



**MORE THAN A FINANCIAL CHOICE,
THE DECISION TO TAKE CARE OF
WHAT IS VALUABLE TO EVERYONE.**

SUSTAINABILITY REPORT 2024



 **SICOOB**



ABOUT THE REPORT

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This Sustainability Report, published annually, highlights the key achievements and results of the Brazilian Credit Cooperative System (Sicoob) in terms of economic, social, environmental, and governance aspects for the period from January 1 to December 31, 2024.

The entities covered by this document and included in the Combined Financial Statements as of December 31, 2024, are: Sicoob's central credit cooperatives; Sicoob's individual credit cooperatives; the National Confederation of Sicoob Cooperatives Ltda.; Sicoob Cooperative Bank S.A.; Sicoob Securities Distributor Ltda.; and Sicoob Consortium Administrator Ltda. The following entities are also included in this report: Sicoob Life and Pension Insurance Company S.A.; Sicoob Payment Solutions Ltda.; Sicoob Private Pension Foundation; and Sicoob Institute for Sustainable Development.

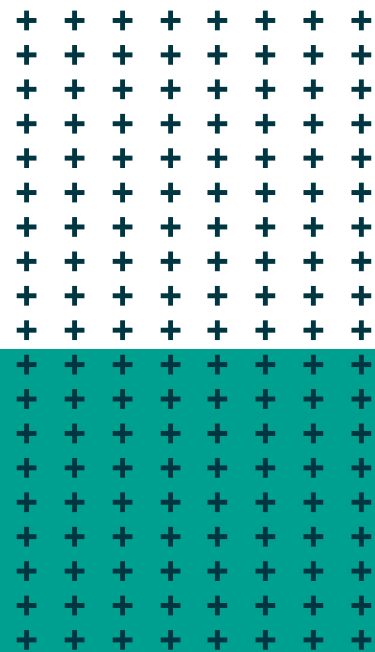
This Sustainability Report was prepared by the 2021 version of the Global Reporting Initiative (GRI) Standards and, in this edition, has not been externally verified. GRI content is indicated throughout the topics and can be accessed via the links available in the header of each page or in the GRI Content Index, presented at the end of this document. In addition, resources such as links and QR Codes can be used to guide reading and facilitate broader access to additional information.

Regarding approval, the Sustainability Report went through a validation stage by the Executive Board of the Sicoob Cooperative Center (CCS). The Sicoob Sustainability Committee (COSUS), appointed by the CCS Board of Directors, advises on sustainability issues and monitors the report preparation process on a bimonthly basis. During this period, both the Board of Directors and the Executive Board receive regular updates on the progress of the work.

The report presents Sicoob's priority material topics, structured in chapters that highlight the impacts and advances in the management of each one. In this edition, there have been no significant changes to the data compared to previous versions.

With a firm commitment to continuously improving transparency and dialogue with stakeholders, Sicoob invites its stakeholders to send suggestions, criticisms, and comments on this report. To this end, it offers the email address sustentabilidade@sicoob.com.br and maintains its official social media channels for interactions on sustainability practices.





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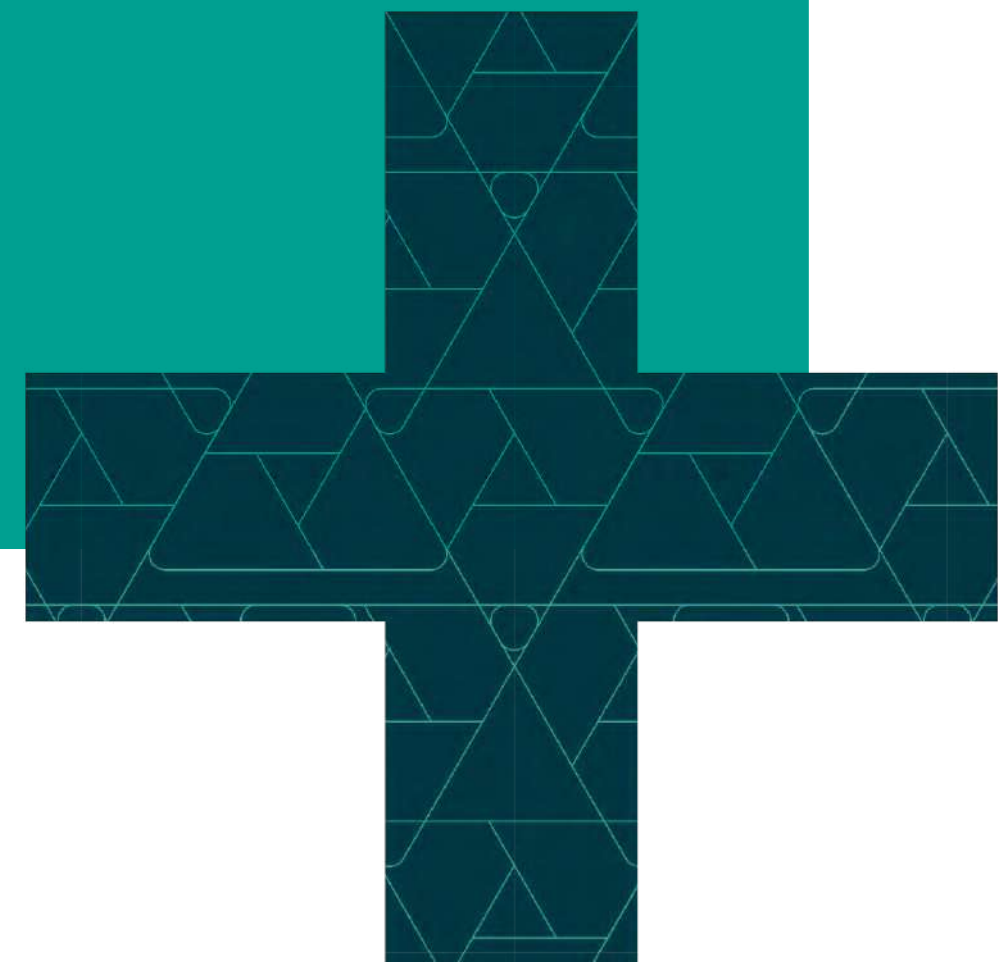






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MESSAGE FROM THE LEADERS

GRI 2-22



Marco Aurélio B. Almada Abreu
Sicoob Cooperative Center (CCS)
CEO

Sustainability is one of the pillars of Sicoob's Systemic Strategy Pact and is transversally integrated into our strategic directions. It guides the way we conduct business, foster bonds of trust with our members, and drive the development of the territories where we operate. In a global scenario of accelerated transformations and growing demands for sustainable solutions, we reaffirm our commitment to ethical, responsible, and truly cooperative action, which balances performance, financial justice, and prosperity.

In terms of sustainability governance, we have strengthened our institutional structure by integrating sustainability into the Systemic Coordination, Sustainability, and Institutional Relations Department. This configuration reinforces the strategic approach to the issue and promotes greater synergy and alignment among the entities that comprise the System, consolidating sustainability as a transversal value and integrating it into our systemic performance. We also established two thematic committees: the Diversity and Inclusion (D&I) Committee, focused on promoting equity, and the



Miguel Ferreira de Oliveira
Sicoob Cooperative Center (CCS)
President of the Executive Board

Agribusiness Committee, which, in addition to strengthening our systemic work in the agricultural sector, contributes to the technical and strategic treatment of sustainability issues associated with rural activities.

This institutional strengthening is also reflected in the way we treat information security and privacy, which are fundamental to preserving the integrity of our operations and the trust of our members. In 2024, we invested in enhancing our technological infrastructure and in ongoing employee training to ensure data protection and cyber resilience. In the same year, we conducted 68,810 training courses in information security and personal data protection, thereby consolidating a culture of prevention and responsibility in our operations. We also made progress on the Systemic Risk Management and Cybersecurity Project, which raised our standards of protection and compliance, ensured the integrity of our operations, and strengthened our members' trust in our channels. These actions reinforce the solidity of our digital governance and ensure the continuity of services provided across all aspects of the System.

In financial citizenship, we expanded our contribution to the economic inclusion and autonomy of cooperative members. We ended 2024 acting as the only financial institution in 414 Brazilian municipalities, reinforcing our role in providing access to financial services in regions with low banking coverage. The base of cooperative members in classes C, D, and E reached 4,268,267 people, highlighting the importance of our role in strengthening financial inclusion on a national scale. Our financial education initiatives directly benefited 1,760,407 people throughout the year, promoting the conscious use of resources, citizen education, and improving the quality of life. We also expanded our presence in municipalities with populations of up to 50,000 inhabitants, serving a total of 1,900 locations, which demonstrates our contribution to strengthening local economies. These results demonstrate the potential of credit cooperatives as agents of social transformation in their territories.

In terms of socio-economic impacts on the communities, we continued to make a consistent contribution to the development of the territories, yielding concrete benefits for the members and the local economy. In 2024, Sicoob generated R\$8.3 billion in financial results and provided R\$31.6 billion in savings to its members through more affordable rates and fees, demonstrating the positive impact of its business model on the economy and society. As a result, the average social gain per member was R\$5,536.00 for the year. As a benchmark for future cycles, we have set a target of at least 65% of cooperatives achieving or exceeding the average social gain for each year. These indicators show how Sicoob generates and redistributes wealth to its members, promotes economic inclusion, and strengthens communities.

Spreading cooperativism in our business model is a central part of our sustainable growth strategy. This commitment translates into concrete actions to train and sensitize society to the cooperative culture. In 2024, the Sicoob Education Portal offered 83,025 training courses on cooperativism to both internal and external audiences. At the same time, the Sicoob Institute's initiatives disseminated the cooperative culture to 1,213,363 people nationwide. By expanding knowledge of the cooperative model, we increase the opportunities to attract new members and expand the business based on lasting bonds and a positive impact on the local community.

Sicoob's commitment to climate change translates into practical support for the transition to a more sustainable and circular economy. According to the ESG Sicoob 2024 Census, 85% of Sicoob's cooperatives have sustain-

able credit operations in their portfolios, with an emphasis on sustainable agriculture and livestock farming and the generation of renewable energy – two strategic fronts for mitigating emissions and climate adaptation in the territories.

During the same period, Sicoob made public its Sustainable Finance Framework, which establishes clear guidelines for raising and investing funds in projects that have a positive impact on the economy, the environment, and society. The initiative expands access to investments aligned with sustainability, defines technical criteria for classifying sustainable credit operations, and reinforces our effectiveness in mobilizing sustainable capital.

We also conducted our first Greenhouse Gas (GHG) Inventory in 2024, establishing a technical basis for identifying, monitoring, and managing our emissions. The initiative represents a milestone in our journey to strengthen the climate agenda and demonstrates our commitment to environmental responsibility by integrating low-carbon practices into the System's operations and promoting a data-driven sustainable management culture.

Our commitment to transparency and continuous improvement has been recognized once again by the Reporting Matters initiative, promoted by the World Business Council for Sustainable Development (WBCSD) in partnership with the Brazilian Business Council for Sustainable Development (CEBDS) and the Report Group. The initiative evaluates the effectiveness of organizations' sustainability reports and highlights those that demonstrate excellence in transparency, integrity, and collaboration in their reporting practices. This recognition of Sicoob's Sustainability Report reaffirms the importance of the continuous listening process with our stakeholders, who actively contribute, year after year, to improving our accountability and strengthening sustainability governance throughout the System.

We are grateful for the trust and commitment of our cooperative members, partners, board members, executive directors, and employees who work with us to build a shared purpose. We will continue to move forward with responsibility, a cooperative spirit, and a long-term vision, reaffirming our commitment to building a fairer, more sustainable, and prosperous society for all.

Enjoy reading!



ABOUT SICOOB

GRI 2-1

SOLIDITY AND EFFICIENCY AS VECTORS FOR THE SUSTAINABLE DEVELOPMENT OF COMMUNITIES.

Sicoob is a financial cooperative system that operates based on the principles of cooperativism promoting the prosperity of its members and the socio-economic development of the communities in which it operates. The structure comprises credit cooperatives, a cooperative bank, and support entities, offering a diverse portfolio of financial products and services.

As a financial cooperative, Sicoob follows a democratic governance model in which its members actively participate in the management. Based on Law No. 5,764/71, which regulates cooperative societies in Brazil, and Complementary Law No. 130/2009, which establishes the National Cooperative Credit System, Sicoob is recognized as a financial institution and is part of the National Financial System (SFN). Its operation and regulations are defined by the National Monetary Council (CMN) and supervised by the Central Bank of Brazil (BCB). In addition, the support entities are subject to supervision by the Securities and Exchange Commission (CVM) in the case of investment funds and Sicoob DTVM; by the Superintendence of Private Insurance (SUSEP), which regulates Sicoob Insurance; and by the National Superintendence of Complementary Pensions (PREVIC), responsible for regulating Sicoob Previ.

The System is coordinated by the Sicoob Cooperative Center (CCS), headquartered in Brasília, in the Distrito Federal, at the address SIG Quadra 6, Lote 2080, Zip Code: 70610-460. Present in all 27 federative units, Sicoob ended 2024 serving 2,427 municipalities in person through 14 central cooperatives, 328 individual cooperatives, 4,344 branches, and 8,176 electronic service points (ATMs) of its own, as well as 547 cooperative correspondents and more than 24,000 Banco24Horas (24-hour Bank) terminals. The institution also continually invests in expanding and improving its digital channels, ensuring easy access to its services.

In 2024, Sicoob had total assets of R\$359.7 billion and a credit portfolio net of provisions of R\$181.7 billion, consolidating its position among the country's leading cooperative financial institutions. The institution's growth reflects its proximity to communities and excellence in its relationship with members, supported by the work of 60,168 employees and managers.

OUR IDENTITY



Purpose

Connecting people to promote financial justice and prosperity.



Values:

- Respect and Valuing People
- Cooperativism and Sustainability
- Ethics and Integrity
- Excellence and Efficiency
- Inspiring Leadership
- Innovation and Simplicity

Cooperative Principles

Our actions are guided by the seven principles that govern cooperativism. They form the basis for strengthening cooperation and our relations with cooperative members and communities. These fundamentals also guide the offer of products and services with a positive impact and a commitment to sustainable development.

1st - Voluntary and Open Membership

Cooperatives are open to all people who want to participate, are aligned with the economic objective and are willing to assume the responsibilities of membership. There is no discrimination based on sex, race, class, belief, or ideology.

2nd - Democratic Member Control

Cooperatives are democratic organizations controlled by all their members, who actively participate in the formulation of their policies and decision-making. The entire group elects official representatives.

3rd - Member Economic Participation

In a cooperative, members contribute equally to the organization's capital. Part of the amount is usually the common property of the cooperative, and members receive compensation limited to the paid-in capital, if any. Surpluses of the cooperative may be used for the following purposes: to benefit members, to support other activities approved by the members, or to enhance the cooperative's development. Everything is always decided democratically.

4th - Autonomy and Independence

Cooperatives are autonomous, self-help organizations controlled by their members, and nothing should change that. If a cooperative enters into agreements with other public or private organizations, it must do so under conditions that ensure democratic control by members and their autonomy.

5th - Education, Training, and Information

Being a cooperative member means committing to the future of the cooperative members, the movement, and the communities. Cooperatives promote education and training enabling their members and workers to contribute to the development of the business and, consequently, the localities where they are present. Additionally, they provide the public, especially young people, with information about the nature and benefits of cooperativism.

6th - Cooperation among Cooperatives

Cooperativism is about working together. It is by working together that cooperatives strengthen the movement and serve their members more effectively. Whether they are united in local, regional, national, or even international structures, the goal is always to come together for a common good.

7th - Concern for Community

Contributing to the sustainable development of communities is something natural for cooperatives. Cooperatives do this through policies approved by their members.



HIGHLIGHTS IN 2024



R\$359.7 billion
IN TOTAL ASSETS



R\$54.4 billion
IN NET EQUITY



R\$8.1 billion
IN INVESTMENT IN PEOPLE



60,168
DIRECT JOBS

R\$230.4 billion
IN DEPOSITS

R\$31.6 billion
IN ECONOMIES TO COOPERATIVE
MEMBERS

R\$5 billion
IN PAYMENTS TO SUPPLIERS

THE ONLY
FINANCIAL INSTITUTION
PRESENT IN 414 BRAZILIAN
MUNICIPALITIES

R\$194.0 billion
IN CREDIT OPERATIONS

R\$8.3 billion
IN SURPLUS



AWARDS AND RECOGNITIONS IN 2024

The awards and recognition received by Sicoob are achievements that reaffirm our commitment to offering quality financial services, promoting prosperity and sustainability in all regions where we operate.

VALOR ECONÔMICO 1000 MAGAZINE – 2024 Edition

- **9th position** | among the 100 largest Banks
For the third consecutive year, Sicoob has reaffirmed its position among the 10 largest financial institutions in Brazil, standing out for its consistency and solidity in the financial market, serving more than 8.5 million cooperative members.
- **5th position** | among the 20 largest in Operating Income
- **7th position** | among the 20 largest in Shareholders' Equity
- **7th position** | among the 20 largest in Net Profit
- **7th position** | among the 20 largest in Total Deposits
- **8th position** | among the 20 largest in Financial Intermediation Revenue
- **9th position** | among the largest in Return on Equity
- **23rd position** | among the largest in Pension and Life: Net Profit (Sicoob Insurance)

ÉPOCA NEGÓCIOS 360º MAGAZINE – 2024 Edition

- **1st place** | category: Banks – Financial Performance
- **3rd position** | category: Banks – Corporate Governance
- **4th position** | category: Banks
- **4th position** | category: Region – Central-West
- **4th position** | category: Banks – People
- **5th position** | category: Banks – Future Vision
- **6th position** | category: Banks – ESG – Socio-environmental
- **9th position** | category: Banks – Innovation
- **39th position** | category: Opening Private Equity
- **41st position** | category: Best in Financial Performance
- **62nd position** | category: General Ranking

BANKING TRANSFORMATION AWARD – Banking Report

- **1st position** | Open Finance category: Case Portability of Payroll Loans
- **Top 3 in two categories** | Digital Assets with Sicoob's Intelligent Assistant and Banking Anywhere with the Sicoob Super App

ESTADÃO FINANÇAS MAIS Award – 2024 Edition

- **1st position** | ranking by indicator – Financing
Sicoob won first place in the Banks – Financing category during the 8th edition of the Estadão Finanças Mais 2024 Award.
- **15th position** | category: Life and Pensions
- **22nd position** | category: Credit Portfolio – Distribution

FORBES – Edition 2024

- **3rd position** | category: Top3 Best Banks in the World
For the second consecutive year, Sicoob has been recognized as the third-best financial institution in Brazil, according to the “World’s Best Banks 2024” ranking, conducted by Forbes in partnership with market research company Statista.

EXAME – Best and Biggest 2024

- **3rd position** | category: Top 3 cooperatives

MARCAS MAIS ESTADÃO Award – ESTADÃO Newspaper

- Sicoob won third place in the “Cooperatives” category in the special 10th anniversary edition of Estadão Marcas Mais, consolidating its position as one of the most recognized brands in the sector.

