

# SUSTAINABILITY REPORT 2022



Think globally, act locally



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# Message from the Leadership

GRI 2-22

We are very pleased to publish our 2022 Sustainability Report, the year in which we celebrate 120 years of cooperativism in Brazil. After so many decades of tireless work, we continue to grow and preparing for the future, based on the cooperative ideals of our founders while generating value for our members and their communities.

Having a sense of historical continuity, this report is a balance of our trajectory and of the main actions carried out in 2022.

Aiming to always strengthen the cooperativism principles, the year was hallmarked by important changes in the System's management, focused on our governance, continuing the excellence work of the teams and providing the best experience to our members.

Since March 2022, we have adopted the exclusive presidency model in Board of Directors. Also on the Board of Directors, we elected Andiará Petterle as an Independent Board Member, the first woman to hold this position, reinforcing our commitment to increasing diversity in senior leadership positions. We also continued with our senior leadership succession plan, electing a new CEO for Sicredi Cooperative Bank and Sicredi Confederation.

From the regulatory standpoint, we maintained our strong commitment to integrity and soundness in all our operations. Seeking to be always ahead of the best governance and management practices and aligned with the regulatory movements of the financial sector, we updated the following internal policies: the Sustainability Policy and the Social, Environmental and Climate Risk Policy.

*We ended the year with an important milestone in our history: we registered the addition of more than 1 million new members, who believe in our purpose and business model. This achievement is the result of all the work done by our Credit Unions, Cooperative Centrals and Sicredi Administrative Center (CAS).*

We have consolidated our position as the second largest agribusiness financing institution, allocating R\$53.8 billion in financing to the sector. Thus, we reinforce our commitment to the development of one of the most important economic activities for the country's growth and development.

At the same time, we continue to support Small and Medium Brazilian Enterprises (SMEs), which contribute so much to the economy and to the generation of jobs and income in the country. Through Pronampe, we allocated R\$2.8 billion in financing to the sector, providing security so that SMEs can become entrepreneurs.

We also continue to work toward the digital evolution of our business, in line with changes in society's behavior, global economic trends and, most importantly, the needs of our members, adopting an approach that solidifies our relationship strategy for the future. We significantly advanced our digital membership journey, with the goal of bringing cooperativism to more people and delivering a simple and close experience for our members, in a way that is connected to local strategies.

We highlight the launch of Sicredi's marketplace, designed to expand its presence in the life and consumption cycle of its members, while strengthening the local economy. We also began offering direct access to the capital markets with the launch of our variable income operation.

Through it, members can trade stocks, real estate funds, ETFs and BDRs on the spot market through the Sicredi Home Broker, in addition to relying on digital customer service via WhatsApp.

Just as we continually invest in expanding and qualifying the portfolio of digital solutions, we continue to expand our physical service network. With the arrival in the state of Roraima, in April, we provided an opportunity to disseminate the concepts of cooperativism to a new region and started to operate in all of Brazil's federative units.

*We currently have over 2.4 thousand branches in the country, 250 of which were opened in 2022, representing an increase of 11.4% in our structure. In more than 200 cities, we are the only financial institution physically present, bringing financial inclusion to the region's population.*

We also started building our public sustainability commitments, reinforcing our maturity and commitment to sustainable development.



Accordingly, we are already a member of the Global Compact and are committed to contributing to the Sustainable Development Goals of the United Nations (UN), which support our sustainability strategy.

In 2022, we went through an assessment by Morningstar Sustainalytics, which classified Sicredi as having “Low Risk” on ESG issues, which positions us as a cooperative financial institution in the top 20 of the world’s Diversified Banks ranking on environmental, social and governance issues.

Also with an eye on sustainability, we were pioneers in launching the first Sustainable Financial Bond (LFS) in the Brazilian market, raising R\$780 million in funds converted into credit for projects aligned with sustainability. In the investment sector, our Asset considers sustainability transversally in its strategy and management, offering members investment options aligned with ESG criteria.

Through our initiatives and programs, we bring positive impact to the communities where we operate.

Throughout the year, over half a million children and adolescents participated in the A União Faz a Vida Program, based on a proprietary teaching methodology that values knowledge obtained both inside and outside the school. With the purpose “cooperate for a sustainable financial life”, our Cooperação na Ponta do Lápis Program was nominated and elected by popular vote as the best Financial Education Initiative in the Banking Transformation 2022 Award, a ranking held by Cantarino Brasileiro.

With an eye on our internal teams, we are proud to provide a healthy environment for our more than 38,000 employees throughout Brazil. We were certified as an excellent place to work, having stood out among the best companies to work for in the category “Financial Institutions - Credit Unions” according to the Great Place to Work (GPTW).

In line with society’s main debates, we created the Inclusion, Diversity, and Equity Committees, aiming to strengthen plurality throughout the System, in addition to directing our initiatives.

*We reached our 120th anniversary with pride in our trajectory and with our sights set on the future. In 2022, we started the construction of the new Strategic Cycle, which will guide our actions until 2025. This construction, carried out with systemic participation, aims to define strategies to create value, with ESG at the heart of the business, strengthening our cooperative essence.*

We ended the year inspired to continue delivering a positive impact to society. We feel challenged and excited to continue taking the cooperative movement to more people, fostering new local economies and generating social and environmental development for the communities.



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



**César Bochi**  
Chief Executive Officer of  
Sicredi Cooperative Bank

# About the report

Welcome to  
Sicredi's 2022  
Sustainability Report.

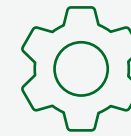
*Over this document,  
we present how we  
create value through  
the cooperative  
business model,  
considering the  
ESG aspects  
(environmental, social  
and governance)  
that are part of  
our Sustainability  
Strategy.*

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

In preparing this document, we followed the GRI Sustainability Reporting Standards, a voluntary standard adopted by companies from a broad range of sectors and countries for reporting sustainability. For the first year, we reported on the Sustainability Accounting Standards Board (SASB) standard for the financial sector, demonstrating our commitment to transparency with our stakeholders, as well as market standardization.

This report's scope and reported indicators were based on our materiality, defined by three sustainability drivers and their twelve focal themes (learn more on page 46).

This document covers the period between January 1 and December 31, 2022, and is approved by the Sicredi Participações S.A. (SicrediPar) Board of Directors, disclosed at a SicrediPar meeting and submitted to an external verification process conducted by an independent audit firm. **GRI 2-3 | 2-5 | 2-14**



## How to read this report

You can read this report in a linear fashion. But you can also browse the publication in alternative ways, in line with our Sustainability Strategy and international reporting guidelines. Next we explain how we take each of these approaches and refer you to the pages where you can find more details.

### Sustainability drivers and focal themes

(page 46)

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 42)

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 183)

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 183 we provide a GRI Content Index that explains each disclosures' content and the page on which it is reported.

### SASB

(page 199)

This year, we will report for the first time on the Sustainability Accounting Standards Board (SASB) standard for the financial sector. At the end of each paragraph, visual reference to the indicators used will be made using the SASB acronym, and on page 199 we have published a SASB Content Summary, explaining the contents of the indicators and their location in the report.

### Global Compact Principles

(page 183)

We are members of the Global Compact, a United Nations (UN) initiative, and this document also intends to account for our progress against the 10 Universal Principles of the Global Compact. On page 183, see the correlation between the Global Compact Principles and the GRI contents.

### Sustainable Development Goals (SDG)

(page 202)

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 47, we present the correlation between our focal themes and the SDGs. In addition, throughout the document, we point out the goals impacted by the initiatives listed in our Sustainability Referential (learn more on page 52). On page 202, 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 183)

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.

# 01

## About Sicredi

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

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# About Sicredi

## About us

We are Sicredi (Cooperative Credit System), Brazil's first cooperative financial institution. For 120 years, we have been creating a positive impact for our members and communities through our financial and non-financial solutions. **GRI 2-1**

We are physically present in all Brazilian states and in the Federal District, with more than 2.4 thousand branches, offering over 300 financial and non-financial products and services. **GRI 2-1**

We have a systemic model of operation, whereby each of our more than 100 credit unions has the autonomy to act locally and counts on the support of the Sicredi Administrative Center (CAS) in technology, security and financial strength. The cooperatives are responsible for implementing systemic strategies, taking into account local needs.

Each credit union is affiliated to one of the five cooperative centrals, which are shareholders of the SicrediPar Board of Directors, the holding company that coordinates, along with the credit unions themselves, the strategic decisions of the System.



Our structure also includes specialized companies that offer security and reliability to members, such as Sicredi Confederation, Guarantor Fund Sicredi, Sicredi Foundation, Sicredi Cooperative Bank and its subsidiaries - Asset Administrator, Consortium Administrator and Insurance Broker -, located in Porto Alegre (RS), at the Sicredi Administrative Center. **GRI 2-1**

## OUR SYSTEM BY THE NUMBERS





# 120 years of history

In 2022, Sicredi celebrated 120 years of cooperativism in Brazil. It has been a long and prosperous journey, which is intimately connected with the principles of cooperativism, creating value for members and communities where we are present.

*It was in 1902 that Father Theodor Amstad and community leaders from Nova Petrópolis, in Rio Grande do Sul, established the Caixa de Economia e Empréstimos Amstad, currently Sicredi Pioneira, which established the beginning of the cooperativism in Brazil.*

Theodor Amstad was born in Switzerland in 1851. As a young man, he dedicated himself to community activities in Germany, England and Holland, learning about the importance of cooperative actions for the development of local workers. In Nova Petrópolis (RS), the priest joined with 20 people from the community, with whom he worked to implement this collective vision for a better future.

Together they started a cooperative enterprise that inspired the creation of many other rural credit banks in the country, as well as the first cooperative central, bringing together several different credit unions, still in the first decades of the 20th century. The model was carried forward, overcame the challenges that arose in the Brazilian context, flourished and modernized. From the countryside it reached the cities, maintaining, over the decades, the goal of adding income through shared investments and resources, with equal participation and benefits to members, in the search for a better quality of life for all.

“Reaching 120 years of Cooperativism in Brazil is a source of pride, because it shows that we are consistently continuing the path that was opened by Friedrich Wilhelm Raiffeisen about 160 years ago, on the other side of the ocean, and walked in Brazil by Father Amstad.”

**Fernando Dall’Agnese,**  
Chairman of the SicrediPar  
Board of Directors (SicrediPar).

“Our principles and values are based on cooperation among people, with a focus on the development of regions by promoting a virtuous cycle in which resources keep circulating in the area where the credit union operates”.

**César Bochi,**  
Executive President of Sicredi  
Cooperative Bank.



## ROCHDALE PIONEERS

Modern cooperativism emerged in the 19<sup>th</sup> century in England, with a group of workers who sought a better life and collective prosperity, within a context of advancing Industrial Revolution in the country. This scenario brought devastating social impacts to the urban population, such as hunger, poverty, long working hours and child labor.

Confronted with the difficulties they faced in buying food and essential items of quality at fair prices, in 1844, 28 weavers got together and founded the Sociedade dos Probos Pioneiros of Rochdale (Rochdale Equitable Pioneers Society Limited).

Together they created an alternative that, through cooperation and joint efforts, provided a more just economic and social model. Each of the associates contributed one pound, an initial investment that helped them open the doors of a cooperative warehouse, starting a business totally different from the usual business standards of that time, **with no employees or bosses, where responsibilities and results were divided equally.**

Rochdale pioneers changed the history of cooperativism by understanding that values and principles are necessary for an enterprise to grow and maintain its purpose over the years, creating value for all involved.



## Putting cooperative principles into practice

The seven cooperativism principles, which were born with the Rochdale Pioneers and govern cooperatives around the world, have been revised over the years to meet the social demands of each era. They were last updated by the International Cooperative Alliance (ICA) in 1995.

Cooperative principles guide and support us in generating positive impact:



### 1. Open and voluntary membership

Credit unions are voluntary organizations, open to all persons able to use their services and willing to accept responsibilities as members, with no gender, social, racial, political, or religious discrimination.



### 2. Democratic member control

Credit unions are democratic organizations, controlled by their members, who actively participate in formulating their policies and in decision-making. Men and women, elected as representatives of the other members, are accountable to the members. In first-degree credit unions members have equal voting rights (one member, one vote); higher-degree credit unions are also organized democratically.



### 3. Members' economic participation

Contributions are made equitably to the capital of the credit unions and control is carried out democratically. Part of this capital is usually common property of the credit union (called the Reserve Fund). Members may receive a return on their paid-in capital, called interest on capital, if the economic and financial conditions permit. The surplus is destined to one or more of the following purposes: development of the credit union, allowing for the constitution of reserves, in part indivisible; return to the members in proportion to their transactions with the credit unions and support of other activities approved by the members.



### 4. Autonomy and independence

Credit unions are autonomous mutual aid organizations. Even when they enter into operational agreements with other entities, including governmental ones, they must do so on terms that preserve their democratic control by the members and maintain their autonomy.



### 5. Education, training, and information

Member education, training, and information is the most solid way to create prosperity. Based on this principle, the credit unions foster several education programs in the communities where they are present. Examples of this activity are the Cooperativas Escolares Program, A União Faz a Vida Program, Crescer Program and the Cooperação na Ponta do Lápis Program, which develop cooperative citizens engaged in the development of their community.



### 7. Concern for the community

Credit unions may be located in regions with low levels of economic and social development, where traditional financial institutions see no possibility of profit. The vision of the credit union institution is not one of profit, but of development. Therefore, each financial product or service that members contract at the credit union brings a result for the community, generating income, jobs, and growth for the region.



### 6. Cooperation among credit unions

Credit unions work together to strengthen the cooperative movement. A living example of this is Sicredi, built by the union of several credit unions, which grow together in a win-win model, bringing prosperity to its members and society.

## VIRTUOUS CYCLE OF COOPERATIVISM

By playing our active role as members, acting as business owners, we make everyone's financial life more cooperative and prosperous. While some invest and save, others use this money as credit to make their dreams come true, to buy, to produce, and to undertake business. In this manner, the money circulates, moves the local economy, and turns into the offer of jobs, products and services, income generation, and more opportunities.

# 2022 highlights

## Expansion

- In 2022, we have continued our expansion process with the opening of **270 new branches**, signaling rapid growth in the post-pandemic economic upturn.
- We have gained over **1.2 million** new members, **15%** more compared to the previous year.

## Financial Education

- The Cooperação na Ponta do Lápis Program was nominated and elected by popular vote as the best Financial Education Initiative in Brazil at the Banking Transformation 2022 Awards.

## Inclusion & Diversity

- We elected the first independent member of the SicrediPar Board of Directors.
- We created the systemic Committee of Inclusion, Diversity and Equity.

## Social investment

- We invested more than R\$ 301.3 million in social investment.
- Over half a million children and adolescents participated in the A União Faz a Vida Program.

## Performance

- Second biggest agribusiness financing institution, allocating R\$ 53.8 billion in financing to the sector.
- 20.6% growth in the loan portfolio.

## Investments

- We launched Brazil's first Sustainable Public Finance Bond, with resources converted into credit for projects aligned to sustainability.
- We have expanded our investment portfolio with the launch of the Variable Income offer.

## GPTW

- We are ranked as one of the best companies to work for in the Sector - Financial Institutions - Credit Unions category by Great Place to Work (GPTW).
- Our employee confidence index reached 89% in 2022, up one percentage point compared to 2021.

# Awards and recognition



*Sicredi's digital solution CPR Fácil won the "2022 Digital Growth Award", which recognizes solutions that promote financial inclusion, innovation and scalability.* The product was developed with simplified and automated concepts and processes, in order to meet the credit needs of the agribusiness segment's members, by means of the Cédula de Produto Rural (CPR).

*Sicredi Administrative Center is the most sustainable building in Brazil.* Our structure was once again certified by LEED, scoring 88 points, the best score in the country for the operation and maintenance typology, taking first place among 12 certified buildings in Brazil by 2022. Our administrative center is also the only one certified in Rio Grande do Sul in the "LEED - operation and maintenance of existing buildings" category.



*Top 5 annual Brazilian Central Bank economic projections for the fifth consecutive year.* Based on the most consistent economic projections throughout the year and taking into account a Market Expectations System, Sicredi Cooperative Bank achieved second place in the IPCA category for the Medium Term Annual indicator (score of 8.3). As for the Exchange Rate, Sicredi Asset ranked fifth in the Annual Short Term category (score of 9.6).

*4<sup>th</sup> position among the Brazilian best financial institutions in the World's Best Banks 2022 ranking, carried out by Forbes in partnership with Statista, a statistics company.* The evaluation involved questions about how financial institutions were able to ensure an overall satisfaction and recommendation baseline for people, from elements such as trust, terms and conditions in delivery, customer service, digital services, and financial advice.

*8<sup>th</sup> position in the "100 Largest Banks" category, in the Valor 1000, a yearbook organized by Valor Econômico.* Among the highlights, we also ranked 4<sup>th</sup> among the 20 largest banks as the Most Profitable over Equity, 6<sup>th</sup> as the largest in Total Deposits, and 7<sup>th</sup> as the Largest in Credit Operations. We also ranked 8<sup>th</sup> in the categories of Largest in Net Worth, Largest in Intermediation Revenue, Largest with Best Operating Results excluding Equity Accounting, and Largest in Net Income.

*We are considered one of the market leaders in Open Innovation and are, for the fourth consecutive year, ranked in the 100 Open Startups ranking as one of the TOP Open Corps 2022.* Besides being among the 50 companies selected in the general ranking, we won second place in the "Financial Services" category.



*Top 20 "Diversified Banks" - out of 400 globally assessed by ESG Morningstar Sustainalytics.* We scored 15.9, being considered a "Low Risk" company and we are considered a "Low Risk" company of suffering financial impacts from ESG factors. Among the questions evaluated, it is worth highlighting our positive performance in the Corporate Governance category, for the ESG governance indicators, sustainability policies and fiscal transparency, as well as for being members of the UN Global Compact.

*8<sup>th</sup> largest bank in Brazil by total assets, according to the Época Negócios 360° yearbook.* We are the 6<sup>th</sup> largest FI by deposit, totaling almost R\$130 billion, and the 8<sup>th</sup> largest in total equity, with just over R\$25 billion, a growth of 22.6%. In relation to net income, we also achieved the 8<sup>th</sup> place, with R\$4.7 billion.

*We have achieved the highest rating from Moody's.* We achieved the highest rating in the Local category, AAA, proving that we have one of the safest and least risky credit profiles evaluated by the rating agency.

*We rank 7<sup>th</sup> among the best fixed income fund managers, in the "Top Asset" ranking of the Investidor Institucional magazine.* Sicredi's fixed income funds ranked 7<sup>th</sup>, with R\$34,816.84 million. We also ranked 13<sup>th</sup> in the magazine's overall ranking, with R\$53,862.68 million under management. Sicredi Asset is classified as "Strong" by Fitch's management rating, which measures all aspects related to management activities.

*9<sup>th</sup> place in the Top Overall in the 16<sup>th</sup> edition of the Broadcast Projeções Award.* This is the second year in a row we are recognized in the ranking, which brings together the financial institutions and economic consultants that were most correct in their estimates of the macroeconomic variables for 2021.



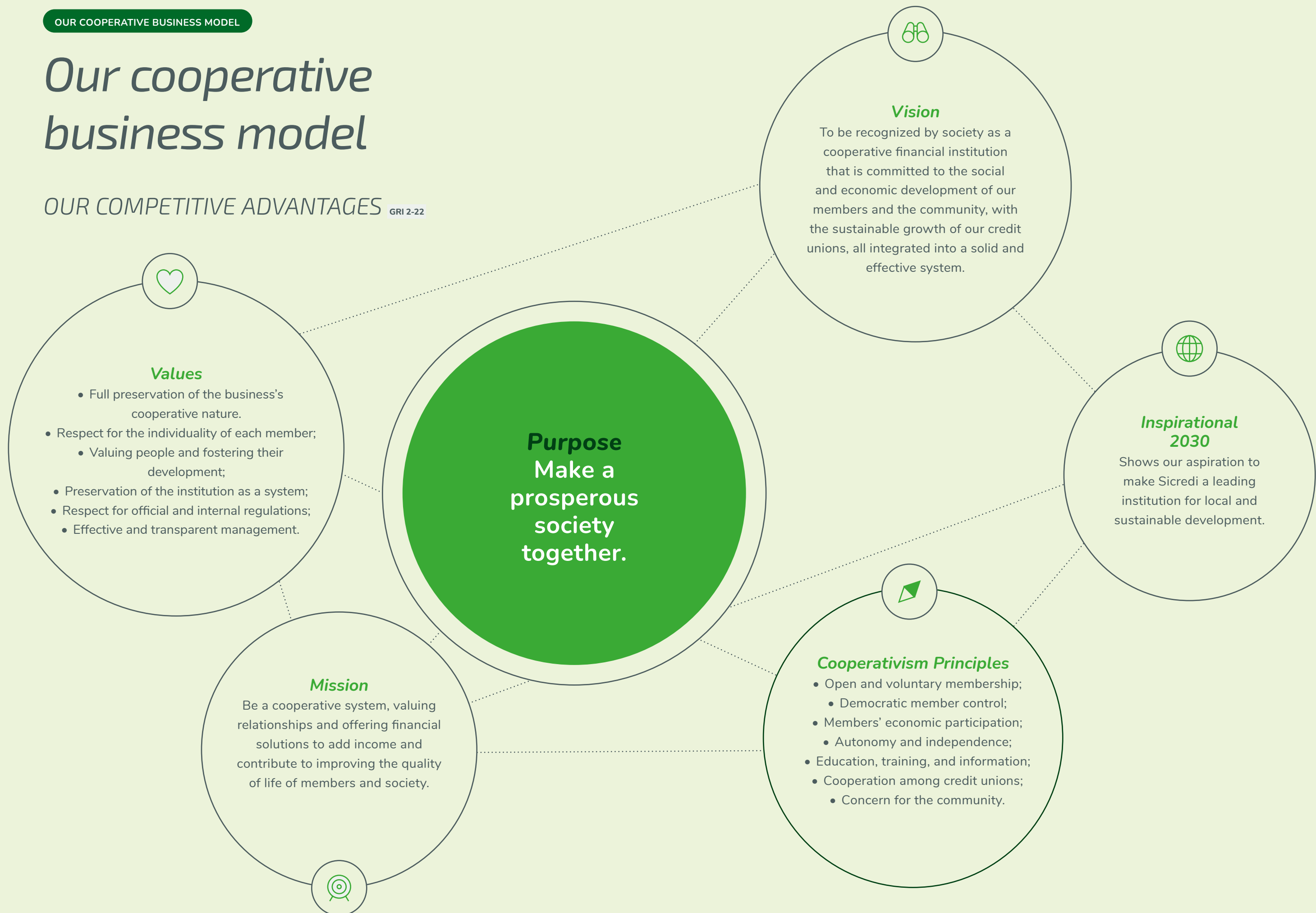
*4<sup>th</sup> place as the best company to work for in the category "Financial Institutions - Credit Unions" by GPTW (Great Place to Work).* The assessment is made by means of the Climate Survey applied annually and the analysis of the Book of Practices of each participating company. In 2022, the survey had the participation of 29 thousand employees, who contributed with their perception of how it is to work in the institution, reaching a result (confidence index) of 89%.

*Gold Trophy at the Best Performance Awards.* We were recognized in the category "Innovation for customer/consumer service - digital service channels and platforms", with the video call feature in Libras (Brazilian Sign Language) for Sicredi's WhatsApp.

*Banking Transformation 2022 Award.* Our Cooperacao na Ponta do Lápis Program was nominated and elected by popular vote as the best Financial Education Initiative in Brazil, by a ranking carried out by Cantarino Brasileiro.

# Our cooperative business model

## OUR COMPETITIVE ADVANTAGES GRI 2-22





# Our business model

## Business inputs



### Business Investments

- R\$ 153.9 billion in total deposits;
- R\$ 160.6 billion billion in credit portfolio;
- R\$ 263.5 billion in assets.



### Community Presence

- Present in **1,796** cities;
- Physical presence in **1,547** cities with less than **100** thousand inhabitants.



### Members

- Over **6.4 million** members.



### Our Team

- **38,816** employees.



### Management model

- Cooperativism Principles .

## business model

### Purpose:

*Make a prosperous society together.*

2020-2023 Strategy - Inspirational 2030

### Sustainability Strategy



#### FINANCIAL SOLUTIONS

We have a broad portfolio of products, services, and channels (real world and digital) to serve our members.

#### COOPERATIVISM

Our own cooperative business model is a distinguishing feature that generates value for Members and for the communities where we are present.

#### NONFINANCIAL SOLUTIONS

Initiatives and programs aimed at expanding our positive impact on Members and communities.

## Value Generation



### Value for business

- Over **300** financial and non-financial solutions;
- **R\$ 263.5 billion** in assets;
- **5** Cooperative Centrals and **105** Credit Unions.



### Value for communities

- **R\$ 1.14 billion** paid in taxes;
- **217** cities where we are the only financial institution present;
- **R\$ 40.3 million** earmarked for the Fundo Social;
- **513,644** children and teenagers benefited in educational programs;
- **694** cities impacted by the Education Programs;
- Over **20 million** people impacted by financial education actions.



### Value for the environment

- **R\$ 34.2 billion** in green economy products;
- Neutralization of carbon emissions measured in the 2021 Inventory and projected for 2022;
- **574 tons** of CO<sub>2</sub>e avoided through self-generation of renewable energy;
- **35 thousand tons** of CO<sub>2</sub>e avoided by releasing resources for solar energy financing.



### Value for our team

- **R\$ 46.8 million** spent on employee development and training;
- **R\$ 4.9 billion** paid in salaries and benefits;
- **1,137,700** hours of training for employees;
- **89%** employee satisfaction index.



### Value for members

- Over **2,400** service centers;
- **R\$ 118.9 billion** granted in credit;
- **R\$ 1.16 billion** distributed as result.



### Value for our management model

- Globally recognized governance model;
- Focus on the member - the business owner;
- **440 thousand** members attending assembly in 2022;
- **439 thousand** people participated in the Crescer Program.

# National presence

One of our greatest achievements during 2022 was the addition of over **1 million new members** to the System. With this, we ended the year with 6.4 million people, a 15% increase in the member base compared to the end of 2021. This success is the result of all the work done by our credit unions, cooperatives centrals and CAS.

During the year, we invested continuously in expanding and qualifying

our digital solutions portfolio, while expanding and qualifying our physical branch network. Upon our arrival in the state of Roraima, in April 2022, we will now operate in all of Brazil's federative units. In over 200 cities, we are the only financial institution with a physical presence in Roraima.

We currently have 2,454 branches in the country, 274 of which were opened in 2022.

## OUR PRESENCE

GRI FS13 | SICREDI DL 01| DL09| DL10 | DL11 | DL12

In **217 cities**, we are the only financial institution present, fostering local development and the financial inclusion of **959,841 thousand inhabitants**.

**7.9%** of our branches are located in cities classified as underserved, rural, growing countryside, or prosperous countryside.

Out of the cities where we are present, **86%** are cities with up to 100 thousand inhabitants.

Out of the cities we are exclusive to, **94%** have less than 10 thousand inhabitants.

### Number of Members per Cooperative Central

**Total members**  
2020 **4,466,750**  
2021 **5,579,161**  
2022 **6,488,112**



*In 2022, following on with our expansion project, we arrived in the state of Roraima, with the opening of branches in the city of Boa Vista.*



SICREDI COOPERATIVE CENTRAL - CENTRAL NORTH

2020  
**602,628**  
2021  
**788,417**  
2022  
**1,018,553**



SICREDI COOPERATIVE CENTRAL SOUTH/SOUTHEAST

2020  
**2,199,438**  
2021  
**2,445,485**  
2022  
**2,812,410**



SICREDI COOPERATIVE CENTRAL CENTRAL BRAZIL

2020  
**342,296**  
2021  
**405,115**  
2022  
**485,343**



SICREDI COOPERATIVE CENTRAL PR/SP/RJ

2020  
**1,587,634**  
2021  
**1,746,458**  
2022  
**1,948,436**



SICREDI COOPERATIVE CENTRAL NORTHEAST\*

2020  
**169,728**  
2021  
**193,686**  
2022  
**223,370**

\*Due to a strategic decision, the central changed its area of operation in its bylaws and in 2023 it changed its name to: Sicredi Cooperative Central Northeast.

# Our solutions

## Financial & Non-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;
- HomeBroker **(New)**
- Payments and receivables;
- Pix (instant payments);
- Savings Account;
- Pensions;
- Insurance;
- Sicredi Shopping **(New)**;
- Sicredi na Comunidade.



### 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;
- Solutions for payments and receivables.
- Sicredi Shopping **(New)**;
- Solutions in health, well-being and food **(New)**;
- Sicredi na Comunidade.



### 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 Shopping **(New)**.



### 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.



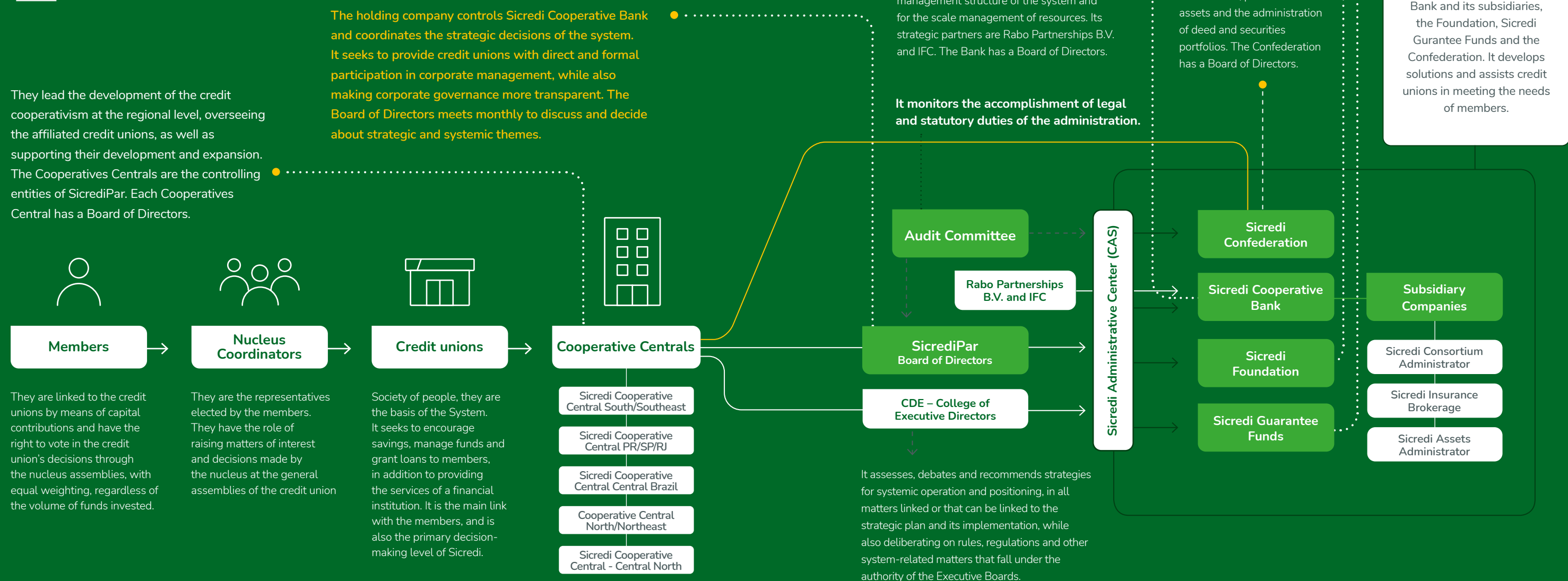
# GOVERNANCE AND SUSTAINABILITY STRATEGY

## 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 2-9





Democratic decision-making

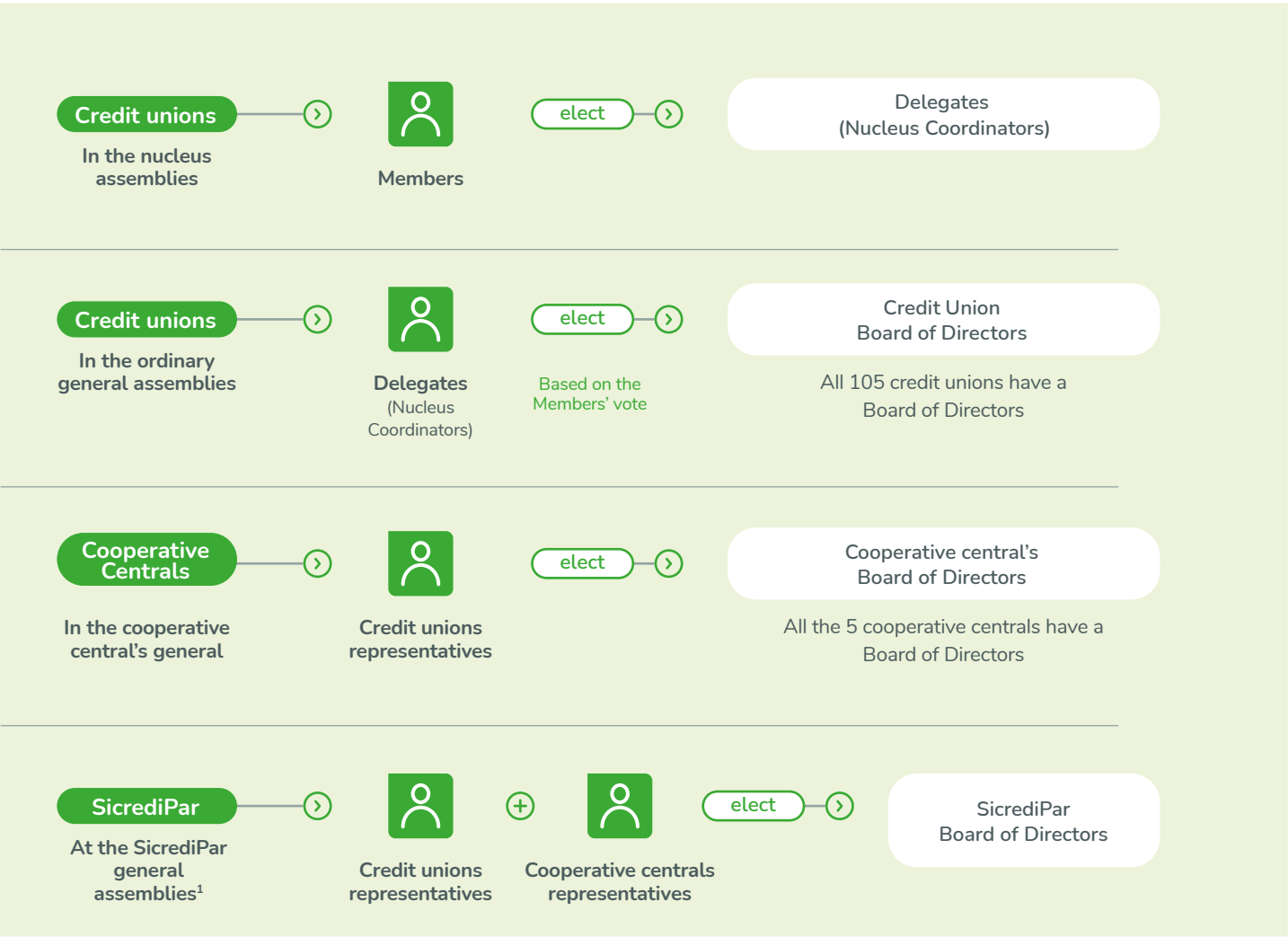
Our cooperative model has as one of its principles the democratic management by the members and considers its active participation in decision making. Their engagement in business management occurs through credit union assemblies, where representatives are elected, and business directions are decided.

