of Life of Federal Servants was enabled in the ATM channel, notifying the servant that needs to provide proof of life at the agency. **G4-FS14**

WhatsApp support

In 2021, we started to offer our members the option of contacting their agency via Corporate WhatsApp. The service via the App made it possible to have a fast service, providing convenient access to services and information.

Open Finance

In 2021 we continued our process to implement Open Finance, an initiative of the Brazilian Central Bank that creates a more open and transparent financial system for customers and members, by sharing data among financial institutions.

We have made the name transition from “Open Banking” to “Open Finance”, with the goal of bringing to the member the vision of a financial system that goes beyond a banking system.

Throughout the year we put in place the initial phases of data sharing with the Brazilian Central Bank, allowing us to offer products with better conditions for members. With the protection of the General Law of Data Protection (LGPD), the information will be shared securely and with each member’s authorization and may be interrupted at any time.

To prepare employees for this new moment in the National Financial System, we made available a web series on Open Finance on the Sicredi Aprende internal platform, divided into chapters that are updated as the topic advances in the System.

Over **12,000 employees** accessed the web series. We also held live broadcasts about the implementation of phase 2, with **3,459 employees** participating.

Also, in the first half of the year, we started to publish information about our Accredited Agents on the Banco Central’s open data portal, making it easier for members and non-members to find and identify the locations where Sicredi correspondent banks operate. **G4-FS14**

In the same delivery, we began disclosing information about our branches on the open data portal, such as their address, days and hours of operation, geolocation and available products and services. This delivery makes it easier for the market to locate Sicredi’s points of service. **G4-FS14**

In the App, we have included the features for managing consent for data sharing within the Open Banking menu. **G4-FS14**

In Phase 4, planned for 2022, participating financial institutions will start sharing insurance, foreign exchange, investment, acquiring, and pension data with the Brazilian Central Bank.

OPEN FINANCE OPPORTUNITIES



New opportunities to learn about the **benefits that credit unions offer**.



**Easy access** to information about products and services available in the market.



It is part of the BC# Agenda, of the Brazilian Central Bank, which aims to **make the National Financial System more democratic and inclusive**.

Innovability

Innovability is an important pillar of our 2020-2023 Strategic Plan. During 2021, we encouraged an innovative environment for all entities in the System. We operate through local initiatives, conducted by the credit unions themselves, and systemic initiatives, such as:

**Launch of the Local Innovations Process:**  
This aims to identify local innovations in the credit unions and, if they meet the established criteria, create a business case for systemic scaling.

**Systemic Innovation Indicator:**  
We approved the updating of the IVR indicator (speed of innovation index), which is part of the GPTW methodology implemented in 2021.

**Inovar Juntos:**  
Our program for connecting with startups. In 2021, among the experiments conducted with startups, three ideas had their hypotheses validated, with the possibility of scaling the solution.

Since 2018 we have had 27 experiments with startups, in which nine ideas had their hypotheses validated and evolved to the scaling solution stage.

**Caldeira Institute:**  
In 2021 we completed our physical space at the Caldeira Institute, an ecosystem that fosters the new economy with the purpose of transforming Porto Alegre (RS) into a more attractive and innovative city.

Our presence provides the opportunity to search for innovative solutions with startups and other partners that are part of the ecosystem.



JOVENS  
INOVADORES  
EM ODS

Inova 2030

Inova 2030 is an acceleration program developed by the Global Compact Brazil Network, focused on young professionals wishing to solve a challenge in our business and contribute to achieving the Sustainable Development Goals (SDGs).

In the 3rd edition of the program, two ideas will represent us:

**Planting the Future Project:** : productive Smallholdings, from Sicredi Vale do Cerrado, in Mato Grosso.

**Educational game project about cooperativism,** from Sicredi Cerrado GO, in Goiás.

During 2022, the participants will go through a mentoring and training process to develop their ideas and put the projects into practice.

Financial products and services

Our products and services directly impact the lives of members and their communities, bringing prosperity, income, and security to their investments. As the member is at the center of our business model, our financial solutions are designed to meet their needs first. **GRI 103-2**

This is further emphasized in our internal policies and regulations, such as the Member, Customer and User Relationship Policy (learn more on page 66), the Sustainability Policy (page 34), the Socio-environmental Risk Management Policy (page 34), the Compliance, Prevention of Money Laundering and Terrorist Financing (PLDFT) Policy, the Code of Conduct, and strategic planning. **GRI 103-2 / G4-FS15**

In 2021, our product and service portfolio generated revenues of 20,3 billion, divided among the following business lines:

OUR PORTFOLIO

Share of business lines in total revenue (BRL thousand) <b>GRI 103-3 / FS6</b>						
	2019		2020		2021	
	Amount (R\$ thousand)	Percentage	Amount (R\$ thousand)	Percentage	Amount (R\$ thousand)	Percentage
Credit	10.479.202	70%	11.091.757	72%	14.077.578	69%
Financial income	2.260.548	15%	1.571.353	10%	2.882.010	14%
Services Provided	2.323.327	15%	2.750.751	18%	3.353.626	17%
Bank services	858.511	6%	941.934	6%	972.059	5%
Insurance	364.278	2%	412.390	3%	465.354	2%
Cards	454.732	3%	701.514	4%	1.034.343	6%
Collections	284.572	2%	316.063	2%	361.349	2%
Consortiums	189.793	1%	201.162	1%	292.235	1%
Plans	73.114	0%	82.832	1%	91.847	0%
Other services	98.327	1%	94.856	1%	136.439	1%
Total	15.063.077	100%	15.413.861	100%	20.313.214	100%



Credit

Our credit portfolio grew 37% in 2021, showing our growing capacity to support members in meeting their needs while contributing to the country’s economic development.

Currently, our portfolio consists of **R\$ 86 billion** in commercial credit and **R\$ 47 billion** in rural and directed credit.

CREDIT GRANTED AND BALANCE (BRL BILLIONS)

	2019	2020	2021
Balance	72.2	97.2	133.1
Concession	64.0	77.4	97.9

Commercial credit

In 2021, we had a 34.8% growth in our commercial credit portfolio and carried out several actions to raise funds more effectively, aligned with the monetary and sustainability agenda, with options linked to social and environmental aspects (learn more about the products linked to the Green Economy on page 79).

In the Individuals segment, we continued to offer the FGTS Anniversary Withdrawal Anticipation credit line. The line registered a total of 71.6 thousand transactions released throughout 2021, with concessions of R\$102.8 million.

Concerning the emergency credit products launched by the federal government in

2020, aimed at supporting micro and small companies, we continue to give credit unions the opportunity to access credit operations that may have been partially or totally defaulted on by the member. For these lines, we released around R\$19.4 million in 443 transactions.

Real Estate Credit

In the housing area, we have contributed to reducing the Housing Deficit, increasingly expanding our participation in this particularly important economic and social market in the country. To this end, we closed the year 2021 with a portfolio of R\$1.28 billion in Real Estate Credit.

We had a 102% increase in the Real Estate Acquisition portfolio compared to 2020. In addition, we granted R\$64 million in 424 contracted transactions aimed at the construction of residential properties, adding value to the local economy.

We closed the year with an active balance of R\$2.18 billion in construction and remodeling loans, a 25% growth compared to 2020. With this product we encourage hiring workers and the acquisition of building materials in the regions where we operate.

Agribusiness Credit

We support the agribusiness sector in all stages of its production chain, providing solutions with social and environmental features for our rural producer members.

We are the 2<sup>nd</sup> highest rural credit approval institution in the country.



In this context, we made available specific credit lines for the installation of about R\$ 1 billion in resources. To increase this portfolio and generate greater speed and convenience in contracting, in 2021 we created the Solar Energy Rural Product Note (CPR).

In 2021, we developed the ABC Sicredi (Low Carbon Emission Agriculture) line, focused on the green economy, with funding from our own resources.

Along the year, we noticed the growth of women’s participation in agribusiness. In December 2021, we had a total of 635,401 members in the agribusiness segment. Of this total, 145,962 were women, representing 22.97% of this segment’s members.

For the 2021/2022 Safra Plan we will allocate around R\$ 38.2 billion. This amount represents a 31% increase in relation to that granted in the previous crop year.

This year, considering the whole pandemic context, the Safra Plan has undergone changes in its rules, we stood by our members, making credit lines available and assessing the need to extend debt maturity during this period of reduced economic activity. We analyze each case, aiming to find the best alternative for each member.



## Consortium

In order to increase equity and contribute to improving the quality of life of members, we offer a number of consortium groups in the segments of automobiles, real estate, nautical goods, trucks, tractors and utilities, services and motorcycles.

**In 2021, our Consortium operation completed 15 years and closed the year exceeding the R\$ 20 billion mark in active credit portfolio, standing out as one of the largest operations in the country. In the year to date we have closed with 41% over budget. Compared to 2020, we grew 31% in sales and 33% in growth.**

Throughout 2021, we continued with the Fidelity for All plan, which offers consortium members discounts of up to 20% to acquire new consortiums. During the year, 24,668 quotas and R\$1.6 billion in credits were traded in the plan, representing 54.1% of the sales in the period.

**We also launched the new Consortium simulator on the our website, where interested parties may simulate consortium contracting, according to the plan of their interest. The new format is more accessible and intuitive, making it easier for members to use.**

Another innovation was the implementation of a new readjustment format for the new consortium groups in the Movable Goods segment, which will be readjusted by the national

Wide Consumer Price Index (IPCA), accumulated over the last 12 months. With the adjustment, we are pursuing a balance between the conservation of purchasing power and installment readjustments.

Thinking about the socio-environmental impact of our products and services, we have the Sustainable Consortium, aimed at the acquisition and construction of container houses and investment in eco-efficient solutions, such as water and sewage treatment, energy efficiency, and wind and solar power generation.

## Foreign Trade

In the Foreign Exchange area, besides performing financial operations and remittances, we operate mainly in the intermediation and financing of international business. In the last two years, despite the pandemic, we have considerably expanded our operations as well as the member base we serve.

Altogether, we had an increase of **29.8%** over the total number of operations contracted in the previous year. **Members from 104 credit unions and 1,161 branches were assisted.**

Among the operations carried out, 133 different institutions were assisted including credit unions, associations and foundations.

To expand the service in exchange operations, we started a relationship with more than 3,331 new members, 71% of which are legal entities and 29% individuals.

Aiming to be adherent to the market's best practices, in June we obtained the Foreign Exchange Certification from the Brazilian Foreign Exchange Association - ABRACAM. Said certification is a tool by which the financial market professional can prove his qualification and knowledge of the legal, regulatory, and operational framework that governs the area in which he operates.

In addition to valuing professionals, it enhances the institution's image and confers greater confidence and credibility before its customers. In this context, our Foreign Exchange and Foreign Trade professionals were awarded the ABRACAM Seal, as was Sicredi Cooperative Bank.

## Means of Payment

The year 2021 was marked by a recovery, especially in terms of our members, considering that many of them had their activities affected by the pandemic in 2020. Against this background, we worked hard to expand electronic means of payment and to improve the efficiency of our operations.

Connected to our drivers, we strive to evolve with the digital transformation of the check product, providing a better experience through digital transactions in secure environments.

**We also promote the use of the Virtual Card, increasing the security in online purchases. In this context, we also continue to make the digital invoices available.**

We increased contactless Near Field Communication (NFC) transactions, enabling proximity payments. Currently, more than 50% of our card base already has Contactless technology.



In total we registered a **60% growth** in card revenue.

We also launched a solution for toll payment (Tag de Passagem), bringing more convenience and replacing cash. By the end of the year, we had more than 37 thousand TAGs issued, with more than 700 thousand toll passes made.



## Payments and Receivables

Regarding the Collections product, in 2021 we generated R\$363.3 million in revenue and reached the R\$13.4 billion monthly volume of payment books settled in December.

Considering the quantity of securities issued, we presented a growth of 19.1% in relation to last year, issuing 205.8 million of payment books. We also registered a growth of 19.4% in our user base.

**The Payment to Suppliers product handled R\$168.3 billion, representing a 50% increase compared with the previous year.**

Regarding the Payroll Product, we recorded R\$27.3 billion in transacted volume in 2021, representing a 20% increase when compared to 2020. The representativity of members in payroll reached 42%.

We also presented an 8% increase in the number of INSS beneficiaries who became members this past year. This public represents more than 600 thousand members, contributing with a contribution margin of R\$641.4 million in 2021.

In general, payment services to suppliers and private and government payrolls had a 63% growth in transacted volumes compared to 2020.

### Pix

In 2021, the Brazilian Central Bank conducted important advances to consolidate the implementation of Instant Payments, focusing both on new solutions and also on security and stability in the ecosystem that allowed the usage to expand.

In December, one year after its launch, Pix already had a good acceptance by our members, with more than R\$ 180 billion transacted and 200 million transactions in the first 12 months of operation.

The new payment method is a strong ally in our goal of impacting communities, bringing more people into the cooperative world, bringing banking to the population and strengthening the local economy.

### HOW PIX CREATES VALUE



Brings new Members, **broadening our community impact**



Reduces cash circulation, **increasing safety in the regions where we operate**



**Reduces costs for Corporate Members**, impacting the sale of their products and services



**Increases solutions available to members** and, consequently, satisfaction.

### Acceptance

Acceptance solutions enable members to develop their business by offering digital payment solutions to their customers. They also help members to centralize their financial flow in our credit unions, making it easier to offer our other solutions.

Following the evolution of the Payment Means market in 2021, we implemented Pix acceptance in our Card Machines, and we were also pioneers to launch the solution that enables the use of cell phones as a point of sale, with payment receipt feature.

We expanded by 32% the range of processors accepted by our card machines, making it possible to do transactions on 49 national and international processors.

**As a result, we carried out more than 75 thousand new accreditations, a 22% base increase. Furthermore, we reached the mark of R\$24 billion in revenue in 2021, an amount 53% higher than the revenue in 2020, and we achieved the record of payment anticipations made, reaching R\$5.2 billion anticipated in the period.**

## Savings

In 2021, we raised **R\$ 26 billion** in savings, recording a **17% growth** in the portfolio when compared to the previous year.

### Time deposits

Time deposit products are crucial to our business, as they contribute for the maintenance of our virtuous cycle, compliance with the minimum liquidity of the credit unions while ensuring credit operations growth.

In 2021, we reached the **R\$68.9 billion** mark in time deposits, with a **21.6% growth** in the portfolio.

## Agribusiness Letter of Credit (LCA)

In 2021, the LCA portfolio reached more than R\$6.6 billion, a significant 154% growth, reflecting the higher demand for fixed income products by investors, since an upward cycle in the economy's basic interest rate began.

With this result, we now have about 30,000 members who are investors in LCA, representing an increase of 142%.

The solution is an excellent alternative for those seeking to combine security with good profitability, as well as contributing to their communities' development, since part of these funds are used to finance rural credit.

### Insurance

Through our insurance operations, we create peace of mind and financial security for millions of members and non-members, working in a consultative manner, from the proposal's conclusion to the handling of claims.

We ended 2021 with more than **4.28 million** policies in force.

Our operation continued to outgrow the market, with a 19% increase in production, reaching R\$2.2 billion. The gross commission income for the operation increased 25%, reaching R\$493 million.

We made possible more than R\$1.05 billion in indemnities for claims, being R\$439 million in life insurance, R\$188 million in auto insurance and R\$422 million in general insurance. Almost R\$6.5 million were also paid out to members drawn in raffles in Insurance products.

In 2021, we implemented the Sicredi Claims Center, which operates on a 24/7 service, for claims or assistance to members. The channel has an exclusive 0800 number, service on WhatsApp Enterprise, and a system available for branches and credit unions to monitor claims.

In this period, we have already made more than 100,000 active and reactive calls and more than 20,000 calls via WhatsApp, with more than 8,000 claims handled.

### Private Pensions

Through our pension products, we support members in their search for a financially stable future. By the end of 2021, we reached R\$2.14 billion in reserves, a 32% growth compared to 2020.

Focused on encouraging this growth and improving the member experience, we are structuring a new private pension self-service portal that should be launched in 2022.

Among the new platform's main advantages are a more autonomous experience for members, a simulation that guides them to the contract, and 24-hour customer service.

Since 2020, we have adopted the procedure for documents via e-mail with the insurance company Icatu, replacing the traditional flow of sending Physical documents. In 2021 we managed to evolve in this process and we definitively adopted the stream via email.

From this action, we reduced about 300 thousand impressions per year in the credit unions, in addition to reduction in the use of "Vai e Vem" plastics.

Thus, in addition to minimizing the risk of document loss, we reduce the impact operation environment.