NATIONAL BANK FOR ECONOMIC AND SOCIAL DEVELOPMENT (BNDES) – Annual Awards

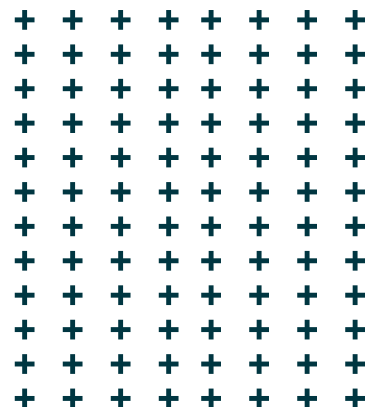
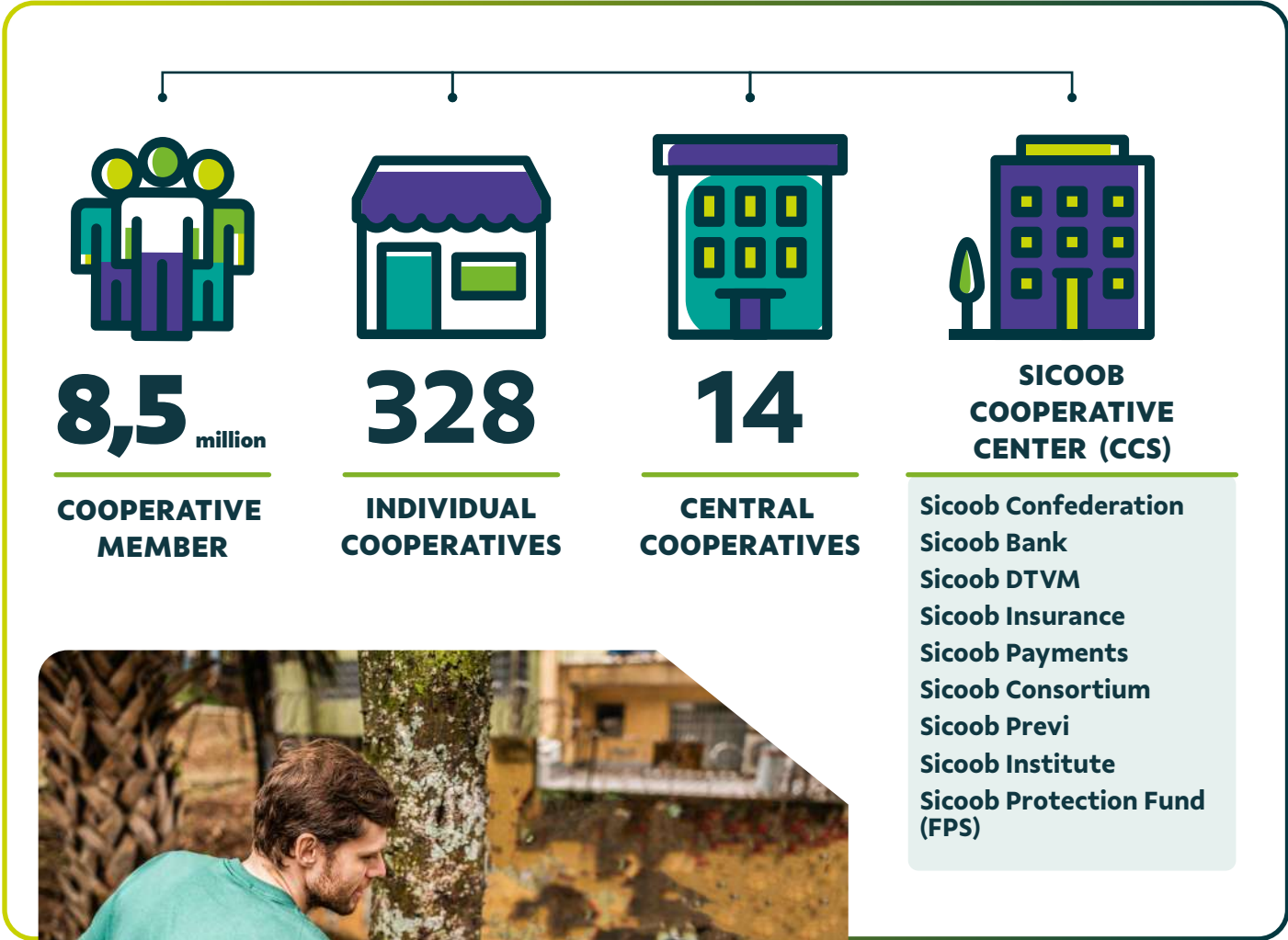
- **1st place** | category: Low Carbon
- **Recognized in two categories in the BNDES ranking of financial agents:** Customer Service and Total Value Supported.



ORGANIZATIONAL STRUCTURE

Sicoob adopts a three-level organizational structure model, ensuring integration between the cooperatives and greater efficiency in serving its members.

At the first level are the individual cooperatives, which act directly in the relationship with their members. At the second level are the central cooperatives, responsible for coordinating and supporting the individual cooperatives. At the third level is the Sicoob Cooperative Center (CCS), which acts as the System's strategic body, promoting alignment and strengthening the cooperatives' joint action.



Individual Cooperatives – First Level

Sicoob's individual cooperatives are financial institutions present in all states and the Federal District, providing direct services to their members and maintaining relationships with the communities in which they operate. Regulated and supervised by the Central Bank of Brazil, they play a fundamental role in offering customized financial solutions to the territory in which they operate and in promoting local economic development.

At the end of 2024, Sicoob had 328 individual cooperatives, classified according to CMN Resolution 5,051/2022 and according to the operations they carry out:

- **Full:** those authorized to carry out all the operations envisaged for credit cooperatives.
- **Classic:** those that do not deal in foreign currency, exchange rate variations, or derivatives, among other restrictions.
- **Capital and Loan:** those that operate exclusively with funds from capital paid in by cooperative members.

Central Cooperatives – Second Level

The central cooperatives represent the second level of the System and are 14 autonomous entities strategically distributed in all regions of the country. They are responsible for promoting the regional integration of individual cooperatives, as well as acting to prevent and mitigate systemic risks, thereby strengthening Sicoob's solidity.

The primary duties include:

- auxiliary supervision and standardization of operational and regulatory processes.
- centralization and control of deposits and loans.
- technical and strategic support, including legal and communications advice.
- training and professional development of individual cooperatives.
- management of joint purchases and exchange of best practices to improve operational efficiency.

Sicoob Cooperative Center (CCS) – Third Level

Sicoob Cooperative Center (CCS) is the System's third-level entity responsible for the institutional representation of Sicoob cooperatives and the management of policies, standards, strategies, processes, technologies, products, services, and brands. It aims to ensure administrative and operational efficiency by promoting systemic integration and strategic governance.

CCS plays an essential role in coordinating the regulation, supervision, and financial, regulatory, and technological integration of the entire System. It also coordinates initiatives aimed at strengthening Sicoob's central and individual cooperatives, including:

- professional training and technical support for the System's cooperatives.
- technological and digital infrastructure, ensuring innovation and efficiency in services.
- risk management, audits, and ombudsman, ensuring transparency and regulatory compliance.
- relationship with cooperative members, communication and marketing, reinforcing the cooperative identity.
- systemic strategic management, including the Systemic Strategy Pact and the Sicoob Sustainability Plan.

In addition to these responsibilities, CCS maintains nine support entities focused on developing products and services tailored to the needs of individual and corporate cooperative members, as well as the agribusiness sector.



SUPPORT ENTITIES THAT ARE PART OF SICOOB



Sicoob Confederation is a service confederation with its own legal personality. It institutionally represents the interests of the affiliated central cooperatives and systematically promotes the standardization, supervision, operational, financial, regulatory, and technological integration of Sicoob.



Sicoob Cooperative Bank S.A (Sicoob Bank) is a multiple financial institution that provides financial, technical, and operational services to Sicoob cooperatives. Specializing in financial cooperativism, it supports Sicoob's cooperatives, with the central cooperatives holding a controlling stake. It offers the following banking activities: Commercial Portfolio, Investment Portfolio, Foreign Exchange Portfolio, Leasing Portfolio, and Real Estate Credit Portfolio.



Sicoob Securities and Bonds Brokerage Ltd. (Sicoob DTVM) manages third-party funds, investment funds, and portfolios for credit cooperatives and Sicoob entities. Cooperatives can participate as quota holders (investing in funds and having their portfolios managed, to diversify their investment portfolio and obtain better financial results) or as distributors (making investment funds available to cooperative members to expand their product portfolio and get revenue from services). Sicoob DTVM is accredited by the Securities and Exchange Commission and follows its regulations, as well as those of the Central Bank of Brazil (BCB), the National Monetary Council (CMN) and the Brazilian Association of Financial and Capital Market Entities (Anbima).



Sicoob Life and Pension Insurance Company S.A. (Sicoob Insurance) works to protect clients, their families, and their assets. It also works in association with Sicoob Participation in Insurance S.A and Mongeral Aegon Insurance and Pensions (MAG Insurance) as a joint venture. The broad portfolio is tailored to different profiles and includes Individual Life, Women's Life, Simple Life, Pension Risk Benefit, Master Life, Protected Income, Benefit Life, Business Life, and Listed Group Life.



Sicoob Payment Solutions Ltda. (Sicoob Payments) is an organization that aims to enable the best digital payment experience for cooperative members. It operates by providing payment solutions for Sicoob's cooperatives, which include the Cabal Flag, Multiband Processor, Multiissuer, Multiacquirer, Issuer, Accreditor, Customer Service, and BPO. It was founded by a partnership between Sicoob Bank and Cabal Cooperativa de Prestación de Servicios (Cabal Argentina).



Sicoob Consortium Administrator Ltda. (Sicoob Consortium) offers consortia for a wide range of segments, including real estate, light and heavy vehicles, agricultural equipment, motorcycles, and other types of services, which are marketed directly by Sicoob's individual cooperatives.



Sicoob Supplementary Pension Foundation (Sicoob Previ) is a non-profit Closed Supplementary Pension Entity (EFPC) whose mission is to set up and administer supplementary pension benefit plans. It administers two plans: the Sicoob Multisponsored Plan (which manages the funds of employees and managers of Sicoob Bank, Sicoob Insurance, Sicoob DTVM, Sicoob Confederation, Sicoob Payments, Sicoob Consortium, Sicoob Institute, National Confederation of Cooperative Auditing (CNAC), Credit Cooperativism Guarantee Fund (FGCoop), and Sicoob Previ Foundation) and the Sicoob Multi-Instituted Sector Plan (which manages the resources of cooperative members, employees, Sicoob managers, and their economic dependents linked to Sicoob Confederation, the institutor).



Sicoob Institute for Sustainable Development is a private, public-interest, non-profit organization that serves as Sicoob's strategic social investment agency. Its function is to formulate, share, and disseminate social methodologies through programs structured around three main axes: Cooperativism and Entrepreneurship, Sustainable Development, and Financial Citizenship. The Institute's central objective is to promote the sustainable development of the communities in which Sicoob operates by working in close partnership with all central and individual cooperatives as well as other entities that are part of Sicoob, through joint and integrated actions aimed at fostering local development.

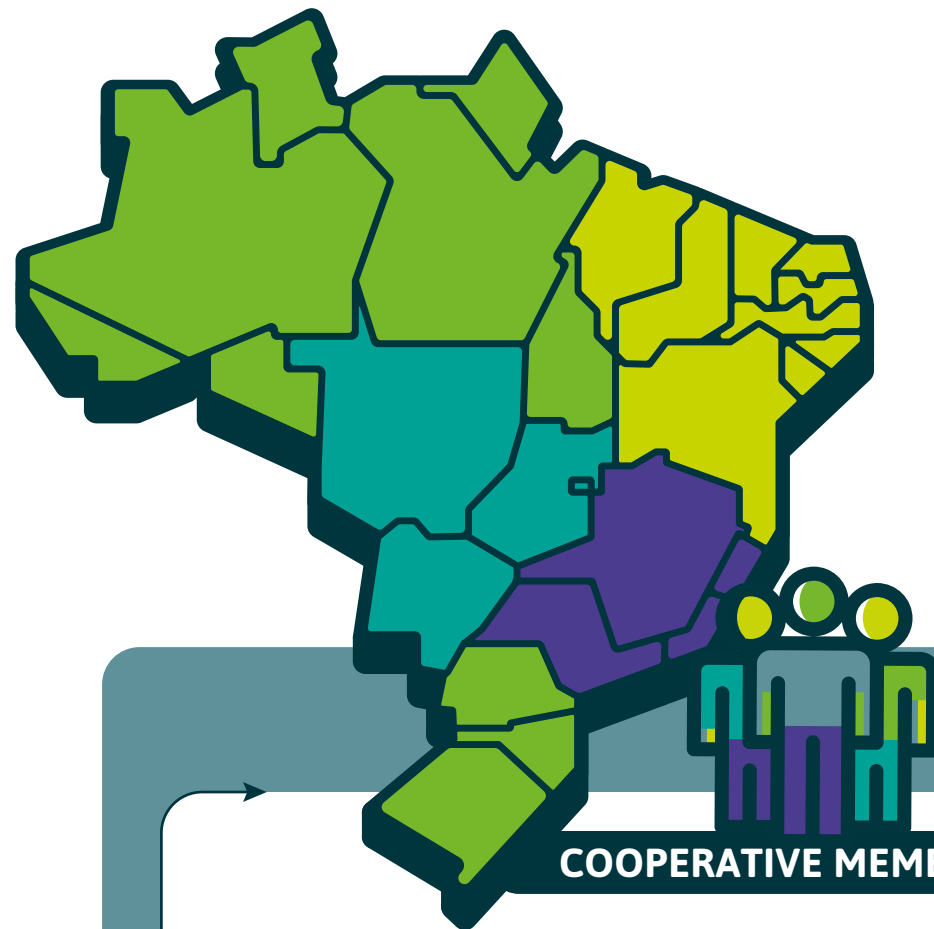


Sicoob Protection Fund (FPS) is a non-profit civil association with legal personality under private law. Its purpose is to provide financial assistance or guarantees to its associated individual cooperatives, promoting economic and financial reorganization and/or strengthening their assets, under the terms and within the limits established in the Bylaws and its own regulations.



OUR PORTFOLIO

Financial Solutions Structured to Meet the Needs of Cooperative Members



Sicoob offers a broad portfolio of financial solutions tailored to the needs of individuals, businesses, and agribusinesses. Members have access to these products and services through a wide network of in-person service locations throughout Brazil, as well as digital channels that provide convenience and nationwide reach.

Portfolio management is conducted collaboratively between the Sicoob Cooperative Center (CCS) and the central cooperatives, ensuring that solutions are aligned with the specific needs of each segment. Regional commercial strategies are developed based on the demands of cooperative members and communities, considering their profiles and objectives. This model enables the identification of opportunities that strengthen the connection between cooperatives and their members, promoting financial inclusion and regional development.

Solutions for Agribusiness

Sicoob supports agribusiness with a comprehensive portfolio of financial solutions for rural producers, agricultural cooperatives, and companies in the sector. With affordable credit, strategic investments, and economic protection, cooperative members have access to alternative financing options, investment opportunities, and marketing solutions for their production. In addition to rural financing, Sicoob offers agricultural insurance, private pension plans, and consortia, ensuring security and long-term planning for the sector that drives the country's economy.

Solutions for Individuals

With a diversified portfolio, Sicoob offers its members financial solutions that cater to a variety of daily needs, ranging from accounts and cards to credit, investments, and insurance. The extensive physical and digital service network ensures convenience and proximity, allowing each member access to products that promote financial security, wealth planning, and well-being.

Solutions for Legal Entities

Sicoob offers specialized solutions for companies of all sizes, contributing to sustainable business growth and development. With options such as working capital, receivables anticipation, foreign exchange, and bank acquiring, cooperative members have access to products that facilitate financial management and expand market opportunities. Furthermore, services such as business insurance, pension plans, and consortia strengthen companies' economic structure, aligning efficiency and competitiveness, especially for small businesses.

PRODUCTS AND SERVICES – SEGMENTS



AGRIBUSINESS

- BNDES
- Credit and Debit Cards
- Consortia
- Capital Account
- Checking Account
- Savings Account
- CPR (Rural Product Certificate)
- Real Estate Credit
- Personal Credit
- Pre-Approved Credit
- Rural Credit
- Financing
- Funcafé, FCO, Giro Rural
- Investments
- Payments
- Pension
- Agricultural Insurance
- Services



INDIVIDUALS

- Bank Acquiring – Sipag
- Receivables Anticipation
- Guarantee Letter
- Credit and Debit Cards
- Overdraft
- Consigned Loans
- Consortia
- Capital Account
- Checking Account
- Savings Account
- Salary Account
- Mortgage Loans
- Automatic Personal Loans
- Financing
- Investments
- Payments
- Salary Portability
- Pensions
- Insurance
- Service



LEGAL ENTITIES

- Bank Acquiring – Sipag
- Receivables Anticipation
- BNDES
- Cabal Benefits
- Foreign Exchange
- Working Capital
- Credit and Debit Cards
- Prepaid Cards – Coopcerto
- Bank Collection
- Consortia
- Capital Account
- Checking Account
- Guaranteed Account
- Savings Account
- Business Credit
- FCO
- Investments
- Payments
- Protest of Securities
- Insurance
- Services



PRODUCTS AND SERVICES – PORTFOLIO



CORE BANKING

- Capital Account
- Checking Account
- Salary Account
- Overdraft
- Bank Collection



CARDS

- Credit and Debit Card
- Prepaid Cards – Benefits and Corporate



BANK ACQUIRING

- Sipag
- Receivables Anticipation



CREDIT

- Payroll Loan
- Real Estate Loan
- Automatic Personal Loan
- Rural Loan
- Working Capital
- Microcredit
- Credit Portability



INVESTMENTS

- Variable Income
 - Stocks
 - ETFs (Exchange Traded Funds)
 - FIIs (Real Estate Investment Funds)
 - BDRs (Brazilian Depositary Receipts)
- Fixed Income
 - RDC (Cooperative Deposit Receipts)
 - LCI (Real Estate Credit Letter)
 - LCA (Agribusiness Credit Letter)
 - Brazilian Treasury Direct
- Savings Account
 - Investment Funds
 - Equity Funds



LETTER OF GUARANTEE



CONSORTIUM PLANS

- Real State
- Cars
- Motorcycles
- Trucks / Heavy Vehicles (including agricultural machinery and equipment)
- Other Movable Goods
- Services



PENSION PLAN

- Multi-Institution Private Pension Plan
- Multi-Sponsored Pension Plan
- Free Benefit Generator Life Plan (VGBL)



FOREIGN EXCHANGE

- Spot FX – Financial Transaction
- Spot FX – Import Payment
- Spot FX – Export Receipt
- Forward FX Sale
- International Wire Transfer



INSURANCE

- Individual Life Insurance
- General Insurance

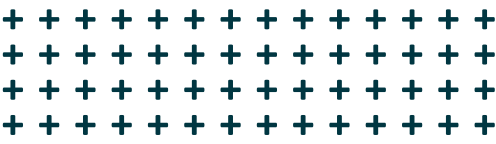


BEYOND BANKING

- Sicoob Tag
- Marketplace Loyalty Program

VALUE CHAIN

GRI 2-6



Sicoob's value chain is structured to ensure efficiency, proximity, and reach by connecting suppliers, infrastructure, cooperatives, and service channels, thereby offering comprehensive financial solutions to its members. With a three-tier model, cooperativism strengthens the System's integration and ensures that products and services generate direct value for members and their communities.

This structure operates through an interconnected set of processes, partners, and suppliers that support Sicoob's activities, ensuring operational efficiency, innovation, a better member experience, and support for the development of cooperatives.

To this end, Sicoob's value chain is organized into three interconnected functional blocks: upstream, core business, and downstream, ensuring the efficient structuring and delivery of products and services to members. Each of these blocks involves strategic actors and processes essential to the System's operation.

- **Upstream** – Infrastructure and operational support
- **Core Business** – Generating value for cooperative members
- **Downstream** – Distribution and delivery of financial solutions

Other Strategic Relationships in the Value Chain

In addition to operational processes, Sicoob maintains institutional and social relationships that strengthen its performance and impact. These partnerships expand the System's reach and reinforce its commitment to the sustainable development of the communities where it operates:

- **Financial Education:** initiatives promoted by the Sicoob Institute to train cooperative members and communities.
- **Partnerships with Public Bodies:** infrastructure and local development projects in municipalities served by the System.
- **Institutional Representation:** working with the Central Bank of Brazil and national and international financial cooperative entities.

During the reporting period, there were no significant changes to Sicoob's value chain compared to the previous period. The structure and processes remain aligned with the System's organizational and operational model, ensuring continuity in delivering financial solutions to members.





UPSTREAM Infrastructure and Operational Support

The upstream component comprises all suppliers, institutions, and processes that provide the input necessary for Sicoob to operate efficiently and safely. These elements ensure funding, technology, security, and operational infrastructure, enabling the provision of products and services to members.

Leading Actors and Their Roles

- Central Bank of Brazil (BCB): regulator of the National Financial System, responsible for supervising Sicoob operations and defining sector regulations.
- National Bank for Economic and Social Development (BNDES): provides lines of credit for transfer to cooperatives and their members.
- Funding Providers: institutions that provide financial resources for credit and financing operations.
- Card Brands: partners to enable payments with credit and debit cards.
- Insurance Companies and Pension Managers: responsible for the insurance and pension products offered to members.
- Stock Exchange and Exchange Offices: act as intermediaries in investments and exchange transactions.
- Technology Companies: provide security software, fraud prevention, transactional networks, databases, and digital infrastructure.
- Logistics and Infrastructure Companies: responsible for the distribution, maintenance, and installation of payment machines and ATMs.
- Operational Service Companies: include communication, marketing, consultancy, property security, and transportation of valuables.