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

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).

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.

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.



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. **GRI 2-9**

SicrediPar’s Board of Directors is responsible for defining Sicredi’s strategic, economic and financial planning, as well as defining and monitoring the performance indicators of the member entities. **GRI 2-12**

The Board is composed of 13 members, being: the five Cooperative Central presidents; five credit union presidents; the president of the Boards of the Cooperative Bank, Confederation and Guarantee Funds; one representative appointed by Rabo Partnerships, external shareholder of the Cooperative Bank and one independent board member who goes through a selection process and is appointed by the Board itself. **GRI 2-10**

As of 2022, the Chairman of the Board began to exercise this function exclusively, with no overlapping positions.

By adopting the exclusive presidency model, we reinforced our governance towards the best sustainability practices in the market and aligned with the new Brazilian Central Bank guidelines (learn more in the box on page 36). **GRI 2-11**

This year we had the election of the first independent Sicredipar board member, with the process considering both her technical expertise and gender diversity. After the nominations were made, names were submitted to the Holding Company’s General Assembly for election. Current members have terms until 2024. The election took place during the SicrediPar General Meeting, appointing Andiara Peterle to the position. In addition, the board member representing Sicredi Cooperative Central South/Southeast was elected. **GRI 2-10**

Aiming to contribute to a better reading of scenarios and support the decision-making process, board members began advanced governance training at the ISE Business School, which includes ESG. Moreover, they participate in sessions focused on this theme during the quarterly meetings of the Sicredi Foundation Committee, which is responsible for advising the DAC on sustainability-related issues. **GRI 2-17**

SICREDIPAR BOARD OF DIRECTORS MEMBERS

(2021 TO 2024 TERM) **GRI 2-9**

<b>Fernando Dall'Agnese</b> <b>GRI 2-11</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; Coordinator of the Strategy Committee.
<b>Márcio Port</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 South/Southeast; Strategy Committee Member; People Committee and Compensation Committee of the Cooperative Bank.
<b>Celso Ronaldo Raguzzoni Figueira</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 Central Brazil; Strategy Committee Member, Foundation Committee and Coordinator of the Risk and Compliance Committee.
<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); Strategy Committee Member, Guarantee Funds Committee and Coordinator of the Foundation Committee.
<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 Sicredi Cooperative Central - Central North; Member of the Strategy Committee and the Foundation Committee.
<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, Member of the People Committee, Coordinator of the Guarantee Funds Committee and Member of the Strategy Committee.
<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, Member of the People Committee and the Risk and Compliance Committee.
<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, Member of the Guarantee Funds Committee and Coordinator of the People Committee; Coordinator of the Compensation Committee of the Cooperative Bank.
<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, Second Vice-Chairman of the Board of Directors of Sicredi Central South MS; Member of the Personnel Committee and Coordinator of the Audit Committee.
<b>João Bezerra Júnior</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 Evolução Member of the Risk and Compliance Committee, Audit Committee and Foundation Committee.
<b>Marcos André Balbinot</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 Serrana RSES; Member of the Audit Committee and Foundation Committee.
<b>Cornelis Beijer</b>	Member of the SicrediPar Board of Directors and the Sicredi Cooperative Bank; Director of Rabo Partnerships; Member of the Strategy Committee and the Risk and Compliance Committee.
<b>Andiara Petterle</b>	Member of the SicrediPar Board of Directors and the Sicredi Cooperative Bank; Member of the Personnel Committee.



## COMPLEMENTARY LAW Nº 196

In August 2022, the Complementary Law no. 196 amended the terms of the Complementary Law 130/2009 regarding the National Cooperative Credit System. By determination of the new law, it was established the impossibility for chairmen and vice-chairmen of the Board of Directors or executive directors of cooperative systems to also hold positions of a similar nature in other entities within the same organization.

Besides actively participating in the discussions of the bill, we also anticipated the legal framework by implementing, early in the year, the reorganization of positions, and will be in compliance when the new normative is published.

## 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.

GRI 2-9 | 2-12

### 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. It meets monthly, reporting to the Board of Directors the topics discussed in the meetings.

### Foundation Committee:

Assists in decisions that comprise the policy, implementation, and development of the systemic sustainability strategy, in addition to educational, social, cultural, environmental, and governance programs and initiatives to expand the positive impact of the institution. It meets quarterly and reports to the Board of Directors on the topics discussed at the meetings.

### People Committee:

It supports decisions related to people management policies in the systemic scope, as well as to other strategic topics in people management. The Committee meets ordinarily four times a year, and extraordinarily whenever necessary and upon convening.

### 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. The Committee meets whenever necessary, reporting to the Board of Directors the topics discussed in the meetings.

### 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), operational environmental and others, besides the Risk Appetite Statement, Compliance Policy and the Compliance Program. It meets monthly, reporting to the Board of Directors the topics discussed in the meetings.

### 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. It meets every two months, reporting to the Board of Directors the topics discussed in the meetings.



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 2-19](#)

To determine the leadership compensation, we annually conduct a nationwide salary survey, together with an external consulting firm, to maintain the competitiveness of the entities’ people management. [GRI 2-20](#)

The compensation consultants participate in the process by building the salary reference tables considering the matching of the positions with the salary survey. After these contributions, the executive compensation is approved at the General Meeting. [GRI 2-20](#)

We have a People Committee that monitors and participates in this decision making process for executives and other levels. For Sicredi Cooperative Bank, we have a Compensation Committee that monitors the strategic compensation process. [GRI 2-20](#)

Besides the fixed compensation, 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. The definition

of targets and indicators for these variables is done per entity and, currently, no entity uses social-environmental targets. [GRI 2-19](#)

The board members of the cooperative centrals 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 2-19](#)

The variable compensation model for executives is based on salary multiples defined by position, short and long-term, the latter in the Long-Term Retention model (in an adherence format per entity). We have a Clawback rule for the variable compensation model for CAS executives, which provides for a reduction in the amount to be paid if specific requirements of the model are not met. [GRI 2-19](#)

We currently offer the Private Pension Plan for all employees and statutory employees. In this plan, the contribution may range from 1% (one percent) to 10% (ten percent) of monthly compensation, according to the ceiling set by the entity. The value is discounted in the payroll or in the monthly fees. At the same percentage chosen by the employee/statutory employee, there is a counterpart from the company. [GRI 2-19](#)

Stakeholder Relations

To define our stakeholders and establish how we will engage each one, we conducted an analysis of our strategic, institutional, and market relationships, taking into account the business’ sustainability. [GRI 2-29](#)

STAKEHOLDER GROUP	TYPE OF ENGAGEMENT / FREQUENCY
 <p><b>Governance:</b> Support and participate in the business management.</p> <p><b>Public:</b> members, nucleus coordinators, board members, shareholders.</p>	<ul style="list-style-type: none"><li>Assemblies / annual;</li><li>Sustainability report / annual;</li><li>Net Promoter Score (NPS) Survey / monthly;</li><li>Corporate citizenship actions / according to the credit unions agenda;</li><li>Institutional visits organized by credit unions for CAS / according to the credit unions agenda.</li></ul>
 <p><b>Business:</b> Their decisions directly impact our business, either through regulations or because their actions impact our operation.</p> <p><b>Public:</b> regulatory bodies, government, suppliers, and unions.</p>	<ul style="list-style-type: none"><li>Face-to-face Assemblies / no defined frequency;</li><li>Sustainability report / annual;</li><li>Official notices / no defined frequency.</li></ul>
 <p><b>Reputation:</b> Build our reputation, generate opinion, and resonate with our activities and conduct.</p> <p><b>Public:</b> Employees, community, press and influencers.</p>	<ul style="list-style-type: none"><li>Climate survey / annual;</li><li>Internal notices/ frequently;</li><li>Satisfaction surveys / no defined frequency;</li><li>Assemblies / annual;</li><li>Sustainability report / annual;</li><li>Corporate citizenship actions / according to the credit unions agenda;</li><li>National Journalists Meeting / annual;</li><li>Relationship actions during product and service launches and cooperative dates.</li></ul>
 <p><b>Representation:</b> Defend the interests and performance of credit unions in the economic and political arena.</p> <p><b>Public:</b> World Council of Credit Unions (Woccu), Brazilian Confederation of Credit Unions (Confabras), International Cooperative Alliance (ACI), ACI Americas, International Association of Cooperative Banks (ICBA), OCB System.</p>	<ul style="list-style-type: none"><li>Sustainability report / annual;</li><li>Face-to-face Assemblies / no defined frequency;</li><li>Official announcements / without defined periodicity.</li></ul>



## INSPIRATIONAL 2030

Sicredi's activities are guided by its Inspirational Planning 2030, which places positive impact as the focus of our long-term vision, aligning our actions with the principles of cooperativism and sustainable development.

*The Inspirational Planning consolidated our purpose: “Make a prosperous society together”.*



## STRATEGIC PLANNING 2023

MAKE A PROSPEROUS SOCIETY TOGETHER

### Business model with the member at the center



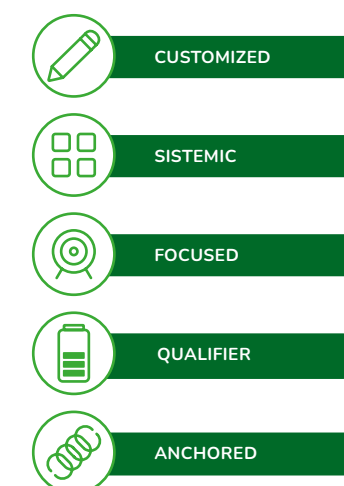
## Building the 2025 Strategic Cycle

In 2023, we will start building our new Strategic Cycle, which will guide our activities until 2025. To carry out this work, we are counting on the support of the Boston Consulting Group (BCG), which is a leading global strategy consultancy. BCG also has a governance and decision-making model that is similar to ours, where members are part of the board and take part in decisions.

The cycle construction is estimated to last six months, with its official start in January and the forecasted completion by the end of the first half of 2023. The process will have three major stages:

- Context and competitive advantages: in which we will address our inspirational vision, internal and external vision;
- Strategic options: how the core business levers and related adjacencies and possible new business will be analyzed and chosen;
- Execution Planning: where the execution plan and the economic plan will be built, considering the choices made throughout the semester. Also, during this period, we will support the Credit Unions to carry out their planning and local initiatives.

Some premises were considered for this construction and, therefore, we will count on several moments of co-creation and collaboration with the entire System (CAS, Cooperative Centrals and Credit Unions), to build a systemic strategic cycle for Sicredi:



From a work built by many hands, we expect to review our strategic guidelines, define business and growth strategies, strengthening our competitive advantages and our cooperative essence. Throughout this construction, we will seek to further strengthen our essence, designing initiatives aligned with our sustainability strategy, which continues to guide our positive impact (learn more on page 42).

Furthermore, we are very attentive to market trends, members' needs, competitors and impacts to the segment, connecting all this to our brand positioning and marketing strategies, to continue advancing in exercising our purpose, which is to build a more prosperous society.



# Sustainability strategy

We act in line with the main global concepts related to Sustainable Development, creating value to our members, to the environment and to society.

Because of our cooperative nature, since our establishment we have had an attentive look at the impacts of the business. This concern is materialized in a robust Sustainability Strategy, which incorporates the best management practices on the subject and is based on four pillars: economic, social, environmental and governance.

Our Sustainability Policy establishes the governance for sustainability, the principles and guidelines applicable to all levels and entities of the System, in order to guide decision making in the conduct of business, activities, processes and in the relation with our stakeholders. In 2022, the policy was updated in compliance with CMN Resolution N° 4,945, of September 15, 2021, which went into effect on 12/01/2022. **GRI 2-23**

## ESG AT SICREDI

ESG stands for **Environmental, Social and Governance**, and corresponds to an organization's Environmental, Social and Governance practices. The dissemination of the concept brings with it the idea that a company's long-term sustainability depends on its ability to generate value in the ESG pillars, that is, to generate sustainable development for its stakeholders.



LEARN MORE ABOUT OUR  
SUSTAINABILITY POLICY AT  
[l1nq.com/psPFt](https://l1nq.com/psPFt)

During 2022, we delivered several materials that reinforce the awareness of employees and members about sustainability and ESG, presenting our policies, strategy and positioning (learn more on page 44).

## Sustainability governance

Sustainability is a cross-cutting theme, managed by the Sicredi Foundation and implemented under the responsibility of all Sicredi Group member entities and all employees. To implement the strategy, we rely on two structures with different responsibilities: one structure for decision making and another to ensure the implementation of the topic. **GRI 2-13**

### Decision-making on sustainability issues

In the decision-making structure, the Sicredi Foundation is responsible for formulating sustainability strategy and guidelines, which are forwarded for analysis and appreciation by the Foundation Committee, responsible for advising the SicrediPar Board of Directors. **GRI 2-13**

SicrediPar's Board of Directors, in turn, is responsible for decision-making and resolutions at the systemic level, directing the Credit Unions to consider and vote on pertinent issues. **GRI 2-13**

### Framework for Decision Making:

It is the structure responsible for the systemic decision process regarding the Sustainability Strategy.



\*Foundation Committee - SicrediPar's Board of Directors advisory committee, in compliance with CMN Resolution 4,945, of September 15, 2021.

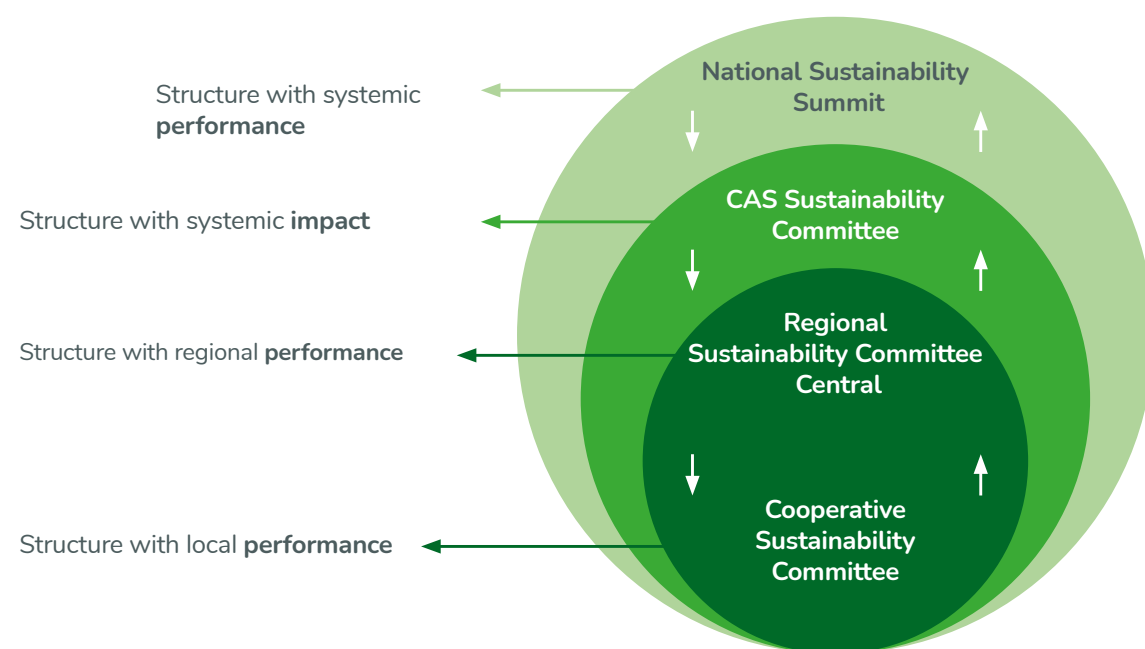
\*\* Board of Directors of Sicredi Participações S/A - SicrediPar.

## Implementation of the sustainability strategy

The structure responsible for implementing the Policy and executing the Sustainability Strategy is made up of the Sustainability Committees and the National Sustainability Summit.

### STRUCTURE FOR IMPLEMENTATION:

It is the structure responsible for ensuring the implementation of the Sustainability Policy and execution of the Sustainability Strategy at all levels of the System.



## Sustainability Committee

We are a large System, distributed throughout the country with autonomy for each credit union to act locally. To implement our Sustainability Strategy in our various locations, respecting the particularities of each region, we have Sustainability Committees

at the three levels of operation: national, regional and local.

The committees of the cooperative centrals have the role of guiding the implementation of sustainability at the regional level, evaluating, discussing, and

recommending initiatives related to the theme. Currently, the five cooperative centrals have committees established.

The committees of the credit unions evaluate the indicators and recommend actions at the local level. The final decision on implementation rests with the Board of Directors of each entity.

We had 77 committees in place at the credit union level by the end of 2022.

The Sustainability Committee of CAS is responsible for advising the executive board of CAS in its initiatives on the subject.

## National Sustainability Summit

On November 22, 24, and 25, 2022 we held the National Sustainability Summit, an annual systemic forum that is part of our governance for sustainability and aims to align and evaluate performance and recommend actions for the implementation of the Sustainability Strategy in all entities of the System.

The 3rd edition - whose guiding theme was "Our impact defines us, our legacy moves us" - included events for SicrediPar, centrals and CAS leaders, members of the Sustainability Committees of the Credit Unions and cooperative centrals, employees who work in the development of cooperativism and sustainability, and also events open to all employees.

The events addressed topics such as measuring our positive impact at the systemic and regional levels, planning and challenges for 2023, the highlights of 2022, the launch of the Sicredi ESG Guide, as well as talks on current issues such as:

- Climate change in the financial market;
- The importance of sustainable finance in business development and generating positive impact;
- The cooperativism as an inducer of local development and financial inclusion;
- The Sustainability Committee as an important governance mechanism and driver in the evolution of sustainability performance;
- The importance of sustainability for building a more prosperous society and how to build a legacy.

There were three days of events, with seven invited guests, over ten hours of content and information, impacting over five thousand employees and leaders of the System.



## Sustainability drivers

To guide our Sustainability Strategy, we established our drivers and focal themes, which show where we can, in fact, generate positive impact. The process of building and updating our focal themes took place collaboratively, involving the centrals, credit unions and CAS areas, as well as experts in sustainability and leaders in the theme. **GRI 3-1**

We have three drivers divided into 12 focal themes, which are our material themes, that is, the themes that are most relevant for sustainability and where we should focus our efforts in order to promote the sustainable growth of the business. **GRI 3-1 | 3-2**

GRI 3-2





DRIVER: RELATIONSHIP AND COOPERATIVISM GRI 3-2

FOCAL THEME	DESCRIPTION	IMPACTED STAKEHOLDERS
<b>To disseminate cooperativism and sustainability</b>	<p>To foster the cooperative culture among employees and members, reinforcing the democratic, collaborative and transparent distinguishing feature of our management model, strengthening the bonds of trust and reciprocity.</p> <p>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.</p>	<p><b>External:</b> in the relationship with members and the community.</p> <p><b>Internal:</b> in governance, with board members and nuclei coordinators. In the internal culture, with employees.</p>
<b>To strengthen our management model</b>	<p>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.</p>	<p><b>Internal:</b> in governance, with board members and nuclei coordinators. In the internal culture, with employees.</p>
<b>To promote inclusion and diversity</b>	<p>Direct our actions always respecting the horizontal and long-lasting relations, strengthening the values of cooperativism, such as equity and equality.</p> <p>To foster diverse and inclusive governance, as well as a diverse and inclusive work environment, with plurality of thought, collaboration and innovation.</p>	<p><b>External:</b> in the relation with members, community and the government.</p> <p><b>Internal:</b> in governance, with board members and nuclei coordinators. In the internal culture, with employees.</p>

DRIVER: RESPONSIBLE SOLUTIONS GRI 3-2

FOCAL THEME	DESCRIPTION	IMPACTED STAKEHOLDERS
<b>Promote financial education</b>	<p>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.</p>	<p><b>External:</b> in the relation with members, community and the government.</p> <p><b>Internal:</b> in the internal culture, with employees.</p>
<b>Offer financial and non-financial solutions with positive economic, social and environmental impact</b>	<p>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.</p>	<p><b>External:</b> in the relation with members, community and the government.</p> <p><b>Internal:</b> in the internal culture, with employees.</p>
<b>Ensure integrated risk management</b>	<p>Work together with members to prevent and/ or mitigate impacts related to risks of any kind.</p>	<p><b>External:</b> in the relation with members, community and the government.</p> <p><b>Internal:</b> in the internal culture, with employees.</p>
<b>Promote eco-efficient management</b>	<p>Seeks to make the operation of our branches and headquarters more sustainable. Disseminate the implementation of best practices related to eco-efficiency and fighting climate change.</p>	<p><b>External:</b> in the relation with members, community and the government.</p> <p><b>Internal:</b> in the internal culture, with employees.</p>
<b>Work with suppliers and partners with responsible management</b>	<p>Extend our concerns with sustainability to the chain of suppliers and partners, encouraging them to adopt the best social and environmental practices.</p> <p>Provide support for technical training and define specific criteria for hiring, monitoring and evaluating these suppliers.</p>	<p><b>External:</b> in the relationship with members, suppliers and the government.</p>

DRIVER: LOCAL DEVELOPMENT GRI 3-2

FOCAL THEME	DESCRIPTION	IMPACTED STAKEHOLDERS
Contribute to community development	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 Sustainable Development Goals (SDGs)

Our Sustainability Strategy is reinforced by our external commitments, which connect our guidelines to the main global initiatives of the sustainable development agenda. Since 2020, we have been a member of the Global Compact, a voluntary action of the United Nations (UN).

As a way to leverage the discussions on the theme, we act in the Action Platforms of the Global Compact Network Brazil on the following fronts:

- Action for Human Rights Platform
- Sustainable Agriculture Action Platform
- Action against Corruption Platform
- Climate Action Platform.

By joining the Global Compact, we also made a commitment to contribute to the 17 Sustainable Development Goals, set by the UN to engage organizations in targets such as eradicating poverty, fighting climate change and preserving natural resources by 2030.

Learn more about the priority SDGs, on page 47.

PARTICIPATION IN COP 27

We participated in the 27<sup>th</sup> session of the Conference of the Parties (COP 27), promoted by the United Nations (UN), the world's main climate meeting, gathering leaders from almost every country. The event took place in the resort of Sharm El-Sheikh, Egypt, between November 8<sup>th</sup> and 18<sup>th</sup>.

The manager of Structured Operations and Sustainable Finance, João Pedro Stephanou, represented Sicredi at this year's edition. The opportunity to present a case at the global conference came at the invitation of Sebrae MT, which maintains a partnership with Sicredi Cooperative Central - Central North.

During the event, João Pedro presented the panel **Green Energy Program** - Opportunity for Small Businesses, where the cooperative model, governance model, sustainability strategy, ESG fundraising, and best practices in clean energy were addressed, with a focus on financing photovoltaic solar energy. The economic benefits of credit unions and our entire sustainability movement were also presented.

## SICREDI'S SYSTEMIC COMMITMENTS

In 2022, we began the process of building our Public Commitments to Sustainability. In this first stage, we conducted a sectorial analysis and analysis of Sustainability references, bringing to the discussion important elements for decision making. We built a map identifying the opportunities of the topics to outline goals, initiatives, and metrics. In 2023, we will listen to our stakeholders to validate the proposal and move forward with the publication of our Public Commitments.

## Sustainable Development Framework

To guide our Sustainability Strategy and support us in the evolution of sustainability agendas, we rely on the Sustainable Development Framework. This is the basis for Sicredi's Positive Impact Measurement, which includes indicators that enable us to measure our sustainability performance at the national, regional and local levels.

The material is the result of a major collaborative effort that took place over the course of 2021. The process included discussions with representatives from across the System to define the indicators that would comprise it, as well as an assessment by the College of Executive Directors and a recommendation by the Foundation Committee and deliberation by the SicrediPar Board of Directors.

Since its implementation for the credit unions in 2022, the Framework has been used as an internal tool to measure the sustainability performance of the entities in the System. As a result, the analysis of the results is considered a minimum agenda for all the System's sustainability committees, as it helps identify opportunities to advance the sustainability agenda, subsidizing the construction of action plans.

Based on the set of indicators presented in the Framework, we provide credit unions with an online tool (dashboard) that presents their performance data, based on the Executive Vision of the Framework. Through it, it is possible to create reports to follow the performance of the entity over time and its stage of maturity.

## Business sustainment indicators

### EXECUTIVE SUSTAINMENT INDICATORS

	2021	2022
Active accountholder members (percentage)	72.46%	75.17%
NPS (percentage)	74.8%	74.4%
General Principality (percentage)	33.87%	39.40%
Deposit Market Share in the coverage area (percentage)	3.4%	3.8%
Total Equity (billion)	24.9	30.3
Risk-adjusted efficiency ratio	0.65	0.69

## Positive Impact indicators

### RELATIONSHIP AND COOPERATIVISM

	2020	2021	2022	PILAR	PAGE
Members (quantity)	4,901,724	5,579,161	6,488,112	Social	26
Credit Unions (quantity)	108	108	105	Social	13
Employees (quantity)	29,830	34,127	38,816	Social	150
Members who attended assemblies (thousand)	286	299	440	Social	61
Members who attended assemblies (percentage)	9.4%	5.7%	7.4%	Social	61
Nucleus Coordinators (quantity)	11,238	12,908	13,107	Social	63
Members participating in the Crescer Program (quantity)	48,161	70,010	120,894	Governance	77
Nucleus coordinators trained in basic training	–	39.7%	60%	Governance	78
Board members trained in basic training	–	58.4%	65.7%	Governance	78
Entities with Sustainability Committees	–	52	77	Governance	44
Women in leadership positions - total Elected (nucleus coordinators, board members, presidents) + statutory + CLT	–	30.77%	31.67%	Governance	84
Total youth in leadership positions - total Elected (nucleus coordinators, board members, presidents) + statutory + CLT	–	22.41%	21.65%	Governance	84

## Positive impact indicators

### RESPONSIBLE SOLUTIONS Sicredi SR 03 | SR 06

	2020	2021	2022	VALUE GENERATED	PAGE
Amount invested in the green economy (BRL million)	18.9	27.6	34.2	Economic	119
Employees trained in topics related to economic, social, environmental and climate risks <sup>3</sup>	–	29,037	36,923	Governance	130
Female Agriculture (R\$ million)	18.24	17.54	18.08	Economic	120
Low carbon emission farming (BRL million)	4,061	6,666	8,285	Economic	120
Good agricultural practices (BRL million)	1,525	2,249	2,421	Economic	120
Renewable Energy and Environmental Sustainability (BRL million)	2,356	4,531	6,136	Economic	120
Operations for solar energy (R\$ billion)	1.6	3.3	3.5	Economic	119
Absolute emissions of Greenhouse Gases (tCO <sub>2</sub> e) <sup>1</sup>	21,358.98	20,636.07	28,368.55	Environmental	137
Total GHG emissions per employee (tCO <sub>2</sub> e/employee)	0.7	0.6	0.7	Environmental	137
<b>National Financial Education Week</b>					
People impacted (million)	4.4	19	20	Social	90

<sup>1</sup> The results presented in the table consider the total emissions under the Scope 2 power purchase choice approach.

<sup>2</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 meetings correspond to R\$526 million in 2018, R\$670 million in 2019, and R\$744 million in 2020.

### LOCAL DEVELOPMENT Sicredi.DL03

	2020	2021	2022	VALUE GENERATED	PAGE
Cities where we are present (quantity)	1,463	1,600	1,796	Social	27
Cities with less than 100 thousand people (percentage)	87%	86%	86%	Social	27
Cities where we are the only financial institution (amount)	216	230	217	Social	27
Amount paid to local suppliers (BRL million)	576.18	850.7	2,460.4	Social	145
Result distributed to the members (BRL million) <sup>2</sup>	990.0	1,191	2,167	Economic	145
Interest on the capital paid to the members (BRL million)	246.0	338	1,003	Economic	55
Social Investment Amount (R\$ million)	–	158.8	301.3	Social	161
Employee Confidence Index	,	88%	89%	Social	160
Actions carried out on Cooperate Day (Dia C) (quantity)	1,033	1,018	3,514	Social	170

### Education programs for children and adolescents

#### A União Faz a Vida Program

Cities participating (quantity)	475	472	576	Social	172
Schools participating (quantity)	2,641	2,637	2,945	Social	172
Instructors participating (quantity)	23,314	34,953	42,738	Social	172
Children and teenagers participating (quantity)	282,201	437,070	507,074	Social	172

#### Cooperativas Escolares Program

Cities participating (quantity)	76	82	119	Social	174
Schools participating (quantity)	145	152	207	Social	174
Instructors participating (quantity)	-	-	320	Social	174
Children and teenagers participating (quantity)	4,997	4,139	6,570	Social	174

#### Financial Education Journey <sup>4</sup>

Cities participating (quantity)	-	-	125	Social	95
Schools participating (quantity)	-	-	331	Social	95
Instructors participating (quantity)	-	-	2,308	Social	95
Children and teenagers	-	-	35,128	Social	95

<sup>3</sup> Indicator began to be monitored in 2021.

<sup>4</sup> Inclusion of data from the Financial Education Journey in 2022.



# Financial performance

## Market Context

Throughout the year 2022, we acted in the midst of a challenging economic context, in which the economy had favorable growth, but with high interest rates and increasing defaults.

In growth terms, Brazil's economic performance was slightly more favorable than official forecasts. In the first and second quarters of 2022, the observed growth of the Gross Domestic Product (GDP) showed a positive performance of 1.7% and 3.2%, respectively, so that the initial GDP growth projection for the year needed to be recalculated. The initial estimate of 1.8% was positively revised, with growth prospects between 2.5% and 2.8%, an estimate that was endorsed by the World Bank and the International Monetary Fund.

As for inflation, which had been on an upward trajectory as a result of the economic contraction resulting from the Covid-19 pandemic, the rates observed showed a decrease compared to 2021, with accumulated IPCA values of 5.77% in the last 12 months.

The Selic rate remained high, registering 13.75% p.a. in 2022, the highest value recorded since 2016, which solidifies a perspective of restrictive credit growth. The impacts of the Selic rate increase are multi-sectoral and should represent the tone of the Brazilian economy's performance for the year 2023.

Within this context, the country accumulated over 69.4 million defaulters, compared to just over 62 million in 2021. Of the total number of defaulters identified in the year, 28.7% have a restricted name due to inability to pay credit card debts.

In response, we acted more intensively with themes that deal with pricing and credit recovery during the year. To this end, we carried out initiatives focused on collection and financial education to support our members during this sensitive time. Thus, we were able to secure our financial returns while generating value for the communities.

## Performance

### SICREDI'S COMBINED (THOUSAND R\$)

		2020	2021	2022
<b>TOTAL ASSETS</b>		<b>154,860,895</b>	<b>197,573,755</b>	<b>263,508,623</b>
<b>Assets</b>	Availability	1,258,087	1,443,685	1,530,896
	Interbank investments	13,044,514	33,716,227	34,081,426
	Bonds and securities	38,410,830	22,513,768	59,931,340
	Vostro Account	4,364,055	5,809,721	6,994,552
	General Credit	56,885,229	76,316,232	91,729,081
	Rural credit	33,068,493	46,702,898	53,819,453
	Other credits	4,665,308	7,390,522	10,773,414
	Other amounts and assets	515,353	499,375	607,816
	Permanent Assets	2,649,026	3,181,327	4,040,645
<b>Liabilities</b>	Deposits	104,638,994	129,536,750	153,889,693
	Funds obtained in the open market	2,343,109	3,257,872	5,643,824
	Liabilities due to loans and on-lending	15,100,199	18,900,783	24,679,935
	Other liabilities	12,220,917	20,665,534	48,692,050
	Net Equity and Non-controlling Shareholders' Interest	20,557,676	25,212,816	30,603,121
<b>Result</b>	Revenue from financial operations	12,663,110	16,959,589	32,101,857
	Other operational revenues	3,669,354	4,401,690	5,446,430
	Expenses from financial operations	4,482,667	6,658,784	18,917,892
	Other operational expenses	8,470,768	9,860,894	12,642,609
	Results	3,379,030	4,841,601	5,987,783
	Interests on Owner's Equity	246,116	338,031	1,003,476

Source: Febraban, Brazilian Central Bank, and Serasa.

## Relationship and Cooperativism

Aim to strengthen our business model in a sustainable way.

440  
thousand

members attended the assemblies



439  
thousand

people have already undergone the Cooperativism training



47

women in Board of Directors positions



TO STRENGTHEN OUR MANAGEMENT MODEL	60
TO DISSEMINATE COOPERATIVISM AND SUSTAINABILITY	75
TO PROMOTE INCLUSION AND DIVERSITY	80

Related SDGs:



# To strengthen our management model

## Member Participation

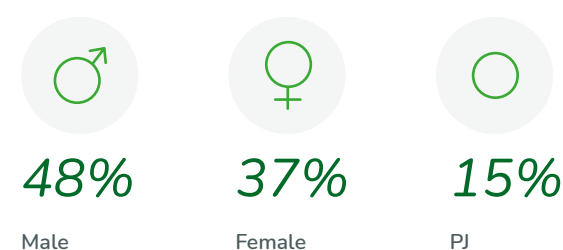
Our members are at the heart of our business. For this reason, the assembly is the highest body of the cooperative society, essential to our governance model. It is the maximum moment of democratic decision-making, where members exercise their role as owners, to monitor and decide the directions of their credit union.

The assemblies are empowering spaces for members, where each one is a key player in building the future of the business, transforming the reality and the living conditions of the communities.