### Investment Funds

Our members can diversify their investments through the investment funds managed at our Asset or carefully selected business partners. To recommend the most suitable stocks for your investor profile, we apply a questionnaire that aims to understand your risk appetite.

To democratize and bring investment to more people, some investment funds, according to the profile, have the option of a minimum initial contribution starting at R\$1.00.

In 2021, we launched eight new investment funds, four of which are managed and administered by our Asset.

We ended the year with more than **96 thousand shareholders** in our investment funds, an increase of 41% compared to 2020.

In terms of financial volume, in December we had more than 5.6 billion in funds, a 19% rise compared to the previous year.

### Sicredi Sustainable Shares ESG Fund

In 2021, we launched Sicredi FIC Sustainable Shares ESG, our first equity fund with an ESG (environmental, social and governance) focus, targeting companies that are aligned with our sustainability strategy and generate a positive impact on society, in addition to profitability for members.

Through an active management of our Asset, the Investment Fund is composed of shares of companies at B3 that are references in good social, environmental and governance practices and is available to members via the App or directly at the branches.

The companies eligible for the fund present initiatives and actions aimed at preserving and restoring the environment, with projects focused on the transition to a low-carbon economy and renewable energy, as well as considering fair commercial and labor relations.

Learn more about the Fund on the link:

<https://www.sicredi.com.br/site/investimentos/fundos-investimentos/sicredi-acoes-sustentaveis-esg/>

### Green Economy

We know the power that our financial solutions have to support sustainable development, and, for this reason, we look to identify opportunities to create and improve solutions with a sustainability vision, reinforcing our values and market positioning. **G4 FS7 / FS8**

In this respect, we have a number of credit lines which support the so-called green economy, focusing on the potential positive impacts for society and the environment, resulting in improved well-being for mankind and social equality, while significantly reducing environmental risks and ecological scarcity.

In 2021, we have allocated R\$24.6 billion in credit directed to the green economy.

To survey which financial solutions fall into this line, we used Febraban's green taxonomy methodology as a base, which considers sectorial criteria and financing lines and programs with environmental and social benefits, allowing greater standardization of measurements in the national financial system. **G4 FS7 / FS8**

Throughout 2020, Febraban reviewed the parameters and guidelines of the green economy taxonomy together with a consulting company specialized in the topic and the support of the financial institutions involved in the process. Thus, in 2021 we also revised our internal methodology for measuring this data. **G4 FS7 / FS8**

According to the new taxonomy, the financial solutions were discriminated between the amounts granted to sectors with high and moderate environmental and social contribution and the financing lines and programs with environmental and social benefits. In both calculations we considered the real effectiveness of the resource in making sustainable scenarios feasible for our members. **G4 FS7 / FS8**



To survey the amounts allocated to sectors with high and moderate environmental and social contribution, according to their degree of relevance, international references for classification of sustainable activities were observed, such as the taxonomies of the Climate Bonds Initiative (CBI), the Taxonomy of the European Union (EU) and the Social Bond Principles (SBP).

Within the high sector contribution section, we have classified activities such as certified seed production, planted forests, and health and education services. The moderate sector contribution section includes activities such as waste management, materials recovery, and water treatment. **G4 FS7 / FS8**

For the amounts of financing lines/programs with environmental and social benefits, we looked at credit products and agricultural production systems identified with green characteristics.

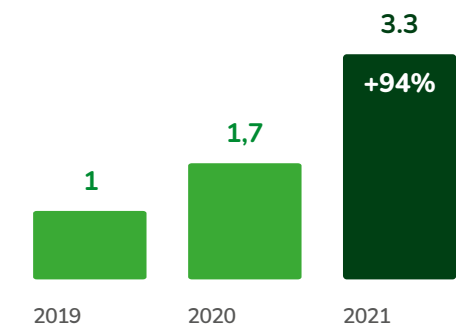
We classified openings that may help in the understanding of some of the most evident benefits of our portfolio, very much focused on the agriculture and livestock and energy areas. For future reports, we intend to evolve the openings used in these surveys, combining measurements with Sicredi's sustainability and business development strategies. **G4 FS7 / FS8**

PRODUCTS AND SERVICES WITH ENVIRONMENTAL AND SOCIAL BENEFITS (THOUSAND)			
	2019	2020	2021
Funding programs/lines with socio-environmental benefits			
Women's Agriculture	16.405,3	18.242,3	17.538,3
Low-Carbon Agriculture	388.707,9	4.078.888,8	6.694.551,8
Agroecology and Organic Agriculture	3.561,2	6.803,1	7.688,8
Good Agricultural Practices	5.384.604,9	6.865.468,9	9.246.667,1
Renewable Energy and Environmental Sustainability	1.077.815,1	2.356.126,5	4.531.130,8
Sectors with high and moderate environmental and social contribution			
High Contribution (Environmental)	82.552,6	118.490,0	194.802,6
High Contribution (Social + Environmental)	38.489,3	70.138,5	129.868,8
High Contribution (Social)	1.180.456,0	1.721.204,0	2.152.188,1
Moderate contribution (Environmental)	447.513,1	711.407,8	1.088.020,1
Moderate contribution (Social + Environmental)	274.139,2	414.130,9	492.423,9
Moderate contribution (Social)	13.399,2	19.477,5	27.159,7
Total	8.907.644,0	16.380.378,3	24.582.040,1

\*In 2021, we updated the names and sectors used for the lines, programs and sectors following the taxonomic update carried out by Febraban and internal guidelines.

One of the highlights among the products aligned to the green economy is financing for solar energy, through which members can get credit to acquire equipment and technology to capture solar energy and generate clean electricity at their homes, companies and rural properties. We had a significant evolution in this portfolio in 2021, granting **R\$3.3 billion in credit**, with 52,500 transactions, representing a growth in excess of 90% compared to 2020. **G4 FS7 / FS8**

FINANCING FOR SOLAR ENERGY (R\$ BILLION)



### PDI - Program for Solar Energy Integrators

The Program for the Development of Solar Energy Integrators (PDI) is an initiative promoted, since 2019, by Sicredi Pioneira in partnership with Sebrae/RS and the University of Caxias do Sul (UCS). The program aims to generate the sustainable and long-lasting development of the solar energy chain through the qualification and professionalization of the cooperative's integrators and partner service providers.

Besides this, the program benefits the development of the sector itself, with the direct investment in participating companies that supply the technology in the region. Altogether, there are already more than 500 partners approved.

During 2021, more than R\$150 million in new credits were granted and more than 3,100 new projects were developed by the program.

**Sustainable Finance**

In 2021, we organized the Structured Operations and Sustainable Finance area in order to develop the topic within Sicredi and intensify fundraising for credit in line with our values and sustainability strategy, through the issuance of securities linked to social and environmental aspects. For 2022, we are developing a Sustainability Guidelines document for Sustainable Finance. **GRI 103-2**

Throughout the year, we evolved in terms of identifying social and environmental opportunities in our portfolio, reinforcing processes, metrics and consolidating interactions with business partners.

We rely on the support of technical assistance, in partnership with IDB Invest and an international consulting firm specializing in socio-environmental projects, to structure strategies and tools that can support the expansion of our sustainable finance activities, aligned with market requirements. **G4 FS5**

Raising funds for solar energy

To meet the growing credit demand for the installation of photovoltaic (solar energy) systems, we have signed a funding partnership agreement with the International Finance Corporation (IFC), a member of the World Bank Group, to stimulate solar energy projects.

The international credit line is for US\$ 120 million (about R\$ 600 million) and will finance solar energy projects of the institution's members throughout Brazil.

This is the first operation of a Brazilian cooperative financial institution to be certified by the Climate Bonds Initiative (CBI), an international organization that works to promote investments in the low carbon economy, establishing best practices for the market in terms of the environmental integrity of green economy products.

The operation is also certified by the Green Loan Principles (GLP), which certifies that the projects offer clear and verifiable environmental benefits and that the evaluation and selection processes, as well as resource management and monitoring, follow international standards. It is also the first IFC operation for a Brazilian institution with GLP certification.

Raising funds for women entrepreneurs

Apart from the funding directed to solar energy, we raised US\$ 80 million (about R\$ 438 million) aimed at financing micro, small, and medium-sized Brazilian companies led by women.

The agreement was signed with DEG, a German financial development institution, subsidiary of the German Development Bank (KfW), and the French development agency PROPARCO, subsidiary of the French Development Bank (AFD), both development finance institutions.

In this case it is a social loan, aimed at micro, small and medium-sized enterprises and includes the gender factor as a criterion for the use of funds. The financing will be destined to those companies with annual sales of up to R\$ 6 million and that have women as owners or partners holding more than 50% of the capital stock.

2X Challenge – Finance for Women

Through our partnership to finance micro, small, and medium-sized enterprises led by women, we now contribute to the 2X Challenge - Finance for Women. This is a global challenge launched by the G7 development finance institutions aimed at allocating resources to generate entrepreneurship and leadership opportunities for women in emerging countries.

The challenge provides over \$15 billion in new financing for women entrepreneurs between 2021 and 2022.

Promote financial education

Our financial education initiatives expand credit unions capacity to positively impact our members and the communities where we operate. GRI 103-1

Through them, we encourage responsible attitudes in the use of our products and services, offering guidance and advice so that people can make thoughtful choices aligned with their well-being, with autonomy, independence and planning. GRI 103-2

We thus encourage entrepreneurship and responsibility in business management and support small companies in their process to establish themselves in the market. GRI 103-2

The Sicredi Foundation has an exclusive structure to conduct the topic, and is responsible for the structuring, development and implementation of our financial education strategy. The cooperative centrals and credit unions, through their cooperative development areas, are responsible for developing the Program and regional and local actions. GRI 103-2

In 2021, another stage of the Cooperação na Ponta do Lápis Program was concluded (phase 2), allowing our cooperative centrals and credit unions to mobilize themselves to develop - together with members, employees and communities - several financial education actions. Besides the delivery of new materials (learn more on page xx), comic books and videos of Turma da Mônica were distributed (result of the partnership with Maurício de Sousa Produções), as well as other complementary content.

In total, including the ENEF Week, we promoted 7,682 activities that together have raised the awareness of more than 19 million people among the various audiences covered by the Program.

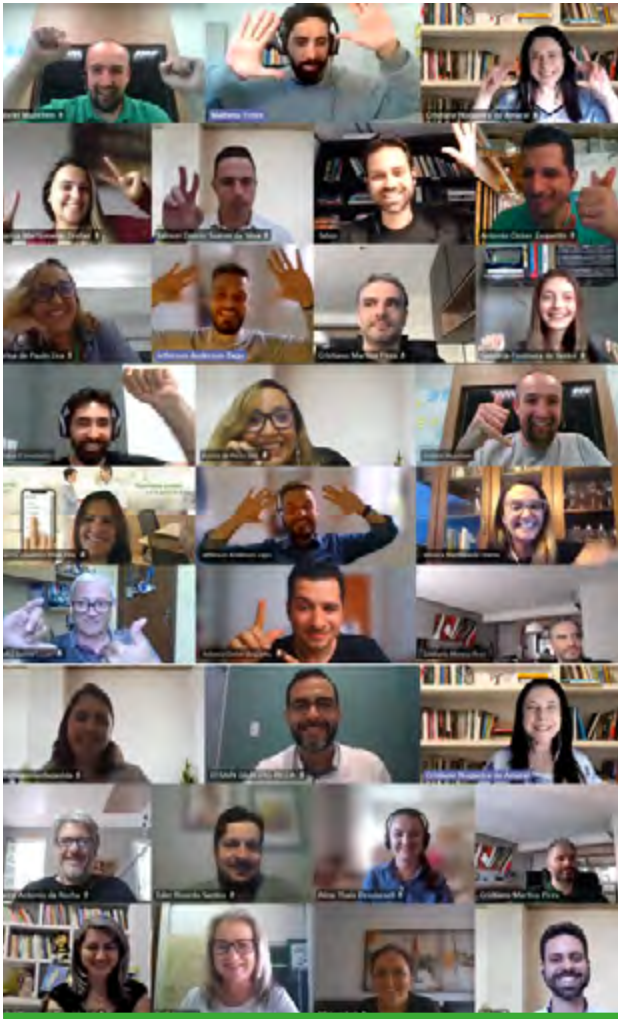
SICREDI SR 01

FINANCIAL EDUCATION INITIATIVES

7.682 Member-oriented activities

732.7 thousand Monica's Gang comics distributed

Around 19 million people impacted



Financial education action in online format.



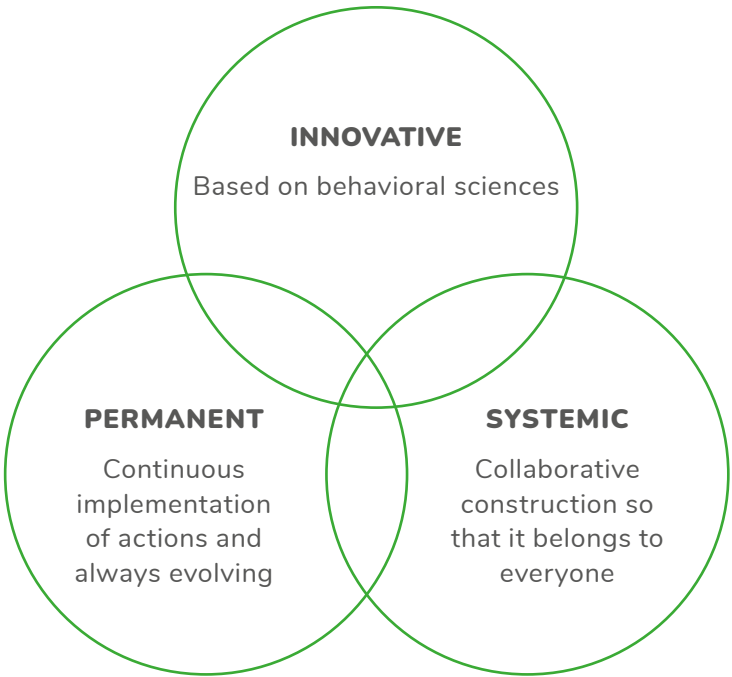


Cooperação na Ponta do Lápis Program

The Cooperação na Ponta do Lápis is our systemic financial education program. Its purpose is to “cooperate for a sustainable financial life” and plays the role of developing and strengthening the theme in our business and in society. **G4 FS16**

Based on Economic Psychology and Behavioral Economics, it helps people become aware of their relationship with money and develop habits and attitudes that contribute to a sustainable financial life. **GRI 103-2**

PILLARS OF THE COOPERAÇÃO NA PONTA DO LÁPIS PROGRAM



In 2021, we started **phase 2 of the program**, in which we focus our efforts on three key audiences:

- Members:**

we develop workshops that support behavior change through reflections, content pills, and practical exercises.
- Employees:**

we built a workshop to raise awareness among our internal public, stimulating stories and knowledge sharing.
- Teachers:**

we have built a comprehensive training program to support them in the task of developing financial education integrated with the school curriculum (learn more in the box at the end of this page).

Furthermore, we developed the COOPS Method, a financial transformation method connected to our cooperative essence. This is the financial transformation method of the Cooperação na Ponta do Lápis Program, developed with the participation of the cooperative centrals and credit unions, to help people with the step-by-step process of building sustainable financial habits. **G4 FS16**

C

**Conscientizar (Raise awareness):** contents and examples for awareness building;

O

**Observe:** reflections to identify behaviors and motivations;

O

**Organize:** exercises to strengthen good behaviors and correct the course of past actions

P

**Prepare:** definitions guiding to plans and goals that improve financial life;

S

**Sustain:** reinforcement for adopting healthy financial habits.

Learn more about the Cooperação na Ponta do Lápis Program at the link: <https://www.sicredi.com.br/site/napontadolapis/>



Financial Education Journey

In 2021, we launched the Financial Education Journey in Schools, a comprehensive training for teachers that encourages their autonomy to work on financial education in the classroom\*, bringing an active and interdisciplinary pedagogical proposal that connects with the context and reality of each school community.

The Journey has a variety of its own pedagogical resources, developed by specialists, and relies on pedagogical advisors who are partners of the credit unions. These professionals are trained by Sicredi, together with the cooperative development teams, to implement the Journey in schools and provide pedagogical support to educators throughout the training process.

\* Financial education became mandatory in schools starting in 2020, meeting the National Common Curricular Base (BNCC, 2018).