Related Macroprocesses

- Corporate Governance
- Business Intelligence
- Risk Management, Compliance, and Information Security
- Physical and Technological Infrastructure Management

SICOOB VALUE CHAIN

CORE BUSINESS Generating Value for Cooperative Members

Sicoob's core business is offering customized financial solutions to its members, including credit, investment, insurance, pension, and acquiring products. This involves direct relationships with members and the management of financial solutions, ensuring proximity, efficiency, and support for the needs of each profile.

Leading Actors and Their Roles

- Individual Cooperatives: These are the gateway for members, responsible for providing direct service and offering financial products and services.
- Central Cooperatives: Coordinate and support individual cooperatives, ensuring standardization, auxiliary supervision, and operational efficiency.
- Sicoob Cooperative Center (CCS): The highest authority within the System, responsible for defining policies, standards, and strategies, as well as technology management, regulation, and supervision.
- Sicoob Digital Channels: Internet banking, app, and marketplace, offering convenience and accessibility to members.

Related Macroprocesses

- Attraction and Activation of Cooperative Members
 - Communication and Onboarding
 - Product Registration and Subscription
- Offering and Managing Financial Solutions
 - Credit, Consortia, Foreign Exchange, and Investments
 - Payment and Receipt Solutions
 - Pensions and Insurance
- Relationship and Loyalty
 - Commercial Service and Member Support
 - Loyalty Ecosystem and Marketplace

DOWNSTREAM Distribution and Delivery of Financial Solutions

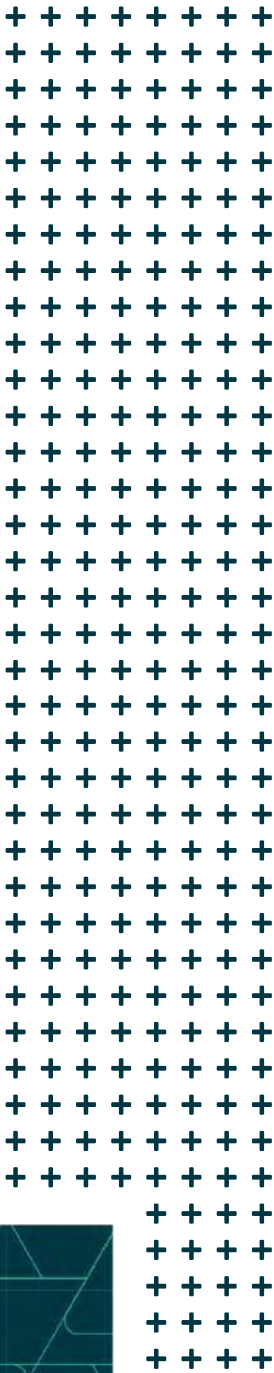
The downstream segment encompasses the distribution network for Sicoob's products and services, ensuring that solutions reach cooperative members and end customers efficiently and conveniently. This segment covers cooperatives, physical and digital channels, and business partners that use the System's acquiring and payment solutions.

Leading Actors and Their Roles

- Individual and Central Cooperatives: responsible for delivering financial services to members through in-person and digital services.
- Physical Network: branches, ATMs, and cooperative correspondents that guarantee access to services.
- Partner Retailers and Marketplaces: use Sicoob's acquiring and payment solutions to serve their customers.
- Acquiring and Payment Companies: support the infrastructure for digital payments and financial transactions.

Related Macroprocesses

- In-Person and Digital Customer Service
- Payment Method Operations
- Member Relationships and Engagement





SERVICE NETWORK

A BROAD AND CONNECTED NETWORK THAT GUARANTEES ACCESS TO FINANCIAL SOLUTIONS THAT BOOST LOCAL DEVELOPMENT AND STRENGTHEN COMMUNITIES.

Sicoob boasts the largest physical service network among financial institutions in Brazil, according to the Central Bank’s ranking. By combining capillarity and digital innovation, the institution offers a multichannel model that seamlessly integrates physical presence and digital media, ensuring easy access, convenience, and an enhanced experience for its members.

This infrastructure reinforces Sicoob’s commitment to financial inclusion and strengthening the local economy, promoting accessibility and proximity to members in all regions of the country.

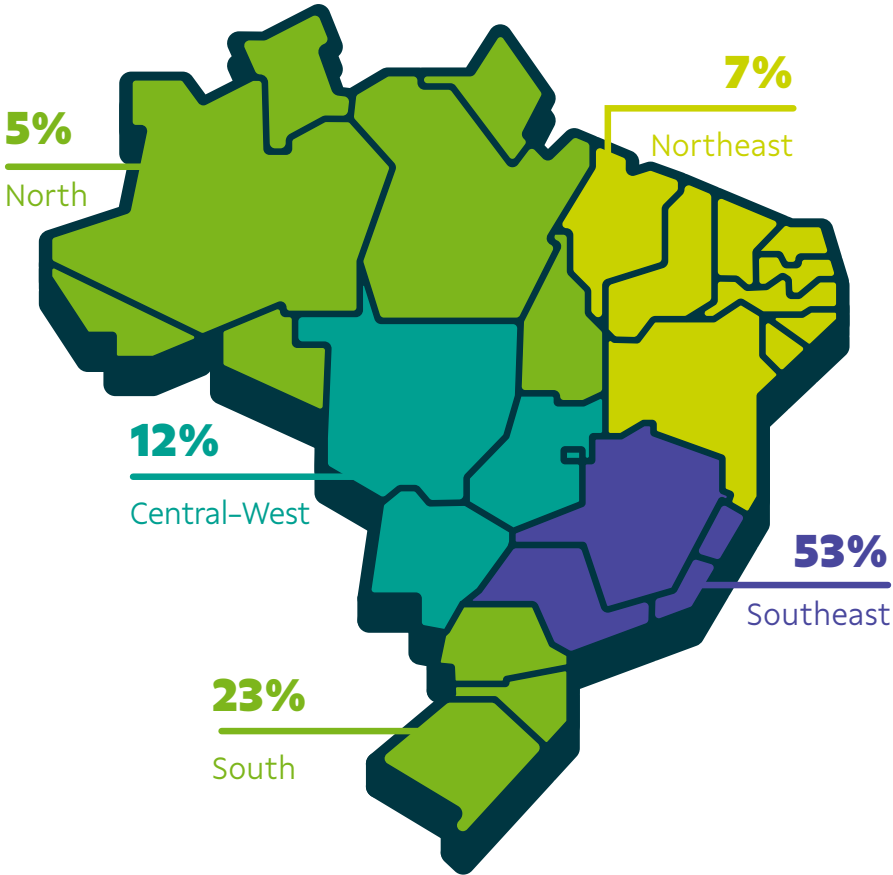
OWN IN-PERSON SERVICE NETWORK 2024

IN-PERSON SERVICE POINTS THROUGHOUT BRAZIL			OWN ATMS	CORRESPONDENTS
Central Cooperatives	Individual Cooperatives	Cooperative Service Units (UAs)	Electronic Service Points (PAEs)	Cooperative Correspondents
14	328	4,344	8,176	547
Sicoob BA	10	102	232	57
Sicoob Cecemge	54	539	1,058	26
Sicoob Cecresp	42	167	110	4
Sicoob Crediminas	69	749	2,001	130
Sicoob ES	6	195	597	37
Sicoob NE	11	101	107	-
Sicoob Rondon	8	169	271	-
Sicoob SC/RS	38	642	1,261	184
Sicoob Unicoob	15	486	761	38
Sicoob Nova Central	23	194	249	1
Sicoob Norte	7	163	389	70
Sicoob SP	14	385	601	-
Sicoob Uni	19	301	360	-
Sicoob UniMais Rio	12	151	179	-

Sicoob’s service network is made up of:

- 4,672 branches distributed among individual cooperatives (328) and cooperative service units (4,344).
- 8,176 self-service terminals (PAEs – Electronic Service Points), expanding the autonomy of cooperative members.
- 547 cooperative correspondents, providing greater access to financial services.
- Integration with more than 24,000 ATMs in the Banco24Horas (24-hour Bank) Network, ensuring nationwide coverage.

OWN IN-PERSON SERVICE NETWORK BY REGION



SICOOB SERVICE CHANNELS

- ✓ Sicoob App
- ✓ ATMs
- ✓ Correspondents
- ✓ Internet Banking
- ✓ Cooperative Service Units (branches)
- ✓ Social Media
- ✓ Smartwatch
- ✓ WhatsApp



Sicoob structures its service network to provide accessibility, convenience, and financial inclusion, connecting members to a wide range of solutions. This multichannel model combines physical and digital channels, fostering closeness with members and operational efficiency.

The performance of Sicoob’s service channels reflects the growing digitalization of financial services and its commitment to accessibility and efficiency in providing solutions to its members. In 2024, the total volume of transactions carried out through Sicoob’s channels reached 20.4 billion, representing a 20.1% increase from the previous year, when 17.0 billion transactions were processed. This growth reflects the expansion of the cooperative’s member base and the evolution of the service network.

Digital channels have solidified their position as the primary means of transaction, representing 97% of total transactions in 2024. The 2% annual growth compared to conventional channels reinforces the trend toward digital solutions, driven by the search for convenience, security, and agility. Over the past five years, the average annual growth rate of transactions through Sicoob’s service channels was 36%, reflecting the continued advancement of digital transformation in financial cooperatives.

The following data details the representativeness of cooperative members’ use of different service channels over the past few years.

REPRESENTATION OF CHANNEL USE BY USERS	2022	2023	2024
Correspondent	0%	0%	0%
ATM	3%	2%	1%
Cash Machine	3%	3%	2%
Conventional Channels	6%	5%	3%
Internet	13%	12%	9%
Mobile	81%	83%	88%
Digital Channels	94%	95%	97%
Total Conventional + Digital Channels	100%	100%	100%
Digital and In-Person Transactions	14.3	17.0	20.4
(number in billions of transactions carried out by members)			



DIGITAL CHANNELS

The expansion of Sicoob’s digital channels reflects the evolving behavior of its members and the growing demand for accessible and efficient financial solutions. In 2024, the number of users of these channels reached 6.5 million, representing an 11.8% increase from the previous year. Of the total, 5 million are individual members and 1.5 million are companies that use digital platforms for financial management.

Over the past five years, the average annual growth rate of digital channel users has also been significant, in line with the expansion of Sicoob’s operations and the progressive digitalization of services. This advancement strengthens the System’s strategy of providing increasingly intuitive and secure experiences, promoting financial inclusion and accessibility for all types of members.

NUMBER OF USERS OF SICOOB DIGITAL CHANNELS		2022	2023	2024
Individual Cooperative Members	Number of users	3,904,172	4,453,783	4,993,798
Legal Entity Cooperative Members	Number of users	1,226,875	1,406,478	1,558,603
Total Individual + Legal Entity)	In millions of users	5.1	5.8	6.5

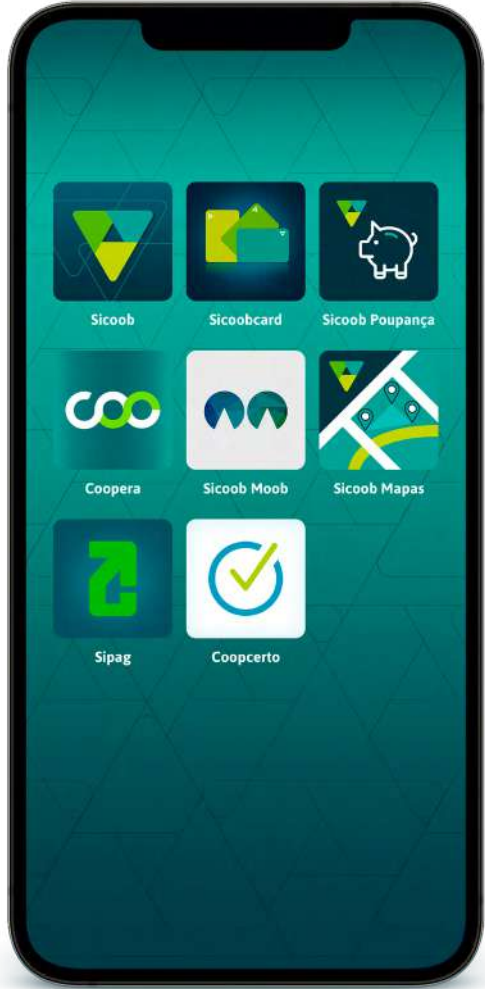
The consolidation of digital channels as the primary means of transactions at Sicoob has brought significant gains in efficiency and reduced operating costs. In 2024, the migration of financial transactions involving account movements from conventional to digital channels generated an estimated savings of R\$173 million, demonstrating the positive impact of digitalization on the System and its members.

Mobile apps have established themselves as the primary interface for accessing Sicoob’s financial products and services, processing 14.9 billion transactions throughout the year, a 6.3% increase compared to 2023. In addition to the convenience and agility provided by mobile banking, the user experience maintained a high level of approval, reflected in user reviews on the App Store and Google Play.

Internet banking remained the second most used channel, accounting for 9% of transactions in 2024. Sicoob’s multichannel structure ensures that different members profiles have secure and simplified access to financial solutions, promoting digital inclusion and expanding the reach of its services.



SICOOB APPLICATIONS



Sicoob



Sicoobcard



Sicoob Poupança



Coopera



Sicoob Moob



Sicoob Mapas



Sipag



Coopcerto



Internet Banking

Sicoob's internet banking and business internet banking offer a comprehensive digital platform for individual and corporate members, providing access to a wide range of financial services. From everyday transactions—such as payments and transfers—to more advanced financial management solutions, the tool ensures convenience, security, and efficiency.

By consolidating multiple transactions into a single online environment, Sicoob reduces the need for travel and the use of physical resources, contributing to sustainability and promoting a more accessible and integrated banking experience.

MOBILE APPLICATIONS

Sicoob App

Sicoob App has established itself as the Sicoob Super App, offering members a comprehensive financial journey, from opening a checking account to conducting essential banking transactions. The platform allows for operations such as payments, transfers, deposits, cell phone recharge, investments, credit agreements, and advances on receivables. It also will enable withdrawals to be requested through the network of self-service terminals, ensuring convenience and accessibility.

The app plays a strategic role in financial inclusion, enabling individuals and businesses to access banking solutions quickly and securely. In addition to convenience, it reinforces Sicoob's commitment to sustainability by encouraging digital practices that reduce paper use and promote greater operational efficiency.

In 2024, Sicoob App recorded 8.91 million daily accesses, confirming its position as the preferred channel for financial transactions among members. The platform continues to evolve focusing on security, innovation, and an enhanced user experience.

Sicoob Savings

Sicoob Savings app was developed to offer a practical and accessible digital experience to savers who are not yet members, encouraging financial planning and the formation of reserves for future projects.

The platform enables users to check their balances and earnings, as well as make secure and quick deposits and transactions, providing users with greater autonomy in managing their savings. By expanding access to sustainable financial solutions, the app reinforces Sicoob's commitment to financial education and the inclusion of new savers in the cooperative system.

Sicoobcard App

Sicoobcard App is the digital platform for comprehensive management of Sicoob credit cards, offering convenience, security, and financial control to members.

With the app, users can block and unblock cards, set custom limits by purchase category, manage additional cards, and check available limits. The platform also offers the issuance of virtual cards for online purchases, providing greater transaction security.

The app also allows you to view credit card statement history and track your spending profile by category, facilitating financial planning. Another important feature is access to Sicoob's benefits programs, which further enhance the member experience.

Sipag App

Sipag App enables comprehensive management of sales made through Sipag devices, providing greater control and convenience for members. The app will enable you to create payment links for online sales, request advances on receivables, simulate sales, and monitor the establishment's financial schedule.

It also allows you to monitor sales by card brand, period, and product, organizing the data into graphs to facilitate financial analysis. For operational support, it also allows you to open tickets directly from the platform, ensuring faster resolution of requests. Sipag App provides members with greater autonomy and efficiency in managing their business operations.





Sicoob Moob

Sicoob Moob is the digital channel for connecting members and cooperatives, promoting interaction, participatory management, and access to institutional information. The app allows participation in virtual meetings with remote voting, ensuring member participation, transparency, and security in the decision-making process.

In addition to strengthening the cooperative model, Sicoob Moob contributes to reducing greenhouse gas emissions by eliminating the need for members to travel to participate in in-person events and voting. In 2024, the app registered 608,313 users, establishing itself as a vital tool for engaging members in the cooperative's strategic decision-making.

The app also offers features such as polls, sharing relevant information, invitations to online events, and access to courses on Sicoob's educational platform. Furthermore, it has a business community where members can promote and trade goods and services, expanding opportunities within the cooperative system.

OTHER SICOOB APPLICATIONS

Sicoob My Finances

Sicoob My Finances was incorporated into the Sicoob Super App to offer members an integrated solution for managing and organizing their finances. The platform allows them to set budget goals, plan expenses, schedule payment dates, track spending, and simulate investments and financing, providing greater financial control and predictability.

The app is integrated with members' checking accounts and credit card spending entries, providing a consolidated view of financial transactions. Furthermore, its connection to Open Finance enables more efficient and centralized management, including tracking of authorized accounts and cards within the open economic system.

Sicoob My Finances reinforces Sicoob's commitment to financial education and empowerment of members, as it helps them build more sustainable and conscious financial habits.

Sicoob Maps

This tool supports the measurement of rural areas to be financed by Sicoob, simplifying the topographic survey process, speeding it up, and reducing the cost of external measurement services. It accurately captures information for the Rural Credit Platform (NPCR) and the Rural Credit Operations System (Proagro) (SI-COR), as well as for the Inspection and Supervision stages, as established by CMN Resolution No. 4,496 of May 31, 2016. It can be accessed from any mobile device without an internet connection.

Coopcerto

An innovative app in the cooperative segment, Coopcerto offers a variety of services, including balance checks, statements, and benefits programs. It also provides users with information about the location of accredited establishments, including Coopcerto Food, Meal, Fuel, Control, Prize, and Gift cards.

Coopera

Coopera is Sicoob's marketplace. The platform was developed to offer a 100% digital, sustainability-aligned consumer experience. It allows members to make purchases conveniently and securely, reducing paper consumption through the digitalization of invoices, vouchers, and communications, thus contributing to the preservation of natural resources.

In addition to facilitating transactions, Coopera encourages social and environmental responsibility. The donation feature enables members to support institutions that develop sustainable initiatives, thereby amplifying their positive impact on society. The points program, in turn, establishes partnerships with companies engaged in sustainable practices, allowing the exchange of points for environmentally friendly products and services.

With 1,556,472 users in 2024, Coopera strengthens Sicoob's commitment to financial inclusion and conscious consumption, promoting solutions that combine convenience and a positive impact on communities and the environment.



DIGITAL INTERACTION SUPPORT

Social Media

Cooperative members who actively participate on social platforms have the freedom to select their favorite channel to stay up to date on the latest news about our services and products. Through social media, they can also access our website and download personal apps, making it easier to check their balance and view recent and scheduled deposits into their checking account.

Sicoob Chat App and Messaging Platforms

WhatsApp, Telegram, and Sicoob App chat are part of our digital channels, allowing for support across multiple platforms. These channels provide standardized information and technical guidance on operations, products, and services. They also offer details on limits, balances, statements, and other features, along with institutional information about Sicoob and its central and individual cooperatives. In addition, the apps allow users to forward support requests to the Sicoob Customer Service Center or to nearby cooperatives, if available in the app.

Smartwatch

Smartwatches allow users to easily access their checking accounts on iOS and Android platforms. Furthermore, this feature offers users greater convenience in tracking their financial transactions.

Contactless Payments

In 2024, Sicoob expanded its digital payment solutions by integrating with Apple Pay, enabling members to make contactless payments quickly and securely both in Brazil and abroad. This functionality reduces the need for physical cards, promoting greater convenience, security, and sustainability by encouraging digital financial practices.