In the System, each entity has an important role in the assemblies. The credit unions are responsible for conducting the decision making process with their members, providing information and adequate access to the events. The cooperative centrals support the credit unions in this process. The role of the Sicredi Foundation is to structure and provide solutions that make this process easier and enable the participation of more and more members, with quality and transparency. GRI 3-3

GRI 3-3 | Sicredi RC02

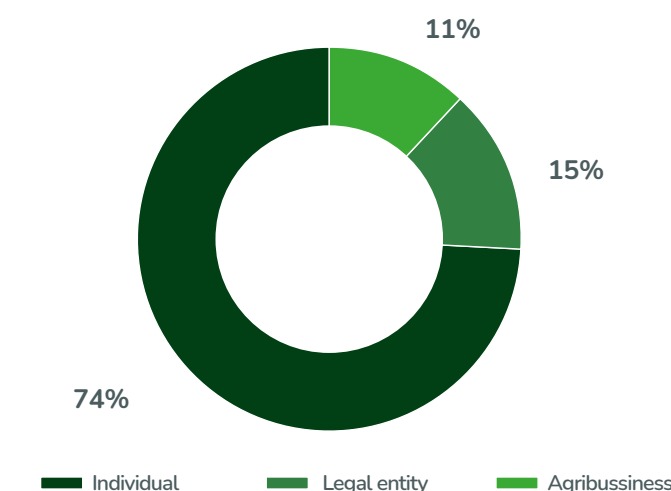
### MEMBERS' PROFILE



### Members by age group



### Members by segment



## Pertencer Program

Through the Pertencer Program, we provide members with guidance as to our participative management model, encouraging their active participation in the assemblies and in all the decision-making processes of their credit union. GRI 3-3

By means of the Program, we establish the rules and guidelines that guide your participation experience. For the credit unions, we provide them with tools to increase the participation of their members in assemblies. Thus, we seek to bring more transparency to our actions and strengthen engagement. GRI 3-3

In addition to the face-to-face assemblies, which allow contact and relationships with our members, we have the Digital Assembly Platform. Through it, we promote the democratic participation of members with all the convenience of the digital model, reducing travel and easing access, as well as promoting accessibility for those who eventually have limitations in participating in person.

The platform allows digital or semi-presence events, with live or recorded transmissions, and voting on matters under deliberation. Members can ask questions and register their considerations and manifestations through a chat channel.

The tool was made available in 2021 during a pandemic moment, with restrictions on holding in-person events and, during this period, it became crucial so that members could stay close to their credit unions, carrying out their role as owners safely and responsibly. Today, the platform is one more tool we have at our disposal to encourage an increasing participation of our members.

In all, about 440,000 members were present at the 2022 assemblies, which represents 7.44% of those convened.

### DIGITAL ASSEMBLY PLATFORM HIGHLIGHTS

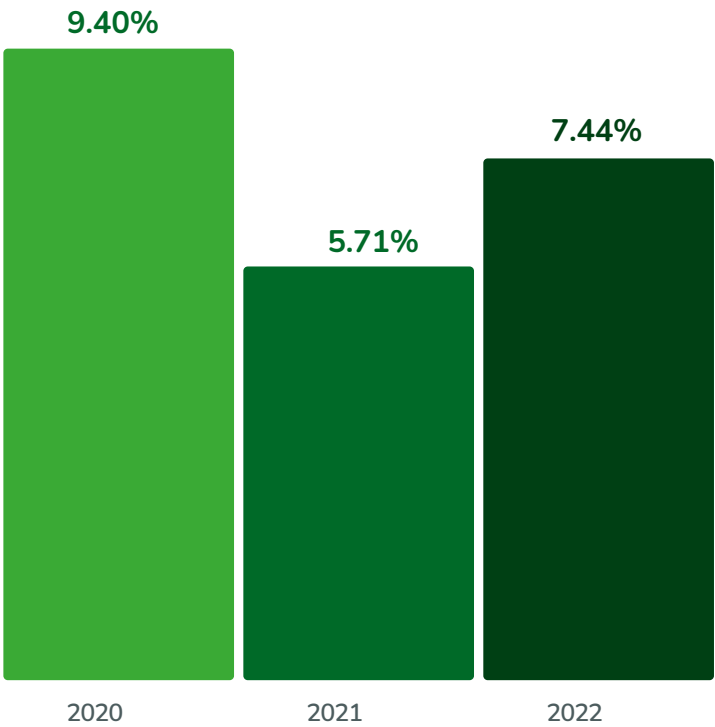
Over the past two years, we have identified that the introduction of digital technology has attracted a new group of members, different from those who used to attend the assemblies in person:

**Over 57% of the members who attended assemblies in 2022 had not participated in the last 3 years.**

MEMBERS' PROFILE ATTENDING THE ASSEMBLY SICREDI RC11

AUDIENCE	TOTAL
Age group	
Less than 30	93,454
Between 30-50	157,229
Above 50	100,228
Gender	
Male	202,113
Female	148,622
Unidentified	176
Type of membership	
PF members	350,911
PJ members	88,772
TOTAL NUMBER OF PARTICIPANTS	439,683

Percentage of members who attended the assembly



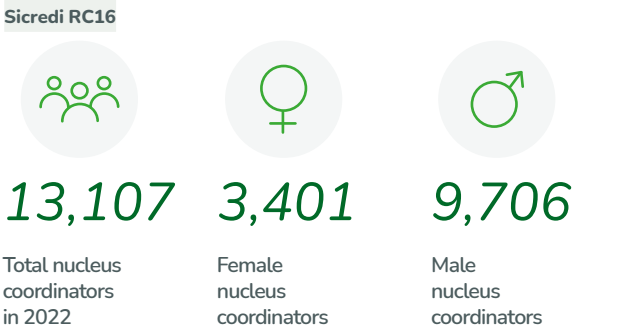
Nucleus Coordinators

In order to provide participation in the credit union’s management and development process, members are grouped by nucleus and organized by the Pertencer Program. The nucleus assemblies are important meetings to strengthen the relationship and the transparency of our business, because they are where the debates and the decisions about the credit union’s collective interest issues take place.

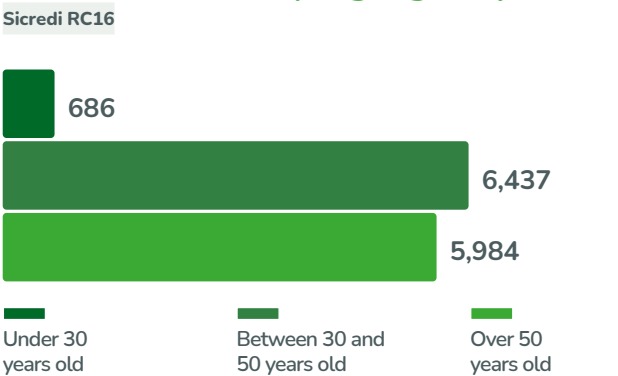
In its assemblies, all members can monitor the rendering of accounts, evaluate the actions and initiatives developed, contribute with suggestions, ask questions and address other issues.

By 2022, we have exceeded 5,400 active nucleus.

It is also in the nucleus that, together, members elect their representative, called nucleus coordinator. Each coordinator is responsible for taking its nucleus members’ decisions to the credit union’s General Assembly. At the close of 2022, there were 13,107 Nucleus Coordinators, including effective and alternate coordinators.



Coordinators by age group



Governance Portal Sicredi RC12

To strengthen the credit union’s communication, relationship and transparency process with our leaders - nucleus coordinators, board members and fiscal directors - we implemented a new Governance Portal in 2022. Through it the credit union can share information, materials and guidelines to support them in the best exercise of their functions.

In addition, the platform brings new features, a dynamic user experience, integration with the course platform, and aims to bring the entities even closer to their leaders.



# Ethics and anti-corruption

The Sicredi Code of Conduct is the benchmark of moral and ethical conduct that guides the actions and decisions of all our employees. The document highlights the principles of corporate governance, transparency, equality, accountability and corporate responsibility that are required in the attitude of each of our employees. The document also steers the internal and external relationships of all Sicredi members, regardless of their duties and responsibilities. **GRI 2-23**

In 2022, we approved our Corruption Prevention Policy, which applies to all internal stakeholders (employees and statutory employees) and third parties (suppliers, service providers, partners, correspondents, accredited agents) that perform activities on behalf of Sicredi. It includes guidelines on the subject and channels for communicating any suspicions of corruption related to the Sicredi System. **GRI 2-23 | 205-1**

In addition, on December 9, International Anti-Corruption Day, we launched the Sicredi Anti-Corruption training on the Sicredi Aprende platform.

## THE CODE OF CONDUCT AND THE CORRUPTION PREVENTION POLICY **GRI 2-23**



Available at:  
<https://www.sicredi.com.br/site/sobre-nos/relatorios/>

Both documents serve as guidelines for handling conflicts of interest with guidance for employees, business partners and members of senior management, including directors. In addition, the Bylaws contain the basic requirements for holding a position on the Board of Directors or the Executive Board. **GRI 2-15 | 2-23 | 205-1**

We also have a Money Laundering and Terrorist Financing Prevention Policy (PLDFT), which establishes the guidelines at all levels and entities of the System to prevent its use for money laundering or terrorist financing.

The Policy is available for consultation by all employees at Sicredi's Official Regulatory Repository. **GRI 2-23**

All policies, as well as any changes, are approved via a systemic resolution by SicrediPar's Board of Directors. **GRI 2-23**

To prevent the risk of corruption, we have adopted practices that guide our relationships, including a prior analysis process for contracting third parties that act on behalf of, in the interest of or for the benefit of Sicredi, contracting suppliers and service providers, entering into partnerships, granting benefits, donations and corporate operations involving Sicredi companies. Within the scope of the CAS, 191 analyses were conducted in 2022.

We are committed to meeting the international recommendations of the Financial Action Task Force on Money Laundering and Terrorist Financing (FATF) and to complying with the regulations in force, preventing our credit unions from being used as a means to carry out illicit activities. All credit unions participate in the monitoring for the prevention of crimes related to money laundering, concealment of assets, rights and values.

When hiring products and services, we adopt practices and controls to inhibit misconduct, illicit acts or violations, seeking to establish rules for direct or indirect accountability, internally and externally, of those involved. The movements carried out by members are made available in daily routines.

In addition, we carry out monthly monitoring by means of a specific system integrated to our core systems, which cross-references the records of financial transactions with the member's income or billing. These procedures allow the identification of atypicalities, which are assessed individually and, when appropriate, are timely reported to the Financial Activities Control Council (COAF), whose numbers will not be explained since this is confidential information.

## Training

All of our employees are made aware of the Code of Conduct upon joining Sicredi. In addition, as part of the “Welcome to Sicredi” track, employees undergo online training on the subject, through the

Sicredi Aprende platform (learn more on page 154). At the end of the training course, the employee electronically registers his or her “Acceptance” of the content. **GRI 2-23 | 2-24**

Still in Sicredi Aprende, within the regulatory axis, employees also conduct online training on the Prevention of Money Laundering and Terrorist Financing Policy. **GRI 2-23 | 2-24**

In 2022, in order to reinforce the spreading of the theme during the election period, we prepared the Guidebook to Conduct in Practice, giving employees and statutory employees guidance as to the conduct expected in view of the institution’s political neutrality. **GRI 2-24**

### EMPLOYEES WHO HAVE RECEIVED TRAINING AND COMMUNICATIONS ON COMPLIANCE **GRI 205-2**

COOPERATIVE CENTRAL	CENTRAL BRAZIL		CENTRAL NORTH		NORTH/NORTHEAST		PR/SP/RJ	PR/SP/RJ	SOUTH/SOUTHEAST		CAS		SICREDI PAR		GRAND TOTAL		
	COM.	TR.	COM.	TR.	COM.	TR.	COM.		COM.	TR.	COM.	TR.	COM.	TR.	COM.	TR.	%
Top leadership	15	13	29	29	46	37	78	70	89	83	7	6	-	-	264	238	90.15%
Elected	119	66	147	50	291	53	416	57	620	61	1	-	11	8	1,605	295	18.38%
Interns	56	55	278	267	70	63	324	314	321	300	123	119	-	-	1,172	1,118	95.39%
Young Apprentice	66	62	113	111	38	34	186	174	386	340	20	20	-	-	809	741	91.59%
Middle leadership	374	364	648	621	190	177	1,810	1,754	1,820	1,733	217	203	-	-	5,059	4,852	95.91%
Professionals	2,435	2,385	4,091	3,918	1,185	1,142	8,891	8,538	10,158	9,725	2,915	2,783	-	-	29,675	28,491	96.01%
Technical	103	103	206	197	69	67	332	328	237	232	3	3	-	-	950	930	97.89%
<b>TOTAL GERAL</b>	<b>3,168</b>	<b>3,048</b>	<b>5,512</b>	<b>5,193</b>	<b>1,889</b>	<b>1,573</b>	<b>12,037</b>	<b>11,235</b>	<b>13,631</b>	<b>12,474</b>	<b>3,286</b>	<b>3,134</b>	<b>11</b>	<b>8</b>	<b>39,534</b>	<b>36,665</b>	<b>92.74%</b>

Com. (Communicated)  
Tr. (Trained)

### EMPLOYEES WHO RECEIVED TRAINING AND COMMUNICATIONS ON CORRUPTION PREVENTION **GRI 205-2**

COOPERATIVE CENTRAL	CENTRAL BRAZIL		CENTRAL NORTH		NORTH/NORTHEAST		PR/SP/RJ	PR/SP/RJ	SOUTH/SOUTHEAST		CAS		SICREDI PAR		GRAND TOTAL		
	COM.	TR.	COM.	TR.	COM.	TR.	COM.		COM.	TR.	COM.	TR.	COM.	TR.	COM.	TR.	%
Top leadership	15	2	29	2	46	1	78	8	89	4	7	1	-	-	264	18	6.82%
Elected	119	7	147	1	291	4	416	3	620	-	1	-	11	-	1,605	15	0.93%
Interns	56	3	278	7	70	3	324	45	321	5	123	2	-	-	1,172	65	5.55%
Young Apprentice	66	13	113	3	38	-	186	20	386	13	20	2	-	-	809	51	6.30%
Middle leadership	374	43	648	6	190	8	1,810	212	1,820	33	217	1	-	-	5,059	303	5.99%
Professionals	2,435	446	4,091	67	1,185	38	8,891	990	10,158	188	2,915	48	-	-	29,675	1,777	5.99%
Technical	103	20	206	4	69	3	332	47	237	8	3	-	-	-	950	82	8.63%
<b>TOTAL GERAL</b>	<b>3,168</b>	<b>534</b>	<b>5,512</b>	<b>90</b>	<b>1,889</b>	<b>57</b>	<b>12,037</b>	<b>1,325</b>	<b>13,631</b>	<b>251</b>	<b>3,286</b>	<b>54</b>	<b>11</b>	<b>-</b>	<b>39,534</b>	<b>2,311</b>	<b>5.85%</b>

Reports

We have a channel available exclusively for receiving reports of unlawful acts and conflicts of interest, as well as other situations of misconduct involving employees and statutory employees of the System, in addition to service providers who perform activities on behalf of Sicredi. **GRI 2.26 | FN-CB-510a.2**

The Compliance area is responsible for managing the Reporting Channel, and the handling of reports is carried out in strict compliance with confidentiality preservation rules and the anonymity of the whistleblower. The channel is also available for any questions regarding possible conduct deviations. **GRI 2.26 | FN-CB-510a.2**

REPORTING CHANNEL:

On the institutional website **sicredi.com.br/denuncia**, available 24/7, or by phone on 0800 646 2519, from 9am to 6pm, from Monday to Friday, except on holidays.

**GRI 2.26 | FN-CB-510A.2**



<https://www.sicredi.com.br/site/atendimento/canaais/denuncia/>

Ombudsman

We have an Ombudsman, responsible for addressing complaints and requests from members, and implementing systemic improvements based on them. The Ombudsman is a unique organizational component that serves all the entities and companies in the System and deals with demands received through various channels, such as the Ombudsman's own, Bacen, Consumidor.Gov. Br and Procon. **GRI 2-25 | 2-26**

Complaints made through these channels follow a handling flow mediated by the Ombudsman's Office, which involves gathering information for the best solution. This mediation takes into account our mission, vision and values, as well as compliance with the legal deadlines for returns and applicable resolutions. **GRI 2-25 | 2-26**

Following this process, we contact the complainant to provide the necessary clarifications and classify the complaint into four categories: unfounded, founded with solution, founded without solution, or not conclusive. The only exception is the RDR Bacen channel, which has different classifications, since the cases are judged by the regulator itself. **GRI 2-25**

Complaints received are used as inputs to support more effective action-taking, directing actions aimed at improving service and relationship experiences, both for the Credit Unions and for the Sicredi Administrative Center business areas (CAS). **GRI 2-25**

Finally, all the information collected is translated into reports aimed at internal and external areas, such as advice and auditing, always in attention to the legal obligations required by the regulator. Every six months, data is presented to the Audit Committee, the Executive Board and the Board of Directors. Occasionally, they are also reported to SicrediPar's Supervisory Board and Risk Committee. **GRI 2-25**

COMMUNICATION AND TRAINING ACTIONS CARRIED OUT BY THE OMBUDSMAN DURING THE YEAR

- Updating of the training track "The associate complained, now what?", with adaptation to Brazilian Sign Language for all the videos.
- Communication calendar to address issues relating to the Relationship Policy and Risk of Conduct in Relationship.
- Updating of the Relationship Policy training, available through Sicredi Aprende, on the regulatory axis.



During the year, we made important advances in the Ombudsman's Office by reinforcing the strategy of mapping the risk of relationship conduct and the process of requesting improvements from the product areas based on the analysis of complaints, in addition to other improvements, such as the first Summit on the topic.

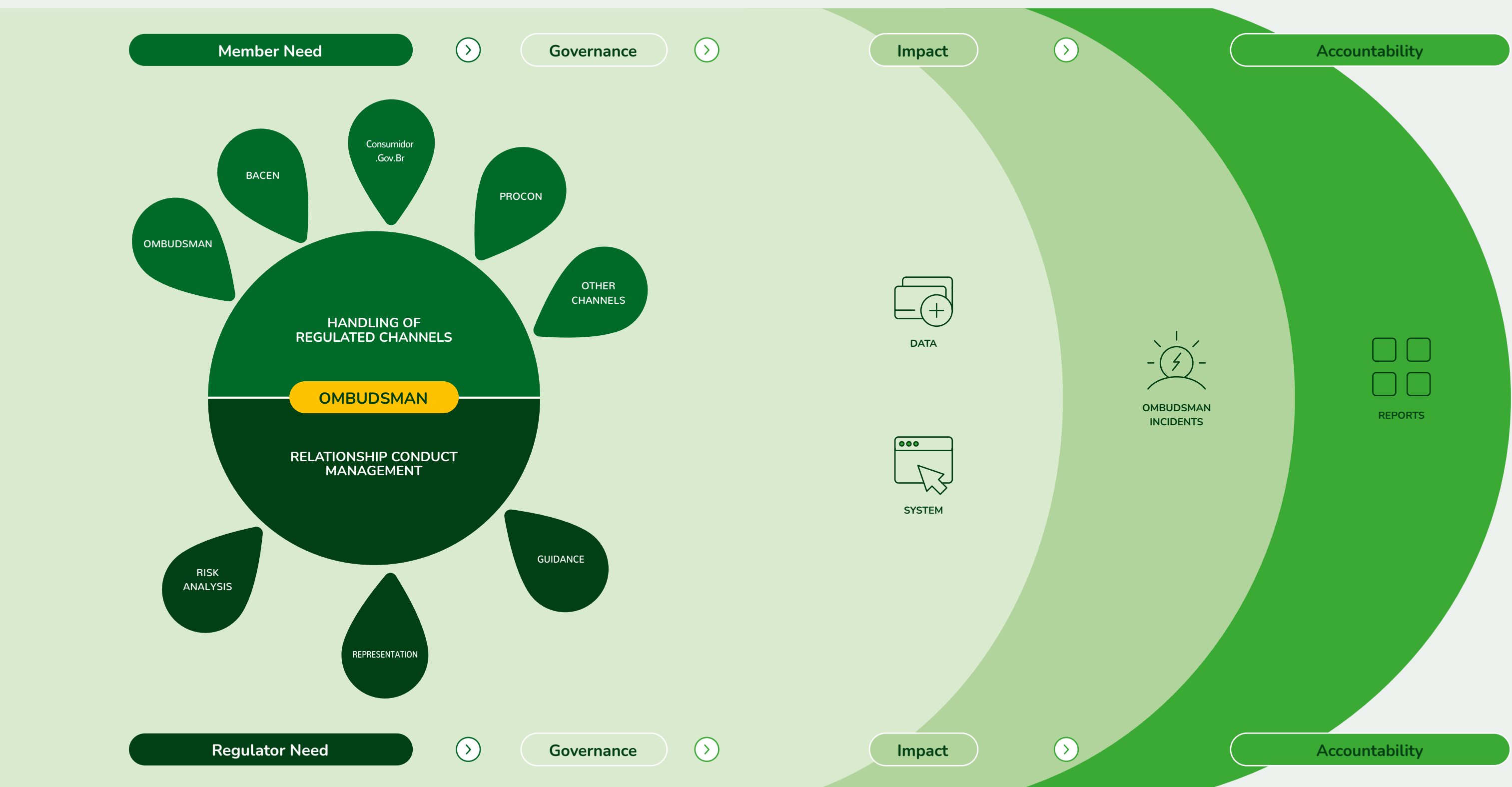
1<sup>ST</sup> OMBUDSMAN SUMMIT

In 2022 we held the 1st Ombudsman Summit, which connected employees of the credit unions and CAS to address the relationship with members. The event was attended by 151 employees and two external guests, references in the topics covered.

OMBUDSMAN FOCAL POINT

The Ombudsman Focal Point Program provides training and guidance on handling complaints and good relationship practices to two employees from each credit union, who become contact points between the Ombudsman Office, located in the Sicredi Administrative Center (CAS), the Credit Unions and the branches. In this way, we are able to work on the transfer of information and improvements in the member experience.

# Structure of the Sicredi Ombudsman





# Safety

In 2022, we enhanced the safety of our digital channels and the protection of corporate equipment, due to the identification of new threats and a more challenging scenario. To this end, we implemented new technologies in corporate equipment, in the security of branch networks, in security tests of channels and applications. A broad security awareness program was implemented, in addition to the improvement of security processes and standards in development, to promote risk reduction. **Sicredi RC13**

In the preventive actions to tackle fraud, we have introduced new technologies to increase our capacity to identify fraud and we have improved the processes for new members, mitigating the risk of forgery. In 2022, our Electronic Transaction Security indicator reached 99.9957% of protection in the channels, contributing to risk mitigation and a better member experience. **Sicredi RC13**

In physical security, with the evolution in branch controls and the centralized monitoring of images and alarms that resulted in greater safety for our members and employees, we reached an 82% rate in preserving the values of the branches that were subject to criminal attacks. **Sicredi RC13**

## Cybersecurity

Aiming to provide greater security to members during their electronic transactions and safeguard their data, we rely on technologies and internal processes that prioritize cybersecurity in our services and products.

In this sense, we manage information and cybersecurity risk through a specialized model that considers threats, potentially used attack surfaces, the likelihood of occurrence and the possible impacts to the business in case a risk materializes. The model also considers the preventive, detective and corrective controls we use to mitigate threats. **SASB FN-CB-230a.2**

Controls and risk management model are based on cybersecurity frameworks and best practices, including NIST (National Institute of Standards and Technology), CIS (Center for Internet Security), ISO 27001, SANS (Incident Handler's Handbook), and MITRE ATT&CK, meeting the laws, regulations and self-regulations to which we are exposed. **SASB FN-CB-230a.2**

In case of an information security incident, we have a formalized process that includes the event identification, containment, response

and investigation, as well as the subsequent recording of the information for treatment of the weaknesses and lessons learned. **SASB FN-CB-230a.2**

We also rely on automated preventive controls to identify potential weaknesses in information systems, with established processes that include the identification, categorization, classification, and treatment of identified weaknesses. **SASB FN-CB-230a.2**

## Data protection

We have developed a comprehensive Data Protection and Privacy Program, applying the concepts and provisions of the General Data Protection and Privacy Act (LGPD) and other related legislation to our business processes since 2019. Respect for the privacy of data subjects that interact with Sicredi (whether members or non-members) is a cornerstone of the organization's banking and service activities.

To underpin this program, we rely on a distributed structure - with actions being coordinated by the Data Protection and Privacy management, located in Sicredi Cooperative Bank, and responsible persons (data officers and their respective assistants) in each entity of the System (singular credit unions, cooperative centrals and centralizing entities) for the adjustments of their activities.

Within the formal regulatory framework for data privacy, we have internal and external policies that outline the key processes, roles and responsibilities regarding the subject.



Learn more at:  
<https://www.sicredi.com.br/site/protecao-e-privacidade/>

The data privacy and protection program has four basic pillars to support it.

- **Legal pillar:** which assesses all the contractual relationships we have with other parties - be they members, non-members, suppliers, partners, third parties, and other stakeholders with necessary legal ties. It is important to mention here that the contractual legal business relationship has not and will not change - due to the existence of a legal basis with members that authorizes legitimate interest or execution of contracts to bring the perfect legal relationship between these parties.
- **Information technology pillar:** which assesses the structural part of the IT (and consequently information technology) infrastructure to validate the security adequacy compatible with the regulatory requirement.

- **Process Pillar:** which particularly assesses personal data processing done in each Sicredi product and service (at any level, whether CAS - considering systemic processes, central and credit unions) and classifies them under Data Processing Operations (OTDs), which play the regulatory role of registering data processing.
- **Training and Awareness Pillar:** which works on all the actions required for the change of culture, regarding the use of personal data. It is considered that this pillar is of crucial importance: even if all the necessary procedures from the other pillars (considered technical) are implemented, if the behavior of the people performing the process in relation to data treatment is not modified and adequate according to the attributes of the law, non-compliance with data privacy practices will continue to exist.

During 2022, 9,017 requests from data subjects were answered - a procedure provided for in the LGPD, where data subjects may question data controllers about how their information is being handled, with whom it is shared, information corrections, mandatory erasure or anonymization of data and other information provided for in the legislation. There is no specific legal deadline to comply with these requests provided by law, but the current understanding is that these responses must be made within 15 days. Our

average Service Level Agreement (SLA) was 3.94 days. All responses are based on data processing information maintained by the data protection and privacy program, which currently has 600 data processing operations properly documented and catalogued.

Operations with third-party participants in Sicredi's data processing chain were also documented, with a management process for these suppliers in order to ensure the same respect for the privacy of data subjects as is ensured in internal processes. We understand that the management of all information under Sicredi's custody is essential to the assurance, effectiveness and consolidation of the Sicredi Program.

No data breach incidents were recorded during 2022, with 25 minor events being recorded and duly treated by Sicredi's Data Privacy Incident Management Process. Given the low severity of these events and no damage to data subjects, there was no need to notify the National Data Protection Authority (ANPD) and data subjects of any of the cases.

# To disseminate cooperativism and sustainability

## Institutional Visit Program

We have an Institutional Visit Program at the Sicredi Administrative Center (CAS). The visits are a unique opportunity to engage with our stakeholders and provide an immersion experience in cooperativism.

Visitors are welcomed into the Sicredi Foundation's physical space and get to know the Sicredi Memorial, a complete structure dedicated to presenting the history of the credit union movement and the positive impact of our business model.

During the visits, supported by interactive technologies, we present content that includes our history, purpose, Sustainability Strategy, and our non-financial solutions portfolio.

To further enrich this space and the experience of the countless visitors we receive, in 2022, the year we celebrate 120 years of history, we installed the Sicredi Gallery, in which we present some of the main awards and recognition we have received throughout our history.

During 2022, we welcomed 117 groups, a total of 3,345 visitors through the CAS Institutional Visit Program.

## SICREDI LIBRARY

Installed in the Sicredi Foundation space in CAS, our Library has a systemic reach, serving members and employees of all the credit unions that have the mailbox system, with a specific collection on cooperativism and its activities in various sectors. It also has a special section dedicated to credit unionism, to preserve and disseminate the history of credit unions in Brazil and around the world.

With the Sicredi Library we foster cooperative literature and encourage reading as a means of valuing and developing people.






# Crescer Program

*The Crescer program is a cooperative education initiative available to all: members, non-members, board members, nucleus coordinators and employees.* GRI 3-3

Through the Program, we provide experiences for people to learn deeper about Sicredi, its governance, benefits and advantages over other financial institutions. GRI 3-3

With Crescer, we aim at the educational formation of the participants, improving their participation in the management and sustainable development of the credit union. As for the members, we help them understand their role as owners, qualifying the participation of each one of them in their enterprises and giving them the possibility to develop as future leaders.

To align the Program’s strategy to our business, we rely on several resources that connect the cooperativism theme to the five relationship stages with our members and other publics linked to the System:

- **Prospecting for members:** presentation of the cooperative movement to people who are not yet members.
- **Welcoming:** presentation of our competitive advantages to new members.
- **Member education:** strengthening the relationship between members and Sicredi and the cooperative movement, bringing them closer to their credit union so they can exercise their role as owners.
- **Leadership training:** developing leaders for the sustainability of our System, such as nucleus coordinators and members of the Board of Directors and Fiscal Council.
- **Employee training:** preparing the credit unions’ teams to conduct the other stages of the Program with their members and the community.

These stages are implemented considering each audience’s reality. In them, contents are presented in a dynamic and interactive way in meetings. In addition, we also have specific trainings by segment: Growing for the young public, women, agro, PF and PJ.


NUMBER OF BOARD MEMBERS TRAINED IN THE CRESCER PROGRAM\* GRI 3-3 | Sicredi RC07

	2020	2021	2022
TOTAL	789	768	1,039

\* There were held back registrations from previous years and the fact that the training of leaders is part of the sustainable development framework influenced the increase in the number of registrations. There was also a renewal of the boards of some credit unions, where training sessions were held as early as 2022. And finally, online leadership training was made available through Sicredi na Comunidade.

Over 439,000 people have undergone training in cooperativism since the beginning of the Program. In 2022, 120,894 people were trained. GRI 3-3 | Sicredi RC06

To make the Program even more accessible to everyone, in 2022 we developed an online version of the training, which takes place within the Sicredi na Comunidade Platform.



Learn more at:  
[sicredi.com.br/nacomunidade/cursos](https://sicredi.com.br/nacomunidade/cursos)



During Crescer Week we had **4,318 trained people** (in person and digital)

In all, we reached over **120 thousand people** trained by the Crescer Program in 2022

### CRESCER WEEK

Between October 17 and 21, 2022, we held the Crescer Week, with the proposal of bringing knowledge about cooperativism to all the people who interact with our business. Aired on our course platform, its objective was to promote the cooperativism through cooperative education.

Together with the actions of the Crescer Week, we celebrated the International Day of Credit Unions (“DICC”), observed annually on the third Thursday of October, and in 2022 this day is celebrated on the 20th. The date, organized by the World Council of Credit Unions (WOCCU), highlights the contribution and the positive transformations generated by the segment in society based on the motto “Empower your financial future with a credit union”.



# 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. By doing so, we strengthen the theme in society and in the communities where we are present. **GRI 3-3**

On the Sicredi Aprende platform, the Cooperativism course on the “Welcome to Sicredi” track is available to all employees. Its content addresses

how the topic represents the basis of our business and presents our distinguishing feature for the communities and our members.

*In 2022, we trained 10,903 employees on cooperativism, with a total of 24,246 training hours.* **GRI 3-3 | Sicredi RC08**



# Training in sustainability

By bringing knowledge about sustainability and its relationship with our business to employees, we put our sustainability strategy into practice, supporting local implementation of our systemic initiatives and empower credit unions and cooperative centrals to play a leading role in sustainable development.

We do this by means of a variety of tools available through our Sicredi Learn platform, either in synchronous or asynchronous mode. **GRI 3-3**

In 2022, we made available a range of materials, web series, training sessions and chats that support our employees and leaders in sustainability and ESG topics, such as the Sustainability Committee and Sustainable Development Framework workshops, the Sustainability in Practice series and the Sicredi ESG Guide. In addition, we reviewed the Sustainability course, the “Welcome to Sicredi” track and the Implementation and Development of the Sustainability Committee training course.

*In 2022, we trained 7,781 employees on sustainability, with a total of 8,803 training hours.* **GRI 3-3 | Sicredi RC10**

## ESG GUIDE

Sicredi’s ESG Guide aims to strengthen alignment with our Sustainability Strategy, presenting how we do sustainability in practice and what our ESG-related initiatives are, connecting them to the market’s language. The objective of the Guide is to support top leadership in positioning themselves on the subject, as well as to guide the discussions of the Sustainability Committees themselves.

The Sicredi ESG Guide consists of a set of materials made available in physical format, delivered to all presidents and executive directors of the Sicredi Cooperative Centrals, Credit Unions and CAS, as well as being available to all employees in digital format on the Sicredi Aprende platform.



# To promote inclusion and diversity

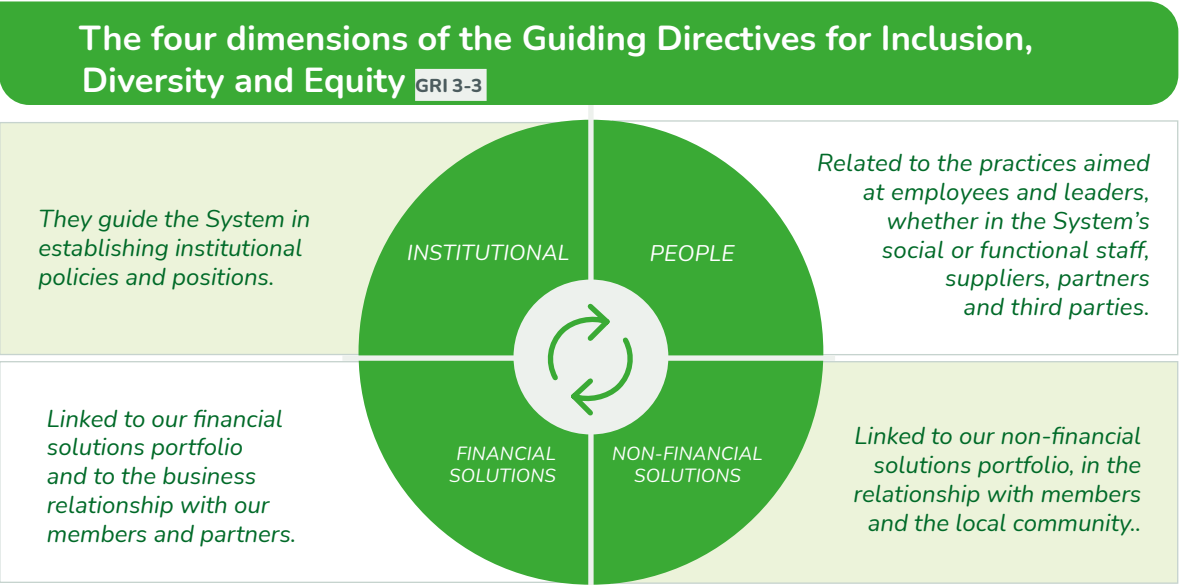
## Sustainability Guiding Directives for Inclusion, Diversity and Equity

Diversity is an inherent part of our business. Our credit unions are a free membership model, and our history includes the inclusion of people who have access to the financial system. In addition, we seek to build an inclusive and diverse environment, with plurality of thought, collaboration and innovation, considering the needs and individuality of each person. **GRI 3-3**

Even so, we understand the relevance of advancing further on the topic, and to support us in this development, we have prepared Sustainability Guiding Directives for Inclusion, Diversity and

Equity. It is a document built with the objective of deepening the guidelines that make up the Sustainability Policy, guiding the System to the best practices regarding the main challenges related to the Inclusion, Diversity and Equity theme. **GRI 3-3**

The directives are presented through four dimensions, which must be understood in an integrated and complementary way, as shown in the following image:



# Committee of Inclusion, Diversity and Equity

We understand that inclusion, diversity and equity are more than just prominent themes in society. The agenda is in dialogue with our values, strategic planning, Inspirational 2030, Sustainability Strategy and Code of Conduct - in other words, with everything we aspire to and do.