National Financial Education Week (ENEF Week)

We participated in the 8th edition of the National Financial Education Week (ENEF Week), an initiative of the Brazilian Financial Education Forum (FBEF). During the period, we intensified our actions focused on the theme throughout the country, expanding the impact on people and communities. **GRI 103-3 / G4 FS16**

During this year’s ENEF Week, we promoted the live broadcast “Sustainable Financial Life”, during which we addressed people’s relationship with money, with useful tips on how to develop behaviors that help achieve a sustainable financial life. We also promoted the live broadcast “Turma da Mônica and Financial Education”, with the main goal of talking to children about the importance of financial education.

In total, we carried out 3,033 face-to-face and online activities during ENEF Week, reaching around 19 million people.

Moreover, the credit unions received the Tool for Recording Actions and Events, which is now used to record all financial education activities, whether they take place during the ENEF Week or throughout the year. As a result, the registration of ENEF Week actions with the Brazilian Central Bank is now done by the Fundação Sicredi, which extracts the data from the new tool and then exports the data to the website <https://semanaenef.gov.br/>. **G4 FS16**

ENEF WEEK ACTIVITIES

	2019	2020	2021
Activities	5,574	1,408	3,033

Due to the coronavirus pandemic, we had a considerable impact on our activities in 2020. This year, with the vaccination of the population and the easing of sanitary restrictions, we have once again intensified our efforts in financial education actions, especially during the ENEF Week.

Ensure integrated risk management

Risk management

We have a centralized integrated risk management structure that serves all the entities connected to the System, from Sicredi Cooperative Bank to the cooperative centrals and credit unions. **GRI 103-1/ 102-15**

Based on the defense lines model, the risk teams act independently from the business areas and internal audit, dedicated to identifying, controlling and mitigating the factors that may compromise the sustainability of the business in the short, medium and long term, contributing to the preservation of our solidity and trust. **GRI 102-15**

We consider in our risk management process:

- **Strategic Risks;**
- **Financial Risks:**
  - credit;
  - market;
  - liquidity;
  - capital management;
  - interest rate variation for bank portfolio instruments (IRRBB);
  - socio-environmental.;
- **Non-Financial Risks:**
  - operational;
  - business continuity;
  - information security;
  - compliance

Risks are assessed for each new action that could magnify their impact on our results, equity and liquidity, considering, whenever possible, stress scenarios and mitigating measures.

Its management includes monitoring indicators and reporting monthly to the committees

supporting the Board of Directors in decisions related to risk management policies and guidelines and the prudential limits to be observed. **GRI 102-15**

The Board has the support of the Risk and Compliance Committee to identify risks and opportunities related to the topics discussed. This way, we guarantee the process effectiveness, acting in the evaluation of the most comprehensive technical aspects of the risks and reporting or indicating to the Board actions for specific decisions. **GRI 102-15**

Our policies and norms are in compliance with legal requirements and market practices and are reviewed annually, with the objective of maintaining the consistency of the guidelines, rules, and procedures. **GRI 102-15**

The Risk Appetite Statement (RAS) is a systemic document that aligns our appetite for different types of risks, defines alerts and limits, as well as facilitates the dissemination of the risk management culture in the System. **GRI 102-29 /102-30/ 102-31**

Our risk appetite is based on our strategic vision. All of the institutions that make up the System must follow the RAS and all actions contained in strategic planning must be compatible with the risk appetite described in the document. **GRI 102-29/ 102-30/ 102-31**

In 2021, we conducted an internal communication campaign for integrated risk management with the theme “Be a Guardian of our business. Practice Risk Management, learn more on page 51.



## Financial security

Our actions are integrated, with the credit unions supporting each other. With this support network, we offer members a variety of tools to ensure the security and reliability of their investments.

We adhere to the Credit Union Guarantee Fund (FGCoop), for example, with the objective of guaranteeing deposits and providing financial assistance to cooperative financial institutions with occasional liquidity difficulties.

We operate with Sicredi Guarantee Funds, funds comprised of contributions from our credit unions, reimbursements and asset recovery, whose function is to guarantee compliance with financial obligations and support credit union development actions.

The security of members investments is attested by the main credit risk rating agencies in the world, which guaranteed Sicredi the following ratings on a national scale:

### RATINGS ON A NATIONAL SCALE

**Fitch Ratings:** AA(bra)

**Moody's Local:** AA+.br

**Standard & Poor's:** brAAA

### RATINGS ON A GLOBAL SCALE

**Moody's:** Ba2

**Standard & Poor's:** BB-

## Social, environmental and climate risk

The financing of activities in sectors exposed to social, environmental and climate impacts could generate financial losses and damage to our reputation. For this reason, we have detailed risk mitigation mechanisms for these operations, as well as a specific assessment of their impact on the business and the communities in which we operate. **GRI 103-2**

SicrediPar's Board of Directors is responsible for social and environmental risk strategy, while the structure for monitoring and managing this issue, which provides support to all Sicredi entities, is centralized at Sicredi Cooperative Bank, under the Executive Risk Office. **G4 FS2**

Systemic management of the topic is the responsibility of the Credit Risk Management Department, which reports to the Executive Risk Office. In the cooperative centrals, the responsibility for managing socio-environmental risks lies with the Supervision Department and in the credit unions it lies with the Operations Department. **GRI 102-11 / 103-2**

Our Socio-environmental Risk Management Policy complies with Brazilian Central Bank Resolutions 4,327 and 4,557 approved by the National Monetary Council and published by the Brazilian Central Bank, keeping as the main driver of our socio-environmental management.

The Social and Environmental Risk Management Policy is available to the public at the link:  
<https://www.sicredi.com.br/site/sobre-nos/sustentabilidade/>

Together with our Socioenvironmental Risk Management Standard, it sets the guidelines and consolidates the rules applicable to members whose activities have exposure to social, environmental or climate risks and relevant proportionality in our portfolio. **G4 FS1**

The diligences established in the documents guide the credit cycle stages, as well as the creation and upkeep of our financial services, and are guided by the principles established by the Brazilian Central Bank. **G4 FS1**

In 2021, we once again had the opportunity to strengthen our relationship with agencies and institutions involved with the topic. Additionally, we held virtual meetings with teams from credit unions and cooperative centrals for explanations about updates to the Socioenvironmental Risk Management Policy and Standard, applicable regulations, risk management processes and good

socioenvironmental practices, market movements, the Rural Environmental Registry and restricted areas, among others. **G4 FS1**

Showing the increasing relevance of the theme, we held several reports, technical discussions and cooperation agreements with business partners, such as with the BID Invest, the Japan International Cooperation Agency (JICA), the International Finance Corporation (IFC), the Deutsche Investitions- und Entwicklungsgesellschaft (DEG) and the Société de Promotion et de Participation pour la Coopération Economique (PROPARCO).

In these dialogues, we shared data, analyses and progress in our socioenvironmental risk management procedures, defining plans and actions to be carried out to improve internal processes related to the topic. **G4 FS5**

### BC# agenda - Sustainability Pillar:

Throughout 2021, the Brazilian Central Bank held three public consultations in order to understand how institutions deal with social, environmental and climate risk. As a result, in September it published a norm that amends resolution 4,557 and provides for the strengthening of the rules for managing these risks, including standardizing the disclosure, by financial institutions, of their information on the subject.

Together with the norm, the Brazilian Central Bank published its first Social, Environmental and Climate Risks and Opportunities Report, presenting the activities in the BC# Agenda's sustainability dimension, which gathers its strategy for promoting the country's financial stability.

Social, Environmental and Climate Risk Practices

All of our credit, consortium, and foreign exchange contracts have a social and environmental responsibility clause, which provides for fines and early liquidation of transactions in case of non-compliance with contractual items establishing social and environmental commitments. **G4 FS3**

The evaluation on early settlement in cases of non-compliance is carried out by the Board of Directors of the respective credit union, by one of the monitoring made available by the centralized RSA management area. **G4 FS3**

We apply the verification of social, environmental and climate risks in accordance with our portfolio's proportionality and relevance principles. For this purpose, the services are segmented in certain levels of verification and analysis, according to their classification in relation to risk exposure, aiming for an effective coverage in credit, consortium and foreign currency operations. **G4 FS2**

The financing of activities in sectors more exposed to socio-environmental impacts, as is the case of agriculture and cattle raising, require more detailed risk mitigation tools. **G4 FS2**

The following are the social, environmental, and climate risk practices adopted in our operation:

Socio-environmental self-declaration questionnaires

In our credit granting process, we apply self-declaratory questionnaires to members whose activities have the highest risk exposure and relevant proportionality in our portfolio, acting as a flag for possible social and environmental problems or inaccuracies. Through a qualitative

evaluation of the questionnaire, it is used in the decision making process for the member's credit operations. **G4 FS2**

Consistent with the social, environmental, and climate agenda, in 2021 we began to implement questionnaires for granting credit to individuals in agribusiness and legal entities in health. Thus, throughout the year we had 41,516 questionnaires in effect, 60.98% of which were applied to legal entities (PJ), a significantly higher number than in the previous year. **G4 FS10**

Prohibited and not recommended activities

We carry out monthly monitoring of this compliance based on official public information from our geoprocessed operations, in order to validate whether the area benefiting from the financing remains regular, as well as following up members with indications of exposure to socioenvironmental risks, such as involvement with slave labor and environmental embargoes. **G4 FS3**

We perform verifications designed to assess member's involvement in non-recommended activities, such as the extraction or trading of timber from native forests, and to monitor portfolio behavior related to high exposure activities, such as coal mining.

We also check members' involvement in forbidden activities, such as, for example, slave labor. We carry out a systemic blockade that prevents any concession of credit to individuals and companies and their respective economic groups that are registered in the registry of employers that have submitted workers to conditions analogous to slavery, published by the Secretary of Labor and the Ministry of Economy.

Socio-environmental screening

We evaluate credit proposals requested and the areas to be benefited, when they exist, through documentation and elements that support our decision. **G4 FS2**

We also carry out the systemic blocking of products with greater exposure to socio-environmental risk for members and their respective economic groups included in the official lists of environmental embargoes released by the Brazilian Environmental Institute (IBAMA) and the Chico Mendes Institute for Biodiversity Preservation (ICMBio). **G4 FS2**

These cases are submitted to a specialized evaluation, which may generate an opinion for the continuity of the credit concession flow in situations where the area to be benefited is not the location subject to the embargo and where the socio-environmental risks are mitigated, observing the reservations and conditions deemed necessary. **G4 FS2**

In 2021, we performed 704 screenings, 8.66% of which were performed on legal entity (PJ) members. **G4 FS10**

The member remains blocked for as long as he or she appears on the official lists, and this screening is carried out at each new request for a product with greater exposure to socio-environmental risk. **G4 FS2**

Geoprocessing

We use geoprocessing systems to evaluate the areas at greatest environmental risk in our rural credit operations, in line with the compulsory requirement to capture and send coordinates instituted by the Brazilian Central Bank. **G4 FS2**

Based on the geodetic coordinates of the area to be benefited by the financing,

as well as accepted in guarantee, we automatically validate if there is an overlap with risk areas officially disclosed by the responsible environmental agencies. **G4 FS2**

In this pre-concession validation, a "restriction" message is issued when overlaps with APAs (Environmental Protection Areas) and ARIEs (Areas of Relevant Ecological Interest) are identified, or a "prohibition" message is issued when overlaps with Indigenous lands, quilombola lands, embargoed areas, or full use conservation units are identified, denying continuity of financing in these cases. **G4 FS2**

Post-concession monitoring

After the concession, the benefited areas continue to be monitored throughout the useful life of the operation, in order to verify their good standing. This initiative has expanded our processes reach, establishing a new mitigation level for socio-environmental risks, limiting damages and unwanted exposures in higher risk areas. **G4 FS2**

Risk appetite monitoring (RAS) and stress testing

We established metrics and monitored our credit portfolio, at the regional and systemic level, in order to monitor and limit our exposure to risk. We also carry out stress tests where we simulate scenarios of exposure to different types of risks to understand how they interact with each other and how the main indicators of the System can be impacted. **G4 FS2**

Quantitative tools for portfolio risk management

In 2021, we provided the credit unions with quantitative management tools based on methods that measure aspects related to social, environmental and climate risks of the portfolio and



counterparties, allowing for their classification and analysis. In 2022, with the aim of acting increasingly in the entire cycle of socio-environmental risk management, these topics will be dealt with as a priority to improve the identification of opportunities, impacts and risks for the System. **G4 FS2**

### Dialogue with environmental agencies and business partners

We expanded the dialogue with environmental agencies through integration actions, aiming at the dissemination of legalization, awareness and risk mitigation practices. Likewise, we strengthened our relationship with business partners, intensifying the dialogue regarding socioenvironmental risk mitigation practices, monitoring data and assessment methodologies. **G4 FS2**

We also participated in studies and development of a specific methodology for recording losses from socio-environmental damage in FEBRABAN's Working Group, allowing for greater monitoring of the topic's impacts on members and operations. **G4 FS2**

### Evaluation of Socioenvironmental Risk procedures

The implementation of these actions and their results are reported and discussed in the appropriate forums, including the Sustainability, Risks and Compliance Committees.

The Risk Technical Committee evaluates and ranks the actions and the creation and preservation of products in terms of socio-environmental risk, supporting the strategic decisions established by SicrediPar Board of Directors. **G4 FS2**

The Internal Audit area leads the effective annual evaluation process of the adequacy of the procedures assumed in the regulations. In September, the Internal Audit work for RSA management was completed, based on the guidelines and rules established in the new Socioenvironmental Risk Management Policy and Socioenvironmental Risk Management Standard. **G4 FS9**

Since 2016, the International Finance Corporation (IFC), our business partner, has conducted annual oversight of the process through its Report Universal Banks and the Brazilian Federation of Banks (Febraban), through its Compliance Report, also conducts annual monitoring of compliance with SARB14 self-regulation.

In 2021, DEG Invest & Proparco conducted a due diligence process with Sicredi, in which our socio-environmental risk management practices were analyzed and approved, identifying opportunities for improvement to be made throughout 2022. **G4 FS9**

Also, since 2016, the Brazilian Central Bank, annually evaluates the implementation of Resolution 4,327/14 and the enforcement of socio-environmental practices through an electronic questionnaire. **G4 FS9**

### Training in social, environmental and climate risks.

Through a number of training courses focused on social, environmental, and climate risks, we promote the incorporation and constantly improve the criteria for socio-environmental risk management. **GRI 103-3**

Among training programs, we highlight the certification on Socio-Environmental Risks and Opportunities (distance learning modality), mandatory for all System employees, totaling 29,037 participants in 2021. **G4 FS4**

To reinforce internal processes, around 1,693 multipliers were trained in the cooperative centrals and credit unions, with the aim of spreading and improving the practices adopted. The centralized Socioenvironmental Risk management team intensified its specialization in the topic by means of courses, participation in lectures, congresses, forums, workshops and work groups with other financial institutions, with a view to qualifying and exchanging experiences. **G4 FS4**

### Climatic risks

Climate change implications and risks have been gaining increasing relevance in the regulation and structuring of risk controls in financial institutions. In order to expand and incorporate our assessments of these risks, in our new Sustainability Policy we have committed to follow the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). **GRI 102-12**

Throughout 2021, we continued to participate in the work group discussions of the Brazilian Federation of Banks (Febraban) aimed at supporting institutions in this topic. Among the techniques discussed in the forum and which are already being applied in internal surveys and analyses is the green taxonomy, a standard technique for sector classification that measures the exposure to climate risks of our credit portfolio, based on the TCFD recommendations. **GRI 201-2**

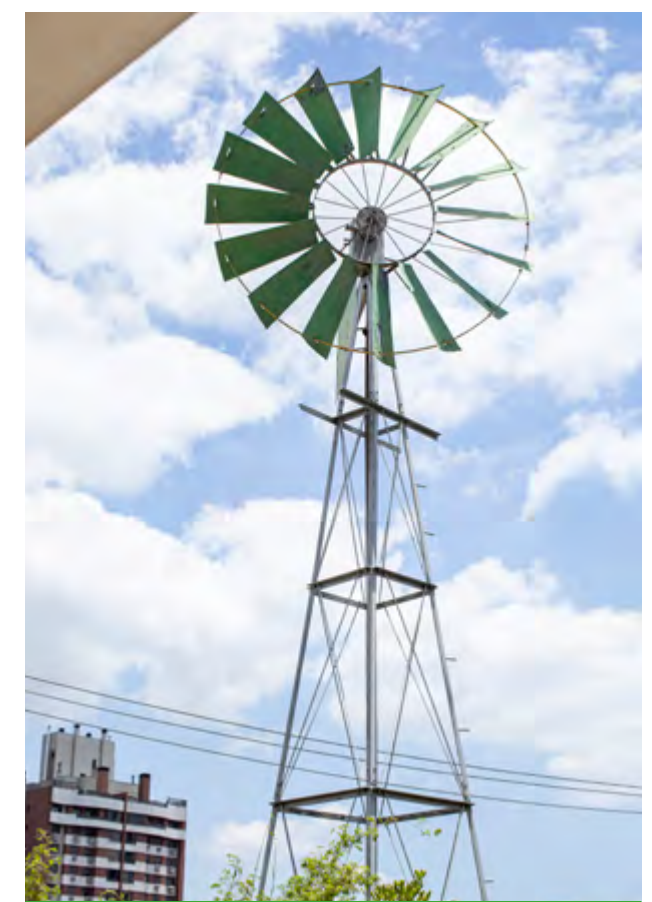
This variable of sectoral exposure to climate risks is reported in our credit analysis report and considered in our members' socio-environmental risk measurement modeling. **GRI 201-2**

In an effort to guarantee legal security on the subject, we have introduced in our standard clause on socio-environmental

responsibility the item on climate change, highlighting the relevance of adopting control practices and complying with the applicable legislation. **GRI 201-2**

Additionally, we are developing a stress test to evaluate different climate risk scenarios for the institution, allowing a quantitative measurement of these implications and complementing the one already applied for socio-environmental risk. **GRI 201-2**

In tandem with the actions of the working group and the market, the evolution of impact controls as a result of climate change will be a priority on next year's agenda, assisting Sicredi's compatible risk management and mitigation. **GRI 201-2**



# Promote eco-efficient management

We consider eco-efficient management to be one that seeks to achieve maximum efficiency in the use of resources -material and natural - with minimum adverse impact on the environment and positive impact generation. **GRI 103-1 / 103-2**

Our credit unions develop local initiatives, such as branches and headquarters built with sustainability attributes, in addition to energy efficiency initiatives and projects for solar energy self-generation.