Furthermore, the partnership with Samsung and Mastercard allows Sicoobcard cardholders to use mobile devices for contactless payments directly at card terminals, eliminating the need for a physical card.

These innovations reinforce Sicoob's commitment to offering modern solutions that align with market trends, expand financial inclusion, and provide a more agile and secure experience for members.

RELATIONSHIP WITH COOPERATIVE MEMBERS

Sicoob maintains structured and qualified service for its members, ensuring efficient support and personalized service. Specialized teams are prepared to offer fast and accurate assistance, utilizing modern support platforms that facilitate interaction and clarify doubts.

The service structure undergoes continuous improvement, and professionals responsible for direct relationships with members receive regular training on cooperatives, financial products and services, as well as excellent service techniques. Regular investment in team development reinforces Sicoob's commitment to enhancing the member experience, ensuring quality service tailored to the needs of each profile.





RELATIONSHIP CHANNELS

- ✓ Consortium Customer Service
- ✓ Coopcerto Customer Service
- ✓ Coopera Customer Service
- ✓ Cabal Retailer Customer Service
- ✓ Sicoob Customer Service
- ✓ Sicoobcard Customer Service
- ✓ SIPAG Customer Service
- ✓ Coopcerto Chat App
- ✓ Coopera Chat App
- ✓ Sicoobcard Chat App
- ✓ Sipag Chat App
- ✓ Official Sicoob Website Chat
- ✓ Sicoob Super Chat App
- ✓ Ombudsman
- ✓ SAC (Customer Service)
- ✓ Customer Service for People with Disabilities

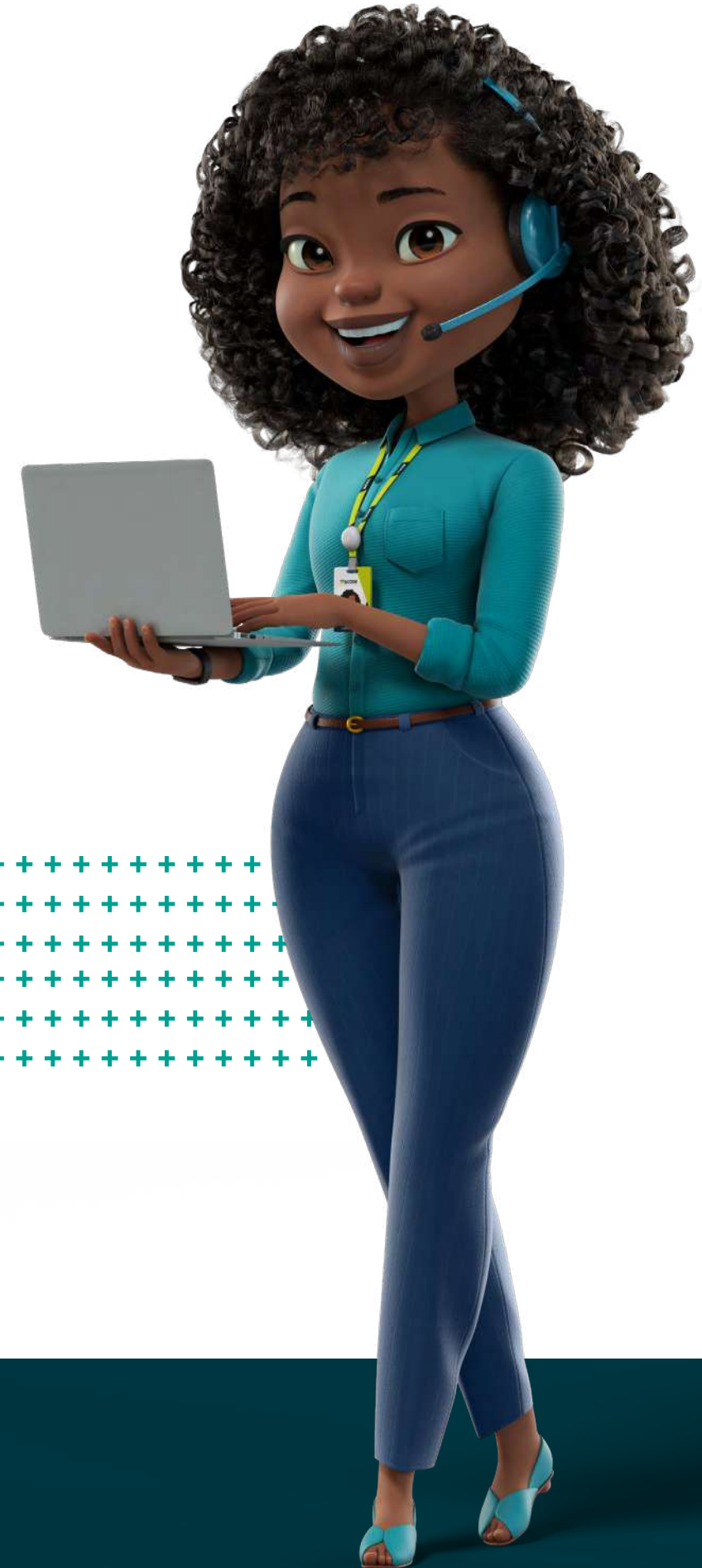
Alice – Virtual Assistant

Alice is Sicoob's virtual assistant, an artificial intelligence developed to provide fast and efficient service to members. Integrated with Sicoob's main digital channels, she assists in resolving queries and completing transactions, ensuring greater autonomy and convenience in relationships with the system.

When necessary, Alice directs members to the human service platform, connecting them with an operator from the Sicoob Customer Service or a cooperative for specialized support on more complex matters.

The virtual assistant is available on several digital service channels, including WhatsApp, Telegram, Sicoob app, Sicoobcard app, Moob portal, Coopera portal/app, and Sisbr. Through these channels, Alice enables financial transactions and provides institutional information about Sicoob and credit cooperativism.

The implementation of Alice reinforces Sicoob's commitment to innovation and improving the member experience by offering accessible, fast, and integrated service.





ECONOMIC AND FINANCIAL PERFORMANCE

SICOOB'S WORK, THROUGH ITS INDIVIDUAL COOPERATIVES AND SUPPORT COMPANIES, PROMOTES CONSTANT AND SUSTAINABLE PROGRESS AND GENERATES PROSPERITY FOR COOPERATIVE MEMBERS AND LOCAL COMMUNITIES.

For Sicoob, sustainability is directly linked to economic and financial strength. The System's sustainable growth expands the range and accessibility of products and services to members, strengthening our business model as an inclusive economic approach that generates shared value and contributes to the sustainable development of communities.

The results presented in this chapter reflect Sicoob's performance during the period, demonstrating its ability to balance growth, responsible governance, and positive social impact. The System's financial stability allows for strategic investments in innovation, financial inclusion, and initiatives aligned with Sicoob's commitment to sustainable development.

KEY 2024 RESULTS

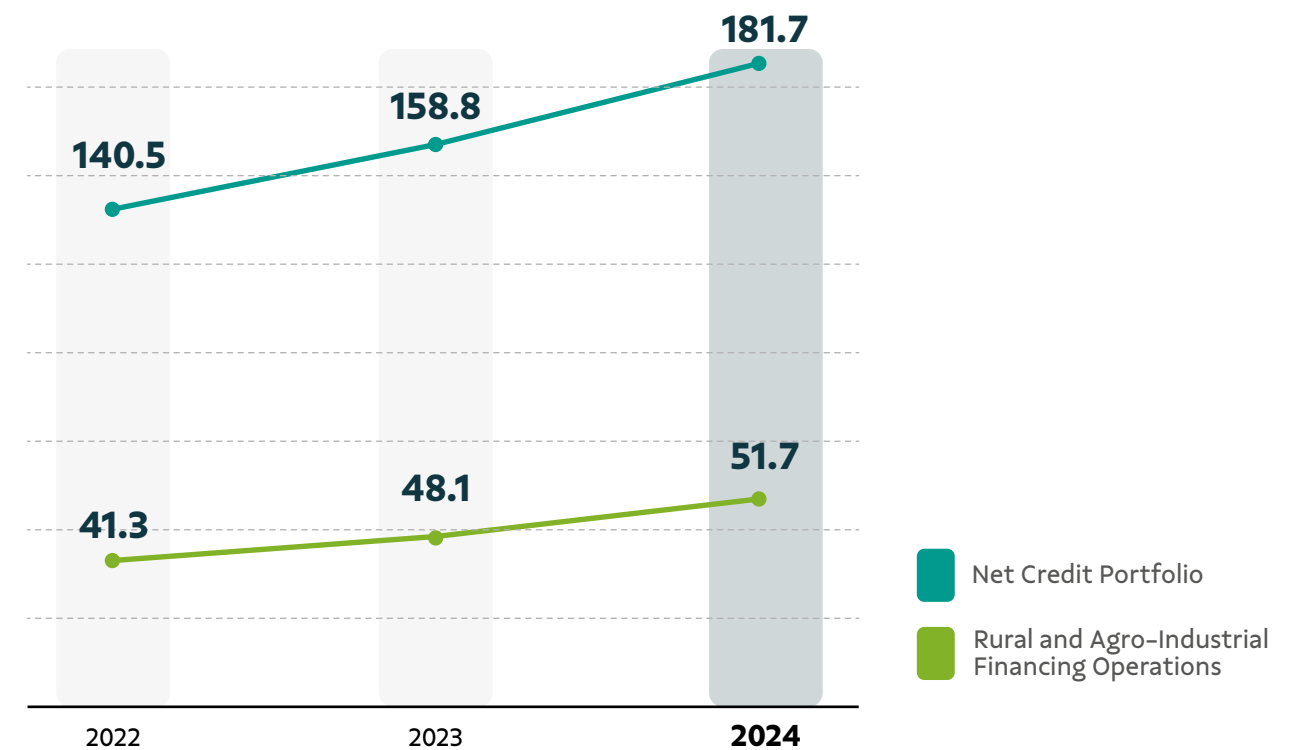
Sicoob's results reflect the collaborative work of the central cooperatives, individual cooperatives, and our support companies. Below are the key indicators of our performance in 2024.



CREDIT PORTFOLIO

The net credit portfolio reached R\$ 181.7 billion, representing growth of 14.4% compared to December 31 of the previous year. Loans and discounted securities rose 17.3%, totaling R\$ 113.7 billion. Financing also showed positive results, totaling R\$ 27.6 billion, with an increase of 23.8%. With regard to rural and agro-industrial financing operations, the balance at the end of the second half of 2024 was R\$ 51.7 billion.

Net Credit Portfolio (R\$ billion)



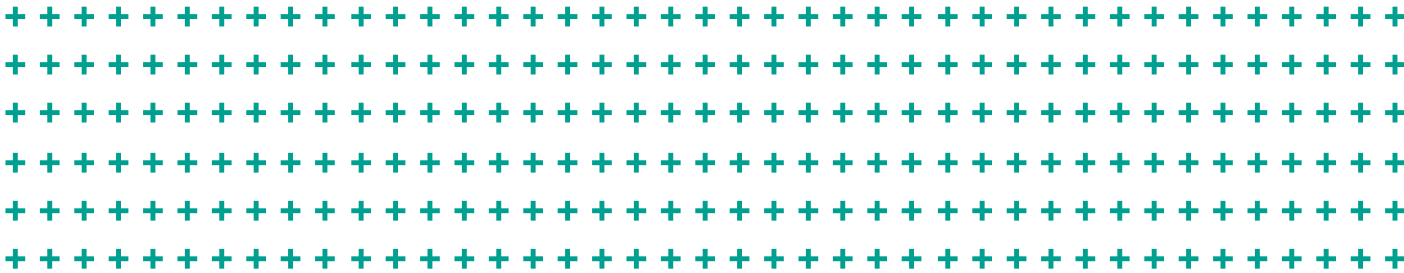
CREDIT PORTFOLIO (R\$ billion)				
	2022	2023	2024	
Loans and discounted securities	84.7	96.9	113.7	58.6%
Financing	20.5	22.3	27.6	14.2%
Rural and agro-industrial financing	41.3	48.1	51.7	26.7%
Real estate financing	1.0	0.9	0.9	0.5%
Total credit operations	147.5	168.2	194.0	100.0%
Provisions associated with credit risk	-7.0	-9.4	-12.3	
Total credit operations - net provisions	140.5	158.8	181.7	



CREDIT PORTFOLIO BY BUSINESS SECTOR (R\$ billion)				
	2022	2023	2024	
Rural and agro-industrial financing	41.3	48.1	49.6	26%
Individuals	21.2	17.5	27.3	14%
Real estate financing	1.0	0.9	0.9	0%
Legal entities				
Services	23.9	28.3	37.1	19%
Industry	16.9	21.9	23.7	12%
Trade	24.3	30.1	31.3	17%
Others	18.9	21.4	24.1	12%
Total	147.5	168.2	194.0	100%

Revenues from credit operations reached R\$ 33 billion in 2024, representing an increase of 11% compared to 2023. This result demonstrates alignment with the needs of cooperative members, both individuals and entrepreneurs from micro, small, and medium-sized companies, through the implementation of more affordable interest rates and more flexible payment terms.

REVENUE FROM CREDIT OPERATIONS (R\$ billion)				
	2022	2023	2024	
Loans and discounted securities	15.9	19.8	22.0	69.9%
Financing	3.1	3.7	4.2	13.3%
Rural and agro-industrial financing	2.9	4.4	4.7	14.9%
Housing finance	0.1	0.1	0.1	0.3%
Others	0.5	0.7	0.5	1.6%
Subtotal	22.5	28.7	31.5	100.0%
Credit recovery	0.9	1.0	1.5	
Total	23.4	29.7	33.0	



Credit Portfolio Performance and Economic Impact

GRI FS6

Sicoob’s credit portfolio plays a central role in strengthening cooperatives and promoting regional economic development, in line with the purpose of financial cooperativism. The granting of credit drives business, fosters job creation, and expands financial inclusion, directly benefiting cooperative members and communities.

Impacts of the Credit Portfolio on Operations and Financial Results

The credit offering directly reflects the growth of Sicoob’s operations, expanding its capacity to meet the demands of its members and contributing to the strengthening of the local economy. In addition, it enables new productive investments and provides access to financial resources that are essential for the development of the activities of individual and corporate members.

In 2024, the outstanding balance of the credit portfolio reached R\$ 194 billion, representing growth of 15.3% over the previous year. This advance was driven by increased credit releases through emergency programs, such as FAMPE, PRONAMPE, and PEAC, in addition to the strengthening of operations via BNDES and foreign exchange credit.

Credit Portfolio Segmentation

Sicoob’s credit portfolio is distributed between Individuals and Legal Entities, ensuring diversity in meeting the needs of cooperative members. In 2024, the national portfolio presented 47.7% of the outstanding balance allocated to individuals and 52.3% to legal entities.

In addition, credit allocation varies according to the regions of the country, reflecting the presence and capillarity of the System. The Southeast accounted for 51.6% of the total portfolio balance, followed by the South (24.4%) and the Center-West (15.1%). The North and Northeast regions together accounted for 8.9% of the total.

The segmentation of Sicoob’s credit portfolio reflects its operations in different regions of the country and among different member profiles. The following table shows the distribution of the credit portfolio balance by type of member and region, while the second table details the representation of members with credit operations over the last three years.

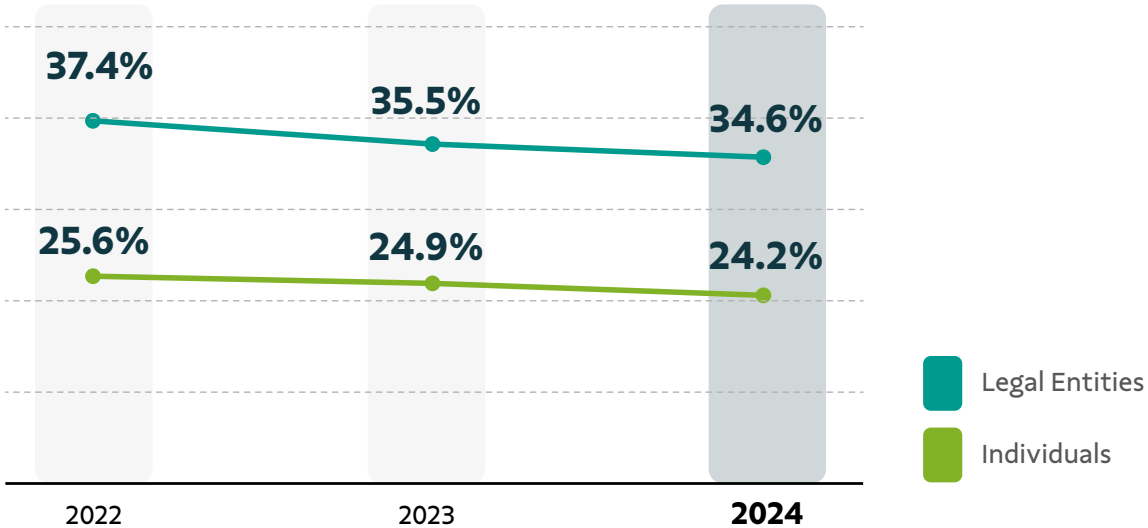




DISTRIBUTION OF CREDIT PORTFOLIO BALANCE				
Region	Type	Type of member and region representation in the portfolio		Regional representation in the portfolio balance
		2022	2023	2024
North	Individuals	67.9%	68.7%	67.7%
	Legal Entities	32.1%	31.3%	32.3%
	Total	100.0%	100.0%	100.0%
Northeast	Individuals	47.6%	45.8%	44.2%
	Legal Entities	52.4%	54.2%	55.8%
	Total	100.0%	100.0%	100.0%
Central-West	Individuals	56.8%	58.8%	57.2%
	Legal Entities	43.2%	41.2%	42.8%
	Total	100.0%	100.0%	100.0%
Southeast	Individuals	47.0%	48.1%	43.7%
	Legal Entities	53.0%	51.9%	56.3%
	Total	100.0%	100.0%	100.0%
South	Individuals	46.5%	47.7%	46.1%
	Legal Entities	53.5%	52.3%	53.9%
	Total	100.0%	100.0%	100.0%
Brazil	Individuals	49.7%	50.8%	47.7%
	Legal Entities	50.3%	49.2%	52.3%
	Total	100.0%	100.0%	100.0%



% Members with Credit Operations



Credit Portfolio Definition and Management

Sicoob's financial product portfolio is defined centrally by Sicoob Bank, which is responsible for launching and standardizing credit operations. Some lines allow greater autonomy for cooperatives, such as payroll loans, where cooperatives can operate with their own resources and set specific conditions. In products such as foreign exchange credit, intermediation is carried out exclusively by Sicoob Bank, ensuring regulatory compliance and operational efficiency.

Portfolio management is monitored by Sisbr Analítico, a platform that consolidates portfolio data and enables strategic monitoring of product performance. In addition, some operations are linked to the Sales National Campaign (CNV), which evaluates performance metrics for individual cooperatives and service units (Service Units – UAs).