With this in mind, in December 2022 we launched the Inclusion, Diversity and Equity Committee. A systemic initiative that has the role of supporting the credit unions in the development of the theme, with the Guidelines for Inclusion, Diversity and Equity as a guiding directive (learn more on page 81). The Committee contributes to this agenda being incorporated as a cross-cutting theme in the way the credit unions act and become part of the organizational culture. **Sicredi RC01**

The initiative aims to promote this theme throughout the entire System and collaborate in the promotion and development of practices designed to ensure equality in work relations and respect for human rights, in addition to providing institutional direction for actions already underway in relation to this theme in Sicredi. **Sicredi RC01**

We provide structuring materials to support the development of the theme. Content is aimed at the implementation of the Committees, including an implementation guide, a model for regulations and communication kit, an inclusive language guide, and inclusive gifts. We also delivered materials aimed at the deployment of the Inclusion, Diversity and Equality directives, consisting of five guides: Institutional Guide, People Guide, Financial Solutions Guide, Non-financial Solutions Guide, and Fundamentals Guide. **Sicredi RC01**

To structure the materials, we relied on several specialized consultancies, including the International Finance Corporation (IFC), which contributed with the Financial Solutions and Non-Financial Solutions Guide.

*In 2022, seven Inclusion, Diversity and Equity committees were created to support the development of the theme in a structured way. **GRI 3-3***

# Comitê Mulher

The Comitê Mulher has a set of actions aimed at women members, with educational purposes, aimed at promoting gender equality. Its goal is to promote the empowerment and qualification of women so that they can increasingly take on new leading roles in the credit unions and communities. **GRI 3-3**

The initiative's work plan is based on a Training Program in Leadership, Entrepreneurship, Communication and Cooperativism, which is unfolded over the course of the meeting schedule.

As of 2022, the Comitê Mulher started offering, in addition to face-to-face workshops, an online training day. This modality has the objective of further optimizing the learning process of the members and instrumentalizing them to hold leadership positions in the credit unions and to be multipliers of the knowledge acquired in their communities.



**2,390 participants**  
in the Comitê Mulher



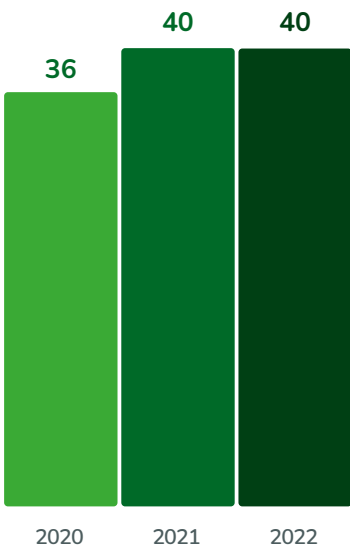
**288 women**  
participants of the Comitê Mulher were elected Nucleus Coordinators



**47 women**  
participants in the Comitê Mulher were elected Board Members

## Number of credit unions with a Comitê Mulher

Sicredi RC17 | RC18



# Comitê Jovem

The purpose of the Comitê Jovem is to attract and keep young people in the institution. With an educational purpose through personal and professional development actions, it seeks to awaken their interest in participating in a cooperative financial institution, making them a supporter of the cooperativism and a key social player in the region where they live. **GRI 3-3**

The Comitê Jovem participants, in addition to face-to-face training, have access to the Online Platform of the Comitê Jovem. A digital learning environment, responsive and gamified, for young people to contact the proposed content in a more dynamic and fun way. It is yet another initiative to develop in young people the ability to act and lead in their communities. Among the themes explored are cooperativism, financial education, leadership, prominence, self-knowledge, sustainability, entrepreneurship, and innovation.

Moreover, during the Committee's journey, young people are encouraged to be active players in their communities through the development of positive impact projects. To assist in this stage, they participated in a mentoring program for the development of their impact projects. For this step, we count on the partnership with Impact Hub, which is part of a global network of impact innovation accelerators and incubators.

Still during the year, five young members of the committees participated in the World Council Young Credit Union Professionals (WYCUP), an initiative of the World Council of Credit Unions (WOCCU) and were awarded scholarships.

Sicredi RC19 | RC 20



**1,245 participants**  
of the Comitê Jovem



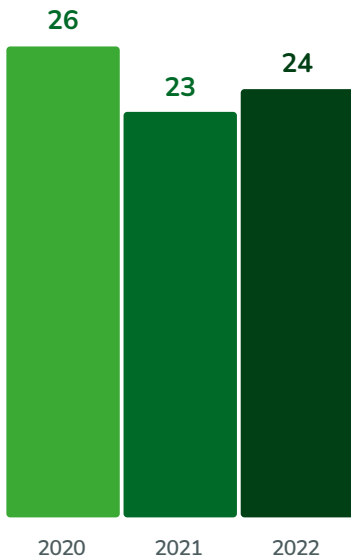
**41 participants**  
of the Comitê Jovem were elected as Nucleus Coordinators



**1 participant**  
of the Comitê Jovem was elected Board Member

## Number of credit unions with a Comitê Jovem

GRI 3-3 | Sicredi RC19 | RC20



## Diversity in Leadership

To reinforce our positioning and to materialize actions for equity in governance, in March 2022 we elected the first independent female board member to the SicrediPar Board of Directors.

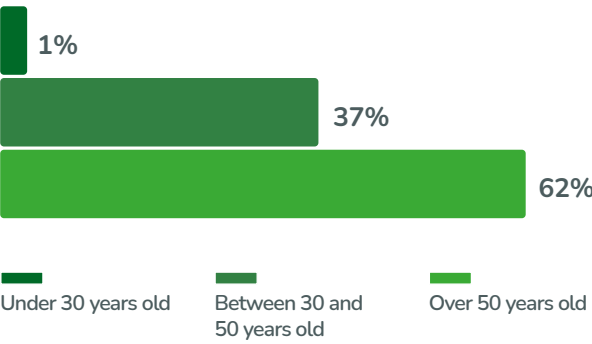
38%

Women in leadership

28%

Young people in leadership

### Leadership by age group



## Employee Diversity

We work to give the entire team the same opportunities for growth and we seek to promote horizontal and lasting relationships, strengthening the values of cooperativism, such as equality and equity. During the year 2022, we invited our employees to make their data re-registration, containing the racial self-declaration feature.



42%

Men



58%

Women



14%

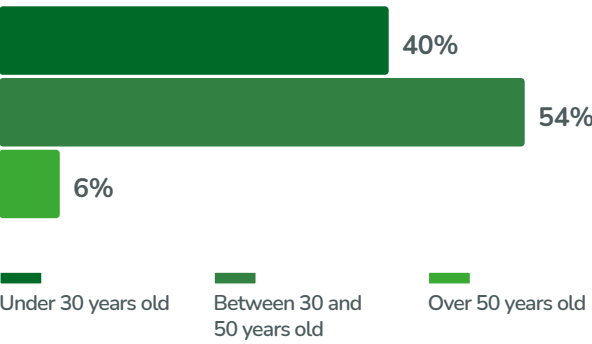
Black and Brown



3%

People with Disabilities

### Employees by age group



### PROGRAMA GERAÇÃO DIAMANTE

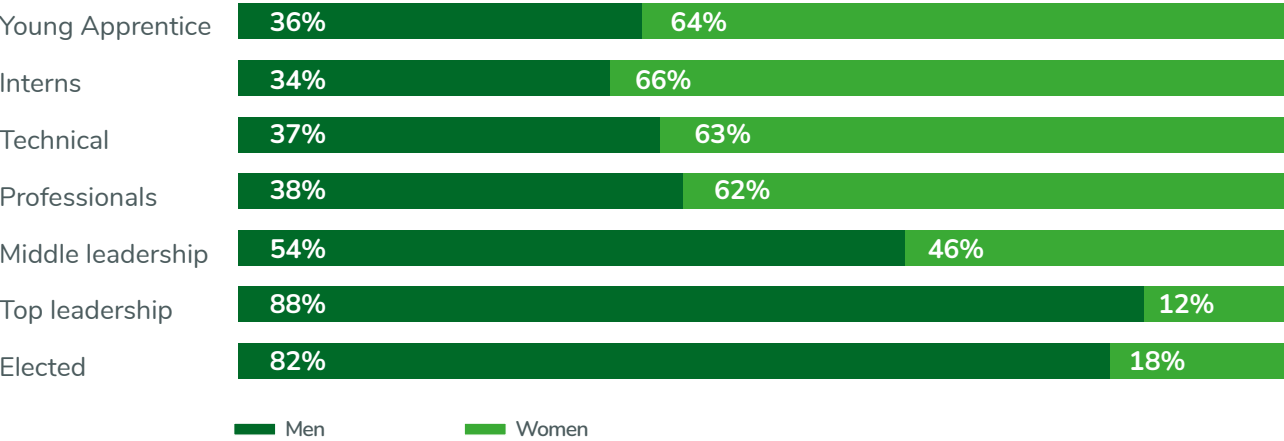
Over six years, the Sicredi Cooperative Central Southeast MT/PA, part of Sicredi Cooperative Central North, developed the Start Program, which focused on learning and development for young people. In 2022, the credit union decided to have a new focus and launched the Programa Geração Diamante, which seeks the inclusion of professionals over the age of 60 in the workforce.

Its goal is to expand the diversity of experiences, competencies, and skills in its branches, in addition to promoting intergenerational exchanges. With this initiative, 11 professionals over 60 years old were allocated to branches in four cities in Mato Grosso and three cities in Pará.

### DIVERSITY IN THE SICREDI ADMINISTRATIVE CENTER (CAS)

Since 2018, CAS has been carrying out actions that aim to enhance the themes of Inclusion, Diversity and Equity, in order to promote employee awareness, so that we have, increasingly, an environment of welcome, respect and belonging. In 2020, the Diversity Program - Viva Toda Gente was launched, which aims to “Contribute, develop and direct diversity, equity and inclusion strategies for the transformation of CAS.” The Program operates on the fronts of: Governance, attraction programs, monitoring and development, training, communication and awareness, strategic indicators of diversity and inclusive dates. Through the actions taken, we had an evolution in our attraction figures during the year 2022, where 40% of people selected had some diversity criteria, 21% were black people and 20% of people with intersectionality.

### Gender of employees by job level 2022



#### EMPLOYEES WHO TOOK PARENTAL LEAVE GRI 401-3

	MEN	WOMEN	TOTAL
Number of employees who took parental leave (quantity)	744	1,152	1,896
Number of employees that returned to work at the end of parental leave (quantity)	647	890	1,537
Employees that returned to work at the end of parental leave (percentage)	0.87	0.77	0.81
Number of employees who completed 12 months of work after the parental leave)	445	526	971
Employees who completed 12 months of work after the parental leave (percentage)	0.69	0.59	0.63

#### 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		
	2020	2021	2022	2020	2021	2022
Elected	68%	68%	67%	70%	63%	64%
Top leadership	87%	81%	77%	91%	84%	78%
Middle leadership	71%	71%	73%	74%	74%	75%
Professionals	81%	83%	82%	87%	88%	88%
Technical	167%	92%	92%	146%	99%	99%
Interns	103%	98%	96%	103%	98%	99%
Young Apprentice	100%	100%	99%	96%	100%	97%
<b>TOTAL</b>	<b>61%</b>	<b>63%</b>	<b>64%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>

## 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 reinforce essential cooperative values such as equality and equity.

In 2022, we made available the unprecedented video call service function in Libras (Brazilian Sign Language) on WhatsApp. We are the first institution to use the solution, developed in partnership with Botmaker.

The new feature integrates to the WhatsApp service already performed using artificial intelligence, by means of Theo, a chatbot created with the objective of optimizing the service to members and employees.

By 2022, 100% of our ATMs were in compliance with the ABNT- NBR- 15250- 2005 standard, which has among its requirements tactile signaling of the keys and the use of audible information. Sicredi RC04

For our branches, we maintain technical documentation that guides the accessibility requirements in the physical environment, in line with NBR 9050, with guidance for its implementation, under the responsibility of each credit union. By 2022, 100% of our branches complied with the normative. Sicredi RC03





# 03

## Responsible solutions

Operate sustainably.

+20 million people impacted by financial education initiatives →

R\$ 34.2 billion in Green Economy-oriented products →

20.6% growth in the credit portfolio →

+45 thousand tons of carbon neutralized →

574 tCO<sub>2</sub>e avoided through self-generation of energy →

PROMOTE FINANCIAL EDUCATION	90
OFFER FINANCIAL AND NON-FINANCIAL SOLUTIONS WITH ECONOMIC, SOCIAL, AND ENVIRONMENTAL IMPACT	97
ENSURE INTEGRATED RISK MANAGEMENT	124
WORK WITH SUPPLIERS AND PARTNERS WITH RESPONSIBLE MANAGEMENT	132
PROMOTE ECO-EFFICIENT MANAGEMENT	133

### Related SDGs:



# Promote financial education

## Cooperação na Ponta do Lápis Program

With the purpose of cooperating for a sustainable financial life, we have Cooperação na Ponta do Lápis Program, our Financial Education Program. Through it, we take on the role of transforming agents, with actions developed to connect us to the reality of members, employees and communities, generating a positive impact on their lives. **GRI 3-3**

In 2022, we promoted a total of 10,437 financial education actions, including the ENF Week, which together impacted over 20 million people among the various audiences covered by the Cooperação na Ponta do Lápis Program, in 1,404 cities. **GRI 3-3 | Sicredi SR01**



**1,177 million**  
*Monica's Gang comics distributed*



**Around 20 million**  
*people impacted*



**10,437**  
*actions for members and communities*

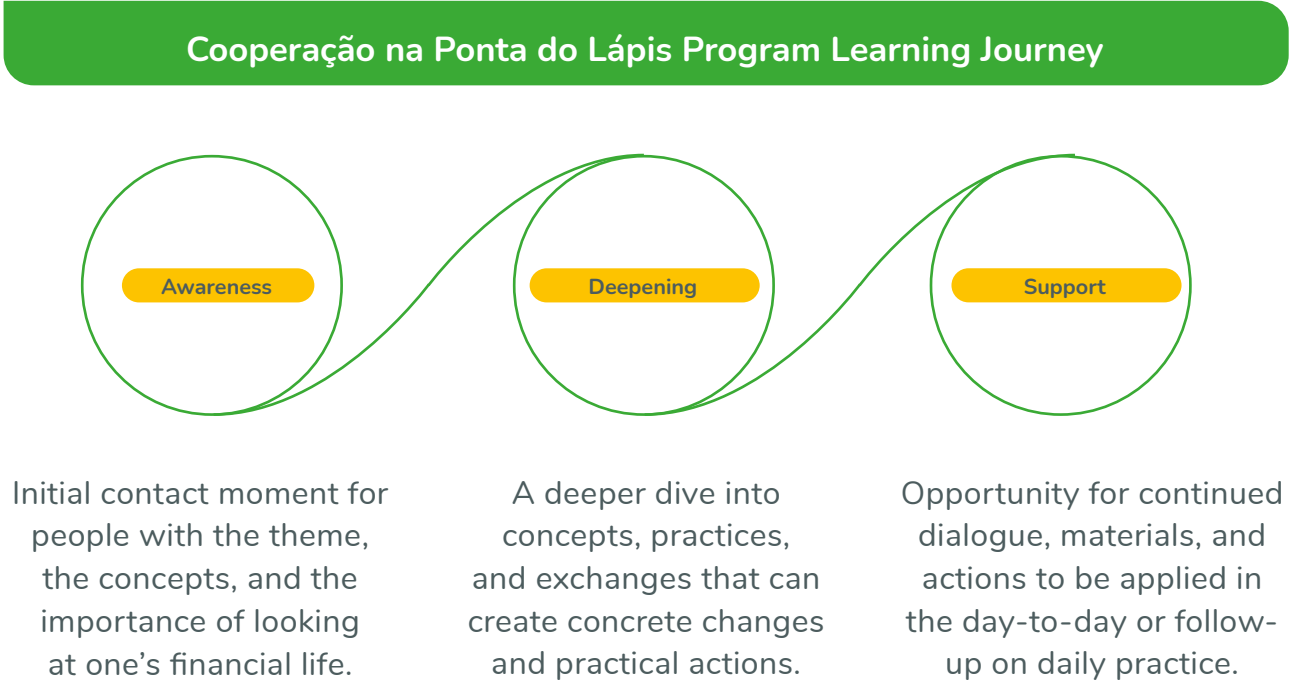


### Banking Transformation 2022 Award

The Program Cooperação na Ponta do Lápis was nominated and elected by popular vote as the best Financial Education Initiative in Brazil in the Banking Transformation 2022 Award, a ranking conducted by Cantarino Brasileiro. The choice was made online and evaluates how these actions promote positive impacts on society. In its 18th edition, the Award aims to promote, encourage and value the main cases in the sector, highlighting innovative projects.

To support the construction of the strategy and the planning of actions for each credit union in 2022, we organized the Program's materials in a learning journey, which represents the different moments of contact with our public.

We created the representation of the journey as a non-linear cycle, which symbolizes the ability of the cooperatives to plan their actions according to the local reality and the specific features of each public, considering their moment of life, learning style, and previous knowledge on the subject. **GRI FS16**



Throughout the year, we structured content for new audiences: **GRI FS16**

### Popular income

- Awareness raising “Decomplicating money”: to hold a conversation about how we can uncomplicate our relationship with money.
- Deepening “Financial education for what?”: to stimulate awareness of the main financial life pitfalls and share tips to overcome daily challenges.

### Family farming

- Awareness raising “Decomplicating money”: promoting reflections about financial life in the countryside.
- Deepening “Financial education for what?”: encourage family conversation to promote a transformation in the financial life of the person, the family, and the property.

### Investor

- Awareness raising “Decomplicating money”: demystify investments for everyone, especially for those who do not invest yet.
- Deepening “Financial education for what?”: build an investment plan aligned to the moment of life and personal goals.

The construction was based on the concepts of economic psychology and behavioral sciences, emphasizing the emotional aspects and the influence of context on decision making that impact one’s financial life. **GRI FS16**

We use the COOPS Method as a common thread to develop the new initiatives.

It is structured in five verbs, which represent the step-by-step to improve people’s financial life: **GRI FS16**

**(C) Conscientizar (Raise awareness)**  
**(O) Observe**  
**(O) Organize**  
**(P) Prepare**  
**(S) Sustain**

To make it easier for the credit unions to organize and access the Program’s materials, we developed a new repository of materials, with a more dynamic and intuitive interface.

The Program has also acquired several promotional materials, such as piggy banks, t-shirts and mugs, as well as support materials, which assist in the construction of healthy financial habits in everyday life. Among these are stickers, a collection of refrigerator magnets with financial education tips, and a magnetic bill holder. A highlight was the booklet “Finanças na Ponta do Lápis”, which aims to help people organize their financial lives. **GRI FS16**

In 2022, the unions carried out local initiatives with specific materials to support the development of actions for the “Popular Income” public, where 16,934 people were impacted. **SASB FN-CB-240a.4**



Aiming to expand the positive impact of the program, we launched the Feirão da Educação Financeira Sicredi (Sicredi Financial Education Fair), which was born with the purpose of being a large permanent national movement, with all our credit unions mobilized throughout the year to bring financial education to their members, employees and communities, promoting activations of different sizes and formats. **GRI FS16**



### Main financial education actions

Learn about the main actions and materials delivered during the year 2022, divided by the impacted public:

#### Members and non-members:

- Raising awareness for the popular income, family agriculture, and investor publics;
- In-depth thematic workshops for all publics (Talking about Financial Life and Financial Education for What? and Starting to Invest);
- Finanças na Ponta do Lápis booklet.

#### Children

- Expansion of the systemic partnership with Monica’s Gang comics;;
- Awareness-raising actions and several games;
- Unfolding of the Financial Education Day at Schools.

#### Employee

- Apontando o Lápis Workshop;
- ENEF Week.

## National Financial Education Week (ENEF Week)

The 9<sup>th</sup> National Financial Education Week (ENEF Week) took place from December 12<sup>th</sup> to 18<sup>th</sup> 2022 with the theme “Financial Resilience”. The event is an initiative promoted by the Brazilian Forum for Financial Education (FBEF). **GRI 3-3**

Aimed at promoting the National Strategy for Financial Education, the ENEF Week brings together a number of free educational activities to disseminate financial, insurance, pension, and tax education. In addition, it aims to contribute to the strengthening of citizenship and the efficiency and soundness of the National Financial System, supporting conscious decision-making by consumers. **GRI FS16**

We have participated in ENEF Week since 2016, and have been recognized, year after year, for the number of initiatives and public reached. Among the initiatives carried out, both in the face-to-face and virtual format, we have lectures, workshops, courses, campaigns and posts on social networks, aimed at employees, members and communities.

### ENEF week



**Systemic Livecast “Yes or No, Money in Hand - Financial Life is not luck, it’s knowledge”.**



**We have invested** in broad dissemination of Monica’s Gang financial education for children.



**Systemic campaign** of the “Cooperação na Ponta do Lápis Program”, with the concept “Financial Life is not luck, it is knowledge”, and the webseries “Yes or No, Money in Hand”.

### Ações da Semana ENEF

<b>1,408</b>	<b>3,033</b>	<b>968*</b>
2020	2021	2022

\*Because the date of the 2022 ENEF week was held between December 12 and 18, the period before Christmas and the year-end festivities, the financial education actions were distributed throughout the year.

## Jornada de Educação Financeira nas Escolas

Since 2018, financial education is one of the cross-cutting themes that must be developed in all stages of national education. As a result, in 2020 the topic became mandatory in schools, in accordance with the Common National Curricular Base (BNCC).

Aiming to help students achieve a sustainable financial life, in 2021 we launched the Financial Education in Schools Journey, an initiative of the Cooperação na Ponta do Lápis Program focused on teacher training. Thus, it aims to connect the theme with the school curriculum, considering the various Brazilian contexts in an inclusive and integral manner.

The Journey is a comprehensive training program for teachers, which encourages their autonomy to work in the classroom, bringing an active and interdisciplinary pedagogical proposal that connects with the context and reality of each school community.

The initiative includes the distribution of several pedagogical exclusive materials, developed by specialists and relies on pedagogical advisors who are partners of the credit unions. These professionals

are qualified by Sicredi to, together with the cooperativism development teams, implement the Journey in schools and provide pedagogical support to educators throughout the training.

**By the end of 2022, we qualified 30 pedagogical advisors to develop the Financial Education in Schools Journey, which was carried out by 31 credit unions. During this period, the Journey reached 125 municipalities and 331 schools in different regions of Brazil.**

We trained 2,308 teachers who are now prepared to build pedagogical strategies focused on financial education. Teachers carried out their pedagogical strategies with 35,128 students from 1<sup>st</sup> to 5<sup>th</sup> grade, from public, private, rural and quilombola schools. **GRI FS16**

Moreover, in 2022, we held the first Continuous Training of the Financial Education in Schools Journey, with the participation of 39 Professionals, among pedagogical advisors and cooperative teams, representing our five cooperative centrals. **GRI FS16**



## FINANCIAL EDUCATION EXPERIENCES AT VILA DA MÔNICA, IN GRAMADO (RS)

The Parque da Mônica, located in Gramado (RS), was inaugurated in October 2022 and has over 30 attractions, an area of 11 thousand m², and the capacity to receive 1,200 people simultaneously.

In order to offer learning experiences in financial education for children and to disseminate the partnership between Sicredi and Mauricio de Sousa Produções, there will be spaces coordinated by the cooperativism development team from Sicredi Pioneira, Sicredi Cooperative Central South/Southeast, which will promote learning related to the theme in the park's attractions.

## FINANCIAL EDUCATION EVENTS

### Participation in the Latin American Congress on Financial Education and Inclusion (CLEIF)

On September 27 and 28, 2022 the Latin American Congress on Financial Education and Inclusion (CLEIF) was held, with online broadcasting. The Congress brought together renowned speakers and a specialized audience to identify and define best practices and uses to promote access to financial services.

The Brazilian Federation of Banks (Febraban), with support from the Brazilian Central Bank, took part in the "Financial Health Summit", which is organized by Felaban (Latin American Federation of Banks) and brings together 18 countries on the continent and over 600 banks and financial institutions in the region. Sicredi was the only cooperative financial institution to participate in one of the event's panels, on **"The Importance of Measuring Financial Health for Financial Institutions"**.

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

### Relationship with members

The close relationship with our members is part of our essence, after all, in cooperativism they are the business owners. That's why we seek to understand their needs, offering financial solutions that add income and contribute to improving their quality of life, fostering the local economy and financial inclusion. **GRI 3-3**

In light of this, our Relationship Policy with Members, customers and users of Sicredi Financial Products and Services sets forth that relationships must be based on the principles of cooperativism, on our values and on regulatory and ethical determinations. Furthermore, the document reinforces the need for us to provide clear and accurate information and respond to requests in a timely manner. **GRI FS15**

In the first half of the year, we updated the Policy and, throughout 2022, we carried out controls and implemented processes with the objective of acting more deeply in financial inclusion.

We are also seeking to make our relationship with members more transparent and communication simpler. **GRI 3-3**

In managing the Policy, we work with greater attention to the needs of the members who make up our most vulnerable public, understood as those who may face difficulties in using our services. Some examples are people with disabilities, the elderly, and people living in more disadvantaged communities with little access to information. **GRI FS15**

For this, we developed a matrix to map the member base and identify potentially vulnerable publics by products and services and their different levels of vulnerability.

## Member satisfaction

To monitor member satisfaction, we conduct several surveys with this public. The main metric used by the organization to measure the relationship experience with the brand is the Net Promoter Score (NPS).

For over a decade, we have conducted the NPS survey to track member satisfaction. Interviews are conducted by telephone and the NPS is generated from responses to the following question, “On a scale of 0 to 10, how likely are you to recommend Sicredi to a friend or colleague?”

NPS allows us to identify how satisfactory the relationship experience with our brand is to the point that our members become its promoters. Promoters are members who stay with us longer, consume more products, support the prospecting of new members, and are more likely to become loyal. The NPS metric was developed by consultants at Bain & Company and is used by several companies.

From January to December 2022 we conducted over 173 thousand surveys with members in the individual, agribusiness, and corporate segments, and most of them are brand promoters, which resulted in an NPS of 74.36%. Over 70% of the promoters highlighted in the survey their satisfaction with the service provided at the branches. The majority of the service mentions highlight as main strengths the employees being perceived as helpful, attentive, and available to solve the doubts and requests of our members.

## Relationship channels

To deepen our relationship with our members, we have established physical and digital channels in order to meet their particular needs and preferences. In this sense, we developed relationship channels connected to the evolution of our systems, especially to the new platform that processes our financial solutions. **GRI 3-3**

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.

One of the main developments in 2022 was the upgrade of the Accredited Agent channel, an initiative that aims to serve, through partners, the communities where we do not have physical branches. One of the improvements made during the year was the withdrawal via Pix, allowing any person, member or not, to withdraw money from accredited agents through Pix transfers, simplifying access to money. Also for this channel, the payment of taxes in the state of Santa Catarina was made available, increasing the channel's portfolio and access to more financial services. **GRI FS14**

In terms of structures and processes, we have streamlined the membership process by removing the requirement for physical proof of residency and included a self-declaration of residency in the contract. At the same time, we implemented digital technologies that enable paperless processes such as onboarding contracts, membership and changes to baskets and tariffs. **GRI FS14**

## Digital channels

Over the course of the year, we also focused on strengthening our digital channels. One highlight was the Sicredi app, through which we sought to offer a full relationship for our members, with self-service and personalized stimuli. In 2022, we made advances both in functionalities and in offerings, meeting member needs and bringing greater convenience and ease, while adding relationship points with our stakeholders.

Among the app's main deliverables, we highlight the Favorites Management, which provides greater security in transactions for recurring payees. In addition, the Push Pix credit was implemented - an alert to the member with no balance for the Pix, which suggests the hiring of a credit to perform the transaction.

In our channel dedicated to the collection of the corporate public, we had several technical developments, such as the functionality of the Withdrawer Agent, which provides the functionality of Pix Saque and Pix Troco, reducing the cost of cash management. **GRI FS14**

Regarding payment methods, we rely on the use of digital wallets, such as ApplePay, credit for vehicles and payroll loans, which can be contracted in the app, providing more autonomy to the member.

# Digital evolution

Another digital tool that advanced during the year was the Sicredi X app, with evolutions in offering personal, payroll and vehicle loans, as well as investment products, insurance and cards, with the option of contracting these services and products using the app.

Also at Sicredi X, we made improvements to the home interface of the app, enabling greater clarity and speed, with shortcuts to the most commonly used products and more assertive communication. With a focus on digital security, we implemented the mobile token, which enabled a significant reduction in fraud problems.

In Internet Banking, we made available the consultation profile for the secondary user, an important initiative for those members who share the management of their business with their employees. In addition, we made available the consultation of Pix keys for collection linked to QR Code, which allows entrepreneurs to turn the internet banking into a checkout front of their business, collecting their sales instantly. **GRI FS14**

Aligned with the dynamics of the entrepreneur, we have made available the return of values, a function that makes the return process faster and more fluid. To make usability even easier, filters have been included in the transactions, allowing a search by transaction type and totalizers, which make for faster viewing.

Moreover, we have made available a downloadable Excel file for reconciliation, which provides more autonomy and speed in checking sales and closing the cash register. **GRI FS14**

Finally, thinking of simplifying the day-to-day life of members who need to print bank account statements to do their reconciliations, we have made available the option to consult blocked balances and identify beneficiaries for TED, PIX and TEF, with more complete information to incorporate into their management systems, resulting in greater transparency about their financial life while reducing the need to handle statements and physical reconciliations. **GRI FS14**

We live in a global context of transformation, in which countries, organizations and people are increasingly connected. In line with this process, the incorporation of digital solutions has become a key part of financial institutions' business, both to optimize processes and to provide greater convenience for members.

We remain focused on offering products and services that are increasingly connected, accessible and aligned with the digital evolution of the financial sector. We do this while keeping alive our cooperativist essence, which values relationships and puts the member at the center of the business model. We believe that digital technology reinforces these ties, generating value and developing the communities where we are present, both physically and digitally.

Our digital evolution is guided by the Physital model of service, which strengthens the digital relationship option, not losing the essence and the human service difference, which is a member's decision.

In 2022, we had important advances in the use of the digital platform, in the individual segment. The main highlights were:

## Opening an account via Sicredi X app:

We advanced in the digital evolution, which deals with relationships with products and services in a physical and, at the same time, digital manner. In this model, we now allow new members to open accounts via app. The capture and conversion is done by sending an invitation, used by the credit unions to achieve their growth strategies. Through this channel, we had more than 17,000 new members.

## Number of members:

One of the main milestones in this process was the achievement of over 500,000 new members on the new platform.

## Member migration:

An important point in our digital evolution is the gradual migration of members from the current operation to the new platform. In 2022, we started the migration of members, an important advance to continue the journey of switching the core.

## Offering savings accounts to people under 18:

Initiative started in January and has reached over 25,000 new savers.

### Offering account membership to anyone under 18 years of age:

This initiative started in June and has reached over 8,000 new members under the age of 18.

### Action engine:

A platform that captures members' needs and sends solutions to meet them, aiming to increase principality. With this initiative, we impacted almost 500 thousand platform members and more than 20 million submissions.

## WITHIN VOICE RANGE: VIRTUAL ASSISTANT COMES TO ALEXA

In December 2022, we announced the integration of our virtual assistant, Theo, with Amazon's voice command system, Alexa. The new functionality provides our members and the general public with another fast, dynamic and secure contact option for making inquiries and accessing our services by voice command. The new contact option is part of our ongoing digital evolution strategy, which includes service channels, leaving it up to members to choose how they prefer to be served.

Initially, the voice assistant device will serve some products, such as cards, current account and PIX, in addition to answering questions about Sicredi and the credit union movement. By 2023, the system will gradually expand its service to other consultation functions that are part of our entire solutions ecosystem.

## INOVAR JUNTOS

Created in 2018, Innovate Together was one of the first initiatives of our digital evolution journey and emerged as a way to bring us closer to the startup ecosystem in search of opportunities for the development of our business.

In the program, startups sign up to participate in innovation challenges, offering solutions according to our needs. The entire development process occurs through our interaction with the startups and, when the project is selected, these companies can be hired as suppliers or partners.

In 2022, the program had 12 projects underway focused on issues such as improvements in the member experience and optimization of areas such as cognition, open finance, payment methods, and marketing, among others. Over its five years, more than 660 startups have already participated in the program, with significant results for the business.



Find out more at Inovar Juntos (<http://bit.ly/41pOty6>)

## Open finance

For Open Finance, an initiative of the Brazilian Central Bank to create a more open and transparent financial system by sharing data between institutions, 2022 was a year of discoveries, with the registration of new use cases in the market.

This large network, which turns 2 years old in April 2023, is getting stronger. There are already over 226 thousand shares, which have benefited 128 thousand members - resulting in R\$89 million converted into business.

Throughout the year, we implemented a number of projects to ensure a positive experience for members and employees. To strengthen our focus on data, we delivered a project in partnership with Pluggy through the Innovate Together program (learn more on page 102). By extracting and organizing the information obtained via Open Finance with the member's consent, we were able to evaluate the transactions in order to offer

the most appropriate solutions for each profile and need. In addition, we were able to evolve further in data analysis, generating dashboards for consultation.