Photovoltaic Plant - Sicredi Vale do Rio Pardo

Sicredi Vale do Rio Pardo, headquartered in the city of Santa Cruz do Sul/RS and linked to Sicredi Cooperative Central South/Southeast invested in its own photovoltaic plant, generating 100% clean, renewable energy for the new administrative headquarters and the 15 Credit Unions branches. Moreover, the plant contributes to the reduction of Greenhouse Gas (GHG) emissions associated with the Credit Union's energy purchases.

With an investment of R\$ 2.5 million, the photovoltaic generation complex is composed of 1,238 modules and an installed power of 544.720 kWp.

This power generation capacity is sufficient to supply to all Sicredi Vale do Rio Pardo units, with the exception of Vale Verde, which has its own photovoltaic microgeneration.

## Managing GHG emissions

Our Greenhouse Gas (GHG) emissions management strategy has been evolving every year, contributing to the climate change agenda.

Every year we prepare the Systemic GHG Emissions Inventory, which accounts for representative emissions of all our credit unions. Through this, we can develop initiatives to reduce and neutralize the impact of our operations.

Our Inventory is calculated according to the GHG Protocol methodology (Greenhouse Gas Protocol). In 2021, we renewed our membership in the Brazilian GHG Protocol Program and published, in the Public Emissions Registry Platform, our 2020 GHG Emissions Inventory, which was recognized with the Gold Seal, the highest qualification level for corporate emissions inventories. **GRI 102-12**

Also In 2021, our credit unions avoided the emission of 580 tCO<sub>2</sub>e through solar energy self-generation. 144 units reported the initiative, among branches and administrative headquarters.

TOTAL GREENHOUSE GAS EMISSIONS (GHG ) **GRI 103-3 / 305-1 / 305-2 / 305-3 / 305-4 / SICREDI SR06**

Source of emissions	Total emissions (tCO <sub>2</sub> e)	Percentage
Scope 1	7,396.24	35.84%
Fugitive	6,041.05	29.27%
Direct Mobile Combustion	1,180.05	5.72%
Stationary Combustion	165.88	0.80%
Effluents	9.25	0.04%
Scope 2 (localization-based approach)	8,571.23	-
Purchased Electricity	8,571.23	-
Scope 2 (market based approach)	8,024.82	38.89%
Purchased Electricity	8,024.82	38.89%
Scope 3	5,215.01	25.27%
Business trips	1,427.38	6.92%
Transport and distribution (upstream)	2,693.40	13.05%
Employee transportation	50.19	0.24%
Waste generated in operations	1,044.05	5.06%
Total (tCO <sub>2</sub> e) <sup>1</sup> - (market-based approach) <sup>3</sup>	20,636.07	100%
Total (tCO <sub>2</sub> e) <sup>1</sup> - (localization-based approach)	21,182.48	-
Emissions intensity (tCO <sub>2</sub> e/employee) <sup>2</sup>	0.604684441	-

<sup>1</sup> Percentages were calculated based on total emissions following the market-based approach in Scope 2. Therefore, we do not report percentages for Scope 2 under the localization-based approach.  
<sup>2</sup> Calculated following the market-based approach.  
<sup>3</sup> The market-based approach takes into account the purchase of renewable energy from the open market by CAS headquarters.



## Neutralization

In 2021, we neutralized **over 21,000 tons of GHGs calculated in our 2020 Emissions Inventory.**

The neutralization of 100% of our emissions was done by supporting five carbon credit projects, one in each Brazilian region. We seek to choose projects close to the communities where we operate, generating local sustainable development. **SICREDI SR03**

All projects have a high standard of certification and include social, environmental and economic benefits, contributing to the development of the regions. Also, the chosen projects contribute to the UN's Sustainable Development Goals.

**Composting Project:** directed to the support of 13 families of small rural swine producers in several locations in Santa Catarina, it includes carbon credits for the composting of residues from swine farming. The initiative presents improvements in the productive processes, provides income diversification for local producers, the protection of water and soil resources, and new markets for organic compounds.

**Bandeirantes Landfill Project:** operates with the generation of renewable electric energy through the collection of biogas from a landfill in the city of São Paulo, with a focus on improving air quality. It minimizes risks of groundwater contamination, enables the recovery of degraded land, and creates jobs and income for local communities.

**Agrocortex Project:** located in Acre and Amazonas, it is focused on forest conservation carbon credits in the Amazon. It targets the conservation of more than 186 thousand hectares of the Amazon biome, the protection of endangered species of fauna and flora, sustainable forest management, generation of alternative sources of income for the local community, and incentive to the credit unions for non-timber forest products.

**Buenos Aires Project:** located in the municipality of Buenos Aires, in Pernambuco, the project is aimed at replacing native firewood as fuel with renewable biomass, in a ceramics factory. The project generates investment in education for the local community, support for culture and leisure in the community, and protection of the Caatinga biome.

**Reunidas Projects:** from Cristalândia, in Tocantins, the project also carries out the replacement of firewood as fuel by renewable biomass in the ceramics factory, protecting the Cerrado biome. Among its benefits are the improvement in working conditions and social inclusion through opportunities for the local community.

Learn more by clicking on the link:

<https://www.sicredi.com.br/site/sobre-nos/noticias/sicredi-neutraliza-emissoes-de-gases-de-efeito-estufa/>

## Work with suppliers and partners with responsible management

### Engaging Suppliers for Sustainability

We extend our concerns and advances regarding sustainability to the systemic supply chain, encouraging them to adopt the best social and environmental practices. **GRI 103-1 / 103-2**

The relationship with suppliers is guided by the internal Corporate Purchasing Standard. The guideline indicates that suppliers should preferably be members of one of our credit unions, in order to add more value to our business chain. We also give priority to suppliers from the communities where we are present, as part of our strategy to contribute to local development. The purchasing standard guides the hiring and management of suppliers that will be used by the System. **GRI 102-9**

Our main suppliers deliver from corporate supplies to more complex service solutions, located throughout the national territory. The main suppliers responsible for the threshold solutions to the process are located in the South, Southeast and North regions. **GRI 102-9**

In 2021, we hired **84.5 thousand** suppliers, to which we paid a total of **R\$ 6.1 billion.** **GRI 103-3 / 102-9**

Our purchasing and contracting of goods and services decisions must comply with the social and environmental criteria defined in the Sustainability Policy, generating economic results (better cost-benefit) while respecting the environment and improving the quality of life of the people with whom we interact. **GRI 102-9**

To ensure that suppliers are aligned with our values, we include anti-corruption, human rights and environmental clauses in our contracts, addressing issues such as child and forced labor. We recommend that credit unions use these same standard clauses in their local purchases.

As such, of the 265 new suppliers contracted in 2021, around 77.36% had sustainability clauses included in their contracts, committing to responsible performance. **GRI 103-3 / 308-1/302-8 / 414-1**

Currently, we do not have a comprehensive supplier evaluation process based on social and environmental criteria, but we are making progress towards the development of a third-party governance project. Throughout 2021, we assessed a management flow in which we evaluate suppliers based on compliance, credit, information security, and socio-environmental criteria, among others, to mitigate risks in the operation. We are defining the process to understand which suppliers to apply the questionnaire to and how to monitor their activities. **GRI 102-10 / 308-2**

By implementing this process, we will monitor partners periodically, according to relevance, and create action plans when necessary. In 2021, the project was carried out in a pilot phase with 10 suppliers considered relevant. **GRI 308-2**



# Chapter 04

## Local development

**Promote positive transformations**  
in the locations where we are present.

**Focus themes:**

- » Contribute to the communities' development
  - » Promote people development
    - » Foster local economy
  - » Promote financial inclusion

**Pillars:**

- » Economic and Social

**Related SDGs:**





# Foster the local economy

The presence of a credit union in a community generates income and prosperity for its residents. Our credit unions foster the local economy by expanding access to financial services for the local population, supporting the development of micro, small, and medium-sized entrepreneurs, as well as distributing results among members. We also give priority to hiring local suppliers and foster business among members. **GRI 103-1/ 102-16**

As of the second semester of 2021, we started to carry out credit transactions of the National Program to Support Micro and Small Companies (Pronampe) on a permanent basis, aiming to support micro and small companies with working capital and the growth of their businesses. This year, 28.0 thousand transactions were contracted, and we granted around R\$1.8 billion.

In 2021, we began operating an agreement with the Ministry of Health aimed at facilitating access to credit based on receivables from services provided to

the Single Health System (SUS) by our members, medical clinics and hospitals. This is an old demand from the credit unions, especially those linked to the health segment. Initially, agreements were signed with Sicredi Campos Gerais and Sicredi Recife, and we are currently in the phase of obtaining each member's payroll margin. In the future, it may be extended to other interested credit unions.

In 2021, total spending with local suppliers was R\$850.7 million, representing 13.8% of our year's supply spending, an amount that directly feeds the local economy.

This year, we adjusted the way we cross-reference the data to calculate the indicator, which prevents comparison with previous years. According to the new criteria, to define whether a supplier is local, it needs to be MEI or Simples and be located in a city covered by our credit unions. **GRI 102-49 / 204-1**

VALUE ADDED STATEMENT (VAS) (BRL THOUSANDS) **GRI 103-3 / 201-1**

	2019	2020	2021
Economic value generated (revenue)	13.614.434	13.714.352	18,413,759
Economic value distributed	10.883.786	10.581.438	13,910,189
Operating costs	7.052.857	6.624.848	8,864,740
Salaries and employee benefits	2.691.830	2.905.813	3,806,847
Payments to capital providers	373.784	246.116	338,031
Payments to the government	758.023	793.935	893,353
Community investments	7.292	10.726	7,218
Retained economic value*	2.730.648	3.132.914	4,503,570

\* Direct economic value generated minus distributed economic value.



Additionally, the marketplace theme continues to evolve. Over the past few years, the Sicredi Conecta mobile app has allowed us to support the local economy, enabling new businesses and adding income and development to communities. In order to further advance this theme, the App was discontinued in September 2021, and will be replaced by new solutions to offer members better experiences, convenience and new opportunities.

Our credit unions also foster the communities' economy through the distribution of part of the results obtained during the year. At the assemblies that took place in 2021, we defined the distribution of the results for 2020. **GRI 103-2**

In 2021, R\$853 million were distributed to the members by decision of the assembly, representing 83.1%, of the total of R\$1,191 million. **GRI 103-3 / SICREDI DL02**

## I cooperate with the local economy

Through the I Cooperate with the Local Economy movement, we bring together civil society, local entities, the press, and public authorities to strengthen small businesses and invite people to consume locally, causing the economic wheel to turn.

We believe that cooperating with the local economy yields a better world.

One of our commitments is the growth of the regions. As a cooperative financial institution, we reinvest the resources in the form of credit for members, entrepreneurs, rural producers and social projects. The I Cooperate with the Local Economy initiative reinforces this by supporting people and generating positive impact in the regions.

# Promote financial inclusion

Our System is made up of a network of credit unions present in all of the country’s regions, from large metropolises to small and rural cities. We tend to operate in cities where other financial institutions are not usually present, bringing financial inclusion to a population that would otherwise not have access to these services locally. **GRI 103-2**

Therefore, we promote the financial inclusion of individuals and companies, inserting them in the financial system and giving them broad access to financial

solutions. By doing so, we guarantee the members’ economic participation, adding income while contributing to improve their quality of life. **GRI 103-2**

By 2021, we had credit unions in 230 cities where we were the only financial institution\* present. Of these, 69% are located in the southern region of the country. Our presence generates a positive impact in these locations, as well as boosting the local economy.

\* The calculation includes bank branches and cooperative service stations.

CITIES WHERE WE ARE THE ONLY FINANCIAL INSTITUTION PRESENT **GR 103-3 / SICREDI DL 01**

Total inhabitants	2019	2020	2021
Up to 5 thousand	158	162	167
From 5 to 20 thousand	52	54	63
Total	210	216	230

About 6.7% of our branches are in cities classified as underserved. According to our partner, Geofusion, cities with this characteristic are small, have a greater participation of agriculture and public administration in the economy, are more dependent on government transfers and have the worst social indicators, such as the Human Development Index (HDI). **GRI FS 13/ SICREDI DL09**

TOTAL NUMBER AND PERCENTAGE OF SERVICE STATIONS IN CITIES CLASSIFIED AS LOW-INCOME **GRI 103-3 / FS13**

Total inhabitants	Number of cities in Brazil	Number of cities with Sicredi’s presence	Percentage	Quantity of branches
Up to 5 thousand	523	47	8,99	49
From 5 to 20 thousand	1.126	64	5,68	65
Total	1.649	111	6,73	114

\* The calculation includes bank branches and cooperative service stations.

Additionally, we have Woop Sicredi, our 100% digital and cooperative account, based on the self-service concept, which has several digital service channels, such as chat, chatbox, video call, email and social networks. In 2021, Woop Sicredi users will be able to make their payments via Google Pay, a digital wallet platform and contactless payments system.

## Understanding our local impact

Because of our cooperative model and local operations, the money raised in one community is reverted into credit granted to other members in the same location, generating a virtuous cycle of prosperity that stimulates investment in the credit union, generates income for the member, and strengthens the local economy.

We know that by being present in less populated, more rural, and more isolated places, we bring our products and services to a population of small farmers and micro and small entrepreneurs who would otherwise not have access to credit and other financial services.

To understand and measure how we generate value in the locations where we are present, we conduct a number of studies to learn about the penetration and value generation of the credit union business. In 2021, we conducted the third study in the series “Benefits of credit cooperativism,” which evaluates the performance of different banking institutions in the country. **GRI 203-2**

The study shows that the credit cooperativism has a relevant role in providing access to full financial services to the population of cities that are considered less attractive for traditional financial institutions to maintain branches. **GRI 203-2**

To reach the study’s conclusions, we created unprecedented analytical indicators: the Banking Presence Index ( IPB), which reflects the likelihood of having a branch in a given city, and the Municipal Banking Indices (IMB) that evaluate the business model of financial institutions. The Municipal Relative Banking Index (IMB-R) measures how much their business model is concentrated in hard-to-serve cities, and the Municipal Absolute Banking Index (IMB-A) reflects their performance in expanding the Brazilian banking service frontier. **GRI 203-2**

The results showed that the cooperative service network has a higher IMB-R and IMB-A than the other institutions, i.e., it is present in places where banking is more difficult, including a population that, in other cases, would not have access to financial services. **GRI 203-2**





# Promote people development

We positively impact the communities by investing in our employees, members and communities’ education and training. This is especially significant in the case of our employees because they are, at the same time, residents of the communities where we operate, credit union members, so they also own the business, and are responsible for our close and human service. **GRI 103-1**

By investing in their education and training, we strengthen local development, both by improving our capacity to meet local demands and by strengthening the region’s human capital.