Outlook for 2025

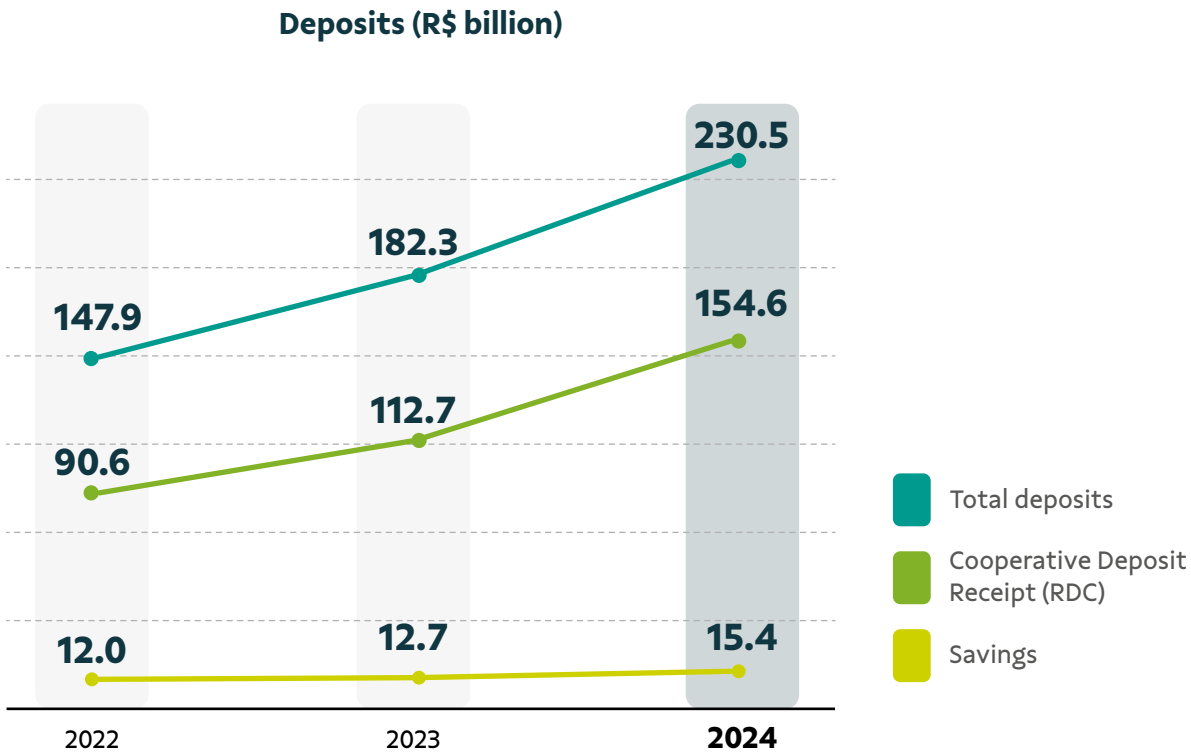
Sicoob projects continued expansion in credit, with the goal of reaching a 4.62% market share. This projection reflects the institution's commitment to expanding access to financial solutions, driving sustainable economic development in the communities where it operates.





DEPOSITS

With regard to funds raised, at the end of the period, deposits totaled R\$ 230.5 billion, marking a 26.4% increase compared to R\$ 182.3 billion at the end of the previous fiscal year. During this period, Cooperative Deposit Receipt (RDC) stood out, increasing by 37.5%, from R\$ 112.7 billion on December 31, 2023, to R\$ 154.6 billion on December 31, 2024. Savings reached a balance of R\$ 15.4 billion, representing an increase of 21% over the previous balance.



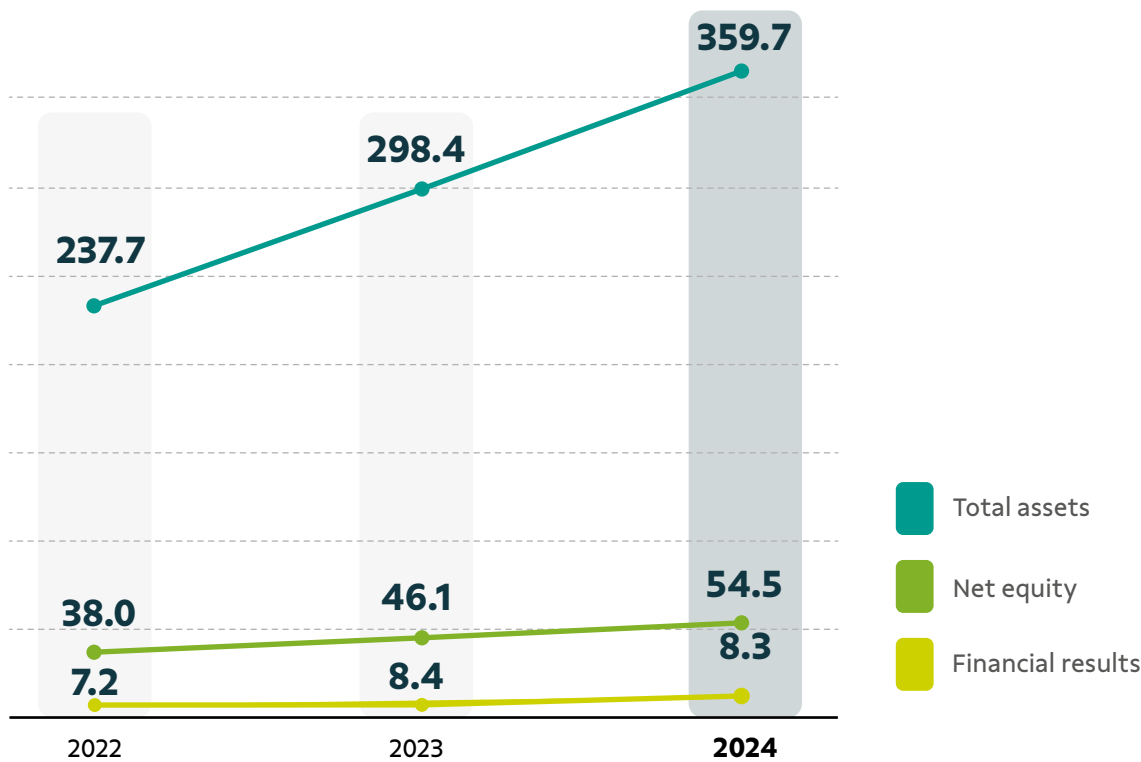
ASSETS, NET EQUITY, AND FINANCIAL RESULTS

On December 31, 2024, total assets reached R\$ 359.7 billion, representing a 20.5% increase compared to December 31, 2023. This growth was strongly driven by credit operations and investments in securities.

At the end of the period, net equity reached R\$ 54.5 billion, reflecting growth of 18.2% compared to the previous year. This advance is largely due to the increase in share capital and the inclusion of accumulated financial results.

Financial results reached R\$ 8.3 billion, representing a 0.8% decrease compared to R\$ 8.4 billion in the previous year. This reduction was due to an increase in expenses related to credit risk provisions, as a result of growth in the credit portfolio and the application of triggers to reclassify borrowers' ratings due to the emergence of new events and factors that influence provisions.

Assets, Net Equity, and Financial Results (R\$ billion)



CREDIT CARD

Sicoob Bank, responsible for issuing Sicoob cards and cards for various cooperative systems, ended 2024 with a total of 12.7 million cards. Growth in the card base in partnership with other systems accounted for approximately 18.7% of total revenue.

During the year, total purchases reached R\$ 118.03 billion, an increase of 12.2% over the previous year. Credit transactions alone totaled R\$ 71.87 billion.

CREDIT CARD	2022	2023	2024
In million of units	10.80	11.80	12.70

ACQUISITION

In 2024, acquisition, combining Sicoob's bases and partner systems, showed a 22.2% drop in the number of active Sipag card machine accreditations compared to the same period in 2023. However, accumulated revenue grew to R\$ 62.08 billion, equivalent to a 36.2% increase compared to the same period in 2023.

ACQUISITION	2022	2023	2024
Income (R\$ billion)	40.90	45.59	62.08



INSURANCE

In 2024, Sicoob Insurance registered 824,000 Life insurance customers, with total revenues of R\$ 3.05 billion. Throughout the year, benefits paid totaled R\$ 529 million.

These results are the consequence of promoting a culture of protection, both in relation to life and to the assets of our members, in addition to investments made to offer a better experience to policyholders.

INSURANCE		2022	2023	2024
Life insurance customers	(thousands of cooperative members)	564	731	824
Revenues	(R\$ billion)	2.35	2.77	3.05
Benefits paid	(R\$ million)	322	382	529

THIRD-PARTY ASSET MANAGEMENT

In 2024, Sicoob DTVM totaled R\$ 143.63 billion in assets under management, comprising 18 investment funds and 20 portfolios. These assets are allocated to predefined asset categories according to the type of fund, including Fixed Income, Equities, Multimarket, and Variable Income, and managed portfolios.

In recent years, net equity under management has grown as a result of cooperatives joining the managed portfolio service, the creation of investment funds, and the appreciation of securities acquired for these funds and portfolios.

Sicoob DTVM	2022	2023	2024
Third-party managed resources (R\$ billion)	69.11	116.33	143.63

CONSORTIUMS

Sicoob Consortium ended 2024 with a managed portfolio of R\$ 50.3 billion and a total of 426,137 active shares.

CONSORTIUMS	2022	2023	2024
Active quotas (number of quotas)	319,399	377,298	426,137
Commercial Portfolio (R\$ billion)	32.5	42.0	50.3

The modalities serve all our members, both individuals and legal entities, as well as rural producers, and enable the purchase of sustainable goods, such as solar kits (which include photovoltaic panels, inverters and/or solar modules and mounting structures), vehicles, motorcycles, and electric bicycles. In addition, our letters of credit can be used to purchase solar or wind power generators, water and sewage treatment equipment, solar heaters, LED lighting, drones for precision agriculture, and water collection and reuse equipment. Furthermore, cooperative members can enjoy one of the lowest rates on the market.

PENSION PLAN

In 2024, the pension plan reached a total of 227,885 active participants and a balance of R\$ 2.92 billion in its portfolio. Sicoob Previ stands out as one of the leading pension plan entities established in Brazil, the result of the joint efforts of Sicoob cooperatives.

PENSION PLAN	2022	2023	2024
Active Participants (number of participants)	203,101	219,004	227,885
Managed Resources (R\$ billion)	2.09	2.54	2.92



For more detailed information on Sicoob's audited 2024 Combined Financial Statements, click here or scan the QR Code.





OUR PEOPLE

GRI 2-7 | 2-8

COMMITMENT TO HUMAN DEVELOPMENT AND VALUING PEOPLE.

Sicoob recognizes that the strength of its operations is directly linked to the talent and dedication of the people who make up the System. That’s why it invests in professional development, values human capital, and builds a work environment that stimulates employee growth and contributes to organizational excellence.

At the end of 2024, Sicoob had 60,168 employees spread across all regions of the country. Continuous investment in human development is a way to strengthen the System’s long-term vision and value employees, while ensuring the sustainability of the business and a commitment to a safe and responsible future.

NUMBER OF EMPLOYEES BY REGION, GENDER, AND EMPLOYMENT CONTRACT - 2024						
Região	PERMANENT (FULL-TIME)				TOTAL BY REGION	
	Women	Men	Not Informed	Total	By Region	Representativeness by Region
Central-West	6,558	5,780	22	12,360	12,360	20.5%
Northeast	785	571	1	1,357	1,357	2.3%
North	2,321	1,521	7	3,849	3,849	6.4%
Southeast	16,798	12,116	262	29,176	29,176	48.5%
South	8,174	5,186	66	13,426	13,426	22.3%
Total	34,636	25,174	358	60,168	60,168	100.0%
Representation by gender	57.6%	41.8%	0.6%	100.0%		

Note: approximately 5% of all non-permanent employees are apprentices and trainees. This year, we were unable to determine the exact number of people in this category. In the table above, they are added to the permanent employees. Next year, we will present this data separately, as we have done in previous years.

Permanent and Non-Permanent Employees

Sicoob structures its staff to consider different types of employment relationships, ensuring compliance with labor legislation and the adequacy of functions to the organization’s needs.

Permanent employees are those hired under the complete Consolidation of Labor Laws (CLT) and covered by collective bargaining agreements and the benefits provided for in the employment contract. In addition to formal employees, Sicoob’s staff includes managers, statutory members of the Executive Boards, and members of the Boards of Directors and Audit Committee.

Non-permanent employees include trainees and apprentices, hired under CLT legislation. Trainees are students enrolled in educational institutions who carry out supervised practical activities. Apprentices, on the other hand, are young people enrolled in professional training programs with specific rules governing working hours and age.

In addition to direct employees, part of Sicoob’s activities is carried out by outsourced workers, hired mainly by the cooperatives in the regions where they are present. These professionals work in areas such as information technology, tele-service, security, transportation of valuables, pantry, and cleaning. Currently, Sicoob does not have consolidated data on this contingent of professionals throughout the System. However, it remains committed to seeking greater traceability and consolidation of information on outsourced workers in central and individual cooperatives.

Benefits

Sicoob employees have a competitive benefits package in line with the best market practices. Among the benefits offered are medical and dental care, group life insurance, a supplementary pension plan, a food and meal allowance, a childcare and babysitting allowance, a physical activity plan, and profit sharing, the latter applied according to the policy of each cooperative.

In addition to these options, a pension plan is administered by Sicoob Bank, which is available to employees of cooperatives participating in the plan. A characteristic of this plan is that it is a defined contribution plan, and the monthly contributions made by the sponsor are recorded as expenses in the result for the period.

Benefits are reviewed periodically to ensure that they remain compatible with employee needs and market trends. In addition to standardized benefits, some cooperatives can structure specific benefits adapted to local realities and the demands of their employees.

In 2024, a Systemic Benefits Survey was conducted, allowing for a comparative analysis between the cooperatives. The results served as input for future proposals and adjustments, reinforcing Sicoob’s commitment to valuing its employees and continuously improving the work environment.

Diversity

Strengthening equality and equity in the workplace is part of Sicoob’s commitment to building a more pluralistic, sustainable organization in line with the best pe-

ople management practices. The System’s cooperative culture, based on principles of inclusion and valuing human capital, guides the promotion of an environment in which all employees can develop their potential and contribute to the institution’s growth.

The initiatives aimed at promoting diversity at Sicoob are supported by institutional guidelines that guarantee an inclusive and equitable environment. The Institutional Diversity and Inclusion Policy (D&I) guides these actions, establishing guidelines for valuing diversity, inclusion, and respect for human rights. Aligned with the Sicoob Ethics Pact, the Sustainability Plan, and current legislation, the policy ensures transparency and equity in opportunities. Revised annually, its implementation is mandatory in all central and individual cooperatives, strengthening the System’s organizational culture.

To strengthen this journey, the People and Culture areas work systemically and aligned with the strategic pillars of the 2020–2030 Planning. The goal is to consolidate Sicoob as one of the best places to work, strengthen the institution’s cooperative identity, and continuously improve the organizational climate.

As part of this effort, a systemic contract was signed with a globally recognized company that will conduct a comprehensive diagnosis of the organizational climate in all the System’s entities, including central and individual cooperatives, CCS, and auxiliary societies. This initiative will enable detailed mapping of internal perceptions and will support the implementation of systemic indicators, the results of which will be shared later in this report.

By 2025, Sicoob has set itself the goal of achieving quality and excellence indexes in the NPS and ENPS, thereby promoting a more engaging work environment that aligns with employee expectations.

Managing diversity and the organizational climate remains a strategic priority for Sicoob, reinforcing its commitment to an inclusive and collaborative work environment that fosters the sustainable development of both people and business.

Furthermore, all interactions with employees and third parties are based on the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. In addition, we encourage our partners and members to take steps to avoid any kind of violation, and to reduce or eliminate potential negative impacts arising from our activities, both direct and indirect.



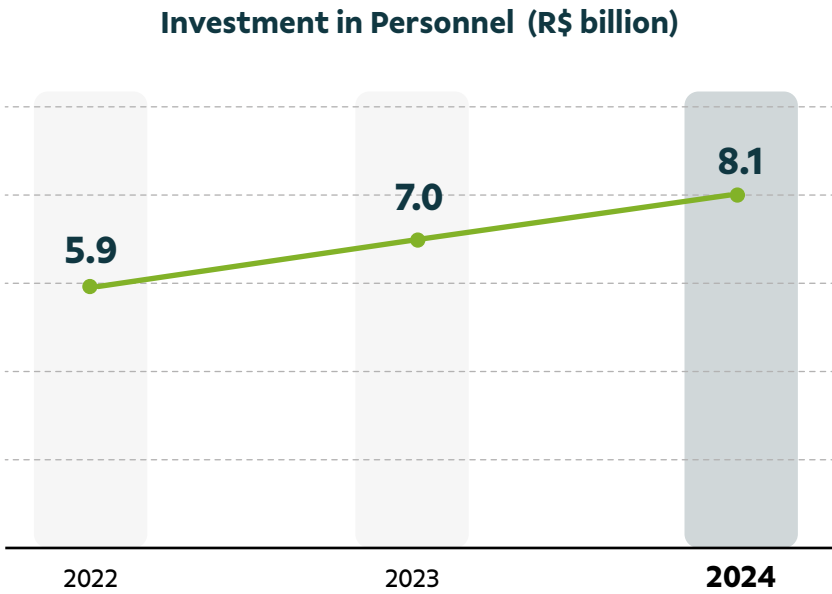
Organizational Climate

Organizational climate actions in 2024 were conducted based on the Systemic Strategy Pact (2024–2026 Cycle), which standardized the climate diagnosis process. To this end, the systemic contract with GPTW (Great Place To Work) was made available, ensuring that all Sicoob cooperatives have access to the same diagnostic model. Currently, 236 cooperatives, including central and individual ones, and the CCS, apply this methodology, thereby strengthening the systemic identity and employee experience at Sicoob.

APPLYING THE METHODOLOGY	
Entity	Number of Diagnoses
CCS	1
Sicoob BA	11
Sicoob Cecemge	23
Sicoob Cecresp	33
Sicoob Crediminas	39
Sicoob ES	7
Sicoob NE	11
Sicoob Norte	6
Sicoob Rondon	9
Sicoob SC/RS	29
Sicoob SP	15
Sicoob Unicoob	16
Sicoob Nova Central	14
Sicoob Uni	15
Sicoob Unimais Rio	7
Total	236

Investment in Human Capital

Investments in human resources include the salaries and fees of directors and advisors, overtime payments, reserves for 13th salary and vacations, as well as INSS (National Institute of Social Security) and FGTS (Guarantee Fund for Length of Service) contributions for employees in Brazil. Also included are benefits such as medical assistance, transport vouchers, meal vouchers, training programs, and the remuneration of interns, as well as the Profit Sharing (PLR) of the integrated entities. In 2024, we earmarked R\$8.1 billion for the development of our employees.



People Development

Sicoob continually invests in the training and professional development of its employees, managers, members, third parties, and communities. To this end, it provides its educational platform designed to meet the specific learning needs of the System.

Sicoob’s portfolio of courses combines recorded solutions, which enable independent learning, and live training conducted by specialized instructors. This flexibility allows Sicoob cooperatives to select content in line with their local strategies and encourage participation according to the individual needs of each professional.

The training structure is updated annually in line with market changes and the challenges facing financial cooperatives. The aim is to strengthen institutional initiatives and ensure that learning contributes to the continuous improvement of people and the business.

Participants’ performance is monitored through reports from the corporate education system, which, in addition to the number of participants, accounts for the number of training courses successfully completed, ensuring an effective measurement of the impact of educational actions.

In 2024, Sicoob’s educational solutions recorded 1,567,035 participations in asynchronous and synchronous training. Of this total, 1,538,856 on-line training courses were successfully completed, while 28 synchronous trainings were successfully completed, totaling 1,538,884 successful trainings.

Corporate Education monitors the progress of training every month to continuously analyze the engagement and development of its staff. The annual growth in these figures reinforces the importance of ongoing training as a strategic element in ensuring Sicoob’s sustainability and competitiveness, strengthening the qualifications of its professionals and contributing to excellence in the provision of products and services.

CORPORATE EDUCATION	2022	2023	2024
Number of professionals trained	60,201	61,174	77,135
Number of trainings courses successfully completed	1,564,033	1,533,700	1,538,884
Number of participations	1,620,708	1,590,937	1,567,035

Note: Participation refers to the total number of courses completed, regardless of whether they were successful or not. On the other hand, training refers to courses that were successfully completed, i.e., those in which the person scored 70% or more.

Corporate Education for Our Professionals and Members

Sicoob’s Corporate Education operates under the Corporate University (UC) model, acting as a strategic pillar for strengthening cooperativism and qualifying the System’s professionals. The initiatives comprise an educational program that promotes knowledge, professionalization of management, and dissemination of best corporate governance practices, contributing directly to the sustainable development of the business.

The main objectives of the educational program are to develop skills, enhance customer service, and train new leaders in line with the principles of cooperativism. In this way, the training actions reinforce Sicoob’s mission, vision, and values, ensuring that the identity and purpose are disseminated on all fronts.





Learning Platform

To ensure continuous and flexible access to training, Sicoob offers three educational platforms with 24-hour access, segmented according to the target audience:

- **Corporate Education Platform:** aimed at the internal public, including managers and employees of the System.
- **Moob App:** aimed at training cooperative members, promoting courses and content on the cooperative model and its applications.
- **Education Portal:** a platform open to cooperative members, communities, and service providers, offering courses on cooperativism, the financial market, and professional development.