An important achievement in 2022 was Sicredi's qualification as a Payment Initiating Institution (ITP). This innovation allows us to offer this new transactional phase of Open Finance to our member base, which generates a wide range of opportunities. With it, members will be able to safely perform financial transactions on the Sicredi app, initially via Pix, using balances from different banks.

All the initiatives were planned and built to ensure the best experience for employees and users, including educational, endomarketing, and external communication actions - such as the advertising campaign launched in late December.



# Our financial solutions

Our financial solutions are developed to meet the needs of our members, directly impacting their prosperity, income, financial security, and well-being, as well as generating value to the communities where they live.

This objective of generating value to the communities is reinforced in our internal policies and regulations, such as the Relationship Policy with Members, Clients and Users of Financial Products and Services (more on page 97), the Sustainability Policy (page 42), the Socioenvironmental Risk Management Policy (page 126), Compliance

Policy, Prevention of Money Laundering and Terrorist Financing (PLDFT) Policy, Code of Conduct and the strategic planning. **GRI 3-3**

*As a result of this careful look, in 2022, our products and services portfolio generated revenues of R\$36.1 billion, divided among the following business lines:*

SHARE OF BUSINESS LINES IN TOTAL REVENUE (BRL THOUSAND) **GRI 3-3 | FS6**

	2020		2021		2022	
	Amount (R\$-thousand)	Percentage	Amount(R\$ thousand)	Percentage	Amount(R\$ thousand)	Percentage
Credit	11,091,757	72%	14,077,578	69%	23,048,019	64%
Financial income	1,571,353	10%	2,882,010	14%	9,053,837	25%
Services Provided	2,750,751	18%	3,353,626	17%	4,067,970	11%
Bank services	941,934	6%	972,059	5%	1,092,243	3%
Insurance	412,390	3%	465,354	2%	524,558	1%
Cards	701,514	4%	1,034,343	6%	1,464,417	5%
Collections	316,063	2%	361,349	2%	393,679	1%
Consortiums	201,162	1%	292,235	1%	367,335	1%
Plans	82,832	1%	91,847	0%	99,044	0%
Other services	94,856	1%	136,439	1%	126,694	0%
<b>TOTAL</b>	<b>15,413,861</b>	<b>100%</b>	<b>20,313,214</b>	<b>100%</b>	<b>36,169,826</b>	<b>100%</b>

# Investments

In 2022, we began offering direct access to the capital markets with the launch of our variable income operation. Through it, members can trade stocks, real estate funds, ETFs and BDRs on the spot market through the Home Broker, in addition to having digital service via WhatsApp.

The Home Broker is available via internet banking and for mobile devices. The tool is connected to the Sicredi app, allowing the monitoring of investments, as well as the sending and withdrawal of funds for the purchase of assets.

Through our partnership with Eleven Research, members can get financial market information and equity investment recommendations in the tool.

To support the investment journey, we have made available a learning track with video lessons covering contents such as: “How to invest in the Stock Market”, “How to choose Stocks, Real Estate Funds and Recommended Portfolios”, “Learn to invest: techniques and strategies”, besides an Equities Manual.



**LEARN MORE:**  
<https://www.sicredi.com.br/site/investimentos/renda-variavel/aprenda>  
**GRI 3-3**



## Credit

Our credit portfolio grew 20.6% in 2022, showing our growing capacity to support members in meeting their needs while contributing to the country's economic development.

## CREDIT PORTFOLIO 2022



**20.6% growth in 2022 in 2022**



**R\$ 106.2 billion in commercial credit**



**R\$ 54.5 billion in rural and directed credit**

### Credit granted and Balance (BRL billions)

	2020	2021	2022
BALANCE	97.2	133.1	160.6
CONCESSION	79.5	100.1	118.9

## Commercial credit

We had a 23.5% growth in our commercial credit portfolio. During the period, we 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 products linked to the Green Economy on page 119).

In the Individuals segment, the highlight was the Crédito Fácil credit line via the Sicredi app. The line registered over 750,000 operations released throughout 2022, with more than R\$ 3 billion granted.

In the Legal Entities segment, credit lines such as the National Program to Support Micro and Small Companies (PRONAMPE) and the Emergency Program for Access to Credit (PEAC), created as an emergency by the federal government in 2020, during the pandemic period, were highlighted, and are still available to MEIs, micro and small companies in the case of PRONAMPE, and additionally to medium-sized companies in the case of PEAC/FGL.

Throughout 2022, we provide the opportunity to continue obtaining the honor from the guarantee funds (FGO and FGL, respectively) for those credit operations eventually not partially or totally fulfilled by the member.

In relation to Pronampe, over 39 thousand operations were released in 2022, in a concession exceeding R\$ 2.8 billion. As for the PEAC, more than 1.4 thousand operations were released, in a concession of more than R\$ 300 million.

Moreover, we continue to grow in our credit lines aimed at financing the generation of electricity from renewable sources. In 2022, there were over 50,000 operations released, with concessions in excess of R\$2.7 billion.

## Real Estate Credit

In the housing area, we contribute to reducing the Brazilian housing deficit, increasingly expanding our participation in this market of extreme economic and social relevance. In this sense, we closed the year 2022 with a portfolio of R\$1.9 billion in real estate credit.

During the year, we had a 19.7% increase in real estate acquisition portfolio compared to 2021. Additionally, we granted R\$ 137.9 million in 412 contracted operations aimed at building residential properties, adding value to the local economy and bringing quality of life to the population.

We closed the year with an active balance of R\$ 2.4 billion in credit for construction and renovation. With this product we encourage the hiring of labor and the acquisition of construction materials in the regions where we operate.

### BALANCE OF THE COMMERCIAL CREDIT PORTFOLIO BY SEGMENT SASB FN-CB-000.b

	2022	
	OPERATIONS	AMOUNT (R\$ BILLION)
Individuals	5,813,105	51.3
Legal entity (medium and large companies)	398,796	36.4
Small businesses (MEI, Micro and small enterprises)	1,105,165	18.9

## Agribusiness credit

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

*In the 2022/2023 Safra Plan, we expect to disburse R\$ 50.6 billion in credit lines for rural producers.*

In 2022, we made more than R\$ 10 billion available to family farming through Pronaf (National Program for the Strengthening of Family Farming). The total amount of credit released by the program was 30% higher than in the same period of the previous year. During the year, 153,000 credit operations were carried out via Pronaf.

We also highlight that in the 22/23 crop year the Pronaf ABC Mais Bioeconomia and Pronaf ABC Mais Agroecologia lines were offered, which foment activities and promote investments in technologies with impacts on sustainability and the environment. Furthermore, with the ABC Program, which seeks to encourage

investment in agricultural projects that reduce greenhouse gas emissions and deforestation, we had a 35% increase in the number of members served by the amounts released by Sicredi, in comparison with the previous crop year.

Aiming to benefit the communities in the North and Midwest regions of the country, we made available R\$ 782.9 million in operations from the Constitutional Financing Fund for the Midwest (FCO) and the Northern Financing Fund (FNO), representing a growth of 33% compared to the same period last year.

The release of CPR (Cédula de Produto Rural) bonds had a record performance in

the 22/23 harvest, with a disbursement of more than R\$ 12.7 billion, representing a growth in excess of 243% in comparison to the same period of the previous harvest.

We also mention the performance of the CPR - Cédula do Produto Rural (Rural Product Bond) Energia Solar, a security made available as of last crop year (21/22), focused on the financing of undertakings for Solar Energy, a renewable energy alternative for producers. The product already has a portfolio of more than R\$ 90 million.

Throughout the year, we presented a range of initiatives aimed at serving the agribusiness segment:

## CPR Fácil

In April 2022, we launched CPR Fácil, a 100% digital solution, which allows the contracting of the Cédula de Produto Rural (CPR) through the app and enables the social and environmental validation through the contracting party's CPF, in order to meet the agribusiness segment members' credit needs in a quick and simple way.

Since its launch, around R\$ 256 million have been disbursed through this new financial instrument.

## CPR FÁCIL IS AWARDED AT THE WORLD CREDIT UNION CONFERENCE

The CPR Fácil solution was awarded at the World Credit Union Conference, which took place July 17-20 in Glasgow, Scotland. Sicredi's application won in the "2022 Digital Growth Award" category, which recognizes solutions that promote financial inclusion, innovation and scalability.

In addition to the award ceremony, Sicredi shared with employees and members of credit unions from over 55 countries a case study, in English, which showed the entire process of product creation and user journey, showing figures and results of the application.

## Crop Survey

In 2022, we made the Sicredi Crop Survey available. With this initiative, we are able to produce and provide agribusiness intelligence with greater speed and scope, generating value and greater proximity to our members.

With the tool's use we will be able, in the long term, to compare the progress of the current harvest with past harvests, increasing the likelihood of making our own projections of national grain production.

The Sicredi Crop Survey is an exclusive project in Brazilian agribusiness, comparable to the work of large public agencies such as the USDA (United States) and CONAB (Brazil).

## Agro Program

The Agro Program aims to make available, on the Sicredi Aprende platform, complete training on the legal, technical and operational aspects that encompass Rural and Directed Credit, in order to improve employees' knowledge of the segment.



Among the training courses, we highlight the Environmental Responsibility module, which supports the employee in verifying the member's compliance with environmental legislation. In 2022 we totaled 6,638 registrations, distributed among the 15 courses that currently make up the Agro Program.

### Opening of the BNDES Emergency product

The BNDES Emergency line is aimed at resuming economic activity in cities affected by natural disasters by financing isolated working capital for small and medium-sized entrepreneurs. In 2022, the year the product was launched, R\$11.8 million were contracted in operations.

### Rebate for Pronaf operations

The decree 11.029 authorized the concession of a rebate of 35,2% for Pronaf operations with maturity between January and July 2022, in cities that have declared an emergency or state of public calamity due to drought or drought between 09/01/2021 and 03/28/2022, recognized by the state or union. In total, over R\$ 143 million was granted in rebates, with 23 thousand members benefited.

### Microcredit

Aimed at supporting and financing the productive activities of entrepreneurs, the National Program of Oriented Productive Microcredit granted around R\$90 million in 2022, benefiting 6,169 members. This number represents a growth superior to 3500% in relation to the same period of the previous year.

### Women's relevance in agribusiness

While in the market, the representation of women rural producers is 18.7%, according to the 2017 Agricultural Census, at Sicredi they represent 23.3% of this public. To further increase the importance of this number, we have credit lines designed exclusively for the female audience, such as Pronaf Mulher, which allocated R\$ 3.8 million in funding and investment credits in 2022.

## Means of Payment

### CARDS

In the year 2022, the quantity and values transacted in issuance exceeded the year 2021, presenting a growth in revenues of R\$ 21.1 billion, with an increase in the card base of 19.7%.

**About 600 million transactions** (debit and credit) in the year 2022, which represents a growth of 37.2%;

**R\$75.5 billion in revenues**, representing 40.7% growth, compared to 2021;

**Credit transactions reached 51.5%** of total billings;

**The total card base reached 8 million cards**, an increase of 19.7% over last year;

**Revenue growth and exchange at 39.3%**;

**100% of the individual product portfolio available**, with 1.2 million cards issued by 2022;

**120 thousand cards** in the Apple portfolio reaching a turnover of R\$ 137 million in 2022.

### PIX

With the rising demand of digital evolution, Pix has become a strategic means of payment, as it contributes to the digitalization of the sector, generating value for the member and leveraging the growth of our local economies.

Two years after its launch, Pix already has more than 500 million registered keys and moved over R\$ 12.9 trillion in the country\*.

The number of people who have used Pix at least once has reached 130 million. We also noticed an acceleration in the functionality of Pix Saque and Pix Troco, totaling R\$ 10 million of financial volume transacted in the year 2022, being R\$ 1.9 million only in the month of December 2022.

**5.95%** market share;

**62 million transactions per month**, representing a 175% growth over the previous year, due to the maturity of this payment method;

**4.5+ million** members with receivables and/or payables;

**185% growth** in inbound transaction volume;

**R\$ 30 billion positive balance** (relation Receipts vs Payments).

\* According to a survey conducted by FEBRABAN based on Central Bank figures.



## Foreign Trade

In the Exchange area, besides performing financial operations and international remittances, we also work in the intermediation and financing of international business.

*In total, we carried out 32,398 operations during the year, 17.35% more than in the previous year. Members of 103 credit unions and 1,245 branches were serviced. Of the operations carried out, 632 went to credit unions, associations and foundations, where we serviced 114 different institutions.*

To expand the service in exchange operations, we started a relationship with 2,060 new members, of which 57% are legal entities and 43% are individuals.

Throughout the year, we registered an important interest from credit unions in foreign exchange products, and some invested in specialists in the segment to provide support to members and, consequently, carry out more business. In line with this initiative, we implemented a support pillar for credit unions, which acts as support to branches and headquarters, and is in charge of helping managers and advisors.

We also delivered the COMEX Portal, with the purpose of providing a better experience to the member while bringing operational efficiency. The software allows the member to build its own operation and that the data and documents are available to them, allowing consultations at any time. In its first phase, the COMEX Portal proposes to be an operational software, while in the second phase it will become a negotiation software.

In 2023, we plan to deliver a complementary initiative to the COMEX Portal, which will allow members to perform self-service and be able to contract their operations without the need for telephone contact.



### New Foreign Exchange Law

On December 29, 2021, Law 14,286 was published - "New Foreign Exchange Law", which establishes a new legal framework for the foreign exchange market. The Law came into effect on December 31, 2022 and intends to institute a modern, concise and legally safer regulatory framework, aligned with the best practices in the international market. In addition, it aims to simplify, modernize and bring more efficiency to the Brazilian exchange market.

With the new law, we have made some moves to adapt our processes and use technology. Stock quotes and the formalization of operations, for example, will become more digital, reducing the involvement of people, who will be able to dedicate themselves to customer service and business.

### Finimp Local spending

During the year, we launched Finimp Local Spending, a new financing line that allows the importing member to perform imports with no need of having its own capital. The operation allows all the nationalization costs of the imported goods to be financed.

### Piloting Trade Finance for Women Entrepreneurs (BOW GTFP IFC)

In May 2022, we conducted the first fundraising within IFC's Banking on Women Global Trade Finance Program, aimed at financing companies in Foreign Trade lines that have more than 51% women in their share capital.

## Consortium

In 2022, our consortia operation exceeded the 26.9 billion mark in active credit portfolio, standing out as one of the largest operations in the country.

To simplify the day-to-day lives of our consortium members, during the year we launched the Sicredi Consortium app, a new mobile solution for member self-service. Through this channel, members can make queries and transactions autonomously, avoiding the need to travel to their branch.

Since its publication in the app stores, over 951 thousand events have been accessed in the app, among transactions and consultations, allowing members to have more transparency about their financial life.

We also made available a digital channel to withdraw the credit of the consortium quota in cash, without the need to go to the branch and sign physical documents. The new feature speeded up the process, with the service being carried out, on average, in two hours, and the payments, as a rule, occurring within the same day of the request. Over a thousand members have benefited from this improvement.

In 2022, we also joined our consortium to the System of Receivables (SVR), a service that allows individuals and companies to consult, on the Brazilian Central Bank's website ([valoresareceber.bcb.gov.br](https://valoresareceber.bcb.gov.br)), if they have amounts receivable from banks and other institutions in the financial system.

To spread the importance of financial discipline, we held traveling assemblies and Business Rounds in Consortiums, events in which we demonstrated the role of the consortium in financial education and in achieving personal goals and projects. Throughout the year, over 4,000 members attended these events.

Thinking about the social and environmental impact of our products and services, we have the Sustainable Consortium (learn more on page 121).

## Insurance

We believe that insurance products work as an important tool for the financial resilience of our members, crucial to building a more prosperous society. In 2022, through a distinguished service and consulting work, we provided our policyholders with more than R\$2 billion in loss payouts.

The amount was impacted by weather events in property and agricultural insurance, and also by the reflection of life insurance during the Covid-19 pandemic.

In early 2022, we experienced a severe drought in several regions of Brazil, which caused over 60,000 claims for Proagro Insurance (Farming Activity Guarantee Program). This way, we indemnified more than R\$ 2.4 billion reais to our members by means of this product.

It is worth pointing out that Proagro's main assignment is to protect agricultural production from climatic events and other risks involved in food cultivation, in addition to protecting the health of the credit portfolios granted by the credit unions throughout the harvests.

During the year, we joined the Insurance Sustainability Principles (PSI). With this, we included environmental and social issues in our decision-making process, both in the creation of new products, such as Insurance for Photovoltaic Solar Plants (learn more in the box beside), and in the setting up of mechanisms to prevent Private Agricultural Insurance for crops grown in embargoed areas or reserves.

## NEW INSURANCE PRODUCTS

### Travel insurance

We launched, through a partnership with the SulAmérica Seguros group, the Travel Insurance, to serve air and sea travel, with national and international coverage.

Among the services, the plan covers mandatory insurance for tourism, including Covid-19, coverage for exchange and long stays, in addition to the preventive model for health and property cases. The policies have coverage validity for trips of up to 365 calendar days.

### Insurance for solar energy equipment

We have launched insurance for solar energy equipment, including photovoltaic panels and their components. Called "Solar Energy Equipment", the product is offered in partnership with Liberty Seguros and covers material damage resulting from an external cause, in addition to robbery or qualified theft.

The product has coverage throughout Brazil with contracts of at least 12 months.

## Sicredi Asset

Sicredi Asset Management is one of the largest asset managers in Brazil. With a product portfolio for all profiles, we generate consistent and sustainable returns for investors. We are responsible for the management of over R\$74 billion in assets, and we are the 14th largest asset management company in Brazil, and the 9th largest when it comes to fixed income investments, according to the Brazilian Financial and Capital Markets Association (ANBIMA). In the last 5 years, we have had a growth of more than 100% in assets under our management.

We also have an ESG (environmental, social and governance) stock fund, aimed at companies aligned with our sustainability strategy and that generate a positive impact on society, in addition to profitability for the member. The fund is composed of shares of companies that are B3 references in best social, environmental and governance practices and is available to members via the app or directly at the branches. Eligible companies for the fund have ethical corporate governance, initiatives and actions aimed at preserving and

revitalizing the environment, with projects focused on the transition to a low-carbon economy and renewable energy, in addition to considering fair commercial and labor relations. Along these lines, the company is also in the process of structuring itself to expand the scope of these guidelines to its entire product portfolio.

For the general public, educational content on capital markets is available on Sicredi's website.



LEARN MORE AT:  
<https://www.sicredi.com.br/site/asset/>



LEARN MORE ABOUT THE ESG FUND ON THE LINK:  
<https://www.sicredi.com.br/site/investimentos/fundos-investimentos/sicredi-acoes-sustentaveis-esg/>

## Partner Platform

To meet our members' needs and offer complementary products and services in their consumption journey, we have established partnerships that aim to offer a broad solutions portfolio. These partnerships make it possible both to meet the demand for products and services in our channels and to bring our solutions to third-party channels.

To do so, we count on a platform model that allows the offer of a wide portfolio of our own or third-party solutions, with

greater connection in the relationship and integration between physical and digital channels, besides including the member at the center of the value chain.

In 2022 we expanded our portfolio by offering solutions in food, health and wellness, offered to our corporate members. Aiming at innovation and seeking to bring new solutions to our members, for 2023 we plan to offer sustainable energy by subscription, focusing on monthly savings in our members' energy bills and encouraging the production of clean energy.

## Sicredi's platform model

### INTEGRATIVE MODEL

Sicredi creates and distributes its own products

### Regular Offer of Products and Services

### Offer New Financial Products/ Services

Sicredi distributes partners' financial products and services.

### DISTRIBUTOR MODEL

### PRODUCER MODEL

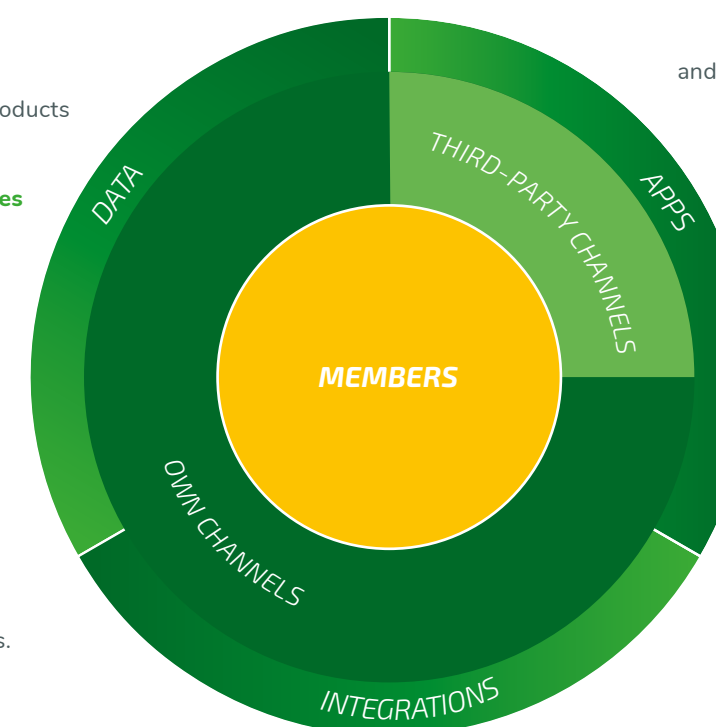
Sicredi creates products and services and distributes them through third-party channels

### External Offer of Products and Services

### Complementary Products and Services Offer

Sicredi distributes third-party non-financial products and services

### COMPLEMENTARY DISTRIBUTOR MODEL



## Sicredi Shopping

In 2022, we launched Shopping, a marketplace designed to expand our presence in the life cycle of our members. The platform features a broad catalog of products, such as home appliances, decorative items, toys and pet shop products, made available through partner sellers selected by Sicredi.

The marketplace platform is intended for members and is available for access in our apps, internet banking, and external link.

This way we seek new sources of revenue and reinforce the principality of the relationship with members, putting them at the heart of the business.

During the year, we provided training, aimed at supporting our employees about the new business on the Sicredi Aprende platform. In total, 2,427 people underwent the training.



GET TO KNOW THE  
SICREDI SHOPPING:

<https://shopping.sicredi.com.br/>



## Green economy

We believe that the financial sector has a key role to play in the transition to a low-carbon economy and positive social and environmental impact, and we are looking for opportunities to support our members and society as a whole in this challenge. **GRI FS7 | FS8**

We consider it important to create financial solutions that, besides improving members' lives, generate a positive impact on society and the environment, contributing to the agenda of action against global climate change.

We therefore offer a range of credit lines aligned to the Green Economy, a classification given to financial products and services that make it possible to improve people's well-being and social equality, while significantly reducing environmental risks and ecological scarcity. **GRI FS7 | FS8**

The Green Economy has as main pillars:

- Low carbon emission;
- Efficiency when using resources;
- Social inclusion.

*By 2022, we have allocated R\$34.2 billion in credit directed to the Green Economy.* **GRI FS7 | FS8**

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 in the measurements of the national financial system. **GRI FS7 | FS8**

Over the course of 2020, Febraban revised 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. Therefore, as in 2021, in 2022 we continued to review our internal methodology for measuring this data. In this update, the framework criteria were revised, with increases in existing classifications, as well as the insertion of new sustainable lines aligned with Sicredi's strategies. **GRI FS7 | FS8**

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 in their homes, companies and rural properties. We had a relevant evolution in this portfolio in 2022, granting R\$3.5 billion in credit, with 52,500 operations, a growth of more than 6% compared to 2021. **GRI FS7 | FS8**



**PRODUCTS AND SERVICES WITH ENVIRONMENTAL AND SOCIAL BENEFITS (THOUSAND)** GRI FS7 | FS8

	2020	2021	2022
<b>Funding programs/lines with socio-environmental benefits</b>			
Women's Agriculture	18,242.3	17,538.3	18,079.2
Low-Carbon Agriculture	4,061,471.8	6,666,055.0	8,285,719.7
Good Agricultural Practices	1,525,353.6	2,249,609.6	2,421,416.3
Renewable Energy and Environmental Sustainability	2,356,126.5	4,572,827.6	6,136,658.6
Microcredit/Microenterprise	3,978.0	3,671.5	78,223.6
Rural Family Production	7,900,482.5	10,044,566.2	12,545,327.8
Clean Transportation	.	.	3,343.4
<b>Sectors with high and moderate environmental and social contribution</b>			
High Contribution [Environmental]	118,486.2	194,795.1	254,132.6
High Contribution [Social + Environmental]	70,138.5	129,868.8	124,502.2
High Contribution [Social]	1,721,118.1	2,152,073.7	2,551,004.0
Moderate contribution [Environmental]	711,382.3	1,088,012.4	1,180,162.6
Moderate contribution [Social + Environmental]	414,128.8	492,423.9	551,660.1
Moderate contribution [Social]	19,477.5	27,159.7	45,453.8
<b>TOTAL</b>	<b>18,923,386.3</b>	<b>27,638,601.8</b>	<b>34,195,743.9</b>

In addition to the Green Economy methodology, we also have other classifications for measuring the sustainable portfolio through the following products:

PRODUCT	DESCRIPTION
<b>Solar energy credit</b>	With the growing demand for renewable energy, credit for solar energy has become one of our main products linked to the Green Economy. Through this solution, members can get credit to purchase equipment and technology to capture solar energy and generate clean electricity in their homes, businesses and farms. Learn more on Page 108.

Note: In 2022, given the improvement in the Green Economy data measurement methodology, we updated the classification criteria, increased existing classifications, and added new sustainable lines in line with Sicredi's strategies.

PRODUCT	DESCRIPTION
<b>Renewable energy credit</b>	The Renewable Energy Credit is intended for financing the acquisition and installation of equipment, construction work, and projects for obtaining electricity from renewable sources that do not cause major negative environmental impacts.
<b>Energy Efficiency Credit</b>	The Energy Efficiency Credit is a financing aimed at investments to reduce the energy consumption of individuals or companies.
<b>College Credit</b>	College Credit is a specific financing product for the acquisition of higher education courses that aims to help students and members interested in pursuing a higher education degree.
<b>ABC Mais Program</b>	Designed to encourage investment in agricultural and cattle raising projects that reduce greenhouse gas emissions and deforestation, besides expanding the area of cultivated forests and stimulating the recovery of degraded areas. Learn more on Page 108.
<b>Microcredit</b>	Financing that aims to grant credit to meet the financial needs of individuals or companies engaged in micro-sized productive activities, using a methodology based on a direct relationship with the entrepreneurs at the place where the economic activity is carried out. Learn more on Page 110.
<b>Investments</b>	In 2021, we launched Sicredi FIC Ações Sustentáveis ESG, Sicredi's first equity fund with an ESG focus, targeting companies that are aligned with our Sustainability Strategy and generate a positive impact on society, in addition to profitability for members. Learn more on Page 105.
<b>Sustainable Consortium</b>	By means of the Sustainable Consortium, our members can acquire and build houses - containers and invest in the purchase of eco-efficient solutions, such as water and sewage treatment, energy efficiency, and wind and solar power generation. Learn more on Page 114.
<b>Credit for MEI, Micro and Small Entrepreneurs</b>	By supporting the development of MEIs, micro and small entrepreneurs, we generate income and contribute to the prosperity of the communities. Among the products we make available for this purpose is the credit granted by means of the National Program in Support of Micro and Small Enterprises (Pronampe). Learn more on Page 142.
<b>Credit for family farming</b>	Credit for family farming is an important sustainability tool, since it contributes to income generation and social development in the communities. Simultaneously, the segment is one of the main responsible for the production of food in Brazil and in the world, having potential for implementing sustainable management in production, aiming at the reduction of environmental impacts. Learn more on Page 142.

# Sustainable Finance

We are looking to intensify fundraising for credit in line with our values and Sustainability Strategy, by issuing securities linked to social and environmental aspects.

In January 2022, we held our first overseas Green Bond issue. Green Bonds are debt securities issued specifically to finance projects with environmental benefits. This issue was made with IDB Invest, a member of the Inter-American Development Bank (IDB), in the amount of USD 100 million, with 100% of the resources allocated to finance new photovoltaic energy and energy efficiency projects.

In April 2022, we raised USD 100 million to finance Brazilian micro, small and medium enterprises led by women. The resources were mobilized by the International Finance Corporation (IFC), a member of the World Bank Group, with the participation of BNP Paribas and Sumitomo Mitsui Banking Corporation (SMBC). This is a loan with a social bias, aimed at micro, small and medium enterprises and including the gender factor as a criterion for the use of resources.

The financing will go to companies with annual revenues of up to R\$ 6 million and which have women as owners or partners owning more than 50% of the capital stock. The initiative contributes to the SDGs to which Sicredi is committed as a member of the UN Global Compact. The operation meets goals 5, 8 and 10, which seek to promote gender equality, decent work and economic growth and reduce inequalities.

We also launched the first Sustainable Finance Bond in the Brazilian market, with a funding of US\$ 151.4 million, and resources converted into credit for projects aligned to sustainability. The eligibility criteria selected for the concession of credit were based on the Sustainable Finance Framework, which contains green and social categories. The Framework had the validation (Second Party Opinion) of the Dutch company Sustainalytics, which certifies the alignment of the document with international standards and principles.

## ESG RATING

In 2022, we underwent an assessment by Morningstar Sustainalytics, a company that assesses and rates the ESG risks of companies. We scored 15.9, and are considered a company with “Low Risk” of suffering financial impacts from ESG factors. As a result, we are among the 20 best “Diversified Banks” - out of 400 assessed globally.

Among the issues assessed, it is worth highlighting our positive performance in the Corporate Governance category, achieved by our ESG governance indicators, sustainability policies, and fiscal transparency, in addition to being signatories to the UN Global Compact.

Our risk management was also well evaluated for using the GRI standard in the construction of our Sustainability Report, providing transparency in accountability to investors and the general public. In addition, ESG issues are the responsibility of our Board of Directors, which shows its integration with the business.

## INVESTOR RELATIONS

During the year, we made our Investor Relations website available to investors. On the webpage, we provide information about our business model, strategy and sustainable development, as well as services to the financial market.



LEARN  
MORE AT:

<https://www.sicredi.com.br/site/relacoes-com-investidores/>

# Ensure integrated risk management

## Risk management

We have a centralized integrated risk management structure that serves all institutions connected to the System, from Sicredi Cooperative Bank to the cooperative centrals and individual credit unions. **GRI 3-3**

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 maintenance of our soundness and trust.

We consider in our risk management process: Strategic risks, Financial risks, and Non-financial risks.

Risks are assessed for each new action that could potentiate their impact on our results, equity and liquidity, considering, whenever possible, stress scenarios and mitigating measures. **GRI 3-3**

Its management includes indicator monitoring and monthly reporting to the committees that support Sicredipar's Board of Directors in resolutions related to risk management policies and guidelines and the prudential limits to be observed. **GRI 3-3**

The Board has the support of the Risk and Compliance Committee to identify risks and opportunities related to the topics discussed.

Therefore, we ensure the effectiveness of the process, acting in the evaluation of the most comprehensive technical aspects of the risks and reporting or indicating to the Board actions for specific resolutions.

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.

The Risk Appetite Statement (RAS) is a systemic document that aligns our appetite for different types of risks, defines alerts and limits, and helps disseminate the risk management culture throughout the System.

Our risk appetite is based on our strategic vision. All institutions that make up the System must follow the RAS and all actions contained in the strategic planning must be compatible with the risk appetite described in the document.

## STRESS TESTING

To assess potential impacts of adverse events on the business, we have developed a Stress Testing Program. **SASB FN-CB-550a.2**

### The methodologies used

in the stress tests must be compatible with the risk management needs of each institution.

### The stress testing program for all the institutions

in the System must use, at a minimum, the methodologies and procedures required for their respective segment.

### The methodologies and procedures

of the program must ensure the use of appropriately severe adverse assumptions and parameters.

### Stress tests must be performed

in an integrated manner for all risks, assessing the impact of significant risk concentrations.

In this way, we ensure that the impacts on capital and liquidity are evaluated considering the adverse events foreseen in the Program.

The Stress Testing Program for each institution is submitted for approval by the respective Board of Directors.

The stress testing results for the Credit Unions, Cooperative Centrals and the Bank's Prudential Conglomerate are assessed by the SicrediPar Risk Committee and the Bank, as well as by the Executive Board, through its advisory forum, the Technical Risk Committee.

**SASB FN-CB-550a.2**

# Social, environmental and climate risk

As a cooperative financial institution, financing activities in sectors exposed to social, environmental and climate impacts may generate financial losses and damage our reputation. We therefore have detailed mechanisms to mitigate the risks of these operations, as well as to assess their impact on the business and the communities in which we operate. **GRI 3-3**

To boost our socio-environmental management, we have a Socio-environmental Risk Management Policy, revised in 2022, in compliance with the new Resolutions 4,945 and 4,943 of the Brazilian Central Bank. **GRI FS1**

The policy establishes the management guidelines of socio-environmental risks in all entities of the System, in order to prevent financial, legal or reputational losses, resulting from social, environmental or climate damage. **GRI 2-23 | FS1**

We also have a Norm for Socio-environmental Risk Management, which lays down the guidelines and

consolidates the rules applicable to members whose activities are exposed to social, environmental or climatic risks and have relevant proportionality in our portfolio. **GRI 2-23 | FS1**

The due diligence set out in both documents guides the credit cycle stages, as well as the creation and maintenance of our financial services, and is guided by the principles established by the Brazilian Central Bank. **GRI 2-23 | FS1**

Throughout the year, we evolved in identifying social and environmental opportunities in our portfolio, strengthening processes, metrics and consolidating interactions with business partners. In 2022, we participated in the structuring of strategies and support tools to expand our sustainable finance activities, in line with market requirements. In addition, we progressed with the actions identified during 2021 to expand the socio-environmental risk management scope, considering actions agreed upon with multilateral partners. **GRI FS5**

Demonstrating the growing importance of the theme, we have held several reports, technical discussions, and cooperation agreements with business partners, such as with IDB Invest, the Japan International Cooperation Agency (JICA), the International Finance Corporation (IFC), the Deutsche Investitions- und Entwicklungsgesellschaft (DEG), the Société de Promotion et de Participation pour la Coopération Economique (PROPARCO), and the European Investment Bank (EIB). In these dialogues, we shared data, analyses and improvements in the socioenvironmental risk management procedures, in addition to making new commitments with plans and actions for the perfecting of the internal processes related to the theme. Among these agreements is our commitment to adopt reporting standards, according to the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD). **GRI FS5**

## Social, environmental and climate risk management practices

All of our credit, consortium, and foreign exchange contracts have social and environmental responsibility clauses, foreseeing fines and early liquidation of the operations in case of non-compliance with contractual items that establish social and environmental commitments. **GRI FS3**

The assessment and decision on early settlement cases is made by the board of the respective credit union, by means of monitoring made available by the centralized socio-environmental risk management area. **GRI 3-3 | FS3**

The evaluation of socio-environmental risks is present in several stages of the credit cycle, from the opening of the account, when initial verifications are made based on the delimited and forbidden activities, according to the Norm for Socio-environmental Risk Management. **FN-CB-410a.2**



LEARN MORE ABOUT OUR  
SOCIO-ENVIRONMENTAL RISK  
MANAGEMENT POLICY:

[https://www.sicredi.com.br/media/produtos/filer\\_public/2023/02/15/politica\\_de\\_gerenciamento\\_de\\_riscos\\_sociais\\_ambientais\\_e\\_climaticos.pdf](https://www.sicredi.com.br/media/produtos/filer_public/2023/02/15/politica_de_gerenciamento_de_riscos_sociais_ambientais_e_climaticos.pdf)





Learn more about the social, environmental and climate risk management 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. From this, a qualitative evaluation of the document is carried out, underpinning the decision making for concessions to this member.