As a result, we also create an innovative and educational internal environment for people to grow. **GRI 103-2/ GRI 103-3**

We are redesigning our corporate education strategy to consolidate the systemic positioning of corporate learning, leveraging the local and specific initiatives of each entity. Thus, we seek to provide a better learning experience for employees, aiming to accelerate the business strategy and the 2030 Inspirational vision through continuous, scalable and relevant learning.

## Agile & Inclusive Accelerator

We are supporters of the Agile and Inclusive Accelerators, initiatives carried out for over 10 years by Thoughtworks consultancy and PUCRS, aimed at putting into practice university-business relationship concepts to foster innovation and development aligned with social impact.

The Agile Accelerator was created with the goal of teaching the first steps in agile methodologies and programming to young people from vulnerable social groups.

The Inclusive Accelerator was born as an offshoot of it, speeding up the inclusion of more vulnerable social groups in the technology market.

Currently, the initiatives operate through mentoring and lectures, offering high school and university students development programs in technology, with the opportunity to learn about programming, experience design, and usability testing, among others.

Learn more at <https://www.youtube.com/watch?v=YljHgtnkf9M>

## NUMBER OF EMPLOYEES PER EMPLOYMENT CONTRACT (QUANTITY) **GRI 102-8**

	2019		2020		2021	
	Men	Women	Men	Women	Men	Women
Temporary*	269	395	225	382	689	1.204
Permanent	11.644	16.305	12.109	17.114	13.305	18.929
Total by gender	11.913	16.700	12.334	17.496	13.994	20.133
Total	28.613		29.830		34.127	

\* Temporary considers young people and interns.

## NUMBER OF EMPLOYEES PER COOPERATIVE CENTRAL (QUANTITY) **GRI 102-8**

	2019	2020	2021
Sicredi Cooperative Central - South/Southeast	9.918	10.410	11.854
Sicredi Cooperative Central PR/SP/RJ	9.246	9.625	10.681
Sicredi Cooperative Central - Central-North	3.491	3.586	4.455
Sicredi Cooperative Central - Central Brazil	2.155	2.360	2.812
Sicredi Cooperative Central - North/Northeast	1.528	1.518	1.682
Sicredi Administrative Center (CAS)	2.264	2.320	2.643
SicrediPar	11	11	10
Total	28.613	29.830	34.127

\* We did not consider SicrediPar employees in the total amount, since they have already been accounted for in the Cooperative Centrals.

## Reinforcing our way of being

To maintain our culture alignment, we have a catalog of 15 skills that describe the desired behaviors and guide our employee selection, development and recognition processes. They are crucial to connect us to our purpose and show that change is necessary, while maintaining our cooperative essence.

Two of these skills were indicated as core for the entire System, they are: “Cooperative Essence” and “Understanding to serve”. The other competencies are for each credit union to choose. **SICREDI-RC09**

In 2021, we continued the Conecta&Desenvolve Program, whose objective is to contribute to the development of our competencies and support employees in their development. The program takes place collaboratively with the cooperative centrals and Sicredi Administrative Center (CAS), which sponsor a skill of their choice and hold monthly live broadcasts, covering success stories and tips on how to put those behaviors into practice. **GRI 404-2**

The live broadcasts raise awareness among employees with content and approaches capable of generating new insights, new connections, reflections, and changes in behavior. In 2021, 14 live broadcasts were held with over 5,000 participants. A success built with many hands from many stories and countless experiences. **GRI 404-2**

Moreover, this topic is also addressed in our Jeito Sicredi de Ser integration program, which presents our essence, values and purpose to new employees. The program aims to offer a new experience to employees at the initial stage of their onboarding, bringing our core skills while connecting the new employee to our culture. **GRI 404-2**

Every year, all hired employees undergo a performance evaluation process, in order to guide their career development by identifying their strengths and opportunities for improvement. All the entities that have already implemented the new Performance Management model carry out the performance evaluation following the new competencies.

In 2021, all employees hired up to October went through the performance evaluation, a total of 78.2% of our workforce. **GRI 404-3**

PERCENTAGE OF TOTAL EMPLOYEES WHO RECEIVED A PERFORMANCE REVIEW **GRI 404-3**

Men	78,42%
Women	78,07%
<b>Total</b>	<b>78,21%</b>

Corporate Learning

Amid the constant digital and behavioral transformations, we are experiencing, we find in corporate education a way to become an organization where employees learn all the time and adapt quickly to new contexts. Accordingly, our corporate education process guides the continuous development of our employees, promoting the training of professionals who are part of the cooperative culture.

Currently, we have 2,456 online courses and 1,422 web conference classes available to train our employees, with an investment of about R\$27.1 million. In 2021, 33,777 employees took our training courses, with an average of 30 hours each. **GRI 404-1/ SICREDI DL13**

**/DL14 / DL 15/ DL17**

One of the ways we conduct the employee learning process is to make content available in online formats, via the Sicredi Aprende platform, for free employee access.

The contents made available allow us to enhance the learning experiences with more interactivity and connection between people, and thus stimulate the active role of the employee in his or her development and career.

For new employees we offer basic training, which aims to introduce and acculturate them to our essence. The employees' learning journey is constant, and in order to support them in this journey, training related to the various business areas and administrative activities is available.

We also offer continued training, through internal and external courses and programs, seminars, and congresses, which aims to broaden the knowledge regarding processes, methods, and techniques used in the market, related to the employee's current position or with a view to professional growth.

Managers are provided with leadership training that is connected to the current challenges of business transformation, which reinforces their managerial responsibilities and their role at Sicredi, enabling them to act strategically with a focus on people, processes and results.

AVERAGE TRAINING HOURS PER EMPLOYEE BY GENDER (QUANTITY) **GRI 103-3 / 404-1**

	2019	2020	2021
Men	22	23	30
Women	20	25	30
<b>Total</b>	<b>21</b>	<b>24</b>	<b>30</b>

AVERAGE TRAINING HOURS PER EMPLOYEE PER FUNCTIONAL CATEGORY (QUANTITY) **GRI 103-3 / 404-1**

	2019	2020	2021
Elected	7	8	6
Top leadership	21	14	14
Middle leadership	24	27	30
Professionals	21	25	31
Technical	9	10	27
Interns	22	16	26
Young Apprentice	15	9	20
<b>Total</b>	<b>21</b>	<b>24</b>	<b>30</b>

AVERAGE TRAINING HOURS PER EMPLOYEE BY RACIAL/ETHNIC PROFILE **SICREDI DL16**

Ethnic profile	Average training hours
White	30
Brown-skinned	30
Black	30
Not Informed	30
Asian	36
Indigenous	28
<b>Total</b>	<b>30</b>



In 2021, to support our team in understanding and adapting to the digital transformation process we are undergoing, we made eleven completely revised courses available through Sicredi Aprende, empowering employees on the front end and those involved in the change to be better prepared to serve our member. A total of 14,254 employees accessed the training. **GRI 404-2**

We have also launched four more repertory tracks with themes focused on transformation, composed of free and short courses, with the objective of inspiring change in the employee's day to day life, in a light and relaxed way. **GRI 404-2**

Still within the transformation context, we held the Agents of Change Journey, which aims to level the knowledge about change management and the performance of the agents of change at the cooperative centrals and credit unions. This year the Journey was held with the Cooperative Central PR/SP/RJ and Cooperative Central Central Brazil, impacting about 70 employees who work directly in the transformation. **GRI 404-2**

During the year, we launched the second Pix learning series, consisting of a series of short videos, infographics, live broadcasts and guides to support employees to integrate the products and generate new business. About 2,100 employees took the training. **GRI 404-2**

Among the main initiatives to develop our employees carried out in 2021 are:

### Investment Journey

Aimed at professionals who sell investment products. It covers certifications, financial education basics, investments technical knowledge, and our product portfolio. It is a dynamic training, where the employee frequently finds new content. **GRI 404-2**

### Branch Training

In 2021, we launched a new module for the Branch Training - Business: the @acontecenaagência, a five-episode webseries covering tips to support our employees' day-to-day work with members. The training presents introductory and fundamental concepts for the employees who work in our branches. **GRI 404-2**

### Welcome Manager

We have revamped the Welcome Manager Track, creating a learning experience for our leaders that is more up-to-date and connected to our current business transformation challenges. Among the new features of the track in 2021 is a new module on career dialogues, in which the leader will go through a learning journey for the contemporary career. **GRI 404-2**

During the year we conducted a survey on the opinion of the credit unions about the quality of the content available on the Sicredi Learns platform. As a result, 90% of respondents stated that it meets their learning needs. **GRI 404-2**



### Employee Satisfaction

This year, our Climate Survey began to be conducted within the Great Place to Work (GPTW) methodology, due to its relevance and compatibility with the market. With this methodology, we were able to get a more accurate perception of the quality of our work environment and to understand our employees' level of engagement with our values and purpose.

As a result, the survey found that our employees confidence level is 88%.

More than 25,000 people answered the survey, contributing to the perception of our practices.

By adopting this methodology, we became a GPTW-certified company, and as of 2022 will be eligible to participate in the ranking of the best companies to work for in Brazil.



## Contribute to community development

The positive impact on communities is a natural outcome of our business model. In order to further expand our ability to generate value, we have developed a series of systemic or local social investment initiatives that are aligned with the cooperativism principles and values. **GRI 103-1 / 103-2**

These initiatives take into account local needs and generate bonds of trust, strengthening the community, the members, and, consequently, our business. **GRI 103-2**



### Sicredi in the Community Platform

The Sicredi in the Community platform, originally conceived at Cooperative Central - Central North, aims to be a social investment hub that connects people and initiatives to make a difference in the locations where we operate. It is a fully digital space with tools and environments which will connect the following social actions:

- **Social Fund**
- **Sponsorships**
- **Training**
- **Donations**
- **Incentive Laws**
- **Volunteering**

Integrating the Sicredi learning ecosystem, we will make available on the platform several courses for the community, with the purpose of promoting cooperativism knowledge,

financial education, and sustainability, among other topics.

Sicredi in the Community will be our community relations platform, through which we will seek to further materialize our positive impact on our members and the locations where we are present.

Currently, we have already implemented the Social Fund and Sponsorship initiatives, and the next initiatives will be courses (distance learning), fundraising - donations, incentive laws and volunteering.

This space will enhance the connection between members, communities, and our initiatives. The platform's conceptual phrase - "Cooperation that connects, grows" - demonstrates that the platform connects people and initiatives to make a difference, connecting those who can donate with those who need it.

For more information, please visit:

<https://www.sicredi.com.br/nacomunidade/>

## Social investment

Based on the Sicredi Social Investment (ISS) indicator, we calculate the total amount of resources invested to social, environmental, cultural, educational and scientific activities in the System.

**In 2021, R\$158.8 million were invested in actions through FATES, the Social Fund, donations, and the incentive laws. SICREDI DL07**

### FATES

Through the Technical, Educational and Social Assistance Fund (FATES) we strengthen the cooperative principles, providing resources for the assistance to members, their families, and, when provided for in the bylaws, to employees. The credit unions earmark at least 5% of their financial result to FATES. **GRI 103-3**



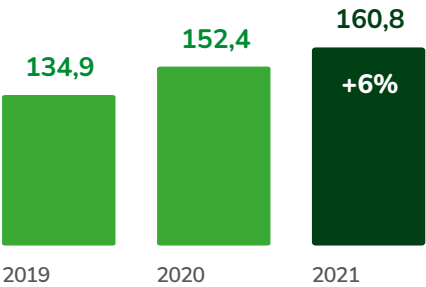


In 2021, **R\$ 160.8 million** was allocated to FATES, while **R\$ 120.8 million** of the total fund balance was used by the credit unions.

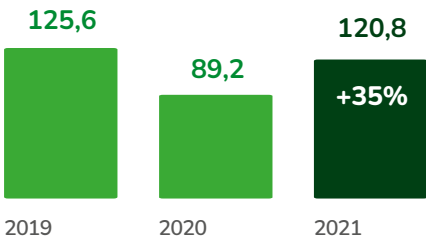
Growth in the amounts is related to the resumption of economic activities, opening of schools and educational programs activities that are developed with FATES resources.  
SICREDI DL06



AMOUNT ALLOCATED TO FATES (R\$ MILLION)



AMOUNT USED FROM FATES (R\$ MILLION)



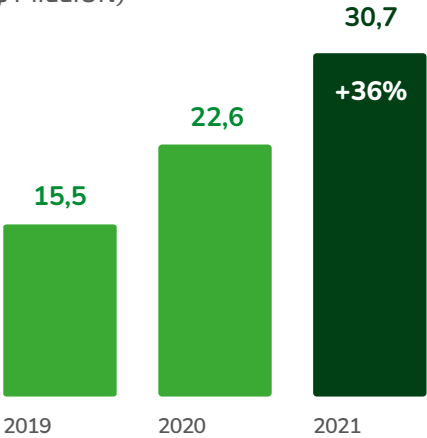
Social Fund

Making a difference in the communities where we are present, combining economic development and social transformation is one of the main distinguishing features of cooperativism. This is what we call **interest for the community**. And it is through the Social Fund that we transform efforts into a better world for thousands of people.

With the Social Fund, credit unions allocate a percentage of the previous year's income to support initiatives promoted by private, non-profit, legally registered entities. The supported activities must be measurable in terms of effort, time, and impact on social development.

In 2021, R\$30.7 million were invested in 3,287 social projects of collective interest in education, culture, sports, health, safety, environment, and social inclusion. Thus, we contribute to the development of the regions where we operate. SICREDI DL05

AMOUNT INVESTED BY THE SOCIAL FUND (R\$ MILLION)





Incentive Laws

We consider the incentive laws an important way for us to contribute to local development. Therefore, we have one more possibility of expanding our social impact in the communities where we are present by means of resource allocations, which can be deducted from the income tax due.

In 2021, we allocated a total of **R\$1,04 million via Federal Tax Incentive Laws**. This amount represents the impact we generated in more than **38 cities**, spread across **08 states**, benefiting **38 projects/funds**.

- Culture Incentive Law;
- Sports Incentive Law;
- Pronon-National Support Program for Oncological Care;
- Pronas-National Program to Support Health Care for Persons with Disabilities;
- Municipal Fund for the Elderly;
- Municipal Fund for Children and Adolescents.



Volunteer Movement

Our credit unions work to integrate volunteerism into the daily lives of their employees and members. The practice is aligned with the cooperativism principles, such as voluntary and free participation, inter-cooperation and interest in the community. **GRI 103-3**

The Volunteer Movement is part of our social responsibility strategy and includes the principles, policies, and strategies that guide volunteer actions in a more responsible way that effectively meets the community’s needs. **GRI 103-3**

Volunteers participate in several activities such as the Cooperate Day (Dia C), the A União Faz a Vida Program, and the Cooperação na Ponta do Lápis Program, among other local programs developed by the credit unions themselves in their regions.



Aí Chegou project

Aiming to transform the needs and opportunities in the region where it operates, the Sicredi Pernambucardi Credit Union of Cooperative Central North/Northeast and the Periferia e Cidadania Institute, with the support of Sescop/PE, created the Aí Chegou Project, offering support to young people in the local community through the delivery of bicycle kits to make deliveries to commercial establishments in the region.

The initiative provides job generation, income and citizenship for young people from the communities of Roda de Fogo, Torrões and Engenho do Meio, in Recife (PE), through cooperation between commercial establishments and young deliverers from the local community.



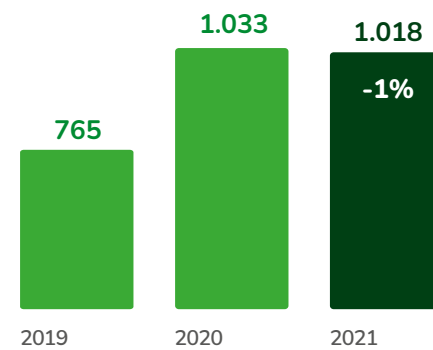
## Cooperate Day (Dia C)

Every year, in July, we celebrate C Day (Cooperative Day), a national initiative organized by the OCB System (Organization of Brazilian Credit Unions) which demonstrates the power of the cooperative movement for social transformation. On this day, the participating organizations carry out, through volunteer work, social responsibility actions in the communities, aligned with the cooperative principles. **GRI 103-3**

In 2021, the initiative had the motto “Come and Transform”, and we conducted a national campaign to raise funds to purchase food, which will be directed to people in food insecurity situations.