Learning Paths

Learning Paths structure training paths for employees and managers, aligning the development of skills with Sicoob’s strategies. The trails are organized by specific themes, utilizing multiple educational formats, including online courses, video classes, e-books, and podcasts.


To standardize and strengthen specialization within the System, the trails promote integrated learning, ensuring that employees and managers have a uniform base of knowledge and qualified service in all regions of the country.

Sicoob’s Corporate Education is constantly evolving, promoting training, innovation, and the sustainable development of the System, preparing its professionals for the challenges of the present and the future.

Training Internal and External Audiences

For the internal public, 203 online solutions are available in the corporate education system, as well as 44 live training programs (including training and development programs and certification preparation), and 155 instructor-led classes. These initiatives enhance the qualifications of professionals and elevate the standards of service and management across all System entities.

In addition to the internal public, Sicoob invests in training cooperative members, communities, and service providers, strengthening the dissemination of cooperative knowledge. In 2024, 32 courses were offered on the Moob app and 82 courses on the Education Portal, totaling 28,240 training courses completed.



EDUCATIONAL SOLUTIONS			
	2022	2023	2024
Virtual (live)	81	126	155
Online	384	475	602
Total	465	601	757



Partner Institutions in Corporate Education

Sicoob’s Corporate Education establishes strategic partnerships with leading institutions to expand access to specialized training and offer programs aligned with the System’s needs. These collaborations facilitate meetings, seminars, training and development programs, certifications, exchanges, and postgraduate courses (Lato Sensu), thereby strengthening the qualifications of employees and managers.

The partner institutions include renowned academic organizations and entities from the financial sector, guaranteeing the excellence of the educational programs:

- **Fundação Getúlio Vargas (FGV):** responsible for Sicoob’s professional certification programs.
- **Fundação Dom Cabral (FDC):** partner in the Executive Education Program, aimed at developing managers and leaders.
- **World Council of Credit Unions (WOCCU):** partner for executive exchange programs in international institutions linked to credit cooperatives.
- **Mentor/Go Sync:** responsible for Sicoob’s leadership development program.
- **Fundação Instituto de Administração (FIA):** partner for extension courses aimed at improving managers.
- **Central Bank of Brazil (BCB):** partner in the training of Personal Finance Management Facilitators and the development of financial education.

These partnerships reinforce Sicoob’s commitment to continuous qualification, preparing its professionals and managers for the challenges of the market and consolidating corporate education as a strategic pillar for the sustainability of the System.





SICOOB'S COMMITMENT TO SUSTAINABLE DEVELOPMENT



MATERIALITY AND STAKEHOLDER ENGAGEMENT

GRI 2-29 | 3-1 | 3-2

Sicoob's materiality analysis was conceived in 2018, marking the beginning of a structured and continuous dialogue with the main stakeholders. This initiative aimed to identify the most relevant social, environmental, economic, climate, and governance issues for Sicoob's sustainability, ensuring that the System's strategies are aligned with stakeholder expectations, Sicoob's sustainability context, and global trends.

In 2021, we revised the materiality, reaffirming the priority themes previously established. The process included new active listening to key stakeholders conducted through direct and independent interviews, ensuring that the materiality remained relevant to Sicoob's context and served as a basis for building the Sustainability Plan. This systemic document guides the actions of Sicoob's central and individual cooperatives as well as its auxiliary companies, strengthening strategic coherence at all levels of the System.

As part of our commitment to continuous the improvement of our management practices and transparency in sustainability, we conduct annual direct interviews with representatives of regulatory bodies, sector entities, members of the Board of Directors, the Executive Board, and Sicoob's superintendents. This process ensures that material topics are constantly discussed, validated, and improved, providing a comprehensive and informed vision for Sicoob's sustainable management.



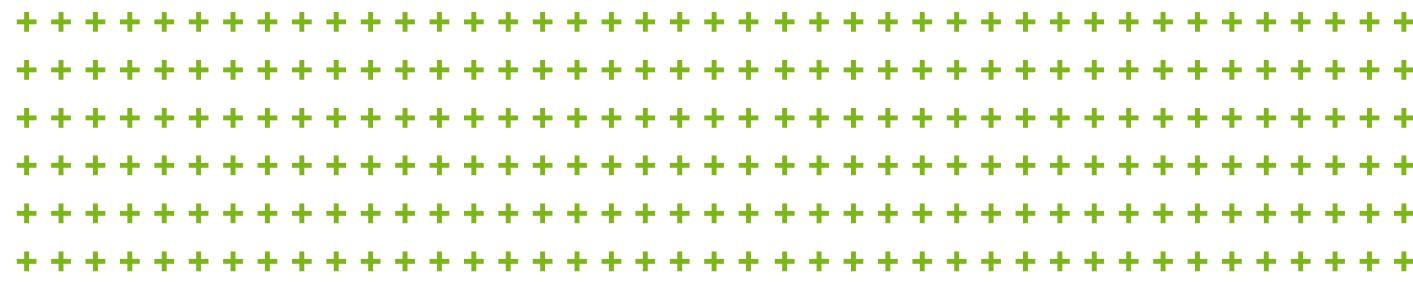
Stakeholder Engagement in Three Stages

To periodically define and evaluate Sicoob's material topics, we have structured a stakeholder engagement process based on three strategic categories:

- Publics with a regulatory and economic relationship with Sicoob.
- Publics related to the social dimension of the business.
- Publics related to Sicoob's governance and management.

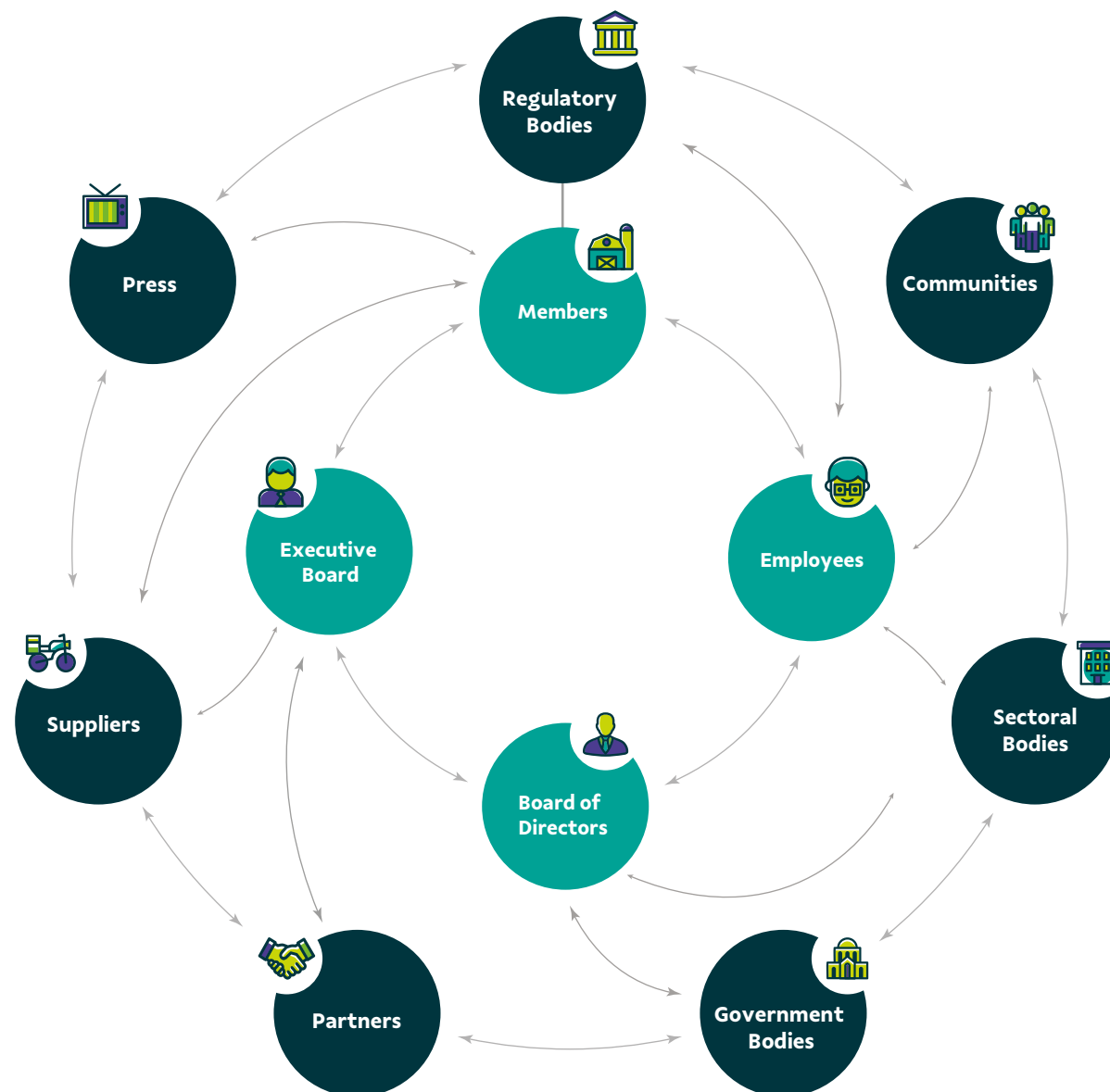
Based on this segmentation, we adopted a process structured in three stages:

- **Identification:** mapping of stakeholders based on Sicoob's potential impact on these groups and their influence on the System's operations, primarily focusing on regulatory and sectoral stakeholders.
- **Selection:** analysis and approval of priority groups by Sicoob's internal leadership, resulting in the identification of 11 strategic stakeholders considered to be those whose activities can impact or influence Sicoob's strategies.
- **Dialogue:** submission of relevant sustainability issues to stakeholder analysis. These topics were identified through sector benchmarking, internal surveys, and direct interactions with stakeholders.



This process has ensured that Sicoob's material topics are defined based on multiple perspectives, guaranteeing that dialogue with stakeholders is an ongoing practice for the sustainable management of the System.

Stakeholder Groups Engaged in Materiality Analysis



Prioritization Through Analysis of Risks, Opportunities, and Impacts

Sicoob's material topics were prioritized based on the significance of their impacts and the associated risks and opportunities. This process ensured that the topics selected reflected the most relevant issues for the System's sustainability.

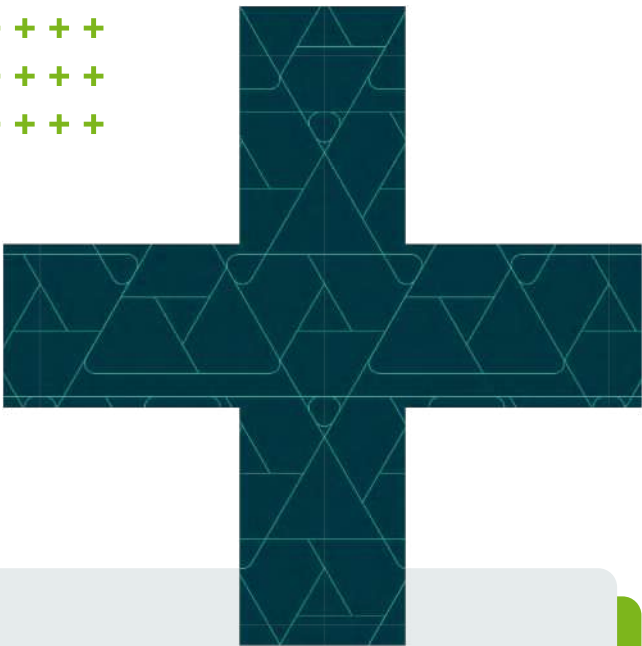
In addition to the topics initially proposed in the stakeholder consultation, participants were encouraged to suggest other issues they considered relevant. However, no new additions were made to the previously identified set of topics.

At the end of the dialogue process, six material topics were prioritized, establishing the scope of sustainability management at Sicoob. The limits of these topics were defined in the same materiality consultation process and are revisited annually, ensuring that they remain aligned with changes in Sicoob's context and stakeholder expectations.





OUR PRIORITY MATERIAL TOPICS



- Governance

Security and Privacy

Financial Citizenship
- Cooperatives

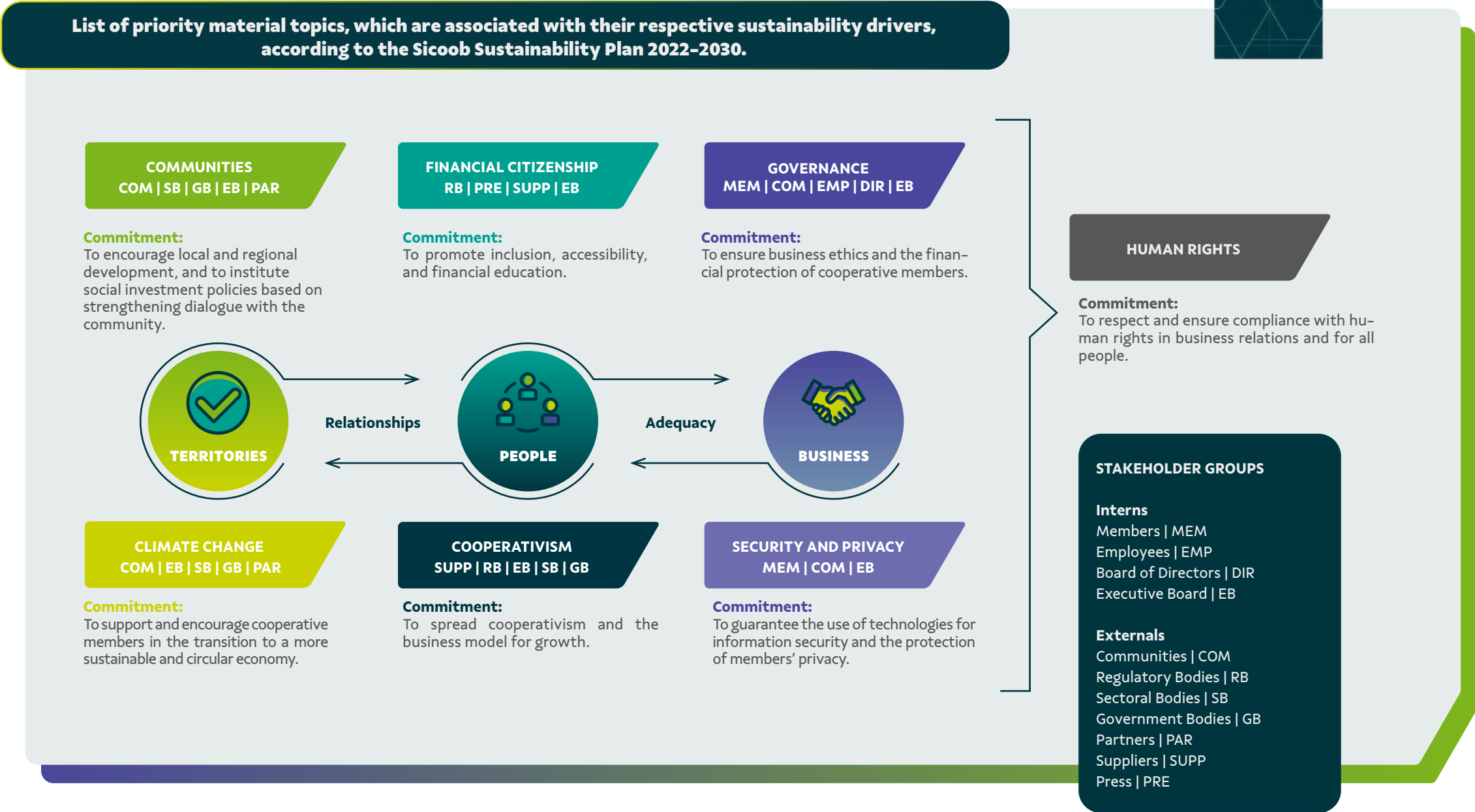
Communities

Climate Change

Sicoob’s priority material topics are organized into three strategic sustainability guidelines, which guide the System’s actions in generating value for its members, employees, and communities. These guidelines reflect Sicoob’s commitment to sustainable management in line with its long-term strategy and socioeconomic responsibility.

- People:** Represents Sicoob’s commitment to promoting financial justice and prosperity, ensuring that initiatives and operations generate shared value for all stakeholders and strengthen the positive impact of cooperativism.
- Business:** Expresses Sicoob’s role in sustainable development through the provision of financial services, ensuring the responsible allocation of resources to boost local socioeconomic growth and strengthen the sustainable finance ecosystem.
- Territories:** Reflects Sicoob’s commitment to boosting the local economy by structuring products and services that meet the economic characteristics of each region, consolidating its bond with communities, and promoting sustainable development in the territories in which it operates.

These guidelines structure Sicoob’s sustainability strategy, ensuring that practices are aligned with stakeholder demands, market changes, and the principles that govern the cooperative’s operations.





Although Human Rights is not a material topic for Sicoob, it is dealt with across the board in our sustainability strategy. In 2023, the Human Rights indicators were formally approved by the governance bodies and began to be monitored in a structured way, reinforcing the System's commitment to this agenda.

Adherence to the UN Global Compact and participation in the Human Rights Action Platform have further strengthened this action, ensuring that Sicoob's practices are aligned with international guidelines on the subject. Sicoob's commitment to this agenda reflects its responsibility to promote more inclusive, ethical, and sustainable work environments, reinforcing respect for people as a fundamental principle of its operations.

Systemic Orientation

Sicoob's materiality analysis applies to all central and individual cooperatives. This ensures a unified strategic direction and is fundamental to guaranteeing coherence, alignment, and coordination of sustainable practices at all levels. In this context, Sicoob Cooperative Center plays a strategic and coordinating role in the Sustainability Plan, assuming the following responsibilities:

- **Definition of Strategic Priorities for Sustainability:** CCS identifies the primary sustainability issues that impact the System at a national level, considering social, environmental, climate, and governance aspects. This approach allows Sicoob's strategies to be aligned with market demands and stakeholder expectations.
- **Ensuring Coherence and Strategic Alignment:** by leading the development of systemic materiality, CCS ensures that priority themes are integrated into Sicoob's strategic objectives, promoting consistency and unity in the implementation of sustainable guidelines throughout the System.



- **Stakeholder Engagement:** CCS plays a key role in articulating with both internal and external strategic stakeholders at a national level. This interaction contributes to an inclusive and comprehensive approach to defining sustainable priorities, strengthening Sicoob's connection with its operating ecosystem.
- **Standardization of the Sustainability Approach:** the definition of a systemic materiality facilitates the comparability of information between cooperatives, promoting transparency and structured communication about Sicoob's sustainability efforts. This enables the consolidation of unified reports and indicators, thereby strengthening the System's representation on both national and international stages.
- **Performance Monitoring and Evaluation:** CCS plays a continuous supervisory role, monitoring the evolution of sustainability in the System. This monitoring involves regular assessments of the effectiveness of the implemented strategies, ensuring adjustments are made whenever necessary to maximize positive impacts and mitigate risks.

By performing these functions, CCS contributes to strengthening Sicoob's organizational culture in line with the principles of sustainability, promoting more effective, integrated, and structured action throughout the System.

Training in Sustainable Development

To strengthen internal training, Sicoob's Corporate Education registered 68,362 participations in training programs focused on sustainable development and related topics. The programs include courses on sustainability, ESG, bioeconomics, environmental governance, pay equality, women's leadership, and financial citizenship.