In line with the social, environmental and climate agenda, in 2022 we expanded the implementation of questionnaires for granting credit to legal entities in the mining industry. Thus, throughout the year we had 58,009 questionnaires in effect, of which 56.52% were applied to legal entity (PJ) members, a significantly higher number than the previous year. **GRI FS10**

### PROHIBITED AND NOT RECOMMENDED ACTIVITIES

As described in the internal Norm for the Management of Socioenvironmental Risk, we have established criteria for the composition of the System's credit portfolio, delimiting or prohibiting certain activities with greater exposure to socioenvironmental risk. **GRI FS 2 | FN-CB-410a.1**

In the concession process, we perform a systemic blocking that prevents the release of credit to members (and their respective economic groups) registered in the Register of employers that submitted workers to conditions analogous to slavery, published by the Ministry of Labor. We also conduct additional checks that aim to assess

involvement in non-recommended activities such as logging or trading in illegal native forest timber, for example. **GRI FS 2 | FN-CB-410a.1**

### SCREENING

We evaluate the credit proposals requested and the areas to be benefited, if any, through documentation and elements that support our decision. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

We carry out systemic blocking of products with greater exposure to socio-environmental risk for associates and their respective economic groups included in the official lists of environmental embargoes published by the Brazilian Environmental Institute (IBAMA) and the Chico Mendes Institute for Biodiversity Preservation (ICMBio). **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

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. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

The member remains blocked as long as it remains on the official lists, and this screening is performed at each new request for a product with greater exposure to socio-environmental risk. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

In 2022, we performed 693 screenings, 13.28% of which were performed on legal entity (PJ) members. **GRI FS10**

### 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. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

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. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

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. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

Furthermore, we validate and prohibit rural credit cases in which the Rural Environmental Registry (CAR) of the property is inserted in the Amazon Biome and overlaps with environmental embargoes. In these prohibitive situations, the continuity of financing is prevented. **GRI FS 2 | FN-CB-410a.1 | FN-CB-410a.2**

### 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. **GRI FS 2 | FN-CB-410a.1**

### RISK APPETITE MONITORING (RAS) AND STRESS TESTING

We establish metrics and carry out the monitoring of our concessions and credit portfolio, at regional and systemic levels, in order to track and limit our exposure to risks. Furthermore, we carry out stress tests in which we simulate exposure scenarios to various types of risks in order to understand how they interact with each other and how they may impact our main indicators. **GRI FS 2 | FN-CB-410a.1**

### QUANTITATIVE TOOLS FOR PORTFOLIO RISK MANAGEMENT

In 2022, we continued to improve the quantitative management tools based on mechanisms that measure aspects related to social, environmental and climate risks of the portfolio and counterparties, allowing for their classification and analysis. For the coming year, in line with our data-based decision guidance, we will seek to develop, improve and apply new quantitative methodologies that allow the management of these risks to evolve. **GRI FS 2 | FN-CB-410a.1**

### DIALOGUE WITH ENVIRONMENTAL AGENCIES AND BUSINESS PARTNERS

We continue to expand the dialogue with environmental agencies through integration actions, aiming at the dissemination of regularization practices, awareness and risk mitigation. Likewise, we signed commitments to develop socio-environmental risk processes with multilateral organizations, on which we make periodic reports. Furthermore, in 2022, we strengthened our relationship with new business partners, as well as evolved in the standardization of information to measure and report to the market. **GRI FS 2 | FN-CB-410a.1**

## Social, environmental and climate risk management assessment

Since 2016, the International Finance Corporation (IFC), our business partner, has been conducting annual supervision of the process through the Report Universal Banks, as well as IDB Invest and Deutsche Investitions- und Entwicklungsgesellschaft (DEG) have been doing in recent years through the Annual E&S Performance Report. **GRI FS9**

In addition, the Brazilian Federation of Banks (Febraban) periodically, through its Compliance Report and specific questionnaires, also monitors compliance with SARB14 self-regulation and the Brazilian Central Bank resolutions. **GRI FS9**

In 2022, the stakeholder Rabo Partnerships conducted a compliance assessment process of the organization, evaluating the structure, policies and standard procedures for compliance, as well as the mitigation of socio-environmental risks, considering the strategies, processes and regulations that encompass the theme. **GRI FS9**

The Brazilian Central Bank continued to periodically evaluate the implementation of regulations and the application of socio-environmental practices, increasing the emphasis on social, environmental and climate risk aspects throughout 2022. **GRI FS9**

## Training in social, environmental and climate risks

Among the training courses held focusing on the theme during the year, we highlight the online training on Socioenvironmental Risks and Opportunities, mandatory for all System employees, 93.25%, which totaled 36,923 participants in 2022. **GRI 3-3 | Sicredi SR07**

In the internal reinforcement of processes, we had 1,045 participations of multipliers in the cooperative centrals and the credit unions, with the aim of disseminating and improving the practices adopted. The centralized Socioenvironmental Risk management team intensified its specialization in the theme by means of courses, participation in lectures, congresses, forums, workshops and work groups with other financial institutions, aiming at the qualification and exchange of experiences. **GRI FS4**

## Identification and mitigation of climate risks

According to the definitions of the Task Force on Climate Related Financial Disclosures (TCFD), climate risk is divided into two main categories:

- **Transition risks:** the potential for financial or reputational loss in moving toward a low-carbon economy through environmental policies or strategies;
- **Physical risks:** the possibility of losses due to climate change generated by environmental degradation, such as deforestation, soil degradation and pollution, or by meteorological phenomena, such as accelerated global warming, which may cause damage to property, productivity and production in the value chains. **GRI 201-2**

In this respect, we always seek to evolve in the identification of impact factors, to define methodologies and strategies aligned with the business' sustainability. Throughout 2022, we continued to participate in the discussions of the working group of the Brazilian Federation of Banks (Febraban), aimed at supporting institutions in this theme. Among the techniques discussed in the forum and that are already being applied in internal surveys and analyses is the Climate Risk Sensitivity Ruler, a methodology that aims to identify the exposure to climate risk of the agricultural and livestock portfolios of financial institutions, based on the TCFD recommendations. **GRI 201-2**

Moreover, through the Green Taxonomy, a methodology also developed by Febraban for portfolio classification, we monitor and report to the credit unions and cooperative centrals the portfolio's exposure to climate change, according to the activity of our members. This sectorial exposure variable to climate risks is also reported in our credit analysis report and is considered in the modeling for measuring socio-environmental risk. **GRI 201-2**

Also, aiming to ensure legal certainty on the subject, we introduced in our standard social and environmental responsibility clause the item on climate change, highlighting the importance of adopting control practices and complying with the applicable legislation. Furthermore, we are developing a stress test to evaluate different climate risk scenarios for the institution, allowing a quantitative measurement of these implications, complementing the one already applied for socio-environmental risk. **GRI 201-2**

In 2023, we will continue to be active in discussions on the topic, improving our geoprocessing tools, conducting new studies, and searching for new data sources to support and underpin our mitigation processes, as well as identifying opportunities related to climate risk aspects. **GRI 201-2**

# Work with suppliers and partners with sustainable management

## Engaging suppliers in a sustainable way

To enhance our positive impact, we extend our sustainability concerns and progress to the systemic supply chain, encouraging them to adopt the best social and environmental practices. **GRI 3-3**

This relationship is guided by the Internal Standard for Corporate Purchasing, which guides the hiring and management of suppliers to be used by the System. The guideline points out that suppliers should preferably be associated with one of our credit unions, in order to generate more value to our business chain. We also prioritize suppliers from the communities where we are present, as part of our strategy to contribute to the local development. **GRI 3-3**

During the year, we contracted 109,788 active suppliers, with whom we spent R\$7.4 billion. **GRI 3-3**

Our main suppliers deliver everything from corporate supplies to more complex service and technology solutions, located throughout the country. The main suppliers responsible for the key solutions to the process are based in the South, Southeast, and North regions. **GRI 2-6**

At Sicredi Administrative Center (CAS), we have included a standard sustainability clause as a model in our contracts, through which suppliers commit to acting responsibly. We also recommend the inclusion of anti-corruption, human rights and environmental clauses in credit union contracts, addressing issues such as child and slave labor. **GRI 308-2**

During the year, we had 250 new contracts that were submitted to environmental impact assessment. Of these, 82% had the sustainability clause included. **GRI 308-1 | 414-1**

For suppliers that go through the Board's resolution, we conduct a socio-environmental analysis and based on a form answered by the suppliers themselves. **GRI 308-2**

In 2022, we began the process of creating the Sustainability Guiding Directives - Sustainable Management of Suppliers and Partners, which aim to deepen the guidelines that make up our Sustainability Policy, guiding Sicredi System towards best practices in this area. The Directives are informative and systemic. **GRI 308-2**

# 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. Furthermore, we understand that eco-efficient management applies not only to our direct operation, but also to our value chain. **GRI 3-3**

To this end, we have several systemic and local eco-efficiency initiatives, which have been advancing over time. The systemic initiatives are represented by the Emissions and Climate Change Management Front, which includes the Measurement of Greenhouse Gas (GHG) Emissions, as well as the annual Neutralization of 100% of the emissions calculated in the Inventory and emission reduction actions. (Learn more on page 136).

Some of the local eco-efficiency initiatives developed by the credit unions include units with sustainable construction features, conservation and spring conservation and recovery projects, solid waste reduction and energy efficiency actions.

## TECHNICAL ASSISTANCE FOR THE CONSERVATION OF SPRINGS ON RURAL PROPERTIES

Through a partnership with the Riograndense Association of Technical Assistance and Rural Extension Enterprises (Emater/RS), the Sicredi Cooperative Serrana and the Sicredi Cooperative Pioneira, from Sicredi Cooperative Central South/Southeast, offer technical assistance and support to rural landowners for the conservation of springs and the environment.

Within the area covered by Sicredi Serrana, in the first year, water catchment systems, protection of springs and restoration of permanent preservation areas (APPs) have already been built on 23 rural properties in municipalities in the Caxias do Sul and Lajeado regions. For the next two years, another 115 properties will benefit.

In the region covered by Sicredi Pioneira, where the project began in October, 66 springs will be restored or preserved on 66 rural properties. Of this amount, 11 are APPs, called Reference Units (URs), one in each city, with in-depth preservation and restoration work. After completion, each UR will be ready for visitation, educational and awareness-raising purposes. On the 55 remaining properties, the focus of the work will be the preservation of the springs.

At the end of the projects, the areas will be suitable for visits, for educational and awareness-raising purposes. The projects will last three years and the credit unions will cover 70% of the total cost, 30% of which will be provided by the rural producer in return.



## LEED RECERTIFICATION

In 2022, we received LEED recertification for the Sicredi Administrative Center (CAS) building, located in Porto Alegre. The structure obtained a final score of 88 points, winning first place among 12 certified buildings in Brazil in 2022 in the Operation and Maintenance category.

LEED - Leadership in Energy and Environmental Design is an international certification for sustainable construction. CAS is the only building in Rio Grande do Sul with certification in the category "LEED - operation and maintenance of existing buildings".

## Sicredi Ecoefficiency Program

Throughout 2022, we worked on structuring our Eco-efficiency Program, which aims to contextualize the theme within our Sustainability Strategy and align with the entire System how we put eco-efficient management into practice. The Program also comes to systematize what we already do and identify new opportunities to move forward.

Sicredi's Eco-efficiency Program is structured on two main fronts:



### ECO-EFFICIENT OPERATION:

Seeks to explore opportunities to make our processes and operation even more efficient from an economic and environmental standpoint, covering the topics of solid waste management, sustainable construction, and operation processes.



### EMISSIONS MANAGEMENT AND CLIMATE CHANGE:

Aims to expand our contribution to a positive agenda for action against global climate change, while contributing to the development of the regions where we operate, covering the topics of measurement, neutralization and emission reductions.

## Emissions and Climate Change Management

We understand that the main challenges of our Eco-efficiency Program are related to the Emissions Management and Climate Change front, as this is a highly relevant theme for the financial sector, which plays a crucial role in helping the world transition to a low-carbon economy.

In a planetary context in which companies and organizations will need, more and more, to reconsider their ways of production and services, financial

institutions will be able to contribute, through their operations, to make low carbon projects and activities feasible.

To centralize our communication and systematize the financial and non-financial solutions we develop in relation to this topic, in 2022 we launched the Sicredi Climate Change webpage, in which we address our different initiatives that contribute to action against global climate change.



THE PAGE CAN BE ACCESSED  
THROUGH THE LINK:

<https://www.sicredi.com.br/site/sobre-nos/sustentabilidade/mudancas-climaticas/>





## MEASURING GREENHOUSE GAS EMISSIONS

As a way of further contributing to the agenda to tackle climate change, we measure our carbon emissions annually, through a systemic Emissions Inventory. The inventory provides a picture of emissions from all our credit unions and the CAS, and allows us to develop strategies to reduce or neutralize the impact of our operations in terms of climate change.

Our Inventory is calculated according to the methodology of the Brazilian GHG Protocol Program, considering scopes 1, 2, and 3, and is recognized with the Gold Seal, the highest qualification level for corporate carbon inventories.



### SCOPE 1:

These are our direct emissions, such as those from the gases of the air-conditioning systems used in our structures.



### SCOPE 2:

These are the emissions related to the purchase of electricity for our operation.



### SCOPE 3:

These are the indirect emissions, but that are necessary to our operation, such as, for example, those related to the transportation of cash and business trips.

We understand the need to expand the coverage of Scope 3 of our Inventory, including the measurement of emissions from our financed activities. To this end, we started mapping to evolve in the measurement of financed emissions throughout the year 2023, which will give us more input to assist our members in meeting the climate agenda challenges.



WE ARE PARTICIPANTS  
OF THE BRAZILIAN GHG  
PROTOCOL PROGRAM,  
AND OUR INVENTORIES  
CAN BE ACCESSED ON  
THE PUBLIC EMISSIONS  
REGISTRY PLATFORM:

<https://registropublicodeemissoes.fgv.br/participantes/3026>

## TOTAL GREENHOUSE GAS EMISSIONS (GHG) GRI 305-1| 305-2| 305-3 | 305-4 | Sicredi SR06

SOURCE OF EMISSIONS	TOTAL EMISSIONS (tCO <sub>2</sub> e)	PERCENTAGE*
<b>Scope 1</b>	<b>8,878.35</b>	<b>31%</b>
Fugitive	6,678.30	24%
Direct Mobile Combustion	1,928.32	7%
Stationary Combustion	253.99	1%
Effluents	17.74	<1%
<b>Scope 2 - (localization-based approach)</b>	<b>3,707.93</b>	<b>-</b>
<b>Scope 2 - (market based approach)</b>	<b>3,474.16</b>	<b>12%</b>
<b>Scope 3</b>	<b>16,016.04</b>	<b>56%</b>
Business trips	6,220.87	22%
Transport and distribution (upstream)	8,565.79	30%
Employee displacement	170.90	1%
Waste generated in operations	1,057.60	4%
Waste transportation**	0.88	<1%
<b>Total (tCO<sub>2</sub>e) (market based approach)***</b>	<b>28,368.55</b>	<b>100%</b>
<b>Total (tCO<sub>2</sub>e) (localization-based approach)</b>	<b>28,602.31</b>	<b>-</b>
<b>Intensidade de Emissões (tCO<sub>2</sub>e /colaborador)****</b>	<b>0.73</b>	<b>-</b>

\* 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.

\*\* "Scope 3 Emissions not classifiable in categories 1 to 15" category. Includes CAS waste transportation, not accounted for in previous years.

\*\*\* The market-based approach takes into account the purchase of renewable energy certificates (I-RECs) by CAS.

\*\*\*\* Calculated following the market-based energy approach.

## Carbon Neutralization

Sicredi SR03

Since 2020, our premise has been to annually offset all greenhouse gas emissions measured in our Systemic Inventory, through the purchase of carbon credits. In 2022 we evolved our strategy: in addition to offsetting the emissions calculated in the 2021 Inventory, we anticipated offsetting the emissions projected for the entire year 2022.

*To do so, we supported six carbon credit projects located in different regions of Brazil, totaling over 45,000 tons of carbon neutralized.*

We use audited and certified projects with strict quality standards as our criteria for choosing projects that result in positive social, environmental and economic impacts and contribute to the UN's Sustainable Development Goals (SDGs), in addition to being representative of our regions of operation.



GET TO KNOW THE PROJECTS  
ON THE WEBSITE:

<https://www.sicredi.com.br/site/sobre-nos/sustentabilidade/mudancas-climaticas/projetos/>

## Reduction Measures

In terms of reducing emissions, several of our service units, our branches and administrative headquarters of credit unions, as well as the CAS, have self-generation of renewable energy. In the year 2022 we had over 500 units with photovoltaic energy self-generation, which provided 574 tons of carbon avoided. Besides this, the purchase of energy from renewable sources<sup>2</sup> from the incentivized market carried out by CAS resulted in 234 tons of carbon reduction in 2022.

In 2022 we also evolved the scope of our Emissions Inventory, starting to measure the emissions avoided from the release of resources for financing photovoltaic energy generation projects. We calculate that, through the release of these resources, 35,352 tons of carbon emissions of our members were avoided in 2022.

As members of the UN Global Compact, committed to complying with its guidelines and the Sustainable Development Goals, we seek to align our systemic emissions reduction strategy with international best practices.



### Solar Power Plant in Mato Grosso

In 2022, Sicredi Cooperative Central North began operating a solar power plant in Nova Xavantina (MT), which supplies all of the Credit Unions located in Mato Grosso, with the exception of Sicredi Cooperative Araxingu, which has solar self-generation installed at its branches. Investing over R\$30 million, the plant operates with 18,000 photovoltaic panels, with a generating capacity of 5 megawatts (MW) of energy.

The estimate is that the expense with the electricity bill will be reduced by 95%, generating annual savings of approximately R\$12 million.

The use of renewable energy, generated by the plant, has the potential to avoid the emission of more than 24 thousand tons of carbon in the atmosphere in the next 25 years, contributing to the decarbonization of our energy matrix, thus reducing emissions at a national level.

<sup>2</sup> Renewable sources: wind, solar, small hydro, biomass and biogas plants.

# 04

## Local Development

Promoting positive transformations in the locations where we are present

217 cities where we are the only financial institution →

89% in the employee confidence index →

R\$301.3 million allocated to Social Investment →

4<sup>a</sup> place as the best company to work for →

+500 thousand children and adolescents impacted by education programs →

FOSTER THE LOCAL ECONOMY	142
PROMOTE FINANCIAL INCLUSION	146
PROMOTE PEOPLE DEVELOPMENT	150
CONTRIBUTE TO THE COMMUNITIES' DEVELOPMENT	163

### 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 3-3**

Because of our cooperative nature, funds raised in one location are reverted into credit 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' business. **GRI 3-3**

In addition, we have credit lines aimed at the development of micro, small and medium-sized entrepreneurs, as well as financing for family farming, which have a high power of income generation and community development.

## Credit for MEI, Micro and Small Entrepreneurs:

By supporting the development of MEIs, Micro and Small Entrepreneurs, we generate income and contribute to the prosperity of the communities. Among the products we make available for this purpose is the credit granted through the National Program in Support of Micro and Small Enterprises (PRONAMPE) and the Emergency Program for Access to Credit (more on page 106).

In 2022, we made available 40,949 operations for programs aimed at MEI's, micro, small and medium-sized companies, totaling R\$ 3.1 billion. **SASB FN-CB-240a.1**

## Credit for family farming

Credit for family farming is an important sustainability tool, as it contributes to income generation and social development in the communities. Simultaneously, the segment is one of the main responsible for the production of food in Brazil and in the world, having potential for implementing sustainable management in production, aiming at the reduction of environmental impacts.

## Female Business Owners Program

To promote female entrepreneurship, the cooperative Sicredi União MS/TO and Oeste da Bahia, from Sicredi Cooperative Central Brazil, has developed Donas do Negócio (Businesswomen), a portfolio aimed at women who seek to become leading players in their businesses and careers.

With more than two years running, the program aims to help female entrepreneurs to conquer spaces in the market, promoting autonomy and independence. Moreover, it contributes for these young women to remain in the rural areas, fomenting local development. The initiative is based on our essence, by transforming communities and people through the generation of employment and income.

The Donas do Negócio Program has a value proposal organized in two aspects: the offer of financial products, which are part of the cooperative's solutions portfolio, and the concession of engagement products, through a curatorship of entrepreneurship and business management contents, training in themes that strengthen entrepreneurial skills and events to expand networking, besides the record of members' testimonials that serve as inspiration for new participants who start on the program's track.



## Sustainable Development Hackathon

Sicredi Ouro Verde MT, from Sicredi Cooperative Central - Central North, hosted the Sicredi Sustainable Development Hackathon at its Administrative Headquarters in Lucas do Rio Verde (MT). The Hackathon is a programming marathon (Hack + Marathon), which aims to seek solutions for the city of Lucas do Rio Verde. This is an unprecedented initiative of the cooperative, which had the support of Inova LaSalle, UniLasalle Lucas and Agrihub of Cuiabá (MT).

The competition included 52 uninterrupted hours of activities. The first place winners received a cash prize, as well as mentoring for incubation of ideas. The event aimed to give visibility to the city of Lucas do Rio Verde, as well as provide opportunities and promote the local development.



# VALUE ADDED STATEMENT (VAS)

VALUE ADDED STATEMENT (VAS) (BRL THOUSANDS) GRI 3-3 | 201-1

Through the Value Added Statement, we report the operating result of our business model.

	2020	2021	2022
Economic value generated (revenue)	13,714,352	18,413,759	32,652,309
Economic value distributed	10,581,438	13,910,189	27,667,999
Operating costs	6,624,848	8,864,740	20,643,208
Salaries and employee benefits	2,905,813	3,806,847	4,868,924
Payments to capital providers	246,116	338,031	1,003,476
Payments to the government	793,935	893,353	1,138,632
Community investments	10,726	7,218	13,759
RETAINED ECONOMIC VALUE*	3,132,914	4,503,570	4,984,310

\* Direct economic value generated minus distributed economic value.

VALUE ADDED FOR SOCIETY (R\$ THOUSANDS)	2022
Direct economic value generated - revenue	32,652,309
(+) *Total savings in Sicredi x Market fees (Commercial Credit without checks and AD)	8,287,574
(=) TOTAL	40,939,883

\* This refers to the amount of savings generated by the use of our credit products in relation to products from other financial institutions, resulting from the comparison between our portfolio rates with the average market rate provided by BACEN for the same product.

*In 2022, we had a total of R\$ 40.9 billion in added value for society. We thus contributed to the achievement of our purpose of building together a more prosperous society, by generating economic, social and environmental value for our members, employees, suppliers, partners and the communities where we operate.*

# Local suppliers

We seek to prioritize the hiring of suppliers from the communities where we are present, supporting local commerce, stimulating the generation of income and contributing to the improvement of the quality of life of the entire community.

*In 2022, total spending with local suppliers was R\$2.5 billion, representing 33% of our spending with suppliers in the year and 61% of products and services, amounts that directly feed the local economy.* GRI 3-3 | 204-1



Regional Business Center

We established a core aimed at supporting and advising the cooperative centrals and credit unions in identifying new business opportunities to boost the local economy, through partnerships and complementing the offer of financial and non-financial solutions, strengthening the platform model.

# Distribution of Results

As a credit union, at the end of each fiscal year we account for the operating results, and subsequently the distribution of results, which is presented and voted on by the members at the General Assembly. The distribution is made in a fair manner, having as a reference the financial operations carried out by the member throughout the year.

*In 2022 a total of R\$ 2.16 billion was distributed, R\$ 1.16 billion of which as a result of the decision made by the members at a meeting, and R\$ 1 billion in payment of interest on capital.* Sicredi DL02

# Promote financial inclusion

## Financial Inclusion

We are made up of a network of credit unions present in all regions of the country, from large metropolises to small and rural municipalities. We operate in cities where other financial institutions are not usually present, taking financial products and services to a population that would otherwise not have access.

We promote, thus, the financial inclusion of individuals and companies, inserting them in the national financial system, guaranteeing their economic participation, adding income and contributing to the improvement of their quality of life. **GRI 3-3 | 203-2**

To understand and measure how we create value in the locations where we are present, in recent years we have conducted a number of studies to understand the penetration and value creation of the credit union movement. **GRI 203-2**

The study “Benefits of the Credit Cooperative Movement”, carried out in 2021, evaluated the performance of the different banking institutions in the country and showed that the credit cooperative movement 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**

Local development is part of our cooperative nature, and we take our financial services to more rural, more remote communities with lower GDP and smaller population than other financial institutions.

In 2022, we had credit unions in 217 municipalities where we were the only financial institution\*. Our presence creates a positive impact in these locations, as well as fostering the local economy. **Sicredi DL01**

### CITIES WHERE WE ARE THE ONLY FINANCIAL INSTITUTION PRESENT **GRI 3-3 | Sicredi DL01**

TOTAL INHABITANTS	2020	2021	2022
Up to 5 thousand	162	167	155
From 5 to 20 thousand	54	63	61
Over 20 thousand	0	0	1
<b>TOTAL</b>	<b>216</b>	<b>230</b>	<b>217*</b>

\* The decrease in the year 2022 is due to other institutions having arrived in the cities where we were already present.

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

TOTAL INHABITANTS	NUMBER OF CITIES IN BRAZIL	NUMBER OF CITIES WITH SICREDI'S PRESENCE	PERCENTAGE	QUANTITY OF BRANCHES
Up to 5 thousand	524	57	10.88	57
From 5 to 20 thousand	1,124	74	6.58	75
<b>TOTAL</b>	<b>1,648</b>	<b>131</b>	<b>7.94</b>	<b>132</b>

\* The calculation includes bank branches and credit unions services stations.

FINANCIAL MARKET TRAINING PROGRAM

Aiming at the empowerment and inclusion of minority groups in the job market, Sicredi Cooperative Central PR/SP/RJ implemented the Financial Market Training Program, with FBB 510 certification.

The project is structured in an educational program with over 140 hours of content, covering topics related to the Cooperativism principles, to the Financial Market and to Financial Education, besides behavioral skills.

The initiative focused on black people, immigrants, women, people belonging to the LGBTQIAP+ community, people over 50 years old, residents of disadvantaged areas, people with disabilities, and other communities of interest to the credit unions. In 2022, 19 people participated in the Program.



Credit recovery

We have a centralized structure for credit recovery with the strategic objective of recovering values and members, through sustainable solutions in the stages of out-of-court and judicial collection, for the entities connected to the System.

In the year 2022, we had three credit recovery campaigns demonstrating our support in rescuing our members' financial health. As a result, more flexible negotiation conditions were made available for readjustment to the payment capacity, which we had a 42% increase in relation to 2021 (campaign periods).

There were R\$ 155 million recovered in credit, credit card, and checking accounts.

We have made available to our members another negotiation channel that allows more privacy and convenience for the settlement of pending debts, WhatsApp. We had 25% engagement (returns through WhatsApp) of the public impacted by this action.

OVERDUE AND DEFAULTED LOANS DEDICATED TO SMALL BUSINESS AND COMMUNITY DEVELOPMENT - IN R\$ BILLION SASB FN-CB-240a.2

	2022
Number	114,090
Value	R\$ 1,593

\* The information refers to the Microcredit product (quantity of operations and default balance).

# Promote people development

## Employee development

NUMBER OF EMPLOYMENT CONTRACTS GRI 2-7

	2020		2021		2022	
	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN
Temporary*	225	382	689	1,204	1,704	2,391
Permanent	12,109	17,114	13,305	18,929	14,686	21,583
Total by gender	12,334	17,496	13,994	20,133	16,390	23,974
<b>TOTAL</b>	<b>29,830</b>		<b>34,127</b>		<b>40,364</b>	

NUMBER OF EMPLOYEES PER COOPERATIVE CENTRAL GRI 2-7

	2020	2021	2022
Sicredi Cooperative Central South/Southeast	10,410	11,854	13,911
Sicredi Cooperative Central PR/SP/RJ	9,625	10,681	12,265
Sicredi Cooperative Central - Central North	3,586	4,455	5,640
Sicredi Cooperative Central Central Brazil	2,360	2,812	3,239
Sicredi Cooperative Central North/Northeast	1,518	1,682	1,971
Sicredi Administrative Center (CAS)	2,320	2,643	3,338
SicrediPar**	11	10	11
<b>TOTAL</b>	<b>29,830</b>	<b>34,127</b>	<b>40,364</b>

\* We consider temporary contracts to be those for a fixed term (young apprentices, Interns, and statutory employees).

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

We believe that by investing in the continuous learning process of our employees, we expand our capacity to generate value for our members and their communities. Therefore, during 2022, we have evolved our corporate education strategy, establishing a new learning culture based on the ecosystem concept. GRI 3-3

This move adds a dynamic component to the learning process, as it diversifies and stimulates new ways of learning and sharing knowledge. With this evolution, our learning strategy demonstrates that we are attentive to the ways in which knowledge and information are created, made available and accessed. GRI 3-3

Our Learning Ecosystem is made up of three pillars, which respect and preserve the autonomy of the entities that make up the System, in addition to enhancing the learning of our different publics, whether internal or external, aligned with the execution of our strategy and the inspirational 2030.

## SICREDI'S COMPETENCIES

To ensure the alignment of our culture, we have a catalog of 15 competencies that describe the desired behaviors and guide our employee selection, development, and recognition processes. They are critical to connect us to our purpose and show that change is necessary, while maintaining our cooperative essence. Sicredi RC09

Two of these competencies were indicated as critical for the entire System. They are: “Cooperative Essence” and “Understanding to serve”. The other competencies are of each credit union’s own choice. Sicredi RC09

## LEARNING ECOSYSTEM PILLARS



**CULTURA**  
de aprendizagem



**ARQUITETURA**  
de aprendizagem



**GESTÃO**  
do ecossistema



## Learning Culture

We seek to develop a Learning Culture that stimulates autonomy and the exchange of learning among employees, both formally and informally, fostering the growth of each person and the organization as a whole.

This culture is built through values, which must be communicated to guide the attitudes and behaviors we want to see in the different audiences involved with our learning initiatives.

Our learning culture's values are:

- Sicredi Essence;
- Centrality of the Learner;
- Autonomy and Leadership;
- Human Context of Learning;
- 360° Learning;
- Network-based Learning;
- Innovability.

## Learning Architecture

The Learning Architecture design aims to make the connections between initiatives easier, bringing a systemic vision of the actions while supporting the building and distribution process with the objective of improving the experience.

The Learning Architecture ensures the link between the business needs and the training initiatives, giving the employee a better view of the paths and purposes of the initiatives, increasing his/her engagement and autonomy.

The thematic axes of our Learning Ecosystem are:

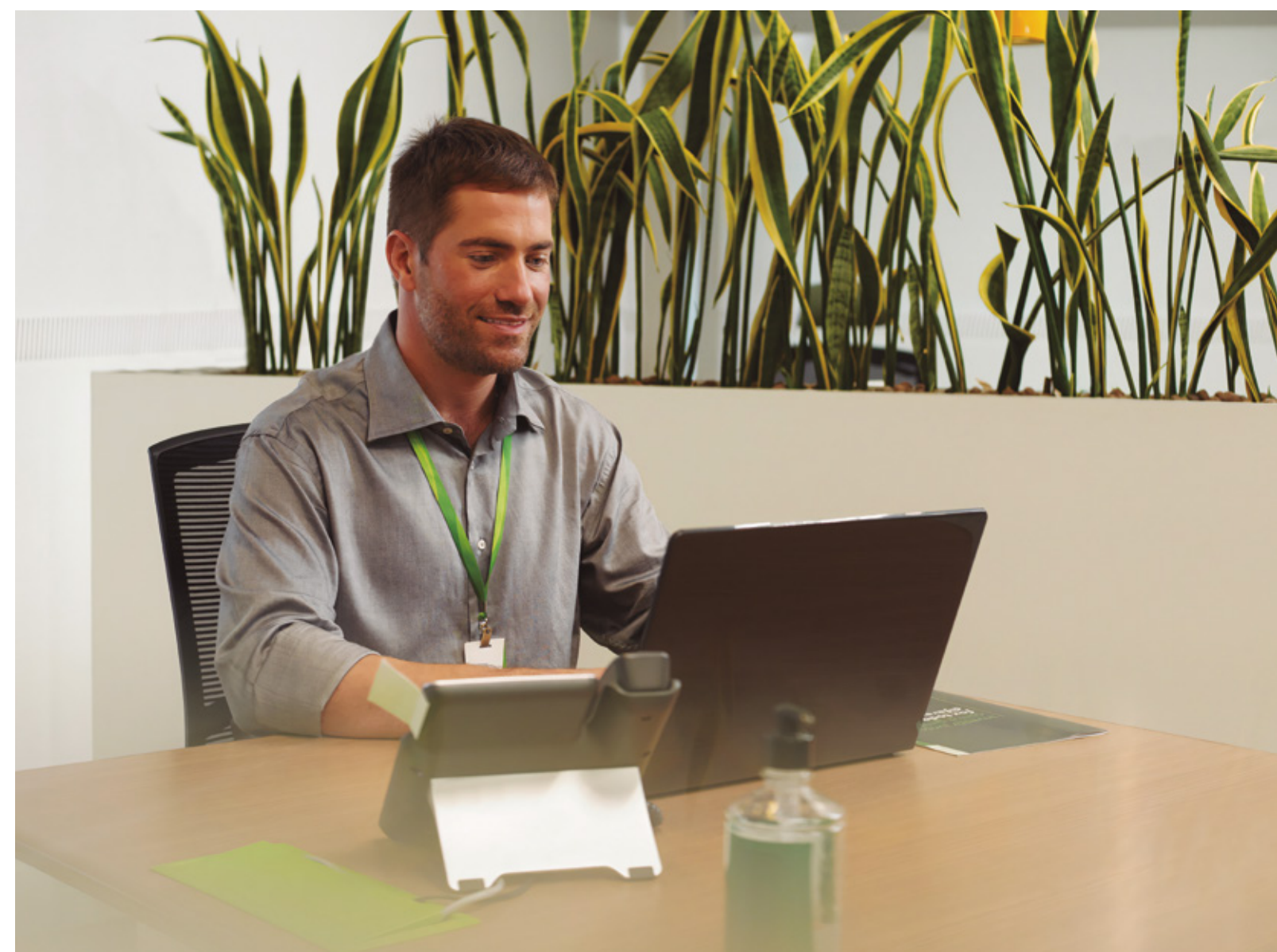
- Cooperative Identity;
- Skills and Transformation;
- Relationship and Business;
- Tools, Technologies and Methods;
- Leadership;
- Regulatory;
- Governance\*.