The campaign mobilized over 3,800 donors in 330 cities and collected over 1,200 tons of food, in addition to R\$ 427 thousand that were raised through donations of values, which directly benefited over 400 thousand people.

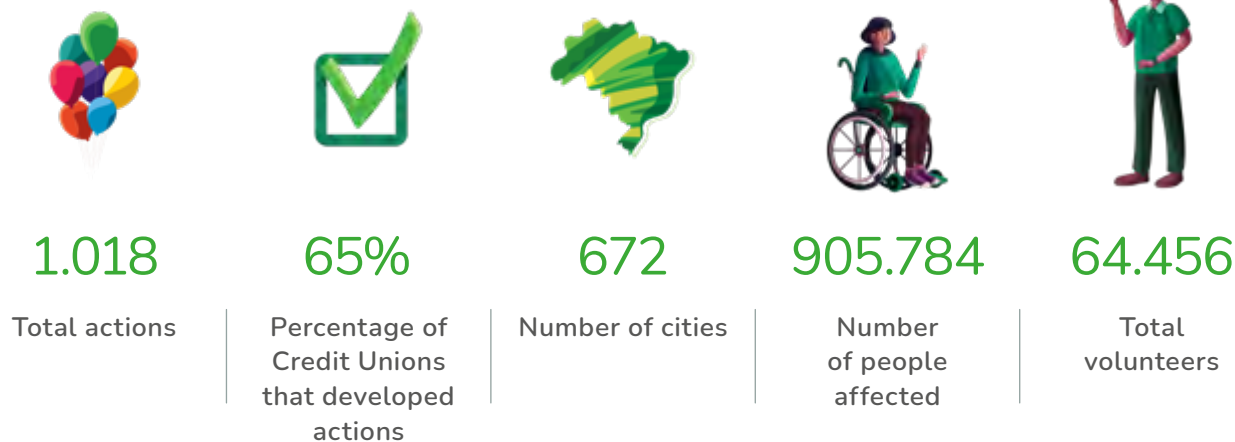
NUMBER OF ACTIVITIES CARRIED OUT ON COOPERATE DAY (DIA C)



SICREDI DL08



ACTIVITIES CARRIED OUT IN THE C-DAY MODEL



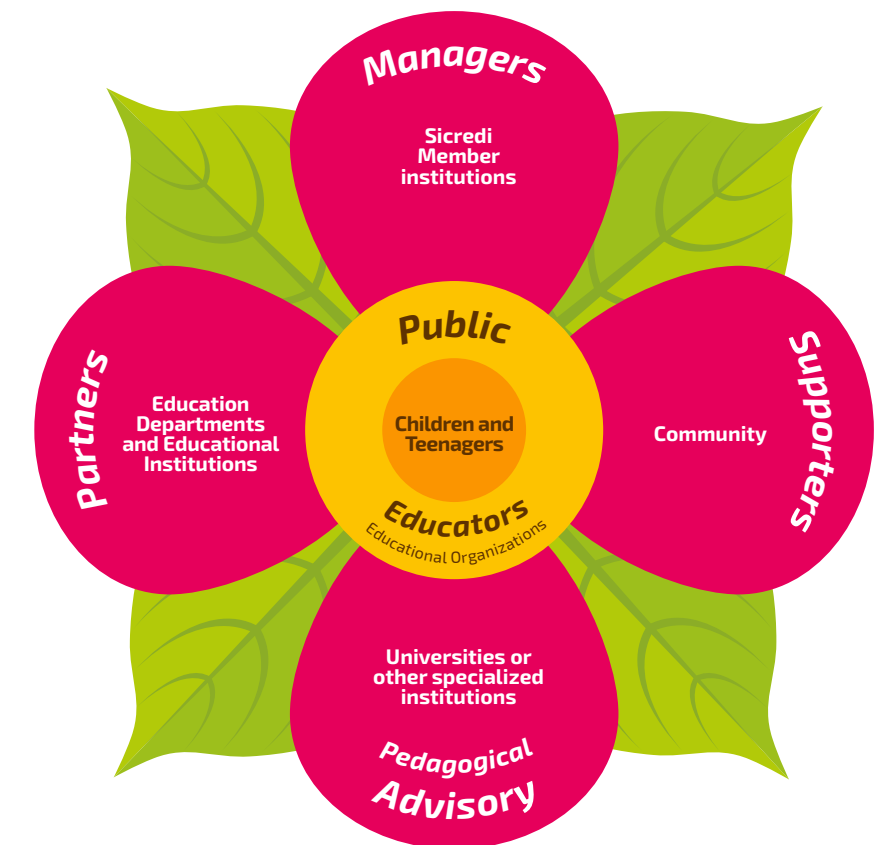
## a união faz a vida

The A União Faz a Vida Program is our main education project.

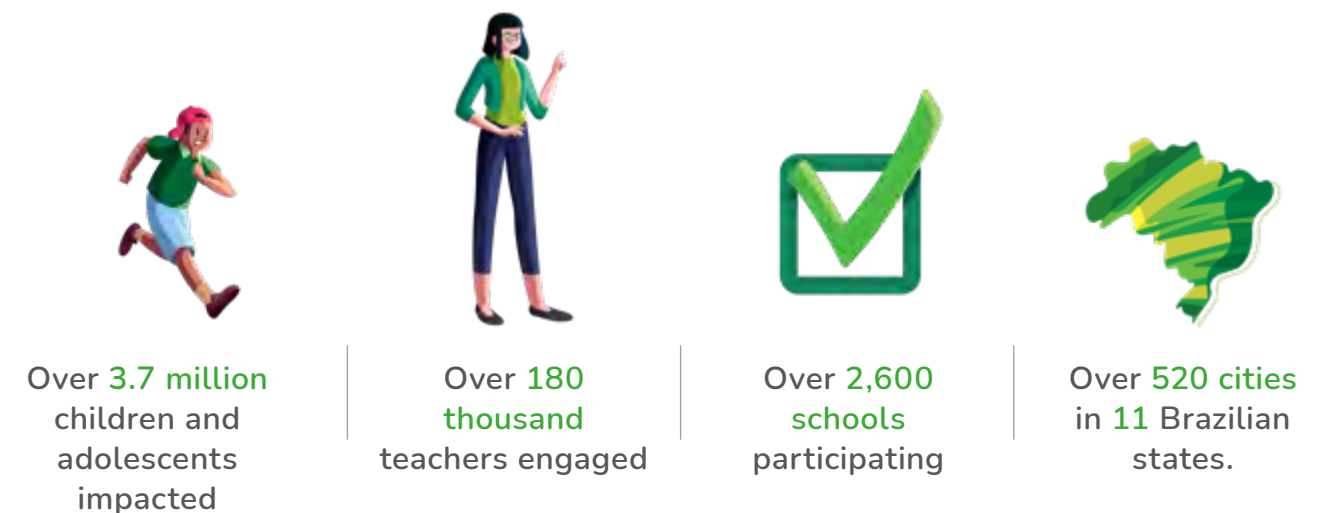
Aimed at developing cooperative citizens in the communities where we operate, we encourage children and adolescents to be active players, think critically, make decisions and build projects collectively, developing cooperation and citizenship principles. **GRI 103-3**

The Program is based on its own teaching methodology, which values the knowledge obtained both outside and inside the school, with the purpose of preparing cooperative citizens. In this methodology, which can be applied in Pre-School, Elementary School, and High School, the students are the key players in the learning process and develop projects that help them work on globalized knowledge.

For the Program to be developed, it is necessary to bring together the desire and action of several players; that is why we count on a Commitment network formed by several publics.



## RESULTS OF OUR 26 YEARS OF ACTIVITY



In 2020, when the A União Faz a Vida Program celebrated its 25th anniversary, we conducted a study to evaluate its social impact.

The results showed that the Program's positive impacts last in the participants' lives for a period of five to seven years and correspond to four times the investment made. In other words, for every R\$ 1.00 invested, R\$ 4.07 of social impacts are generated.

Currently, 65 credit unions develop the A União Faz a Vida Program, representing 60.2% of the total number of credit unions affiliated to the System. **GRI 413-1**



#### A UNIÃO FAZ A VIDA PROGRAM'S OVERVIEW IN 2021 **SICREDI DL 03**



**34,953**  
Educators registered



**437,070**  
Children and teenagers registered



**472**  
Cities\*



**2,637**  
Schools



**4,913**  
Projects



\*Due to Brazilian schools' unstable scenario, with remote or mixed classes in several regions, in 2020 and 2021 we had a decrease in the number of cities when compared to previous years. The Program will resume in these regions in 2022.

Learn more about the A União Faz a Vida Program at:  
<https://auniaofazavida.com.br/>

### A União Faz a Vida Program Trainings

In 2021, the Sicredi Foundation, in partnership with the Sicredi Cooperatives Centrals, held 24 training courses for the A União Faz a Vida Program, aimed at developing pedagogical and cooperative development advisors. The goal is to support the strategies to run the Program in the cities where it operates, in order to ensure its sustainability and expansion.

All the trainings happened in an online format, with more than 600 participants and 220 training hours, based on group dialogues and collective construction.



#### Historical memory

We celebrated 25 years of the A União Faz a Vida Program in 2020, and to remember our history we have structured a documentary written with excerpts and testimonials from people who have been part of this journey.

Learn more at <https://auniaofazavida.com.br/o-programa/historico.html>





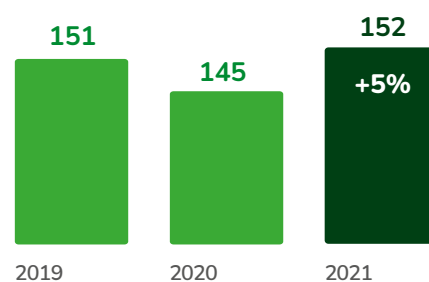
The School Cooperatives Program aims to broaden the learning opportunities for children and teenagers through social and cultural activities that bring them the experience of cooperative values and principles. **GRI 103-3**

The activities are focused on skills development such as leadership, social entrepreneurship, financial education and social inclusion. They are carried out in partnership with educational institutions aligned to cooperativism principles and values. **GRI 103-3**

Its methodology was developed with the contribution of teachers and students and is based on a gamification approach. Through the Cooperlandia Game, students coordinate knowledge and skills that develop into elements within the learning track -experience, evaluation, and reflection- developing skills such as knowledge, creativity, citizenship, and leadership.

In 2021, we supported **152 School Credit Unions** in **82 cities**, impacting **4.1 thousand** students. **SICREDI DL04**

#### NUMBER OF SCHOOL COOPERATIVES



Paredão dos Sonhos School Cooperative in assembly



Pingo de Mel School Cooperative in the voting Foundation General Assembly



Ben, Jo, Liza and Ana are the Program's mascots and represent the leaders of the Cooperative movement.

In 2021, we completed the second year of the Program being developed in a systemic format. During the year, we operate with the concept "Cooperativism to go beyond", emphasizing the Program's essence and contributing to the development of competencies by children and adolescents, generating opportunities for their lives.

Two Program training classes were held, to develop the pedagogical and cooperative development advisors, totaling more than 80 participants and about 40 hours of training



For more information go to:

<https://www.sicredi.com.br/site/fundacao/cooperativas-escolares/>

Watch the Program's institutional video:

[https://www.youtube.com/watch?v=7pt\\_j1u4NFI](https://www.youtube.com/watch?v=7pt_j1u4NFI)

# Chapter 05

## Attachments

### Employee Diversity

EMPLOYEES' GENDER BY POSITION LEVEL (2021)

	Total (quantity)	Male (quantity)	Percentage	Female (quantity)	Percentage
Elected	203	193	95.1%	10	4.9%
Top leadership	270	240	88.9%	30	11.1%
Middle leadership	4.587	2.515	54.8%	2.072	45.2%
Professionals	26.254	10.007	38.1%	16.247	61.9%
Technical	920	350	38.0%	570	62.0%
Interns	1.140	403	35.4%	737	64.6%
Young Apprentice	753	286	38.0%	467	62.0%
Total	34.127	13.994	41.0%	20.133	59.0%

EMPLOYEES' GENDER BY POSITION LEVEL (2020)

	Total (quantity)	Male (quantity)	Percentage	Female (quantity)	Percentage
Elected	208	198	95.2%	10	4.8%
Top leadership	275	250	90.9%	25	9.1%
Middle leadership	4.091	2.227	54.4%	1.864	45.6%
Professionals	23.696	9.039	38.2%	14.657	61.9%
Technical	107	105	98.1%	2	1.9%
Interns	846	290	34.3%	556	65.7%
Young Apprentice	607	225	37.1%	382	62.9%
Total	29.830	12.334	41.3%	17.496	58.7%

EMPLOYEES' GENDER BY POSITION LEVEL (2019)

	Total (quantity)	Male (quantity)	Percentage	Female (quantity)	Percentage
Elected	205	195	95.1%	10	4.9%
Top leadership	279	256	91.8%	23	8.2%
Middle leadership	3.930	2.129	54.2%	1.801	45.8%
Professionals	22.409	8.589	38.3%	13.820	61.7%
Technical	115	91	79.1%	24	20.9%
Interns	1.011	384	38.0%	627	62.0%
Young Apprentice	664	269	40.5%	395	59.5%
Total	28.613	11.913	41.6%	16.700	58.4%



EMPLOYEE AGE GROUP BY POSITION LEVEL (2021)

	Total (quantity)	Below 20 years old (quantity)	Percentage	From 21 to 30 years old (quantity)	Percentage		From 31 to 40 years old (quantity)	Percentage	From 41 to 50 years old (quantity)	Percentage	Above 50 years old (quantity)	Percentage
Elected	203	0	0.0%	0	0.0%		2	1.0%	23	0.07%	178	0.52%
Top leadership	270	0	0.0%	1	0.00%		59	21.9%	111	0.33%	99	0.29%
Middle leadership	4.587	0	0.0%	608	1.78%		2.463	7.22%	1.188	3.48%	328	0.96%
Professionals	26.254	644	1.89%	12.474	36.55%		10.257	39.1%	2.411	7.06%	468	1.37%
Technical	920	3	0.01%	376	1.10%		417	1.22%	94	0.28%	30	0.09%
Interns	1.140	448	1.31%	656	1.92%		35	3.1%	1	0.00%	0	0.00%
Young Apprentice	753	683	2.00%	70	0.21%		0	0.0%	0	0.00%	0	0.00%
Total	34.127	1.778	5.2%	14.185	41.6%		13.233	38.78%	3.828	11.22%	1.103	3.23%

EMPLOYEE AGE GROUP BY POSITION LEVEL (2020)

	Total (quantity)	Below 20 years old (quantity)	Percentage	From 21 to 30 years old (quantity)	Percentage		From 31 to 40 years old (quantity)	Percentage	From 41 to 50 years old (quantity)	Percentage	Above 50 years old (quantity)	Percentage
Elected	208	0	0.0%	0	0.0%		3	1.4%	27	13.0%	178	85.6%
Top leadership	275	0	0.0%	2	0.7%		58	21.1%	106	38.5%	109	39.6%
Middle leadership	4.091	0	0.0%	602	14.7%		2.208	54.0%	1.009	24.7%	272	6.6%
Professionals	23.696	527	2.2%	11.235	47.4%		9.376	39.6%	2.113	8.9%	445	1.9%
Technical	107	2	1.9%	60	56.1%		35	32.7%	9	8.4%	1	0.9%
Interns	846	387	45.7%	445	52.6%		13	1.5%	1	0.1%	0	0.0%
Young Apprentice	607	530	87.3%	77	12.7%		0	0.0%	0	0.0%	0	0.0%
Total	29.830	1.446	4.8%	12.421	41.6%		11.693	39.2%	3.265	10.9%	1.005	3.4%

EMPLOYEE AGE GROUP BY POSITION LEVEL (2019)

	Total (quantity)	Below 20 years old (quantity)	Percentage	From 21 to 30 years old (quantity)	Percentage		From 31 to 40 years old (quantity)	Percentage	From 41 to 50 years old (quantity)	Percentage	Above 50 years old (quantity)	Percentage
Elected	205	0	0.0%	0	0.0%		4	2.0%	26	12.7%	175	85.4%
Top leadership	279	0	0.0%	2	0.7%		60	21.5%	113	40.5%	104	37.3%
Middle leadership	3.930	2	0.1%	625	15.9%		2.135	54.3%	905	23.0%	263	6.7%
Professionals	22.409	579	2.6%	11.106	49.6%		8.547	38.1%	1.788	8.0%	389	1.7%
Technical	115	1	0.9%	48	41.7%		39	33.9%	16	13.9%	11	9.6%
Interns	1.011	476	47.1%	520	51.4%		15	1.5%	0	0.0%	0	0.0%
Young Apprentice	664	597	89.9%	67	10.1%		0	0.0%	0	0.0%	0	0.0%
Total	28.613	1.655	5.8%	12.368	43.2%		10.800	37.7%	2.848	10.0%	942	3.3%