SUSTAINABLE DEVELOPMENT TRAINING	Number of Participations
4 Minutes of Sustainable Education	354
The Bioeconomy and the Conversion of Green into Value – A Case Study at Sicoob	863
Harassment-Free Environments – Promote Safety and Respect at Work	1
Invisible Barriers: Unconscious Biases	2,556
Bioeconomy and Environmental Governance in the Financial System	268
How to Run the <i>Cooperativa Mirim</i> Program	618
How to Run the <i>Financinhas</i> Program in Schools	957
How to Run the Sicoob Institute's Educational Programs?	42
How to Generate Value in Your Company with ESG Practices?	1,011
Nonviolent Communication	9,882
Members and Their Cooperative	235
Cooperativism and Entrepreneurship	142
Financial Cooperativism and Socioeconomic Development	1,307
Sustainable Development Axis	108
FATES – Know the Law and Learn How to Allocate Resources	830
Generating Value with Sustainability	1,025
Volunteer Management	604
Pay Equality	586
Sicoob Institute	7,915
Women's Leadership – The View from Organizations	1,809
Women's Leadership – Women's Vision	1,941
Leadership: Feminine noun	1,884
Our Sicoob World	10,568
New Sicoob Institute System – Sins	239
Financial Cooperativism and Social and Environmental Responsibility	712
Lecture 3 – The Connected Look: ESG (<i>Environmental Social Governance</i>)	75
Pill 3 – Connected Look – ESG (<i>Environmental Social Governance</i>)	65
Sustainability Thematic Plan	884
Cooperativism and Entrepreneurship Axis Program	838
Financial Citizenship Programs	1,303
Sustainable Development Programs	583
Voluntary Purpose	7,646
Sustainability Report	425
Sicoob Institute System – Sins	707
Sustainability in Practice	1,029
Volunteer Transformer	8,350
Total	68,362



STRATEGIC SUSTAINABILITY PLAN



Sicoob's commitment to sustainability is formally integrated into the Systemic Sustainability Plan, which guides the central and individual cooperatives in implementing the strategic guidelines. CCS ensures the governance of this commitment with the support of the Sustainability Committee (Cosus), which monitors the evolution of the pacts assumed and promotes the dissemination of the guidelines in all instances of the System. To ensure that this commitment is integrated into its operations, Sicoob periodically holds workshops, mentoring sessions, and institutional dialogues, while also encourages the adoption of individual action plans by the cooperatives. Progress is monitored through institutional sustainability indicators, annual reports, and engagement initiatives, consolidating Sicoob's commitment to transparency and the continuous improvement of its sustainable practices.

The integration of materiality into business strategies enabled Sicoob to develop a comprehensive Sustainability Plan, which was created in collaboration between the Sicoob Cooperative Center and the central and individual cooperatives. The Plan involved representatives from various levels of Sicoob, promoting broad engagement and alignment with strategic guidelines aimed at implementation at all levels.

The Sustainability Plan is linked to the Citizenship and Sustainability dimension of the Systemic Strategy Pact. Drawn up in 2022, it follows the same time horizon and structures a set of strategic commitments aligned with material topics and institutional priorities. Governance is conducted by the CCS Citizenship and Sustainability area, with participation from executives within the CCS itself, the central and individual cooperatives, and Cosus, ensuring that sustainability is integrated into our business model.

The Plan is structured around seven strategic commitments, which are broken down into 24 objectives, 32 initiatives, and 92 actions, permeating Sicoob's practices across the board and aligning with its strategies, policies, and corporate governance.

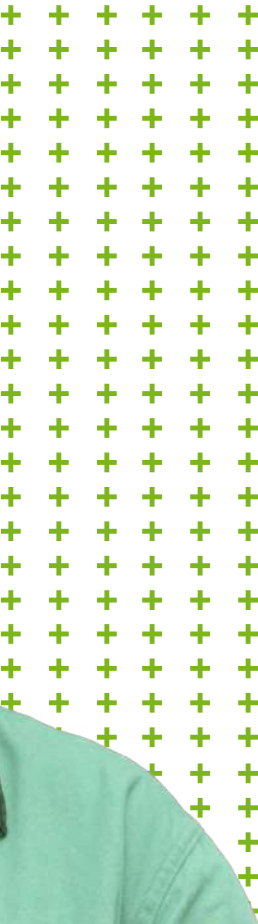
To monitor performance, the CCS governance bodies approved the institutional sustainability indicators, comprising 40 indicators that track Sicoob's progress on the seven material topics. These indicators have been reported to the CCS governance bodies every six months since 2024, reinforcing the monitoring, supervision, and transparency of results.

Sustainability Plan Guidelines and Commitments

At Sicoob, Sustainability is intrinsically linked to the Citizenship and Sustainability dimension of the Systemic Strategy Pact, reflecting the institution's commitment to responsible development aligned with the cooperative purpose. Decisions on this issue are made at the highest level of governance, ensuring that the sustainable agenda is integrated into the corporate strategy and guided by guidelines that promote positive impacts for all stakeholders, including members, society, and the environment.

The evolution of Sicoob's sustainability journey requires that well-defined strategic guidelines guide systemic actions. To this end, we have established a set of structuring guidelines that shape the material themes and guide the System's actions to achieve positive and lasting impacts. These guidelines are designed to address immediate challenges and establish a sustainable and resilient path for the future. In addition, we have incorporated the cross-cutting topic of Human Rights as a fundamental layer that permeates all our guidelines. This approach reinforces our commitment to dignity, equity, and freedom in all Sicoob's operations and practices.

The implementation of these guidelines reaffirms our commitment to integrity, transparency, and responsibility, ensuring that each initiative and objective is aligned with Sicoob's corporate values and contributes to the well-being of the communities and the preservation of the ecosystems in which we operate.

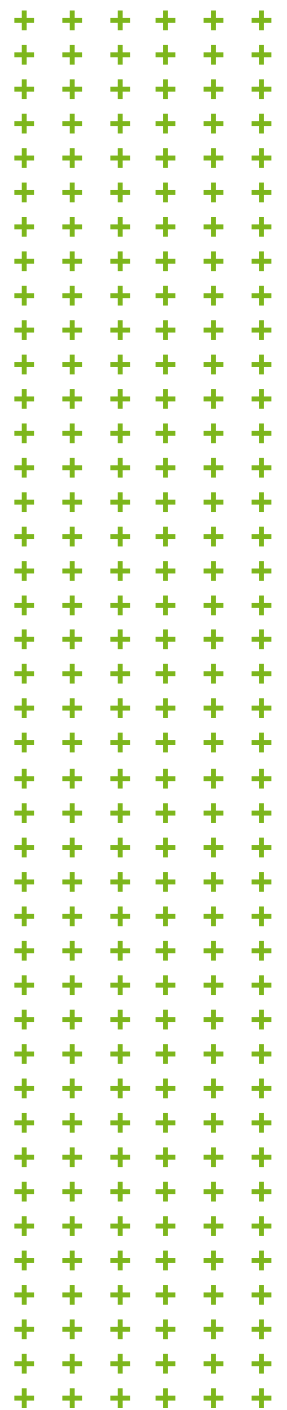




MATERIAL TOPIC	STRATEGIC GUIDELINES	STRATEGIC OBJECTIVES
Communities	Territorial Vision	To strengthen the territorial vocation of cooperatives, expanding relationships and connections with communities
	Local Socioeconomic Impact	To direct resources to strategic sectors of the regional economy, ensuring that products and services meet the profile of cooperative members
	Social Responsibility	To invest in initiatives aligned with the real demands of the communities served
	Transparency	To consolidate community investments by the principles of the Cooperative Act
Financial Citizenship	Education	To strengthen financial inclusion in specific groups of cooperative members, especially in small municipalities and less favored areas
	Suitability	To structure products and services aimed at the target audience of financial inclusion, covering classes C, D, and E, the self-employed, and micro and small enterprises (MSEs)
	Accessibility	To expand digital inclusion and improve accessibility in physical and electronic channels, guaranteeing adequate services for people with disabilities and other preferential groups
Governance	Business Ethics	To strengthen policies and systemic coordination
	Participation	To encourage the engagement of cooperative members in assemblies and decision-making forums, strengthening the bond with the cooperative
	Training	To train leaders in sustainability, ESG risks, and opportunities
	Succession	To improve the Planned Succession Program, ensuring continuity of governance
Climate Change	Framework Sicoob	To classify sustainable projects and businesses in the credit portfolio
	Sustainable Resources and Lines	To structure financial operations aimed at sustainable activities
	Solutions for Agribusiness	To promote sustainable rural credit, encouraging agroecological and low-emission practices
	Solutions for MSMEs	To direct resources to encourage the circular and sustainable economy in micro, small, and medium-sized enterprises
Cooperativism	Culture	To strengthen cooperative identity among employees and members
	Generating Value	To communicate the benefits of cooperativism in a way that is consistent with the positive impact on the lives of cooperative members
	Renewal	To attract and retain young people, promoting membership renewal and the continuity of the cooperative model
Security and Privacy	People	To strengthen the cybersecurity culture among employees and cooperative members
	Culture	To establish ongoing cyber risk awareness programs
	Investments	To adopt advanced tools that strengthen digital security and privacy protection practices
CROSS-CUTTING THEME	Social Conformity	To ensure good working conditions for direct and outsourced employees
	Diversity and Equal Opportunities	To increase the participation of women in executive and non-executive positions
	Non-discrimination	To structure policies for the inclusion of racial minorities and people with disabilities
	Human Rights	To offer training on the subject for direct and outsourced employees



Clique aqui ou acesse pelo QR Code para conhecer o nosso Plano de Sustentabilidade.





SETTING SYSTEMIC TARGETS AND CONSOLIDATING RESULTS

Sustainability is a fundamental commitment for Sicoob, and the systemic material topics set the strategic direction for all entities within the System. However, the cooperative structure brings a unique challenge: while centralized companies have a single governance and set goals for the entire organization, Sicoob is made up of 351 autonomous and independent entities – central and individual cooperatives – each with its own management, operational structure, governance and decision-making process.

Thus, setting joint sustainability targets requires a high degree of alignment and consensus among the cooperatives, respecting their autonomy and local realities. Although material topics are common to the entire system, the implementation of action plans, the definition of indicators, and the setting of targets depend on the individual decisions of each cooperative.

To overcome this challenge and ensure that the systemic guidelines are integrated into the practices of each cooperative, Sicoob has adopted a progressive model for developing the Sustainability Plan, encouraging voluntary adherence and the collective construction of commitments, albeit with individual targets.

This process began in 2022 with the joint development of the Systemic Sustainability Plan and was strengthened in 2023 through the organization of 15 sustainability workshops across all 14 central cooperatives and the CCS, with the participation of top leadership from these entities. These initiatives deepened strategic alignment and strengthened commitment to the sustainability agenda at all levels of the System.

To continue this process, in 2024, Sicoob structured a systemic contract with specialized consultancies, enabling cooperatives to access technical support for implementing their local agendas and hire services under previously negotiated conditions. This model enables each cooperative to conduct materiality analyses, develop action plans tailored to local realities, size, and complexity, and implement sustainability practices while respecting autonomy and specific needs.

Main Fronts of this Initiative:

- Encouraging cooperatives to conduct their own materiality analyses, allowing them to reaffirm or complement the priority topics of systemic materiality and consider the regional and strategic particularities of each entity.
- Encouraging the adoption of the systemic sustainability plan as a strategic reference for cooperatives.
- Support in structuring individual action plans with targets and indicators that are feasible and in line with the capabilities of each cooperative.
- Encouraging the publication of regional sustainability reports, promoting greater transparency and engagement with local stakeholders.

In addition to these actions, Sicoob has been conducting the ESG Sicoob Census every year since 2018. The survey maps the good practices of the cooperatives and has 100% adherence by the entities of the System, guaranteeing a detailed overview of the stage of maturity of sustainability in Sicoob. The results of the ESG Census over the years show a consistent evolution of sustainable practices and progress in all the analyzed items, demonstrating the cooperatives' commitment to continuous improvement.

Sicoob's commitment to sustainability remains solid and structured, respecting the decentralized governance of cooperatives and promoting progress in an integrated and scalable manner. The approach adopted aims to ensure that, in the future, the commitments made by cooperatives can be consolidated and reported systemically, increasing transparency and reinforcing Sicoob's positive impact on society.

SICOOB DECLARATION FOR SUSTAINABLE DEVELOPMENT

When it comes to making the world a better place for everyone, each decision we make is also a commitment to do more for what matters: the future of people and the planet. Thus, we were born to care for territories and people. Cooperating for tomorrow is our business.

And it is with this in mind that the institution has made public its Sustainability Plan, a strategic document outlining specific guidelines and actions to make this invaluable care for the community increasingly present in all stages of our work. As with everything in cooperatives, this Plan came to life through the voices of many. We spoke with members, cooperatives, employees, internal leaders, community representatives, government agencies, sector agencies, and partners and identified the topics with the most significant potential for impact through our actions.

This vision translates into Sicoob's sustainability materiality topics, which reflect our commitments to positive impact.

We care for communities as a matter of principle, and our vocation is local and regional development, establishing social investment policies based on strengthening dialogue with the community.

We promote financial citizenship linked to business, as we understand the importance of inclusion, accessibility, and financial education for the current and future generations, as well as for making more informed decisions.

We ensure the ethics and financial protection of our members through solid governance structures and mechanisms that are appropriate to our business model.

We are also willing to support and encourage members in the transition to a more sustainable and circular economy. Climate change is a reality, and it is through sustainable finance that we will contribute to overcoming the challenges of mitigating environmental risks and adapting to them.

We also must disseminate and practice cooperative principles throughout the business model, as we believe they are the key to a prosperous future that balances economic growth and sustainable development.

Furthermore, we are concerned about information security and the protection of privacy. We guarantee investments in technology and ongoing training for your people to protect the financial well-being of our members.

Finally, we respect and ensure the observance of human rights for all individuals, continually striving to promote diversity and equal opportunities.

This statement reaffirms Sicoob's purpose of connecting people and promoting financial justice and prosperity for this and future generations. We are aware of the challenges ahead and see them as great opportunities to continue contributing to a better future.

Our strength is cooperation. Therefore, we rely on the systemic links established between national structures, central and individual cooperatives, cooperative members, and all people who believe in the transformative potential of financial cooperativism to embrace these commitments and achieve a more sustainable tomorrow.

Sicoob, more than a financial choice: the decision to take care of what is valuable to everyone.



PACTS, AGREEMENTS, AND OTHER COMMITMENTS FOR SUSTAINABLE DEVELOPMENT



GRI 2-23

Sicoob's commitment to sustainability is strengthened by adhering to strategic pacts and agreements that promote collaboration, mutual learning, and alignment with global standards of good socio-environmental and governance practices.

Participation in these initiatives reinforces Sicoob's institutional responsibility and amplifies its positive impact, enabling its actions to be aligned with the most relevant international sustainable development agendas.

In addition to adhering to international and national pacts and commitments, Sicoob adopts practices in line with the guidelines established in these agreements, actively contributing to the advancement of sustainability on different fronts. All policy commitments have been approved by the Board of Directors, the Executive Board and the Sustainability Committee, ensuring institutional backing and integration of these guidelines into Sicoob's strategy and operations. Sicoob is currently a member of the following pacts and commitments:

Brazilian Business Council for Sustainable Development (CEBDS): acts as a representative of the Brazilian business sector in the main global discussions on sustainability, and is a member of the World Business Council for Sustainable Development (WBCSD). Sicoob actively participates in strategic forums and working groups, including:

- Working Groups (WGs): Food, Amazon, and Advocacy.
- Thematic Chambers (TCs): Water, Biodiversity and Biotechnology, Energy and Climate Change, Sustainable Finance and Social Impact.
- Leaders' Council, a body that brings together CEOs of major Brazilian companies to define guidelines for action and influence on public policies.

Global Reporting Initiative (GRI): since 2018, Sicoob has adopted the standards of the Global Reporting Initiative (GRI) in preparing its sustainability

reports to ensure accountability and increase transparency to stakeholders. The GRI is the standard most widely used by organizations around the world to report performance and enhance sustainability strategies.

Brazilian Philanthropic Commitment on Climate Change: at COP28 (United Nations Climate Change Conference), held in 2023 in Dubai, Sicoob Institute joined the Brazilian Philanthropic Commitment on Climate Change, promoted by GIFE (Group of Institutes, Foundations, and Enterprises). This initiative serves as a common platform for action and learning to coordinate the efforts of Brazilian philanthropy in climate action. The commitment is part of the international #PhilanthropyForClimate movement, which is joined by countries such as Canada, Spain, France, Italy, and the United Kingdom, with Brazil being the first country from the Global South to join the initiative.

Amazonia Finance Network: Sicoob is one of the founding members of the initiative promoted by IDB Invest and the International Finance Corporation (IFC). The network aims to mobilize private resources for projects that boost socioeconomic development and environmental preservation on the Amazon. Launched during COP28, this network brings together 24 private financial institutions from seven countries in the Legal Amazon committed to strengthening sustainable impact in the region.

Sustainability Manifesto: a Value of Cooperative and Popular Banks: during the 30th Congress of the International Confederation of Popular Banks (CIBP), held in 2024 in Paris, Sicoob adhered to the CIBP Sustainability Manifesto, which establishes 11 strategic objectives distributed in three pillars: Cooperative Social Model, Territorial and People Development and Proactive and Sustainable Environmental Policy. This adherence strengthens Sicoob's commitment to a model of sustainable and cooperative finance aligned with responsible practices in the popular banking sector.

Global Compact and Sustainable Development Goals (SDGs): the UN Global Compact is the world's largest corporate sustainability initiative, mobilizing companies to align their operations with the Ten Universal Principles in the areas of Human Rights, Labor, Environment and Anti-Corruption. In 2022, Sicoob joined the Global Compact in Brazil, consolidating its commitment to the 2030 Agenda and the Sustainable Development Goals (SDGs). As a signatory, Sicoob undertakes to incorporate the Ten Principles of the Global Compact into its operations and governance policies, engage stakeholders in implementing the SDGs into its business strategies, and monitor and report on sustainability progress through a GRI-based Sustainability Report.

Sicoob's Commitment to Human Rights

Sicoob's commitment to human rights is based on three pillars:

- **Institutional Diversity and Inclusion Policy (D&I):** establishes guidelines related to diversity, inclusion, and human rights, in line with the Sicoob Ethics Pact, the Sustainability Plan, and current legislation. The aim is to ensure transparency, promote an environment free of discrimination, and foster equal opportunities. The policy is reviewed annually by the CCS Systemic Coordination, Sustainability and Institutional Relations Board, approved by the CCS Board of Directors, and applied to all central and individual cooperatives.
- **Alignment with the Ten Principles of the Global Compact:** Sicoob adopts principles based on the Universal Declaration of Human Rights, the International Labor Organization (ILO), the Rio Declaration on Environment and Development, and the UN Convention Against Corruption, integrating these commitments into its daily operations.
- **Commitment to Vulnerable Groups:** since 2022, Sicoob has recognized the importance of protecting direct and outsourced employees, women, minoritized racial groups, and people with disabilities (PwD). The organization implements specific measures to ensure inclusion and equity internally and in relations with the community.

Implementation and Monitoring of Commitments

Sicoob's adherence to these commitments translates into concrete, structured actions in line with its guidelines. These actions are aimed at internal and external stakeholders to ensure that business practices and partnerships are committed to the principles of sustainability and human rights. The initiatives include:

- Adoption of policies in line with international best practices.
- Active participation in strategic forums and working groups.
- Development of sector strategies and integration of sustainability in cooperatives.
- Continuous monitoring of the implementation of the guidelines adopted.

Transparency and Public Communication



Sicoob's commitment to transparency includes making the pacts and policies permanently available on its institutional website:

<https://www.sicoob.com.br/web/sicoob/sustentabilidade#pactos>



The commitments are also communicated regularly through social media (LinkedIn, Instagram, and Facebook) and described in Sicoob's Sustainability Reports and the Sicoob Institute's Annual Report.

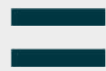


Click here or scan the QR Code to learn more about our Institutional Diversity and Inclusion (D&I) Policy.





SICOOB’S COMMITMENT TO THE UN GLOBAL COMPACT



HUMAN RIGHTS



LABOR



ENVIRONMENT



ANTI-CORRUPTION



WE SUPPORT THE MISSION OF THE UNITED NATIONS GLOBAL COMPACT TO ENABLE A SUSTAINABLE GLOBAL MOVEMENT OF COMPANIES AND STAKEHOLDERS TO CREATE THE WORLD WE WANT.

Sicoob supports the mission of the United Nations Global Compact to mobilize companies and stakeholders in a worldwide movement to build a sustainable future, aligned with universal principles of ethics, governance and social and environmental responsibility.

As a special initiative of the UN Secretary-General, the Global Compact calls on companies around the world to align their operations and strategies with the Ten Principles in the areas of Human Rights, Labor, Environment, and Anti-Corruption. Since its launch in 2000, the Global Compact has been a catalyst for the adoption of responsible business practices, supporting the corporate community in integrating the UN’s goals and values into their strategic agendas.

With more than 21,000 participants in 101 countries and 65 local networks, the Global Compact is the world’s largest corporate sustainability initiative, promoting the implementation of the Sustainable Development Goals (SDGs) and stimulating the continuous evolution of business practices at a global level.