\* This axis will be available in 2023.

## Ecosystem management

The Learning Ecosystem Management is aimed at driving Corporate Learning strategies and supporting the Ecosystem Model. It is made up of tools, processes, and relationships that drive learning and determine responsibilities and priorities, boosting decision making.

With cooperation, we gain in scale and at the same time the advantages of the independence of the units and the preservation of some centralized activities are maintained.



# Sicredi Aprende

To ensure an effective learning experience, we use the Sicredi Aprende platform, through which we manage and deliver our Corporate Learning programs and initiatives, which are delivered in the form of online content, as well as synchronous and face-to-face training. In 2022, with the goal of enhancing our Ecosystem model, we revamped the platform, put the learner at the center and adapted the entire learning journey for employees.

## Accessibility:

In line with our values of promoting Inclusion, Diversity and Equity, we upgraded the platform through the implementation of two accessibility tools. Sicredi Aprende now has the Site Reader feature, a tool that has text reading aloud functions, and Hand Talk, which translates content into Brazilian Sign Language (Libras) with the help of a virtual translator, Hugo.

*To continue evolving our platform, fostering an even better experience, we conducted a Sicredi Aprende usability survey. As a result, we saw that 90.5% of respondents are satisfied with the improvements implemented.*

During the year, we made 4,097 training courses available to our employees. As a result, in 2022, 38,179 employees took training courses, an average of 29 hours of training per employee, with an investment of about R\$46.8 million. GRI 401-1 | Sicredi DL13 | DL14 | DL15 | DL17

## AVERAGE TRAINING HOURS PER EMPLOYEE BY GENDER GRI 3-3

	2020	2021	2022
Men	23	30	28
Women	25	30	30
TOTAL	24	30	29

## AVERAGE TRAINING HOURS PER EMPLOYEE PER FUNCTIONAL CATEGORY (QUANTITY) GRI 404-1 | GRI 3-3

	2020	2021	2022
Elected	8	6	19
Top leadership	14	14	18
Middle leadership	27	30	27
Professionals	25	31	30
Technical	10	27	25
Interns	16	26	29
Young Apprentice	9	20	20
TOTAL	24	30	29

## AVERAGE TRAINING HOURS PER EMPLOYEE BY RACIAL/ETHNIC PROFILE GRI 3-3 | Sicredi DL16

ETHNIC PROFILE	AVERAGE TRAINING HOURS	
	2021	2022
White	30	28
Black and Brown	30	34,5
Not informed	30	–
Asian	36	31
Indigenous	28	12
TOTAL	–	–

## Systemic learning initiatives

The systemic initiatives that make up Corporate Learning take into consideration the knowledge stage of the employee in relation to the organization and the role to be performed, in addition to content for free use, which encourage leadership and autonomy in relation to career development.

Below, we list some highlights:



### ***New employee integration***

The integration process aims at welcoming, introducing and acculturating the new employee to the organizational environment, presenting the cooperativism, our competencies and our culture. [GRI 404-2](#)

***To support this process, we count on the initiatives:***

#### **Welcome to Sicredi**

A track that provides knowledge about Sicredi, its structure and culture. All of the contents of this track are available on Sicredi Aprende. [GRI 404-2](#)

#### **Welcome to the branch**

This track is the first step for employees who are starting to work in our branches and who need to develop in what is our distinguishing feature: building relationships. It brings together several contents with introductory and fundamental concepts for these professionals who will experience the day to day of the branch. [GRI 404-2](#)

#### **Welcome Manager**

Professionals who are taking on a leadership position, or who wish to recycle their knowledge, have at their disposal the “Welcome Manager” track. In this track, several contents are available, connected to the current challenges of business transformation, which reinforce their managerial responsibilities and their role, training them for a strategic performance focused on people, processes, and results. [GRI 404-2](#)

#### **Jeito Sicredi de Ser (Sicredi Way of Being):**

On-site training consisting of a dive into the world of cooperativism and our culture through the Sicredi Way of Being Workshop and the “The Sicredi Way Game”. In these, employees are introduced to the content of the four axes of our competencies (Cooperativism, Business, People, Transformation). [GRI 404-2](#)

#### **Ignite**

As an important step in our evolution as a Learning Ecosystem, in 2022 we started Ignite, a program that aims to prepare and integrate People Management professionals into the learning culture based on the ecosystem concept. Throughout the meetings, participants had the opportunity to immerse themselves in the values of our learning culture and explore ways of applying them in practice.

#### **Advanced Governance Program**

Facing an increasingly complex and constantly changing environment, we are invited to look at Corporate Governance from our perspectives. To support us in this transformation process, the Advanced Governance Program (“PAG”) was developed, with the objective of providing an opportunity for discussions about the dilemmas of the decision-making process experienced daily by executives and the board when taking on the commitment of caring for business continuity.

In the Program edition conducted throughout 2022, in partnership with the ISE Business School, 27 Sicredi leaders participated: SicrediPar board members and executive directors from CAS and the Cooperative Centrals, in a program that covers topics related to strategy, governance, people and business.

#### **Compartilha-E**

Compartilha-E is one of the initiatives aimed at fostering a learning culture and enhancing one of our values: Network-based learning. The goal is to connect what is best about us and the wealth of knowledge and practices carried out by our employees. It is a product designed to be executed organically by the employees and with a free theme.



### EcosisTheme indica

To stimulate self-directed learning, we launched the Indica Ecosystem, an initiative where relevant events, lectures, content or materials are systematically disseminated for the employee to enhance his/her learning.

### PF Plataforma

In line with the digital evolution drivers, Sicredi Aprende offers the PF Platform track, which includes 18 courses and 11 simulators, allowing employees to perceive, understand and connect with change. The goal is to support them in the transformation we are experiencing, understanding their role as a crucial part of the relationship with our members. In total, 12,677 employees have already accessed the track and 1,801 have completed the courses. [GRI 404-2](#)

To provide a unique learning experience to the employee who works with the PF Platform, we launched in 2022 a course developed from augmented reality. Using this new learning technology, employees interact with virtual content and real visualizations. During the track, they navigate through the Sicredi City, discovering stories and learning even more about the benefits of the platform. [GRI 404-2](#)

### Change Management

Still in the context of business transformations, we understand that all employees can be agents of change. In order to enable them to become ambassadors of transformation, we have made available a completely revitalized track on the “Change Management” theme. In it we support employees’ understanding of what a culture of change is, how we can manage it, and what their role is. In total, we have 253 employees who are taking the track courses and 123 who have completed. [GRI 404-2](#)

### The importance of data usage

One of our strategic priorities is: “Be excellent using data”. To support its achievement and educate employees, we developed the track “The Importance of Data Use”. This track covers everything from basic concepts on how to implement a data-driven culture to best practices in data consumption. [GRI 404-2](#)

### Other Initiatives

During the year, we launched new content about Pix, Open Finance and Marketplace, themes that represent some of the major changes we are implementing. The courses and tracks available are composed of short videos, infographics, live casts, podcasts and guides to support employees in generating new business and enhancing the relationship with members. [GRI 404-2](#)

Inspired by the gaming universe, Journey to the New World was a gamified experience that proposed a new way to explore Sicredi Aprende courses and tracks. The initiative arose from the challenge of connecting and accelerating employees’ learning and the development of our competencies so that they are able to execute the 2023 strategic priorities and enable the inspirational 2030.

“Journey to the New World” engaged employees to go through Missions and Challenges that stimulated a Learning Journey that supported the development of skills related to the strategic themes.

At each challenge completed, employees were able to exchange their points for learning awards. What’s more, connected to our purpose and cooperative essence, the points of all the participants were added up to reach the collective goal, which was reached and reverted into financial support for those who need it most.

So, together we made a difference, and benefited APAE Brasil, a project chosen by all employees. In total 33,225 employees completed one or more challenges.

With the positioning of the Learning Ecosystem, we understand that learning is the sum of formal and informal initiatives. Therefore, we have the ongoing challenge of stimulating new ways of learning, creating spaces for people to share, teach, learn, unlearn, and relearn, all together and integrated.

To monitor our evolution and assess whether we are reaching our goal, we conducted the Perception Survey.

**92% evaluated that the Ecosystem increased learning possibilities.**

#### PERCENTAGE OF TOTAL EMPLOYEES WHO RECEIVED A PERFORMANCE REVIEW [GRI 404-3](#)

POR GÊNERO	
Men	88.4%
Women	87.7%
<b>TOTAL</b>	<b>88%</b>

#### PERCENTAGE OF TOTAL EMPLOYEES WHO RECEIVED A PERFORMANCE REVIEW [GRI 404-3](#)

PER FUNCTIONAL CATEGORY	
Elected	28.0%
Top leadership	85.0%
Middle leadership	90.1%
Professionals	87.9%
Technical	87.1%
Interns	-
Young Apprentice	-



# Employee Satisfaction

In 2022, we continued to use the Great Place to Work (GPTW) methodology to conduct our climate survey. Over 29,000 employees contributed their perception of what it is like to work at Sicredi and, as a result, we were once again certified by GPTW as an excellent place to work. We achieved a confidence index of 89% - one percentage point higher than last year and our highest ever score in the System.

*We were also recognized in 4th place as the best company to work for in the country in the category “Financial Institutions - Credit Unions” by GPTW.*

*The ranking is published annually and awards the best companies to work for at a national, regional, sectorial and thematic level.*

This important award is held in 53 countries, with the objective of measuring whether the work environments of the participating companies are excellent places to work professionally. The search for this recognition, besides consolidating our cultural practices and stimulating our constant evolution, adds value to our brand and makes us relevant for attracting new talents capable of boosting our business strategy.

# Social Investment

Given our cooperative nature, we believe that, to be relevant, we need to generate value for the communities where we operate, rather than just financial results. To this end, we have developed our social investment strategy, which proposes local development initiatives aligned with our purpose and the cooperativism principles. **GRI 3-3**

To measure the impact of our initiatives, we created the Social Investment Sicredi (ISS) indicator, which calculates the total value of resources invested in social, environmental, cultural and educational activities in the Sicredi System.

*In 2022 we invested R\$ 301.27 million in actions through FATES, the Fundo Social, donations, incentive laws and sponsorships.* **GRI 3-3**

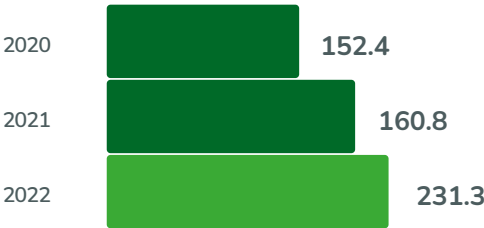
## FATES

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 and the community in their area of action. The credit unions earmark at least 5% of their financial results for FATES.

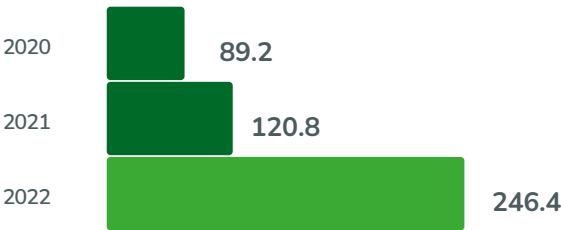
*In 2022, R\$231.3 million were allocated to FATES, while R\$246.4 million were used by the credit unions\*.* **Sicredi DL06**

\*The amount used by FATES is higher than what was intended, since the balance from previous years was used.

Amount allocated to FATES (R\$ million)



Amount used from FATES (R\$ million)



# Contribute to community development

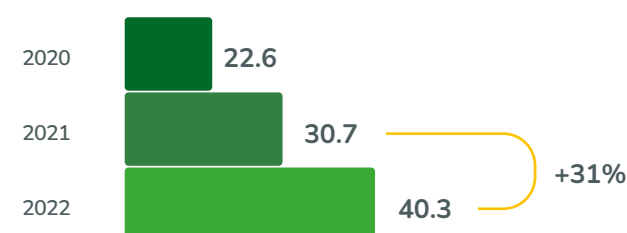
## Fundo Social

The Fundo Social is a program whereby the credit unions earmark a percentage of the previous year's results to support local social projects of collective interest. The supported actions can encompass practices focused on education, culture, sports, health, environment, safety, and social inclusion. **GRI 3-3**

By doing so, we materialize our interest in the community and are able to make a difference by supporting actions that generate long-term results, with measurable outcomes and benefits.

### Amount invested by the Fundo Social

(R\$ million) **Sicredi DL05**



The Sicredi na Comunidade platform features a Fundo Social tool. It allows you to register social projects of collective interest that may be supported by Sicredi and that contribute to the development of the communities where we operate.

In 2022, R\$ 40.3 million were invested in 5,171 social projects of collective interest through the Fundo Social, which impacted 5,450,416 people. **Sicredi DL05**



LEARN MORE AT:  
<https://www.sicredi.com.br/nacomunidade/fundosocial>



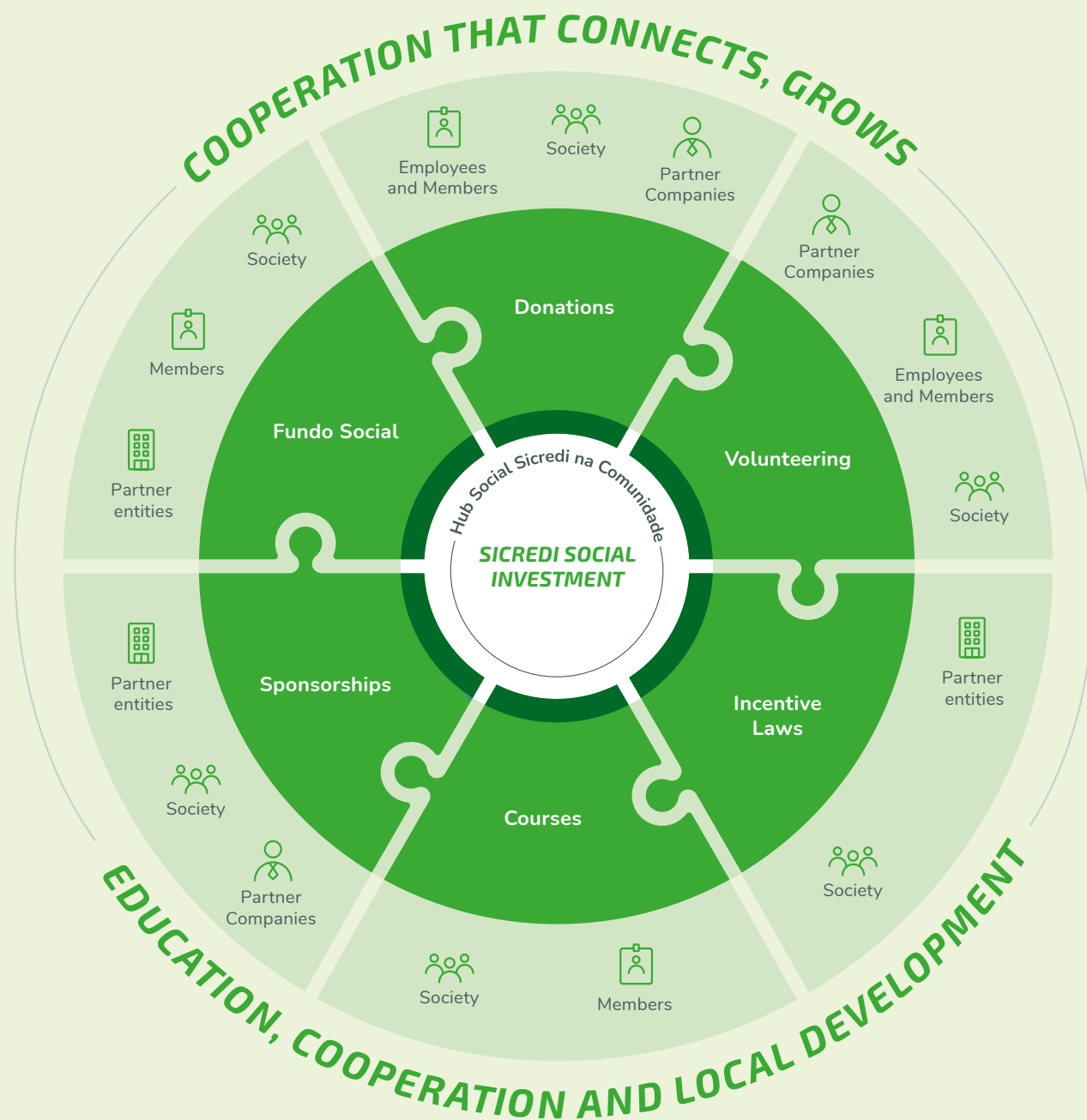
## Sicredi na Comunidade

Positive impact on communities is a natural consequence of our business model. This is why we have made the Sicredi na Comunidade platform, originally conceived at Sicredi Cooperative Central - Central North, our social investment hub. **GRI 3-3**

It is a digital platform that uses technology to connect those interested in allocating resources with positive social impact actions. In other words, it connects those in need with those who want to cooperate. Thus, we create an interactive ecosystem that highlights the power of cooperation and proves that, together, we can make a better world.

The hub seeks to keep the essence of cooperativism alive and is connected to our purpose of "Make a prosperous society together". Therefore, its initiatives take into account local needs and generate bonds of trust, which strengthen the community, the members and, consequently, our business. **GRI 413-1**

By the end of 2022, we had implemented in the platform the Fundo Social, Sponsorships and Courses (EAD) initiatives. The next initiatives to be added will be Volunteering, Donations and Incentive Laws. **GRI 413-1**



FOR MORE INFORMATION, PLEASE VISIT:  
<https://www.sicredi.com.br/nacomunidade>

## Social Sponsorships

Sponsorships are part of our strategy and the cooperative business model, directing our gaze toward actions that make a difference for people and communities. In this sense, all the projects and actions we support aim, besides brand exposure and increased visibility, to have a positive impact in the regions where we operate. Therefore, we support actions and projects that help make society more prosperous. Because of this, the sponsorships we conduct are based on three main objectives: Relationship, Brand Exposure and Corporate Citizenship. The choice of the projects we support is made based on the following pillars: education, local development and cooperation.

To facilitate community access, organize requests and bring transparency to the process, within Sicredi na Comunidade we have a sponsorship request tool, which can be national, local or regional. The tool also provides autonomy and independence for the credit unions, allowing each one to evaluate local needs and strategies.

We can categorize our sponsorships under the following themes:



LEARN MORE AT:  
<https://www.sicredi.com.br/nacomunidade/patrocinio>

- Corporate citizenship: sponsorships considered as social investment, which include cooperation, education or local development strategies. These are our priority causes defined according to our brand strategy and positioning;
- Brand exposure: supporting projects that generate gains for our image, such as, for example, sports sponsorships;
- Relationship: these are those actions in which there is no brand presence, but rather financial support. They can also be understood as donations, since we do not have brand visibility linked to the act.



## Donations Platform

In December 2022, we launched the Donations Platform, in a pilot phase, exclusively for CAS employees and in March 2023, it will be launched for the entire System. With it, we want to connect the whole community, stimulating and promoting donations.

Our goal is to provide access to the A União Faz a Vida, Cooperativas Escolares and Jornada da Educação Financeira nas Escolas programs in schools all over Brazil.

Donating through this platform is investing in children and adolescents, to build the future we dream of for our country.

With the fundraising, we will promote people's cooperation and encourage the cooperative spirit and solidarity, while together building a more prosperous society through social transformation.

In the second half of 2023, we will make new features available on the platform. At this time, partner organizations will have an opportunity to publicize their campaigns and raise funds for their projects.



LEARN MORE AT:  
<http://sicredi.com.br/nacomunidade/doacoes>

## Incentive Laws

Through the tax incentive laws, we allocate part of the income tax due for social and cultural projects, duly approved, and that contribute to a better society.

With the allocation of resources, we can make a difference and support local projects that transform lives, whether through sports, art, health or social assistance.

Therefore, we generate value for society through the following laws:

- **Culture Incentive Law;**
- **Sports Incentive Law;**
- **Municipal Fund for the Elderly.**

In 2022, we allocated a total of R\$ 5 million through the Federal Tax Incentive Laws. This amount represents the impact we generated in over 42 cities, spread over 10 states, benefiting 49 projects and funds. Sicredi DL07



### #JUNTOS

For 11 years now, the Sicredi Foundation has been a proponent of projects via the Culture Incentive Law, promoting theatrical plays in cities where we operate in order to bring culture, information and entertainment to different communities. In a playful way, the play #JUNTOS raises awareness and informs young people about financial education, cooperation, human relations and technology.



**81 presentations**



**81 cities** in 13 states



**Over 21 thousand** young people impacted



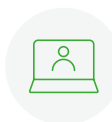
## Courses

With the courses available on the Sicredi na Comunidade platform, we endeavor to empower people through knowledge, thereby generating prosperity. By integrating the Learning Ecosystem, the platform offers a variety of courses for members and non-members, with the aim of fostering the personal and professional development of all, with a focus on community development.

*Besides the interest for the community, the course platform is related to the 5th cooperativism principle: education, training, and information. Learn about the platform's unique features:*



**Free courses:**  
*our courses are free for members and the community because we believe in collective development.*



**Digital environment:**  
*classes in virtual environments so you can learn whenever and wherever you want, your way.*



**Learning Protagonism:**  
*contents are relevant so that each person can learn when and where they want from different themes.*

The courses are divided into five main areas that reinforce our purpose, available in digital or hybrid formats. Learn about the thematic proposals:

**Education for social transformation:**  
Strengthening education in the communities where we are present.

**Financial education for a sustainable life:**  
Contributing to build healthy habits regarding finances.

**Cooperativism in practice:**  
Diving into the essence of cooperativism and knowledge of this movement.

**For you and your business:**  
Contains training courses for personal and professional development.

**For a better world:**  
Themes on sustainability, sustainable development goals, and positive impact.



**LEARN MORE AT:**  
<https://www.sicredi.com.br/nacomunidade/cursos>



# Volunteering

The Volunteer Movement is a free membership initiative that aims to promote volunteer service in a systematic and effective way, involving employees and members in civic action. Its goal is to stimulate these stakeholders so that, motivated by an ethic of solidarity, they dedicate their work and their talent to causes of social and community interest, contributing to the SDGs and to the cooperativism principles. GRI 3-3

We see volunteering as a powerful means of engaging people in addressing social challenges and seeking a more just and responsible society. It benefits both society in general and the volunteer in particular, strengthening trust, solidarity and reciprocity among citizens, and creating opportunities for participation. GRI 3-3

## Cooperate Day (Dia C)

The Cooperate Day, also known as C-Day, is a national initiative for volunteerism, organized by the Organization of Brazilian Cooperatives (OCB) that takes place annually, in celebration of the International Cooperative Day. The initiative expresses the power of the cooperative movement for social transformation, mobilizing thousands of participants in volunteer actions all over Brazil.

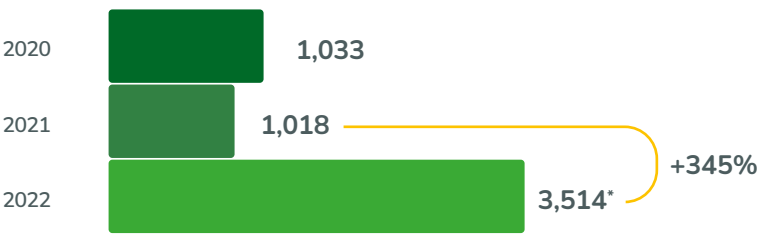
In 2022, we developed for the volunteer movement, the tool for registering training in events. Through it, the credit unions were able to register actions, as well as manage the volunteer movement and organize the management of events.

The initiative engaged employees from all of our credit unions and had a positive impact on the lives of those who had contact with volunteering in an active way, participating in actions that transformed realities.



During the year we organized 3,514 actions that impacted 537,325 people and involved 50,754 volunteers. Sicredi DL08

Number of activities carried out on Cooperate Day (dia C) Sicredi DL08



\*In 2022, all volunteer actions that took place through the Sicredi Foundation's Programs and Initiatives were counted for C Day.



# Education programs

## A União Faz a Vida Program

For over 27 years, we have been developing the A União Faz a Vida Program, which aims to contribute to schools in the challenge of innovating education models and strengthening the principles and values of cooperation and citizenship among children and adolescents, by means of a proprietary methodology, valuing the knowledge obtained outside and inside the school.

This methodology, which can be developed in Kindergarten, Elementary and High School, makes the students the main players in the learning process by developing projects that help to explore knowledge beyond the school contents, what we call globalized knowledge.

Over the last 27 years, the A União faz a Vida Program has generated positive impacts in the communities:

- Over 4.2 million children and Adolescents impacted;
- Over 200 thousand teachers engaged;
- Over 3.9 thousand schools;
- Over 650 cities in 15 Brazilian states.

In 2022, based on the results of the Program's Impact Measurement<sup>3</sup> and internal and external research on the education scenario in Brazil, we structured the action plan for the next three-year period. This planning aims to strengthen the A União Faz a Vida Program, maintaining its innovative outlook and alignment with the principles of Cooperation and Citizenship. Currently 69 credit unions develop the A União Faz A Vida Program, representing 66% of the system. **GRI 413-1**

### Positive impact of the A União Faz a Vida Program in 2022

GRI 3-3 | Sicredi DL03

**42,738**  
participating teachers

**507,074**  
participating children and adolescents

**576** cities

**2,945** schools

**11,995** projects

<sup>3</sup> <https://auniaofazavida.com.br/impacto/estudo/>

## Development and Qualifications of the A União Faz a Vida Program

Over the course of the year, the Sicredi Foundation, in conjunction with the cooperative centrals, offered training for Educational and Cooperative Development Advisors, with the objective of qualifying new professionals for local activities. In addition, ongoing training sessions were held to bring all advisors together to study and discuss current issues in education and the program, making it possible to maintain the quality of advice and training for teachers and school managers in partner cities.

*In total, there were more than 450 training hours in 2022.*

With the expansion of the Program in mind, by the year 2022, 210 professionals were qualified by the Sicredi Foundation to work locally with the Program, both as pedagogical advisors and in the cooperative development area.

Besides the initial training process, we also promote training focused on early childhood education, to broaden the viewpoints in relation to childhood and project pedagogy, as well as training focused on school and educational management, aiming to support the construction of a participatory management.

The Sicredi Foundation also strives to maintain the quality of its training through publications that provide theoretical subsidies, based on practices, for the work of educational advisors. This year, we delivered a book on educational practices, covering topics relating to the current education challenges and issues related to the Program to support the educational practices of pedagogical advisors, teachers and school managers.



# Cooperativas Escolares Program

The Cooperativas Escolares Program combines our belief in the transformative power of education and cooperativism to make a more prosperous society. Through it, we expand the learning opportunities for teenagers and young people, developing social and cultural activities that promote cooperativism values and principles. **GRI 3-3**

In the Program, students are challenged to create and develop a School Cooperative for educational purposes and, in the process, have the opportunity to experience cooperativism principles and values, aiming to contribute to a more human and solidary world. **GRI 3-3**

The initiative encourages the development of dimensions such as:

- Leadership
- Entrepreneurship
- Financial education
- Social inclusion

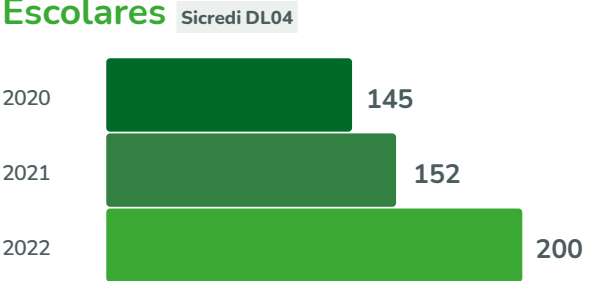
Participation is by free and voluntary adherence of students enrolled in the final years of Elementary and Secondary Education, under the guidance of a teacher from the partner educational institution.

The Program's methodology is based on great educators' thinking, who view experience as the central element of learning. Therefore, gamification is the methodological approach by which the Program is structured, through the Cooperlândia game.

The game is a cooperative learning track, in which, at each mission, the group chooses the path to follow to create and develop a School Cooperative, focusing on competencies such as knowledge, creativity, citizenship, and leadership.

In 2022, we operated in 207 educational institutions in 119 cities, impacting 6,570,000 students. **GRI 3-3**

## Number of Cooperativas Escolares



This year saw the first in-person training classes for the Cooperativas Escolares Program since it was implemented in a systemic format. This training project involved around 100

educational and cooperative development advisors from the Sicredi Cooperative Centrals in PR/SP/RJ, Central North and South/Southeast, with a total of 24 hours of activities per class:



### Understanding the inclusion of the Cooperativas Escolares Program in the System

as one of the social responsibility initiatives aimed at the development of cooperativism values and principles;



### Experience the methodology of the Cooperativas Escolares Program

for its implementation in partnership with Brazilian educational institutions;



### Relate the methodology of the Cooperativas Escolares Program

with the context of education in Brazil to ensure its contribution to the full development of students;



### Mobilize active pedagogical practices

in order to broaden the repertoire of pedagogical advisors to implement the Cooperativas Escolares Program in school communities.





## Livecast for education

Our education programs are committed to contributing to the experience of cooperation and citizenship principles, promoting the leading role of children, adolescents, and young people. By doing so, we unite the community around a common goal and create a wide network of connections. Within this context, teachers, besides being essential for the whole of Brazilian education, are our great supporters in carrying out the programs. **GRI 3-3**

That's why we are holding the first live cast of our education programs on October 5<sup>th</sup>, 2022, on the International Teachers' Day. The event, which had over 8,700 views and paid tribute

to the education professionals who work with our programs, who are committed to developing values such as dialogue, justice, solidarity, cooperativism, citizenship, financial education, entrepreneurship, and respect for diversity.

Our livecast was entitled "Cooperative Education: Challenges and the Importance of the Teacher", and proposed a dialogue with teacher António Nóvoa, internationally recognized as a great thinker of current education, approaching the historic organization and current aspects of the school model.

**GRI 3-3**


### Future Mobilizers

An initiative promoted by Sicredi Evolução, Sicredi Cooperative Central North/Northeast, and the Centro de Formação Educativo Comunitário (CEFEC). Currently 245 children and adolescents between 05 and 13 years of age participate in activities through the After-School Learning Program. The activities offered are: human training, gamification, dance, arts, directed recreation, music, sports, life project, audiovisual activities, and storytelling. The Professional Qualification Program serves teenagers and young people, aged 14 to 23, with courses in hair cutting and brushing.



05

# *Attachments*

# Indicator attachment

## RATIO BETWEEN THE LOWEST WAGE AND THE LOCAL MINIMUM WAGE, BY GENDER GRI 202-1

2022	LOWEST WAGE MALE	LOWEST WAGE FEMALE	LOWEST WAGE	MALE	FEMALE
Central South/ Southeast	1,303.05	1,840.92	1,212.00	108%	152%
Central PR/SP/RJ	1,551.72	1,551.72	1,212.00	128%	128%
Central North	1,636.47	1,636.47	1,212.00	135%	135%
Central Brazil	2,121.43	2,121.43	1,212.00	175%	175%
Central Northeast	1,660.32	1,559.46	1,212.00	137%	129%
CAS	1,849.12	1,980.83	1,212.00	153%	163%

## EMPLOYEE TURNOVER, BY GENDER GRI 401-1

2022	NUMBER OF NEW EMPLOYEES HIRED	NEW HIRES RATE	TOTAL NUMBER OF TERMINATED EMPLOYEES	TURNOVER RATE
Male	7,087	43.2%	3,484	32.2%
FEMALE	5,153	21.5%	4,387	19.9%
<b>TOTAL</b>	<b>12,240</b>	<b>30.3%</b>	<b>7,871</b>	<b>24.9%</b>

## EMPLOYEE TURNOVER BY GENDER BY AGE GROUP GRI 401-1

2022	NUMBER OF NEW EMPLOYEES HIRED	NEW HIRES RATE	TOTAL NUMBER OF TERMINATED EMPLOYEES	TURNOVER RATE
Under 30 years old	7,545	46.5%	4,063	35.7%
Between 30 and 50 years old	4,452	20.3%	3,438	18.0%
Over 50 years old	243	11.1%	370	14.0%

## EMPLOYEE TURNOVER BY REGION GRI 401-1

2022	NUMBER OF NEW EMPLOYEES HIRED	NEW HIRES RATE	TOTAL NUMBER OF TERMINATED EMPLOYEES	TURNOVER RATE
Central South/ Southeast	3,598	25.9%	2,181	20.8%
Central PR/SP/RJ	3,554	29.0%	2,369	24.1%
Central North	2,287	40.5%	1,247	31.3%
Central Brazil	1,203	37.1%	877	32.1%
Central Northeast	539	27.3%	701	31.5%
CAS	1,059	31.7%	496	23.3%

## GÊNERO DOS COLABORADORES POR NÍVEL FUNCIONAL GRI 405-1

2022	TOTAL (QUANTITY)	MALE (QUANTITY)	PERCENTAGE	FEMALE (QUANTITY)	PERCENTAGE
Elected	1,745	1,431	82%	314	18%
Top leadership	266	234	88%	32	12%
Middle leadership	5,109	2,771	54%	2,338	46%
Professionals	30,204	11,558	38%	18,646	62%
Technical	956	357	37%	599	63%
Interns	1,250	422	35.3%	828	64.7%
Young Apprentice	834	304	36.4%	530	63.5%
<b>TOTAL</b>	<b>40,364</b>	<b>17,077</b>	<b>42.3%</b>	<b>23,287</b>	<b>57.7%</b>

EMPLOYEE AGE GROUP BY POSITION LEVEL GRI 405-1

2022	TOTAL (QUANTITY)	BELOW 30 YEARS OLD (QUANTITY)	PERCEN- TAGE	FROM 30 TO 50 (QUAN- TITY)	PERCEN- TAGE	OVER 50 YEARS OLD 50 (QUAN- TITY)	PERCEN- TAGE
Elected	1,745	21	1%	577	33%	1,147	66%
Top leadership	266	–	0%	172	65%	94	35%
Middle leadership	5,109	499	10%	4,239	83%	371	7%
Professionals	30,204	13,380	44%	16,283	54%	541	2%
Technical	956	323	34%	598	63%	35	4%
Interns	1,250	1,178	94%	72	6%	–	0%
Young Apprentice	834	834	100%	–	0%	–	0%
TOTAL	40,364	16,235	40%	21,941	54%	2,188	5%


BLACK EMPLOYEES BY POSITION LEVEL GRI 405-1

2022	TOTAL (QUANTITY)	PERCENTAGE
Elected	52	0.1%
Top leadership	11	0.2%
Middle leadership	377	0.9%
Professionals	4,391	10.9%
Technical	129	0.3%
Interns	399	1.0%
Young Apprentice	233	0.6%
TOTAL	5,592	13.85%

PEOPLE WITH DISABILITIES BY POSITION LEVEL GRI 405-1

2022	TOTAL (QUANTITY)	PERCENTAGE
Elected	0	0
Top leadership	0	0
Middle leadership	67	0.2%
Professionals	1,015	2.5%
Technical	13	0.03%
Interns	2	0.004%
Young Apprentice	3	0.007%
TOTAL	1,100	2.72%

# GRI Content Index

 <div>2023</div>	Declaration of use:	Sicredi - SisTheme de Crédito Cooperativo, reported in accordance with the GRI Standards for the period January 1, 2022 to December 31, 2022.
	GRI used:	GRI 1 Fundamentals 2021.