PEOPLE WITH DISABILITIES BY POSITION LEVEL

	2019 (quantity)	Percentage	2020 (quantity)	Percentage	2021 (quantity)	Percentage
Elected	0	0.0%	0	0.0%	0	0.0%
Top leadership	1	0.4%	1	0.4%	0	0.0%
Middle leadership	36	0.9%	44	1.1%	56	1.2%
Professionals	601	2.7%	684	2.9%	786	3.0%
Technical	3	2.6%	3	2.8%	12	1.3%
Interns	4	0.4%	5	0.6%	4	0.4%
Young Apprentice	3	0.5%	1	0.2%	0	0.0%
Total	648	2.3%	738	2.5%	858	2.5%

BLACK EMPLOYEES BY POSITION LEVEL

	2019 (quantity)	Percentage	2020 (quantity)	Percentage	2021 (quantity)	Percentage
Elected	0	0.0%	3	1.4%	1	0.5%
Top leadership	0	0.0%	10	3.6%	9	3.3%
Middle leadership	35	0.9%	201	4.9%	263	5.7%
Professionals	234	1.0%	1.274	5.4%	2.454	9.3%
Technical	1	0.9%	18	16.8%	64	7.0%
Interns	13	1.3%	99	11.7%	280	24.6%
Young Apprentice	7	1.1%	66	10.0%	142	18.9%
Total	290	1.0%	1.666	5.6%	3.213	9.4%

EMPLOYEE TURNOVER BY GENDER GRI 401-1

	Number of new employees hired	New Hires Rate	Total number of terminated employees	Turnover rate
Male	4,355	31.12%	2,719	25.28%
Female	6,161	30.60%	3,517	24.04%
Total	10,516	30.81%	6,236	24.54%

EMPLOYEE TURNOVER BY GENDER BY AGE GROUP

	Number of new employees hired	New Hires Rate	Total number of terminated employees	Turnover rate
Under 20 years old	1389	43.00%	777	34.00%
From 21 to 30 years old	5698	22.00%	2816	16.00%
From 31 to 40 years old	2734	17.00%	1962	14.00%
From 41 to 50 years old	583	12.00%	511	11.00%
More than 50 years old	112	1.00%	170	1%
Total	10,516	30.81%	6,262	24.60%

EMPLOYEE TURNOVER BY REGION

	Number of new employees hired	New Hires Rate	Total number of terminated employees	Turnover rate
Cooperative Central South/Southeast	3195	72.00%	1771	56.00%
Cooperative Central PR/SP/RJ	3088	110.00%	2013	91.00%
Cooperative Central Central North	1780	15.00%	905	11.00%
Cooperative Central Central Brazil	1180	45.00%	723	36.00%
Cooperative Central North/Northeast	549	5.00%	385	4.00%
CAS	724	43.00%	439	35.00%
Total	10,516	30.81%	6,236	24.54%



GRI Content Index



For the Materiality Disclosures Service, GRI Services reviewed whether the GRI Standards Content Index is clearly presented and whether the references for Content 102-40 through 102-49 are aligned with the corresponding sections in the Report content. The service was performed on the Portuguese version of the Report.

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
GRI 101: Fundamentals – 2016			
General content			
GRI 102: General Disclosures 2016	102-1	Name of the organization	Page 12
	102-2	Main activities, brands, products and/or services	Page 12
	102-3	Location of the headquarters	Page 12
	102-4	Number of countries in which the organization operates	Page 13
	102-5	Ownership and legal form	We are composed of individual credit unions (non-profit and limited liability cooperative financial institutions), their respective cooperative centrals (nonprofit and limited liability cooperative society financial institutions), the Interstate Confederação Interestadual das Cooperativas Ligadas ao Sicredi (Sicredi Confederation, of the cooperative society format, non-profit and limited liability), Sicredi Participações S/A (SicrediPar, incorporated format), the Fundação de Desenvolvimento Educacional e Cultural do Sistema de Crédito Cooperativo (Sicredi Foundation, with a private foundation format), Sicredi Fundos Garantidores (nonprofit civil association), Banco Cooperativo Sicredi S/A (Sicredi Bank, incorporated financial institution) and its subsidiaries: Sicredi Assets Administrator, Sicredi Consortium Administrator and Sicredi Insurance Brokerage (all of which are limited liability companies).
	102-6	Markets served	Page 14
	102-7	Scale of the organization	The information about the scale of our business is on page 12. In addition to this data, we close 2021 with a capitalization of R\$9.3 billion and a debt of R\$7.94 billion.
	102-8	Information on employees and other workers	Of the 34,127 employees, 32,234 are full-time employees, of whom 13,305 are men and 18,929 are women. We have 1,893 part-time employees, 689 of whom are men and 1,204 are women. All of our contracts are full-time contracts. Due to the nature of our business, credit unions are independent to perform their own third-party contracting, so we do not systematically monitor this information.
	102-9	Description of the company's supplier chain	Page 97
	102-10	Significant changes to the organization and its supply chain	Page 97
	102-11	Precautionary Principle or approach	Page 88

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
GRI 102: General Disclosures 2016	102-12	External initiatives	Page 40, 92, 95
	102-14	Statement from senior decision-maker	Page 4
	102-16	Values, principles, standards, and norms of behavior	Page 16
	102-40	List of stakeholder groups	Page 21
	102-41	Collective bargaining agreements	96.07 % of employees are covered by a collective bargaining agreement or convention. Agreements do not cover Interns and elected officials.
	102-42	Identifying and selecting stakeholders	Page 21
	102-43	Approach to stakeholder engagement	Page 21
	102-44	Key topics and concerns raised	There is no survey of the main topics of interest of our stakeholders, but we carry out satisfaction surveys with members, in addition to climate research aimed at employees, and other satisfaction surveys regarding deliveries made to other audiences
	102-45	List of entities included in the financial statements	The financial statements in our combined 2021 balance sheet include Sicredi Cooperative Bank, credit unions, cooperative centrals, Sicredi Confederation, Guarantor Fund Sicredi, the Consortium Administrator and certain Investment Funds, in which these entities substantially assume or retain risks and benefits. The companies list was updated in 2021, because on December 30, 2020, Bacen determined, through Official Letter 34129/2020-BCB/ Desuc, the extension of the entities listed in item III of art. 2, Resolution No. 4151, of October 30, 2012.
	102-46	Defining report content and topic Boundaries	Page 37
	102-47	List of material topics	Page 38 and 39
	102-48	Restatements of information	Previous report information has not been restated.
	102-49	Changes in reporting	In 2021 we updated our focal themes, which went from 8 to 12, but there was, in fact, no inclusion or exclusion of new themes. There was only a rewriting and reorganization of the themes to provide greater clarity as to their focus, as well as to highlight themes that were previously grouped together but needed to be separated in order to highlight all the importance they represent in the materiality matrix. Moreover, there were changes in GRI 204-1 indicators and the Sicredi DL-05 indicator.
	102-50	Reporting period	January 1st to December 31st, 2021
	102-51	Date of most recent report	2020
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	Questions or suggestions can be sent to the Sicredi Foundation (Sustainability team) at the e-mail: sustentabilidade@sicredi.com.br
	102-54	Claims of reporting in accordance with the GRI Standards	This report was prepared in accordance with the GRI Standards: Core option.
	102-55	GRI Content Index	Page 126
	102-56	External assurance	Page 142

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
Material topic: To disseminate cooperativism and sustainability			
GRI 102: General Disclosures 2016	102-13	Membership of associations	We actively participate in Febraban, where we are part of the Social Responsibility and Sustainability Commission and its Working Groups. Additionally, we participate in the following associations:  ABAC -Brazilian Association of Consortium Administrators; ABAG – Brazilian Agribusiness Association; ABECIP – Brazilian Association of Real Estate Credit and Savings Entities; ABBC – Brazilian Association of Banks; ANBIMA – Brazilian Association of Financial and Capital Market Entities; ABECS – Brazilian Association of Credit and Service Card Companies. OCB - Brazilian Credit Unions Organization
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 54
	103-2	The management approach and its components	Page 54
	103-3	Evaluation of the management approach	Page 54
Company disclosures	Sicredi-RC06	Total number and percentage of Crescer graduates	Page 54
	Sicredi-RC07	Number of people in the Audit and Administrative Board trained at Crescer	Page 54
	Sicredi-RC08	Total and hours of employees trained in cooperative themes, broken down by program, and length of service	Page 55
	Sicredi-RC10	Total and hours of employees trained in sustainability themes	Page 57
	Sicredi-RC14	Total number of publications made available to members at the Sicredi library, broken down by region	Page 56

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
Material topic: To promote inclusion and diversity			
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 59
	103-2	The management approach and its components	Page 59
	103-3	Evaluation of the management approach	Page 59
GRI 102: General Disclosures 2016	102-24	Nominating and selecting the highest governance body	Page 28, 30
GRI 202: Market Presence – 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	The lowest salary paid by the organization for male employees represents 105.86% of the local minimum wage while the lowest salary paid to female employees represents 115.24% of the minimum. For this GRI disclosure only employees with an 8h workload per day were considered, since we equated as provided by legislation where the minimum wage is set by the full 8h workload per day. For this disclosure, inactive employees who are retired due to disability were not considered. In all, there are 24 inactive employees accounted for on 12/31/2021, who, despite being inactive, remain in the database because their position is guaranteed in case of recovery from disability, and they can continue receiving employment benefits. The contractual salaries of these employees were considered for the average compensation calculation for all employees. Trainees, Youth and Elected Employees were also not considered.
GRI 401: Employment – 2016	401-1	Total number and rate of new hires and employee turnover	Page 127
	401-3	Return to work and retention rates after parental leave, by gender	Page 63
GRI 405: Diversity and Equal Opportunity – 2016	405-1	Diversity of employees and governance bodies	Page 62
	405-2	Ratio of basic salary and remuneration of women to men	Page 63



GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
Company disclosures	Sicredi-RC02	Diversity in membership, with percentages by gender, age group, race and PwD by cooperative center and segment	Page 60, 61
	Sicredi-RC17	Number of women participating in the Women's committee	Page 60, 61
	Sicredi-RC18	% of cooperatives with a Women's Committee	Page 60, 61
	Sicredi-RC19	Number of young people participating in the Youth Committee	Page 60, 61
	Sicredi-RC20	% of cooperatives with a Youth Committee	Page 61
	Sicredi-RC03	Percentages of Sicredi units in compliance with NBR 9050	There is no centralized inventory that demonstrates the branches' degree of adherence to NBR 9050, but we maintain a documentation that guides the technical requirements of accessibility at a systemic level, described on page XX.
	Sicredi-RC04	Percentage of ATMs in compliance with NBR 15250	Page 63
Material topic: To strengthen our management model			
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 48
	103-2	The management approach and its components	Page 48
	103-3	Evaluation of the management approach	Page 48
GRI 102: General Disclosures 2016	102-17	Mechanisms for advice and concerns about ethics	Page 50
	102-18	Governance structure, including committees	Page 26, 31 and 32
	102-19	Delegating authority	Page 35
	102-20	Executive-level responsibility for economic, environmental and social topics	Page 36
	102-21	Consulting stakeholders on economic, environmental, and social topics	Page 21
	102-22	Composition of the highest governance body and its committees	Page 30

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
GRI 102: General Disclosures 2016	102-23	Chair of the highest governance body	Page 31
	102-24	Nominating and selecting the highest governance body	Page 30
	102-25	Conflicts of interest	The Code of Conduct deals with conflicts of interest concerning all of our employees. Our Bylaws state that the basic conditions for the members of the Board of Directors are <ul style="list-style-type: none"><li>• Not to be a spouse or partner, nor to be related, to members of the Board of Directors, the Audit Committee or the Executive Board;</li><li>• Not having any employment relationship with any Sicredi entity, or with members of the Board of Directors, the Audit Committee or the Executive Board;</li><li>• Not be an employee, manager or shareholder in a company that is considered a competitor of any Sicredi entity;</li><li>• Not have held or be holding any political or partisan position or function in the last fiscal year."</li></ul>
	102-26	Role of highest governance body in setting purpose, values, and strategy	Page 30
	102-27	Collective knowledge of highest governance body	In 2021, due to the need for social isolation resulting from Covid-19, it was not possible to conduct face-to-face training with leaders. Nonetheless, technical discussions were held on specific executive meeting agendas, quarterly meetings of the Foundation Committee and the SicrediPar Board.
	102-28	Evaluating the highest governance body's performance	Page 31
	102-32	Highest governance body's role in sustainability reporting	Page 8
	102-35	Remuneration policies	Page 31
	102-36	Process adopted to determine compensation	Page 31
	102-37	Stakeholders' involvement in remuneration	Page 31

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle		
GRI 102: General Disclosures 2016	102-38	Annual total compensation ratio	<b>Entity</b>	<b>Ratio</b>	Principle: 10
			Cooperative Central South/ Southeast	7,35%	
			Cooperative Central PR/SP/RJ	3,47%	
			Cooperative Central Central North	7,63%	
			Cooperative Central Central Brazil	8,34%	
			Cooperative Central North/ Northeast	6,92%	
			CAS	5,64%	
			The calculation included the contractual salary, bonuses, private pension benefits, life insurance, worker nutrition program, dental care, health care, and day care center, and also includes the potential to earn short- and long-term variable compensation, according to the compensation elements available for each position. For this calculation, trainees and young apprentices were not considered. For this disclosure, inactive employees who are retired due to disability were considered. In all, there are 24 inactive employees accounted for on 12/31/2021, who, despite being inactive, remain in the database because their position is guaranteed in case of recovery from disability, and they may continue to receive employment benefits. The contractual salaries of these employees were considered for the calculation of the average remuneration of all employees.		
GRI 205: Anti-corruption- 2016	205-1	Percentage and total number of operations submitted to risk assessments related to corruption and the significant risks identified	The procedures for assessing corruption-related risks are described on page XX. The figures relating to this assessment, however, cannot be presented, as this is confidential information.	Principle: 10	
	205-2	Communication and training on anti-corruption policies and procedures.	Page 51	Principle: 10	
	205-3	Confirmed incidents of corruption and actions taken	During 2021, there were no corruption-related records.	Principle: 10	
GRI 206: Anti-competitive Behavior- 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices and main outcomes	Lawsuit filed by CoinBR Serviços Digitais Ltda (cryptocurrency brokerage) against Banco Cooperativo Sicredi S.A., case no. 1097937-91.2017.8.26.0100, which, alleging anticompetitive practices by Sicredi, sought to compel the cooperative to keep its account active. The account was closed, as authorized in court. The lawsuit was partially granted in a sentence for the purpose of authorizing the closing of the account upon prior notice with a 60-day deadline. The decision was maintained until a final decision was made by the Superior Court of Justice. Because COINBR did not appeal, this decision became final and unappealable, definitively ending the process on 02/07/2022.		