For Content Index - Essentials Service, GRI Services reviewed whether the GRI Standards Content Index is clearly presented and whether the references for Content 2-1 through 2-5, 3-1 and 3-2 are aligned with the corresponding sections in the Report content.

The service was performed on the Portuguese version of the Report.

Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle
GRI 2 – GENERAL CONTENT 2021			
GENERAL CONTENT			
GRI 2: General content – 2021	2-1	Organizational details	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 SisTheme 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).



Standard	Disclosures		Reference/direct answer	Connection with Global Compact Principle		
GRI 2: General content – 2021	2-2	Entities included in the organization’s sustainability reporting	Sicredi’s Combined Financial Statements comprise the following entities: Sicredi Cooperative Bank S.A., 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.	-		
	2-3	Reporting period, frequency and contact point	The publication of the sustainability report occurs on an annual basis. The period between January 1 and December 31, 2022. Contact point: gabriella_dornelles@sicredi.com.br	-		
GRI 2: General content – 2021	2-4	Restatements of information	Inclusion of SASB indicators, aiming for greater transparency with stakeholders and market standardization.	-		
	2-5	External assurance	Page 103	-		
	2-6	Activities, value chain and other business relationships	SUPPLIERS BY REGION		-	
			REGION	TOTAL		PERCENTAGE
			South	58,314		53.12%
			Southeast	21,807		19.86%
			Midwest	18,522		16.87%
			Northeast	5,648		5.14%
			North	5,454		4.97%
	International	43	0.04%			
2-7	Employees	Quantitative Indicator	-			
2-8	Workers who are not employees	We have 107 outsourced employees. Data relating to outsourced employees at the Sicredi Administrative Center - CAS	-			
2-9	Governance structure and composition	Page 30, 34 and 35	-			
2-10	Nomination and selection of the highest governance body	Page 34	-			
2-11	Chair of the highest governance body	Pages 34 and 35	-			
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 34 and 36	-			

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
GRI 2: General content – 2021	2-13	Delegation of responsibility for managing impacts	Page 43	-
	2-14	Role of the highest governance body in sustainability reporting	Page 8	-
	2-15	Conflicts of interest	Page 64	10
	2-16	Communication of critical concerns	Communications of critical concerns at the systemic level are communicated through supporting Committees that report to the Board of Directors. Discussion in these specialized advisory committees provide assessment of the broader technical aspects of the risks, reporting or indicating to the Board specific actions when applicable. Critical concerns include cases of deviation from the risk levels established in the Risk Appetite Statement (RAS) that require action plans to be put in place. In addition, qualitative aspects of strategic risks, evaluation of the whistle blowing channel, conduct and relationship with members are reported. 20 cases were reported in 2022.	-
	2-17	Collective knowledge of the highest governance body	Page 34	-
GRI 2: General content – 2021	2-18	Evaluation of the performance of the highest governance body	The Board chose not to conduct the evaluation for 2022.	-
	2-19	Remuneration policies	Page 38	-
	2-20	Process to determine remuneration	Page 38	-

Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle																																							
GRI 2: General content – 2021	2-21	Annual total compensation ratio	<p>The calculation included the contractual salary, bonuses, private pension benefits, life insurance, employee meal program, dental care, health care, and day care center, and also included the earning potential of short and long-term variable compensation, according to the compensation elements available for each position. For this calculation, Interns, young apprentices, and inactive employees who are retired due to disability were not considered. In all, there are 27 inactive employees accounted for on 12/31/2022, who, despite being inactive, remain in the database, because their position is guaranteed in case of disability recovery and they can continue receiving the employment benefits.</p> <table> <tr> <th>ENTITY</th> <th>PROPORTION</th> </tr> <tr> <td>C. SOUTH</td> <td>6,46</td> </tr> <tr> <td>C. PR</td> <td>2,85</td> </tr> <tr> <td>C. CN</td> <td>6,33</td> </tr> <tr> <td>C. BRC</td> <td>6,82</td> </tr> <tr> <td>C. NNE</td> <td>6,71</td> </tr> <tr> <td>CAS</td> <td>6,78</td> </tr> </table> <table> <tr> <th colspan="3">PROPORTION BETWEEN PERCENTAGE INCREASE</th> </tr> <tr> <th>ENTITIES</th> <th>HIGHEST WAGE</th> <th>AVERAGE</th> </tr> <tr> <td>C. SOUTH</td> <td>8.91%</td> <td>-8.78%</td> </tr> <tr> <td>C. PR</td> <td>9.57%</td> <td>-14.90%</td> </tr> <tr> <td>C. CN</td> <td>14.82%</td> <td>-9.90%</td> </tr> <tr> <td>C. BRC</td> <td>16.26%</td> <td>-7.46%</td> </tr> <tr> <td>C. NNE</td> <td>8.48%</td> <td>0.10%</td> </tr> <tr> <td>CAS</td> <td>-20.01%</td> <td>-2.68%</td> </tr> </table>	ENTITY	PROPORTION	C. SOUTH	6,46	C. PR	2,85	C. CN	6,33	C. BRC	6,82	C. NNE	6,71	CAS	6,78	PROPORTION BETWEEN PERCENTAGE INCREASE			ENTITIES	HIGHEST WAGE	AVERAGE	C. SOUTH	8.91%	-8.78%	C. PR	9.57%	-14.90%	C. CN	14.82%	-9.90%	C. BRC	16.26%	-7.46%	C. NNE	8.48%	0.10%	CAS	-20.01%	-2.68%	-
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2-22	Statement on sustainable development strategy	Page 4	-																																							
2-23	Policy commitments	Pages 42, 64, 65, 66, 67 and 126	-																																							

Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle
GRI 2: General content – 2021	2-24	Embedding policy commitments	Pages 32, 66 and 67
	2-25	Processes to remediate negative impacts	Pages 68 and 69
	2-26	Mechanisms for seeking advice and raising concerns	Page 68
	2-27	Compliance with laws and regulations	During 2022, there were 9 ongoing lawsuits in which fines were incurred and in previous years there were 10 lawsuits, totaling R\$1,415,648.19 in fines.
	2-28	Membership associations	We actively participate in Febraban, where we are part of the Social Responsibility and Sustainability Commission and its Working Groups. We also participate in Associação Brasileira das Administradoras de Consórcios (ABAC), Associação Brasileira do Agronegócio (ABAG), Associação Brasileira das Entidades de Crédito Imobiliário e Poupança (ABECIP), Associação Brasileira de Bancos (ABBC), Associação Brasileira das Entidades dos Mercados Financeiro e de Capitais (ANBIMA), Associação Brasileira das Empresas de Cartões de Crédito e Serviço (ABECS), Organização das Cooperativas Brasileiras (OBC) and Comissão de Valores Mobiliário (CVM).
	2-29	Approach to stakeholder engagement	Page 39
	2-30	Collective bargaining agreements	89.90% of the employees are covered by a convention or collective bargaining agreement. We consider employees and retirees.
	2-31	Process to determine material topics	Page 46
GRI 3: Material Themes – 2021	3-2	List of material topics	Pages 46, 47, 48, 49 and 50
	3-3	Management of material topics	Pages 60, 61, 76, 77, 78, 79, 80, 81, 82, 83, 86, 94, 97, 98, 104, 124, 126, 132, 133, 137, 142, 144, 146, 147, 148, 151, 155, 161, 162, 163, 170, 172, 174, 176.

Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle
<b>FOCAL THEME: TO DISSEMINATE COOPERATIVISM AND SUSTAINABILITY.</b>			
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50
	3-3	Management of material topics	Pages 76, 77, 78 and 79
Company disclosures Company disclosures	Sicredi-RC06	Total number and percentage of Crescer graduates	Page 77
	Sicredi-RC07	Number of people in the Audit and Administrative Board trained at Crescer	Page 77
	Sicredi-RC08	Total and hours of employees trained in cooperative themes, broken down by program, and length of service	The 13% increase in training hours on cooperativism themes is due to the increase in the number of employees. Consequently, we have more employees taking courses in cooperativism.
	Sicredi-RC10	Total and hours of employees trained in sustainability themes	There was a variation of -15% in the number of employees who have taken courses in Sustainability, but an increase of 61% in the number of hours of training in this theme. We evaluated the 2021 history and found that we jumped from 10 courses available in sustainability to 40 courses in 2022. This shows a greater content offer, which results in a significant increase in hours, but a reduction in relation to the number of employees who took the courses. This is due to two reasons: an increase in the number of employees hired throughout the year who have the option to take or not the training courses because the content is freely accessible and of individual interest.

Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle
<b>MATERIAL TOPIC: TO PROMOTE INCLUSION AND DIVERSITY</b>			
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50
	3-3	Management of material topics	Pages 80, 81, 82 and 83
GRI 2: General content – 2021	2-10	Nomination and selection of the highest governance body	Page 34
GRI 202: Market Presence – 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	For this indicator only employees with an 8h workload per day were considered, since we equalized it according to the legislation where the minimum wage is set by the full 8h workload per day. For this indicator, inactive employees who are retired due to disability were not considered. In all, there are 27 inactive employees accounted for on 12/31/2022, 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 calculation of the average compensation of all employees. Also Interns, Youth and Elected were not considered.
GRI 401: Employment – 2016	401-1	Total number and rate of new hires and employee turnover	Pages 154, 180 and 181
	401-3	Licença maternidade/ paternidade	Page 86
GRI 405: Diversity and Equal Opportunity – 2016	405-1	Diversity of governance bodies and employees	Pages 181 and 182
	405-2	Ratio of basic salary and remuneration of women to men	Page 86
GRI 406: Non-discrimination – 2016	406-1	Incidents of discrimination and corrective actions taken	In 2022, we received a case through the whistleblowing channel that was classified in the category “Prejudice and/or discrimination” that was implemented a remediation plan, with the results analyzed later on from internal processes.

Standard	Disclosures		Reference/direct answer	Connection with Global Compact Principle
Company disclosures	Sicredi-RC01	Campaigns, events and actions carried out to promote diversity, broken down by region and people reached	Page 81	6
	Sicredi-RC02	Diversity in membership, with percentages by gender, age group, race and PwD by cooperative center and segment raça e PCD	Page 60	-
Company disclosures	Sicredi-RC17	Number of women participating in the Comitê Mulher	Page 82	6
	Sicredi-RC18	% of cooperatives with a Comitê Mulher	38%	6
	Sicredi-RC19	Number of young people participating in the Youth	Page 83	6
	Sicredi-RC20	% of cooperatives with a Comitê Jovem	23%	6
MATERIAL TOPIC: TO PROMOTE INCLUSION AND DIVERSITY				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	-
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	-
	3-3	Management of material topics	Pages 60, 61, 76, 77, 78 and 79	-
GRI 2: General content – 2021	2-9	Governance structure and composition	Page 36	
	2-10	Nomination and selection of the highest governance body	Page 34	-

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
GRI 2: General content – 2021	2-11	Chair of the highest governance body	Pages 34 and 35	-
	2-12	Role of the highest governance body in overseeing the management of impacts	Pages 34 and 36	
	2-13	Delegation of responsibility for managing impacts	Page 43	-
	2-14	Role of the highest governance body in sustainability reporting	Page 8	-
	2-15	Conflicts of interest	Page 64	-
	2-17	Collective knowledge of the highest governance body	Page 34	-
	2-18	Evaluation of the performance of the highest governance body	The Board chose not to conduct the evaluation for 2022.	-
	2-19	Compensation policies	Page 38	-
GRI 2: General content – 2021	2-20	Process to determine remuneration	Page 38	-
	2-21	Annual total compensation ratio	Page 186	
	2-26	Mechanisms for seeking advice and raising concerns	Page 68	-
GRI 205: Anticorruption – 2016	205-1	Total number and percentage of operations assessed for risks related to corruption	Page 64	10
	205-2	Communication and training about anti-corruption policies and procedures	Pages 66 and 67	10
	205-3	Confirmed incidents of corruption and actions taken	During 2022, there were no records related to corruption.	10
GRI 206: Anti-competitive Behavior– 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices and main outcomes	In 2022, there were no lawsuits for anti-competitive behavior, trust practices or monopoly.	–
GRI 417: Marketing and Labeling – 2016	417-3	Incidents of non-compliance concerning marketing communications	We had no incidents of non-compliance in communication campaigns, promotional regulations, and sports sponsorships in 2022.	–



Standard	Disclosures	Reference/direct answer	Connection with Global Compact Principle	
GRI 418: Customer Privacy – 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The cases we recorded are complaints made through our service channels related to violations of privacy or loss of customer data. We registered 19 cases of fraud and scams involving data from people with no link to Sicredi to open an account and one case of a member involving their data.	–
Company disclosures	Sicredi-RC11	Percentage of participants in assemblies, by member and non-member, age group, gender and central	Page 62	–
	Sicredi-RC12	Projects/channels to broaden transparency of the system for the stakeholders	Page 63	–
	Sicredi-RC13	Actions taken to ensure privacy and safety of all data of the members	Page 72	–
	Sicredi-RC16	Number of nucleus coordinators, by age group, gender and cooperative central	Page 63	–
MATERIAL TOPIC: PROMOTE FINANCIAL EDUCATION				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	–
	3-3	Management of material topics	Pages 90 and 94	–
Sector Specific Content: Financial Services	FS16	Initiatives to improve the financial education per type of beneficiary	Pages 91, 92, 93, 94 and 95	–
Company disclosures	Sicredi-SR01	Number of Financial Education actions carried out and number of people impacted, broken down by employee, member, and community	Page 90	–
MATERIAL TOPIC: TO OFFER FINANCIAL AND NON-FINANCIAL SOLUTIONS WITH POSITIVE ECONOMIC, SOCIAL, AND ENVIRONMENTAL IMPACT				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	9
	3-3	Management of material topics	Pages 101, 102, 108 and 109	–

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
Sector Specific Content: Financial Services	FS6	Portfolio percentage by business line, specific region, size and sector	Page 104	–
	FS7	Monetary value of products and services created to provide a specific social benefit for each business line, divided by purpose	Pages 119 and 120	9
	FS8	Monetary value of products and services created to provide a specific environmental benefit for each business line, divided by purpose	Pages 119 and 120	9
	FS14	Initiatives to improve the access to financial services for disadvantaged people	Pages 99 and 100	1
	FS15	Policies for a fair development and sale of financial products and services	Page 97	–
FOCAL THEME: TO ENSURE INTEGRATED RISK MANAGEMENT				
GRI 2: General content – 2021	2-12	Role of the highest governance body in overseeing the management of impacts	Pages 34 and 36	–
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
GRI 3: Material Themes – 2021	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	7
	3-3	Management of material topics	Pages 128, 130, 131 and 134	–
GRI 201: Economic Performance – 2016	201-2	Financial implications and other risks and opportunities due to climate change	Page 131	7

Standard	Disclosures		Reference/direct answer	Connection with Global Compact Principle
Sector Specific Content: Financial Services Sector Specific Content: Financial Services	FS1	Policies in specific socio-environmental components applied to business lines	Page 126	7
	FS2	Procedures for evaluation and screening of socio-environmental risks on business lines	Pages 128 and 129	4, 5 and 7
	FS3	Processes for monitoring the client's implementation of compliance with environmental and social requirements included in contracts or transactions	Page 127	7
	FS4	Processes to improve staff skills in the implementation of environmental and social policies and procedures applied on the business lines	Page 130	7
	FS5	Interactions with customers/ subsidiaries/ business partners regarding risks and socio-environmental opportunities	Page 127	7
	FS9	Scope and frequency of audits to evaluate the implementation of social and environmental policies and risk evaluation procedures	Page 130	4, 5 and 7
	FS10	Percentage and number of companies in the institution's portfolio with which the organization interacted on environmental or social issues	Page 128	7
FOCAL THEME: PROMOTE ECO-EFFICIENT MANAGEMENT				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	7, 8 and 9
	3-3	Management of material topics	Pages 133 and 137	–

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
GRI 305: Emissions – 2016	305-1	Direct (Scope 1) GHG emissions	Page 137	7 and 8
	305-2	Energy indirect (Scope 2) GHG emissions	Page 137	7 and 8
	305-3	Other indirect (Scope 3) GHG emissions	Page 137	7 and 8
	305-4	GHG emissions intensity	Page 137	7 and 8
Company disclosures	Sicredi-SR03	Percentage of emissions neutralized in the system	Page 54	8
	Sicredi-SR06	Total emissions per employee (tCO <sub>2</sub> e/employee)	Page 54	8
MATERIAL TOPIC: WORK WITH SUPPLIERS AND PARTNERS WITH RESPONSIBLE MANAGEMENT				
GRI 3: Themes Materials – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	1 and 8
	3-3	Management of material topics	Page 136, 148 and 149	–
GRI 308: Avaliação Ambiental de Fornecedores – 2016	308-1	New suppliers that were screened using environmental criteria	Page 132	8
	308-2	Negative environmental impacts in the supply chain and actions taken	Page 132	8
GRI 414: Avaliação Social de Fornecedores – 2016	414-1	New suppliers that were screened using environmental criteria	Page 132	2, 4 and 5
MATERIAL TOPIC: TO FOSTER THE LOCAL ECONOMY				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	1
GRI 3: Material Themes – 2021	3-3	Management of material topics	Page 146	–
GRI 2: General content – 2021	2-23	Policy commitments	Pages 42, 64, 65, 66, 67 and 126	–
GRI 201: Economic Performance - 2016	201-1	Direct economic value generated and distributed	Page 144	–

Standard	Disclosures		Reference/direct answer	Connection with Global Compact Principle
GRI 204: Procurement Practices – 2016	204-1	Proportion of spending on local suppliers	Page 145	–
GRI 202: Market Presence – 2016	202-2	Proportion of senior management hired from the local community	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), 72% 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	<p>Page 146</p> <p>We generate jobs and income directly to 38,000 employees and indirectly to more than 84,000 suppliers; We are the only financial institution in over 200 Brazilian cities, and most of our branches are in cities classified as needy, rural, growing countryside, and prosperous countryside; Through the Fundo Social, our credit unions set aside a percentage of their previous year's results to support initiatives promoted by private, non-profit, legally constituted entities.</p>	–
FOCAL THEME: FOSTERING FINANCIAL INCLUSION				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	
	3-3	Management of material topics	Page 146	
Sector Specific Content: Financial Services	FS13	Access points in sparsely populated or economically disadvantaged areas, by type	Page 147	–

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
Company disclosures	Sicredi-DL01	Number of municipalities in which Sicredi is the only institution financial	Page 147	–
	Sicredi-DL02	Amount and percentage of the result distributed to associates	Page 145	–
	Sicredi-DL09	Sicredi presence in needy cities	Page 27	–
	Sicredi-DL10	Number of inhabitants in the cities where we are the only institution	Page 27	–
Company disclosures	Sicredi-DL11	Percentage of cities where we are the only institution, with less than 10 thousand inhabitants:	Page 27	–
	Sicredi-DL12	Percentage of cities where we are present, with less than 100 thousand inhabitants	Page 27	
MATERIAL TOPIC: TO PROMOTE PEOPLE DEVELOPMENT				
GRI 2: General content – 2021	2-7	Employees	Page 150	–
	2-8	Workers who are not employees	We have 107 third-party employees.	–
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	1
	3-3	Management of material topics	Pages 151 and 155	–

Standard	Disclosures		Reference/direct answer	Connection with Global Compact Principle
GRI 404: Training and Education – 2016	404-1	Average hours of training per year per employee by gender, and by employee category	Page 155	6
	404-2	Transition assistance programs provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment	Pages 156, 157 and 158	–
	404-3	Percentage of employees receiving regular performance and career development reviews, by gender and employee category	Page 159	6
Company disclosures	Sicredi-RC09	Cooperativism evaluation in employee performance review	Page 151	6
	Sicredi-DL13	Amount (R\$) invested in employee training	There was a 73% variation compared to 2021 in investment in Training for employees. This is due to three reasons: return to in-person training after the pandemic, increase in the number of employees, and launch of the new learning positioning: Learning Ecosystem.	6
Company disclosures	Sicredi-DL14	Total number of employees trained	13% increase in the number of trained employees, due to the increase in the number of employees and in the investment amount.	6
	Sicredi-DL15	Average training hours per employee	Page 154	6
	Sicredi-DL16	Average training hours per employee by employee category, gender, ethnic/ racial profile	Page 155	6
	Sicredi-DL17	Number of courses made available for employee training	A 67% increase in the number of courses made available - this year we launched our new positioning: Learning Ecosystem, which fostered the system with new learning initiatives. One of the major changes was the reorganization of Sicredi Aprende by thematic axes. All of these changes drove an increase in new content.	6

Standard		Disclosures	Reference/direct answer	Connection with Global Compact Principle
FOCAL THEME: TO CONTRIBUTE TO COMMUNITY DEVELOPMENT				
GRI 3: Material Themes – 2021	3-1	Process to determine material topics	Page 46	–
	3-2	List of material topics	Pages 46, 47, 48, 49 and 50	1
	3-3	Management of material topics	Pages 161, 162, 163, 170, 172, 174 and 176	–
GRI 413: Local Communities – 2016	413-1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Pages 163 and 172	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 55	1
	Sicredi-DL04	Number of cities, educational institutions and students participating in School	Page 174	1
Company disclosures	Sicredi-DL05	Amount invested in community projects, number of projects and number of people impacted, broken down by source of resources (Fates, Fundo Social/philanthropic or own resources)	Page 162. In 2022, more credit unions implemented the Fundo Social initiative. In addition, the investment percentage of the 52 credit unions that have the Fundo Social varies each year, since it is calculated on the annual result of the credit union. If the result increases, consequently the amount invested increases.	1
	Sicredi-DL06	Volume sent to the Technical, Education and Social Assistance Fund (Fates) and the volume used by the Fund	There was a 43.9% growth in FATES destinations. The increase in the value of FATES is linked to the increase in Sicredi's results. The growth in the amounts invested was 104%, due to the removal of epidemiological restrictions, the activities funded by FATES were developed in a face-to-face manner, and the increase in inflation influenced the price of products and/or services.	1
	Sicredi-DL07	Amounts allocated by incentive laws	Page 166	–
	Sicredi-DL08	Number of volunteers, people benefited, actions performed, and cities reached by C day	Page 171	–



# SASB Indicators Index

CODE	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	REFERENCE / DIRECT ANSWER
COMMERCIAL BANKS				
SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS				
<b>FN-CB-230a.1</b>	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Quantative	Percentage %	No data breach incidents occurred in 2022.
<b>FN-CB-230a.2</b>	Description of approach to identifying and addressing data security risks	Discussion and Analysis	N/A	Pages 72 and 73
<b>FN-CB-240a.1</b>	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Quantative	Reporting currency	Page 142
<b>FN-CB-240a.2</b>	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	Quantative	Reporting currency	Page 149
<b>FN-CB-240a.4</b>	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Quantative	Number	Page 93
<b>FN-CB-410a.1</b>	Commercial and industrial credit exposure, by industry	Quantative	Reporting currency	Page 128 and 129
<b>FN-CB-410a.2</b>	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	Discussion and Analysis	N/A	Pages 127, 128 and 129
<b>FN-CB-510a.1</b>	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Quantative	Reporting currency	No monetary losses occurred as a result of lawsuits associated with fraud, insider trading, antitrust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations given in 2022.
<b>FN-CB-510a.2</b>	Description of whistleblower policies and procedures	Discussion and Analysis	N/A	Page 68
<b>FN-CB-550a.1</b>	Global Systemically Important Bank (G-SIB) score, by category	Discussion and Analysis	Basis points (bps)	The requirement to measure the indicators used for the G-SIB score is regulated by the Brazilian Central Bank (BACEN) through Resolution BCB 171/21. The provisions of the resolution apply only to S1 segment institutions that have Gross Total Exposure greater than two hundred billion euros, thus exempting all financial institutions linked to Sicredi from the calculation.

CODE	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	REFERENCE / DIRECT ANSWER
COMMERCIAL BANKS				
SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS				
<b>FN-CB-550a.2</b>	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities.	Discussion and Analysis	N/A	Page 125
ACTIVITY METRIC				
<b>FN-CB-000.A</b>	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Quantative	Número em moeda de reporte	<b>A) Personal</b> Number (units) 108,518 Value R\$ 302,221,734.37 <b>B) Small business</b> Number (units) 1,567,935 Value R\$ 2,358,382,106.88
<b>FN-CB-000.B</b>	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Quantative	Número em moeda de reporte	Page 107

## SOCIAL, ENVIRONMENTAL AND CLIMATE OPPORTUNITIES

We periodically report on our commitments and our performance involving the sustainability theme. Through the Sustainability Report, we publish our financial and non-financial information transparently, address the management of significant impacts of our materiality and how we explore new opportunities. In line with BCB Resolution N° 139, of September 15, 2021, on the disclosure of the Report on Social, Environmental and Climate Risks and Opportunities (GRSAC Report), we invite you to read the Sustainability Report in full, to access our business opportunities associated with this agenda.

The GRSAC Report will be released by June 29, 2023, on our institutional website.

LEARN MORE AT: [www.sicredi.com.br](http://www.sicredi.com.br)

# SDG Map

By joining the Global Compact, we also take on the responsibility of contributing to achieving the goals of the 2030 Agenda, a global agenda that aims to engage 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.
Promote financial education	90



## Good health and well-being

Ensure healthy lives and promote well-being for all at all ages.

THEME	PAGE.
Contribute to community development	163



## Quality education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

THEME	PAGE.
Promoting cooperativism and sustainability	75
Promote financial education	90
Promote people development	150
Contribute to the development of communities	163



## Gender equality

Achieve gender equality and empower all women and girls.

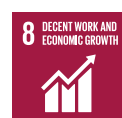
THEME	PAGE.
To promote inclusion and diversity	80



## 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	97
Promote eco-efficient management	133



## 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	75
Offer financial and non-financial solutions with positive economic, social, and environmental impact	97
Ensure integrated risk management	124
Work with suppliers and partners with responsible management	132
Foster the local economy	142
Promote financial inclusion	146
Promote people development	150



## 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	132



## Reduced inequalities

Reduce inequality within and among countries.

THEME	PAGE.
To promote inclusion and diversity	80
Foster the local economy	142
Promote financial inclusion	146



## 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	97



## 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	97
Promote eco-efficient management	133
Foster the local economy	142



## 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	97

THEME	PAGE.
Ensure integrated risk management	124
Promote eco-efficient management	137



## 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	97
Promote eco-efficient management	133



## 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.
To strengthen our management model	60
Difundir o cooperativismo e a sustentabilidade	75
Ensure integrated risk management	124
Work with suppliers and partners with sustainable management	132
Promote people development	150



## Parcerias e meios de implementação

Strengthen the means of implementation and revitalize the global partnership for sustainable development.

THEME	PAGE.
Foster the local economy	142
Contribute to the development of communities	163

# Assurance report



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A free translation from Portuguese into English of auditors' limited assurance report on non-financial statements originally prepared in Portuguese.

## Independent auditors' limited assurance report on sustainability indicators contained in Sistema de Crédito Cooperativo - Sicredi Annual Sustainability Report, base year 2022

To  
Shareholders, Directors and Management of  
**Sistema de Crédito Cooperativo - Sicredi**  
Porto Alegre - RS

### Introduction

We have been engaged by Sistema de Crédito Cooperativo - Sicredi ("Sicredi") to present our limited assurance report on the sustainability indicators ("indicators") contained in Sicredi's 2022 Annual Sustainability Report ("Report"), for the year ended December 31, 2022.

Our limited assurance does not extend to prior period information or any other information disclosed in conjunction with the Report, including any embedded images, audio files or videos.

### Responsibilities of Sicredi's management

Sicredi's management is responsible for:

- Select and establish appropriate criteria for preparing the information contained in the Report;
- Prepare information in accordance with the criteria and guidelines of the Global Reporting Initiative ("GRI Standards"), Sustainability Accounting Standards Board – Commercial Banks ("SASB") and its own indicators regarding sustainability metrics;
- Design, implement and maintain internal control over the relevant information for the preparation of the indicators contained in the Report, which are free from material distortion, regardless of whether caused by fraud or error.

### Responsibility of the independent auditors

Our responsibility is to express a conclusion on the indicators contained in the Report, based on the limited assurance work carried out in accordance with Technical Communication CTO 07 - 2022 issued by the CFC, and based on NBC TO 3000 - Non-Audit Assurance Work and Review, also issued by the CFC, which is equivalent to the international standard ISAE 3000 – Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require the auditor to comply with ethical requirements, independence and other responsibilities related to it, including the application of the Brazilian Quality Control Standard (NBC PA 01) and, therefore, the maintenance of a comprehensive quality control system, including documented policies and procedures on meeting ethical requirements, professional standards, and applicable legal and regulatory requirements.

Additionally, the aforementioned standards require that the work be planned and executed with the objective of obtaining limited assurance that the indicators contained in the Report, taken as a whole, are free of material distortions.



A free translation from Portuguese into English of auditors' limited assurance report on non-financial statements originally prepared in Portuguese.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists primarily of inquiries to Sicredi's management and other Sicredi's professionals who are involved in preparing the information, as well as the application of analytical procedures to obtain evidence that make it possible to conclude, in the form of a limited assurance, on the information taken as a whole. A limited assurance work also requires the execution of additional procedures, when the independent auditor becomes aware of matters that lead him to believe that the indicators disclosed in the Report, taken as a whole, may present material distortions.

The selected procedures were based on our understanding of the aspects related to the compilation, materiality and presentation of the indicators contained in the Report, other circumstances of the work and our consideration of areas and processes associated with the material information disclosed in the Report, in what material misstatements could exist. The procedures comprised, among others:

- a) the planning of the work, considering the relevance, the volume of quantitative and qualitative information and the operational systems and internal controls that served as a basis for the preparation of indicators contained in the Report;
- b) understanding the calculation methodology and procedures for compiling indicators through inquiries with the managers responsible for preparing the information;
- c) the application of analytical procedures on the quantitative information and inquiries about the qualitative information and its correlation with the indicators contained in the Report;
- d) for cases in which the indicators correlate with indicators of a financial nature, the confrontation of these indicators with the financial statements and/or accounting records.

The limited assurance work also included adherence to the guidelines and criteria of the GRI Standards, SASB and its own indicators applicable in the preparation of the indicators contained in the Report.

We believe that the evidence obtained in our work is sufficient and appropriate to support our limited conclusion.

### Scope and limitations

Procedures performed in limited assurance engagements vary in nature and timing and are less extensive than in reasonable assurance engagements. Consequently, the level of assurance obtained in a limited assurance engagement is substantially less than that which would have been obtained if a reasonable assurance engagement had been performed. If we had carried out a reasonable assurance work, we could have identified other matters and possible distortions that may exist in the indicators contained in the Report. Accordingly, we do not express an opinion on this information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of methods used to determine, calculate or estimate such data. Qualitative interpretations of data materiality, relevance and accuracy are subject to individual assumptions and judgments. Additionally, we did not carry out any work on data reported for previous periods, nor in relation to future projections and targets.

# Assurance report



A free translation from Portuguese into English of auditors' limited assurance report on non-financial statements originally prepared in Portuguese.

The preparation and presentation of the indicators followed the GRI Standards and, therefore, do not have the objective of ensuring compliance with social, economic, environmental or engineering laws and regulations. The aforementioned standards provide, however, for the presentation and disclosure of any non-compliance with such regulations when sanctions or significant fines occur. Our assurance report must be read and understood in this context, inherent to the selected criteria (GRI Standards and SASB).

## Conclusion

Based on the procedures carried out, described in this report and on the evidence obtained, nothing has come to our attention that leads us to believe that the indicators contained in Sicredi's Report for the year ended December 31, 2022, were not prepared, in all relevant aspects, in accordance with the criteria and guidelines of the GRI Standards.

Porto Alegre (RS), March 17th, 2023.

## Ernst & Young

Auditores Independentes S/S Ltda.  
CRC SP- 034519/O



Leonardo Masseli Dutra  
Sustainability Partner



Diego F. Pereira  
Accountant CRC SP – 264.236/O-3

# Credits

## General Coordination

Cooperativism and Sustainability  
Superintendence

## Communications coordination office

Brand, Communication, Segments  
and UX Superintendence

## Data source

Sicredi

## GRI Consulting, editorial coordination and project management

Ricca Sustentabilidade

## Revision

Ricca Sustentabilidade

## Graphic Design and Layout

Ricca Sustentabilidade

## Photos

Marco Fotógrafo  
João Alves  
Bruna Scheidt  
Clarissa Londero  
Arquivo Sicredi  
Adobe Stock

## Corporate Information

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