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle	
GRI 417: Marketing and Labeling – 2016	417-3	Incidents of non-compliance concerning marketing communications	We recorded no occurrences of non-compliance in communication campaigns, promotional regulations and sports sponsorships in 2021.	
GRI 418: Customer Privacy – 2016	418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	We have 15 records related to breaches of customer privacy and loss of customer data. Of these, 14 are related to fraud and scams, all from people with no connection to Sicredi, with only one case of a member referring to the connection of activities in his/her account.	
GRI 419: Socioeconomic Compliance – 2016	419-1	Non-compliance with laws and regulations in the social and economic area	We have two non-compliance with laws and regulations relating to the socioeconomic area. One referring to Equalized Rural Savings (costing: PRONAF, PRONAMP and Other Producers; investment: PRONAMP), with a fine in the amount BRL 1,259.61. Agricultural funding was identified, under No. B90820656-7, with overlapping area benefited from indigenous land. Received Official Letter from 34074 of Bacen, pointing out lack of collection of economic subsidy to the National Treasury. In 02/22/2021 the Bank's rural credit area carried out return procedures to the national treasury with a debit entry from the Cooperative. And another case referring to Directed Credit: FCO (Rural, Tourism, Industrial and Services), with a fine amount of BRL 10,239.80. We received an award from a rural property, which had a pigsty with an open waste reservoir. The environmental agency visited the property and requested its closure. The agency hired a company to give the proper treatment to the waste. However, the company only closed it and the reservoir burst and the waste fell into a nearby river. The environmental police called on the Public Prosecutor's Office (MPF). The Credit union made a legal agreement, settling the payment of 24,000, this amount being the second installment.	
Company disclosures	Sicredi-RC11	Percentage of participants in assemblies, by member and non-member, age group, gender and central	Page 48	
	Sicredi-RC12	Projects/channels to broaden transparency of the system for the stakeholders	Page 29, 48	
	Sicredi-RC13	Actions taken to ensure privacy and safety of all data of the members	Page 53	
	Sicredi-RC16	Number of nucleus coordinators, by age group, gender and cooperative central	Page 49	



GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle	
Material topic: To promote financial education				
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 83	
	103-2	The management approach and its components	Page 83	
	103-3	Evaluation of the management approach	Page 83	
Sector Specific Content: Financial Services	FS16	Initiatives to improve the financial education per type of beneficiary	Page 84, 85 and 86	
Company disclosures	Sicredi-SR01	Number of financial education actions carried out and number of people reached by employee, member and community per central	Page 83	
Material topic: To offer financial and non-financial solutions with positive economic, social, and environmental impact				
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 66	
	103-2	The management approach and its components	Page 66	Principle: 9
	103-3	Evaluation of the management approach	Page 71	
Sector Specific Content: Financial Services	FS6	Portfolio percentage by business line, specific region, size and sector	Page 71	
	FS7	Monetary value of products and services created to provide a specific social benefit for each business line, divided by purpose	Page 79 a 81	Principle: 9
	FS8	Monetary value of products and services created to provide a specific environmental benefit for each business line, divided by purpose	Page 79	Principle: 9
	FS14	Initiatives to improve the access to financial services for disadvantaged people	Page 67	Principle: 1
	FS15	Policies for a fair development and sale of financial products and services	Page 66	

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle	
Material topic: To ensure integrated risk management				
GRI 102: General Disclosures 2016	102-11	Precautionary Principle or approach	Page 88	Principle: 7
	102-12	External initiatives	Page 40, 93 and 95	
	102-15	Key impacts, risks, and opportunities	Page 87	
	102-29	Identifying and managing economic, environmental, and social impacts	Page 87	
	102-30	Effectiveness of risk management processes	Page 87	
	102-31	Review of economic, environmental, and social topics	Page 87	
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 88	
	103-2	The management approach and its components	Page 88	Principle: 7
	103-3	Evaluation of the management approach	Page 92	
GRI 201: Economic Performance – 2016	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Page 93	Principle: 7

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
<b>GRI 412: Human Rights Assessment – 2016</b>	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	We do not include human rights clauses in our investment contracts because the practice does not apply to standardized/exchange-traded financial instruments. This would apply to a structured credit or venture capital manager, markets where Sicredi's manager does not operate.
<b>Sector Specific Content: Financial Services</b>	FS1	Policies in specific socio-environmental components applied to business lines	Page 89
	FS2	Procedures for evaluation and screening of socio-environmental risks on business lines	Page 88
	FS3	Processes for monitoring the client's implementation of compliance with environmental and social requirements included in contracts or transactions	Page 90
	FS4	Processes to improve staff skills in the implementation of environmental and social policies and procedures applied on the business lines	Page 93
	FS5	Interactions with customers/ subsidiaries/business partners regarding risks and socio-environmental opportunities	Page 81 and 89
	FS9	Scope and frequency of audits to evaluate the implementation of social and environmental policies and risk evaluation procedures	Page 92
	FS10	Percentage and number of companies in the institution's portfolio with which the organization interacted on environmental or social issues	Page 90
Material Topic: Promote eco-efficient management			
<b>GRI 102: General Disclosures 2016</b>	102-12	External initiatives	Page 40, 93 and 95
<b>GRI 103: Management Approach – 2016</b>	103-1	Explanation of the material topic and its Boundary	Page 94
	103-2	The management approach and its components	Page 94
	103-3	Evaluation of the management approach	Page 94
<b>GRI 305: Emissions - 2016</b>	305-1	Direct (Scope 1) GHG emissions	Page 95
	305-2	Energy indirect (Scope 2) GHG emissions	Page 95
	305-3	Other indirect (Scope 3) GHG emissions	Page 95
	305-4	GHG emissions intensity	Page 95

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle
<b>Company disclosures</b>	Sicredi-SR03	Percentage of emissions neutralized in the system	Page 96
	Sicredi-SR06	Total emissions per employee (tCO2e/employee)	Page 95
Material topic: To work with suppliers and partners with sustainable management			
<b>GRI 103: Management Approach – 2016</b>	103-1	Explanation of the material topic and its Boundary	Page 97
	103-2	The management approach and its components	Page 97
	103-3	Evaluation of the management approach	Page 97
<b>GRI 308: Supplier Environmental Assessment – 2016</b>	308-1	New suppliers that were screened using environmental criteria	Page 97
	308-2	Negative environmental impacts in the supply chain and actions taken	Page 97
<b>GRI 414: Supplier Social Assessment – 2016</b>	414-1	New suppliers that were screened using social criteria	Page 97
Material topic: To foster the local economy			
<b>GRI 103: Management Approach – 2016</b>	103-1	Explanation of the material topic and its Boundary	Page 100
	103-2	The management approach and its components	Page 101
	103-3	Evaluation of the management approach	Page 101
<b>GRI 102: General Disclosures 2016</b>	102-16	Values, principles, standards, and norms of behavior	Page 100
<b>GRI 201: Economic Performance – 2016</b>	201-1	Direct economic value generated and distributed	Page 100
<b>GRI 204: Procurement Practices – 2016</b>	204-1	Proportion of spending on local suppliers	Page 100
Material theme: Fostering financial inclusion			
<b>GRI 103: Management Approach – 2016</b>	103-1	Explanation of the material topic and its Boundary	Page 102
	103-2	The management approach and its components	Page 102
	103-3	Evaluation of the management approach	Page 102



GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle	
GRI 202: Market Presence – 2016	202-2	Proportion of senior management members hired from the local community in important operating units	We consider senior management to be the Board of Directors and the Executive Board of the Cooperative Centrals and Credit Unions, as well as the Executive Board of the Sicredi Administrative Center (CAS). In this context, the cooperative centrals and credit unions have the autonomy to hire their Executive Board and we do not have systemic information on this process. All Board Members are members and, consequently, part of the local community. At the Sicredi administrative center (CAS), 71% of the Executive Directors were hired locally. We consider as local hiring those where the CPF (Tax ID Number) of the Officer is registered in the state of Rio Grande do Sul.	
GRI 203: Indirect Economic Impacts – 2016	203-2	Significant indirect economic impacts, including the extension of the impact	Page 103	
Sector Specific Content: Financial Services	FS13	Access points in sparsely populated or economically disadvantaged areas, by type	Page 102	
Company disclosures	Sicredi-DL01	Number of municipalities in which Sicredi is the only institution financial	Page 100	
	Sicredi-DL02	Amount and percentage of the result distributed to associates	Page 101	
Material topic: To promote people development				
GRI 102: General Disclosures 2016	102-8	Information on employees and other workers	Page 105	
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 104	
	103-2	The management approach and its components	Page 104	Principle: 1
	103-3	Evaluation of the management approach	Page 104	
GRI 404: Training and Education – 2016	404-1	Average hours of training per year per employee by gender, and by employee category	Page 106 and 107	Principle: 6
	404-2	Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment	Page 106	
	404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	In 2021, we decided to change the method for calculating the percentage of employees who take performance reviews to align it with what the GRI calls for. We are now including the entire workforce in the calculation, not just eligible employees.	Principle:6

GRI Standard	Disclosures	Direct Reference/Answer	Connection with Global Compact Principle	
Company disclosures	Sicredi-RC09	Cooperativism evaluation in employee performance review	Page 104	Principle:6
	Sicredi-DL13	Amount (R\$) invested in employee training	Page 106	Principle: 6
	Sicredi-DL14	Total number of employees trained	Page 106	Principle:6
	Sicredi-DL15	Average training hours per employee	Page 106	Principle:6
	Sicredi-DL16	Average training hours per employee by employee category, gender, ethnic/racial profile	Page 107	Principle: 6
	Sicredi-DL17	Number of courses made available for employee training	Page 106	Principle: 6
Focal Theme: To contribute to community development				
GRI 103: Management Approach – 2016	103-1	Explanation of the material topic and its Boundary	Page 110	
	103-2	The management approach and its components	Page 110	Principles: 1 and 8
	103-3	Evaluation of the management approach	Page 110, 111 and 120	
GRI 413: Local communities — 2016	413-1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Page 118	Principle:1
Company disclosures	Sicredi-DL03	Number of cities, educational institutions, students, educators and projects participating in the A União Faz a Vida Program, by cooperative central	Page 118	Principle:1
	Sicredi-DL04	Number of cities, educational institutions and students participating in School Cooperatives, broken down by cooperative central	Page 120	Principle:1
	Sicredi-DL05	Amount invested in community projects, number of projects and number of people impacted, broken down by source of resources (Social Fund)	Page 113	Principle:1
	Sicredi-DL06	Volume sent to the Technical, Education and Social Assistance Fund (Fates) and the volume used by the Fund	Page 112	Principle: 1
	Sicredi-DL07	Amounts allocated by incentive laws	Page 111	
	Sicredi-DL08	Number of volunteers, people benefited, actions performed, and cities reached by C day	Page 116	

# SDG Map



By joining the Global Compact, we also took on the responsibility of contributing to the achievement of Agenda 2030, a global agenda aimed at engaging countries, companies, institutions and civil society in favor of sustainable development.

It was established in 2015, when the 193 member countries of the United Nations approved, by consensus, the 17 Sustainable Development Goals (SDGs).

**No poverty**

End poverty in all its forms everywhere

Theme	Page
Promoting Financial Education	83

**Quality education**

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Theme	Page
Spreading cooperativism and sustainability	54
Promoting financial education	83
Promoting the development of people	104
Contribute to the development of communities	110

**Gender equality**

Achieve gender equality and empower all women and girls

Theme	Page
Promote inclusion and diversity	59

**Affordable and clean energy**

Ensure access to affordable, reliable, sustainable and modern energy for all

Theme	Page
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66
Promote eco-efficient management	94

**Decent work and economic growth**

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Theme	Page
Promoting cooperativism and sustainability	54
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66
Ensure integrated risk management	87
Work with suppliers and partners with responsible management	97
Foster the Local Economy	25
Promote Financial Inclusion	59
Promote people development	104

**Industry, innovation and infrastructure**

Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation

Theme	Page
Work with suppliers and partners with responsible management	97

**Reduced inequalities**

Reduce inequality within and among countries

Theme	Page
Promote inclusion and diversity	59
Foster the Local Economy	100
Promote Financial Inclusion	102

**Sustainable cities and communities**

Make cities and human settlements inclusive, safe, resilient and sustainable

Theme	Page
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66

**Responsible consumption and production**

Ensure sustainable consumption and production patterns.

Theme	Page
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66
Promote eco-efficient management	94
Foster the Local Economy	100

**Climate action**

Take urgent action to combat climate change and its impacts

Theme	Page
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66
Ensure integrated risk management	87
Promote eco-efficient management	94

**Life on land**

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss

Theme	Page
Offer financial and non-financial solutions with positive economic, social, and environmental impact	66
Promote eco-efficient management	94

**Peace, justice and strong institutions**

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

Theme	Page
Strengthen our governance model	48
Promoting cooperativism and sustainability	54
Ensure integrated risk management	87
Work with suppliers and partners with responsible management	97
Promote people development	104

**Partnerships for the goal**

Strengthen the means of implementation and revitalize the global partnership for sustainable development

Theme	Page
Foster the Local Economy	100
Contribute to community development	110



# Assurance report

Limited Assurance Report of the Independent Auditors of the Annual Sustainability Report of the Cooperative Credit System – Sicredi, based on the GRI guidelines, version Standards and “Essential” reporting option.

To the Managers and members of the  
Cooperative Credit System - Sicredi  
Porto Alegre - RS

## INTRODUCTION

We were hired by the management of the Sistema de Crédito Cooperativo - Sicredi (“Sicredi”) to present our limited assurance report on the indicators contained in the Report Sustainability Report, based on the guidelines of the Global Reporting Initiative (“GRI”), Standards version, for the year ended December 31, 2021 (“Report”). The administration of Sicredi is responsible for preparing and adequate presentation of the information contained in the Report in accordance with GRI criteria, assumptions and methodologies (“Essential” reporting option), and by the controls that it has determined to be necessary to enable the preparation of that information, free from material misstatement, whether caused by fraud or error.

## RESPONSIBILITY OF INDEPENDENT AUDITORS

Our responsibility is to express a conclusion on the information contained in the Report, based on limited assurance work conducted in accordance with the Technical Advisory of Ibracon (CT) Nº 07/2012, approved by the Federal Accounting Council and prepared taking into account based on NBC TO 3000 (Assurance Engagements Other than Audit and Review), issued by the Federal Accounting Council - CFC, which is equivalent to the international standard ISAE 3000, issued by the International Federation of Accountants, applicable to information not historical. These standards require compliance with ethical requirements, including independence and that the work is performed with the objective of obtaining limited security of that the indicators contained in the Report are free from material distortions.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of inquiries to management and other Sicredi professionals who were involved in the preparation of the information contained in the Report through the application of analytical procedures to obtain evidence that allows us to conclude in the form of limited assurance on the Report’s indicators. A limited assurance engagement also requires the execution of additional procedures, when the independent auditor takes knowledge of matters that leads you to believe that the information contained in the Report may present material misstatements.

The selected procedures were based on our understanding of aspects related to the compilation and presentation of the information contained in the Report according to criteria, Sicredi’s own premises and methodologies. The procedures comprised

- a. the planning of the work, considering the relevance, the volume of quantitative and qualitative information, and the internal controls that served as the basis for the preparation of the information contained in the Report;
- b. (b) the understanding of calculation methodology and procedures for preparing and compilation of the Report through interviews with the responsible managers for the elaboration of the information;
- c. application of analytical procedures and sample verification of certain evidence that support the data used for the preparation of the Report;
- d. comparison of data of a financial nature with the financial statements and/ or accounting records

The limited assurance work also included adherence to the guidelines of the structure for the preparation of GRI indicators - Standards, applicable in the preparation of information contained in the Report.

We understand that the evidence obtained in our work was sufficient and appropriate to substantiate our conclusion in the limited form

## SCOPE AND LIMITATIONS

The procedures applied in a limited assurance engagement are substantially less extensive than those applied in an assurance engagement aimed at expressing an opinion on the information contained in the Report. Consequently, it does not enable us to obtain assurance that we are aware of all matters that would be identified in an assurance engagement aimed at issuing an opinion. If we had performed work with the objective of expressing an opinion, we could have identified other matters or possible misstatements in the information contained in the Report. Accordingly, we do not express an opinion on this information. Furthermore, Sicredi’s internal controls were not part of our limited assurance scope. .

Non-financial data is subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate these data. Qualitative interpretations of materiality, relevance and accuracy of data are subject to individual assumptions and judgments. Additionally, we do not any work on data reported for prior periods, nor in relation to future projections and goals.

## CONCLUSION

Based on the procedures carried out, described in this report, nothing has come to our attention that lead to believe that the GRI indicators included in Sicredi's Annual Sustainability Report, regarding the year ended December 31, 2021, have not been prepared, in all material respects, of according to criteria, assumptions and methodologies for the elaboration of the indicators of the Global Reporting Initiative - Standards ("Essential" reporting option).

Porto Alegre (RS), 22 de março de 2022

ERNST & YOUNG  
Auditores Independentes S.S  
CRC 2SP015199/O-6



Leonardo Masseli Dutra  
**Núcleo de Especialistas: Revisor Técnico**



Diego F. Pereira  
**Sócio Revisor de Qualidade - CRC – 1SP264236/O-3**




Building a better  
working world

## Credits

General Coordination  
**Sicredi Foundation**

Communications coordination office  
**Brand, Communication and Segments Superintendence**

Source of data  
**Sicredi**

GRI Consulting, editorial coordination and project management  
**Ricca Sustentabilidade**

Translation & Revision  
**Ricca Sustentabilidade**

Graphic Design and Layout  
**Ricca Sustentabilidade**

Photo:

**Marco Fotógrafo**  
**João Alves**  
**Bruna Scheidt**  
**Clarissa Londero**

For this report, the photographic production was carried out respecting all the recommended safety protocols for countering the Covid-19 pandemic.

**Sicredi Archive**  
The photos from our archive used in this report, were taken before the Covid-19 pandemic.

**Adobe Stock**

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