By adhering to this global agreement proposed by the UN, Sicoob reinforces its commitment to transparency and continuous improvement, assuming the responsibility of reporting annually on the progress made in implementing the Ten Principles. Adherence strengthens Sicoob’s connection with a global sustainability ecosystem, promoting the exchange of knowledge and collaboration on strategic projects aimed at sustainable development.

In Brazil, the Global Compact was created in 2003 and is currently the second largest local network in the world, with more than 1,900 participants. The more than 50 projects developed in the country cover strategic themes such as Water and Sanitation, Food and Agriculture, Energy and Climate, Human Rights and Labor, Anti-Corruption, and Engagement and Communication.

Sicoob’s adherence to the UN Global Compact in Brazil reflects the integration of universal sustainability principles into the cooperative model, consolidating its role as a financial institution committed to socioeconomic development, financial inclusion, and ethical governance.

Adherence of Sicoob’s Priority Material Topics to the Global Compact

The relationship between Sicoob’s priority material topics and the Ten Principles of the UN Global Compact reflects the System’s commitment to responsible business practices aligned with global sustainability guidelines, reinforcing its role as a financial institution committed to sustainable development and ethical governance.



For more information on the UN Global Compact, click here or scan the QR Code.

Dimension (Global Compact)	Commitment (Global Compact)	Material Topic Sicoob
 HUMAN RIGHTS	Companies must support and respect the protection of internationally recognized human rights.	Human Rights
	Ensure that they do not participate in violations of these rights.	Human Rights
 LABOR	Companies must support freedom of association and the effective recognition of the right to collective bargaining.	Human Rights Governance
	The elimination of all forms of forced or compulsory labor.	Human Rights Governance
	The effective abolition of child labor.	Human Rights Governance
	Eliminate discrimination in employment.	Human Rights Governance
 ENVIRONMENT	Companies must support a preventive approach to environmental challenges	Climate Change
	Develop initiatives to promote greater environmental responsibility.	Climate Change
	Encourage the development and dissemination of environmentally friendly technologies.	Climate Change
 ANTI-CORRUPTION	Companies must fight corruption in all forms, including extortion and bribery	Governance



The following six chapters are dedicated to our priority material topics. In each of them, we will present the relevance and management approach of the themes in the context of Siccoob's sustainability.



GOVERNANCE

OUR COMMITMENT: Ensuring business ethics and financial protection of cooperative members.

PRIORITY FOR: Cooperative members | Communities | Employees | Board of Directors | Executive Board | Partners | Regulatory Bodies



RELEVANCE OF THE TOPIC

GRI 3-3

Ethical governance generates significant impacts in several dimensions. In the economic field, it strengthens the cooperative's stability, protects the financial interests of the cooperative members and contributes to the organization's longevity. In the social sphere, it promotes an organizational environment based on transparency, equity and responsibility. On the environmental side, ethical guidelines guide more responsible business decisions, mitigate risks and capture social, environmental, climate and economic-financial opportunities, ensuring that investments and operations are aligned with the best sustainable practices.

The absence of good governance practices can have negative impacts, such as conflicts of interest, low transparency, compromised financial strength and loss of credibility. Weaknesses in this field can trigger systemic risks that impact not only the cooperative, but also its stakeholders and, potentially, the financial cooperative sector.

The organization recognizes that governance failures can compromise integrity and adopts rigorous measures to mitigate them. This includes internal policies and controls to prevent and detect misconduct, periodic audits, confidential reporting channels and ongoing ethics and compliance training programs for managers, employees and business partners. Structured governance reduces vulnerabilities and ensures that the cooperative operates transparently, responsibly and in line with cooperative principles and best corporate governance practices.

Impact of Governance on the SDGs and Human Rights

Sicoob's ethical and transparent governance strengthens institutional integrity and guides the responsible conduct of business in line with SDG 16 – Peace, justice and effective institutions. This commitment is reflected in the adoption of integrity and compliance policies, periodic audits and control mechanisms that guarantee transparency and accountability in management. The cooperative model also ensures the active participation of cooperative members in decision-making processes, promoting a democratic and accessible governance environment.

In addition to contributing to sustainable development, governance at Sicoob ensures the protection of human rights by aligning operations with internationally recognized principles. The commitment to equity is reflected in the promotion of equal opportunities without distinction of origin, race, gender or any other condition. By ensuring a democratic model of participation, Sicoob's governance respects the right of its members to influence the direction of the institution in line with the principles of the Universal Declaration of Human Rights and cooperativism.

This ensures processes based on ethics and integrity, which guide internal management and structure all of Sicoob's relationships based on respect and equity. In addition, it protects members against financial risks and arbitrary decisions and maintains all practices in line with international standards of transparency and legal certainty.



HOW WE DEAL WITH THIS TOPIC AT SICOOB

Governance in the Cooperative Society

The cooperative business model is distinguished by its democratic governance based on the active participation of cooperative members and collective decision-making. As partnerships, cooperatives are led by representatives elected at meetings, who are responsible for ensuring that management is aligned with the interests of the members and the principles of cooperativism. This structure prioritizes transparency, integrity and a balance between economic and social objectives.

At Sicoob, governance undergoes a continuous process of improvement, ranging from the individual cooperatives to the Sicoob Cooperative Center (CCS). The CCS coordinates policies and guidelines that guarantee the integrity of operations and risk mitigation, balancing the autonomy of cooperatives with high standards of governance, management and control.

The participation of cooperative members in decision-making processes is one of the System's structuring principles. In order to strengthen this involvement, Sicoob continually invests in training programs for managers and directors, expanding their knowledge of governance, risk management and ethical practices. The Corporate Education area plays a strategic role in preparing leaders who are aligned with cooperative values and the System's long-term vision.

Governance is crucial to the financial security of cooperative members and is structured around internal control mechanisms, risk management and regulatory compliance. The model adopted by Sicoob establishes strict guidelines to guarantee the integrity of operations, including periodic audits, prudent financial management policies and continuous monitoring of asset soundness. In addition to these internal mechanisms, all Sicoob cooperatives operate under the regulation of the Central Bank of Brazil and follow rules that ensure the stability of the sector. Cooperative members' deposits are protected by the Credit Cooperativism Guarantee Fund (FGCoop), which strengthens security and guarantees a solid and reliable financial environment.

To ensure greater strategic alignment and efficiency in its processes, Sicoob has adopted an integrated governance model that allows for synergy between the different levels.

Cooperative Governance at Sicoob

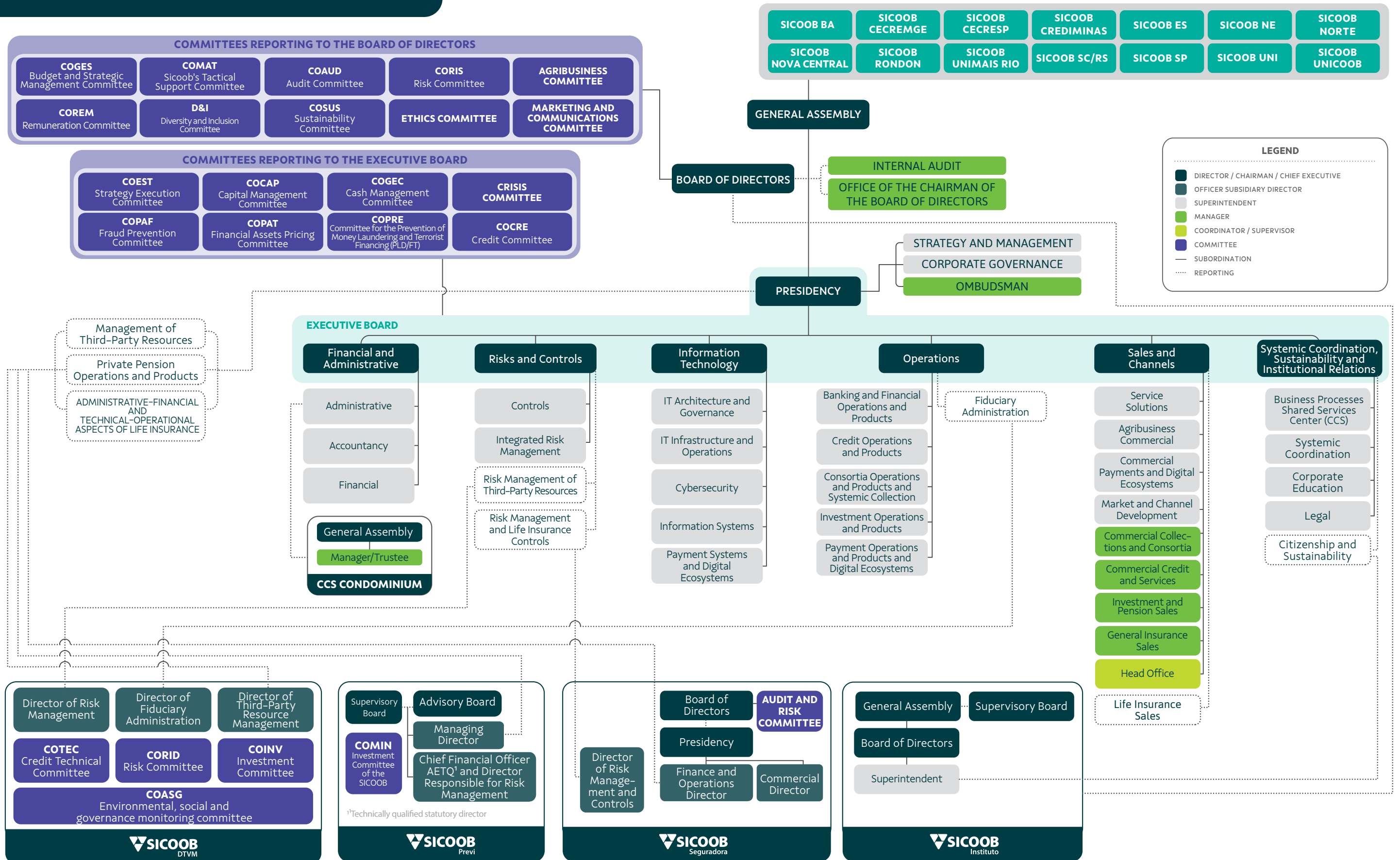
The Sicoob Cooperative Center consolidates the System's third level entities and adopts a Single Governance model made up of the Board of Directors and the Executive Board. This structure was designed to make internal processes more dynamic, strengthen integration between areas and optimize the allocation of resources. By promoting institutional synergy and operational efficiency, the model seeks to boost the System's results and reinforce strategic alignment between the bodies.

In addition to improving governance and the systemic organizational structure, Single Governance contributes to preventing conflicts of interest and defining strategic guidelines. Policies and decisions are developed in conjunction with the cooperatives' leaders, ensuring that the practices adopted are aligned with the System's needs and cooperative principles.





SICOOB COOPERATIVE CENTER (CCS)



COMPANIES MANAGED BY THE EXECUTIVE BOARD OF THE SICOOB COOPERATIVE CENTER (CCS)





Cooperative Governance Structured According to Recognized Principles

- **Transparency:** access to information for all interested parties with the availability of relevant data in compliance with applicable legal restrictions and requirements.
- **Accountability:** governance agents are accountable for their actions and decisions and fully assume the consequences of their acts and omissions.
- **Equity:** fair and isonomic treatment of all cooperative members and other stakeholders, without any form of discrimination.
- **Sustainability:** governance incorporates, in addition to the economic aspect, the social and environmental dimensions in the definition of business and operations and reinforces the commitment to the longevity of the institution.
- **Integrity:** ethical conduct in management and institutional relations that generates value for the cooperative and its stakeholders.

Systemic Guidelines and Democratic Participation of Members

Sicoob's governance structure differs from traditional models due to its cooperative nature, which places members at the center of the decision-making process. Unlike capital organizations, where control is concentrated in shareholders, cooperatives follow the principle of democratic management, ensuring that each member has an active voice in strategic decisions. At the end of 2024, the membership stood at 8,520,748 members, all of whom have the right to participate in the decisions of the cooperative to which they belong. This governance model is based on institutional guidelines that ensure transparency, equity and responsibility in the management of the System.

The Institutional Corporate Governance Policy lays down the foundations of this model, which is adopted by all the cooperatives in the System – individual, central and CCS – as approved at general assemblies. This policy guides management and defines principles and responsibilities in areas such as:

- Representativeness and participation;
- Strategic direction;
- Executive management, supervision and control;
- Segregation of functions in the administration;
- Transparency, equity, ethics and cooperative education;
- Corporate responsibility and accountability.

CCS coordinates, updates and revises these policies, making adjustments as necessary in the light of changes to the bylaws, new regulations or suggestions from the System's entities. The policy also guides the incorporation of a culture of sustainability and the consideration of the economic, social and environmental dimensions in the management and operations of cooperatives.

In addition, it establishes guidelines for internal, independent and cooperative audits, as well as criteria for the qualification of members of governance bodies, ensuring that all Sicoob bodies operate under high standards of governance and regulatory compliance.

Principles of Transparency

Sicoob's governance adopts principles of transparency in the conduct of business, observing the following requirements:

- **Strengthening credibility and institutional image** to ensure that all information is disclosed objectively, clearly, reliably and in a timely manner;
- **Protecting confidential information and information subject to legal restrictions** by adopting mechanisms to mitigate risks and ensure regulatory compliance;
- **Broad and accessible disclosure of financial and non-financial information** so that interested parties understand the entity's economic fundamentals and results.

COOPERATIVE GOVERNANCE STRUCTURE

GRI 2-9 | 2-10

Sicoob's governance is structured on the basis of its Mission, Vision, Values and Ethics Pact, as defined in the Corporate Governance Manual. These guidelines guide all the entities in the System and ensure the consistent application of cooperative principles. The composition of the governance bodies may vary according to the applicable legislation, which establishes specific requirements according to the size of each cooperative, always maintaining the fundamentals of democratic management and the active participation of cooperative members.

The cooperative model ensures that all members participate in strategic decisions and exercise their rights and duties equally. At Sicoob, the right to vote and participate directly in meetings is provided for in the Bylaws, so that members can influence the direction of the cooperative. In situations that require representation, democratically elected delegates act in collective forums, ensuring that the interests of the membership are represented.

The evolution of governance in the System includes measures to increase transparency and member engagement. The Sicoob Cooperative Center, together with the central and individual cooperatives, carries out initiatives that strengthen the bond between members and cooperatives, improving participation in assembly processes. These actions range from disseminating information on governance to holding forums, meetings and structured representation mechanisms.

In addition to promoting a participatory environment, Sicoob invests in the qualification of the members who serve on governance bodies. Training programs ensure that board members and managers acquire technical and strategic knowledge to perform their duties. Corporate Education coordinates specific courses and certifications aimed at training board members and auditors, ensuring that the System's governance remains aligned with best practices.

Sicoob adopts ongoing initiatives to increase the participation of members in assembly processes and in cooperative governance. In 2024, 85.2% of the individual cooperatives implemented actions to encourage member engagement in general assemblies (ESG Sicoob 2024 Census).



To enable remote participation and ensure greater inclusion in the decision-making process, Sicoob Moob provides digital access to voting and participation in general assemblies. As an institutional channel, the platform allows members to follow and contribute to strategic decisions regardless of their location, strengthening democratic governance.

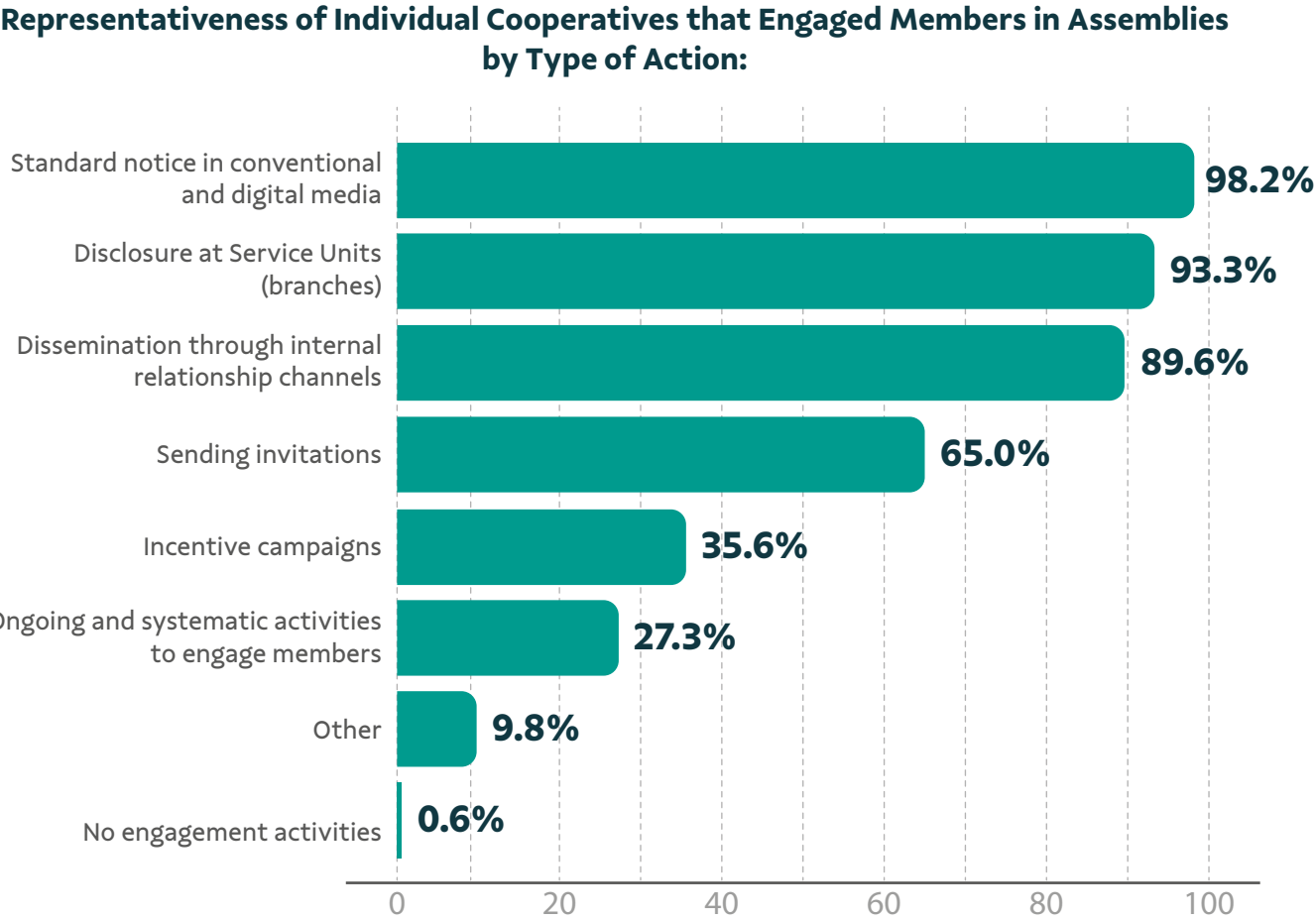
Since its implementation, Moob has enabled 1,732 events (Ordinary General Assemblies, AGOs, and Extraordinary General Assemblies, AGEs) and counted more than 2.6 million votes in the period from 2020 to 2024. Digitizing this process expands the scope of participation and reinforces the principle of democratic management, which is essential for cooperative governance.



Digital Participation and Representation by Delegates

Expanding participation mechanisms strengthens cooperative governance and ensures that members exercise their right to vote and monitor strategic decisions. Moob plays an important role in this process by making it possible for members to participate remotely in general assemblies, which reduces geographical barriers and broadens inclusion in the decision-making process.

Although Moob increases direct access to voting and deliberation, representation by delegates remains essential in many cooperatives. This model ensures that cooperative members have trained representatives who discuss and contextualize the topics on the agenda, promote interaction with governance and ensure that different perspectives are considered. In this way, the two mechanisms complement each other, creating a democratic environment that balances direct participation and qualified representation.



ESG Sicoob 2024 Census

Legal Regulations on the Formation and Operation of Governance in Cooperatives

Currently, the formation and operation of cooperatives are regulated by CMN (National Monetary Council) Resolution 5.051/2022, as stipulated in article 9 of the Brazilian Law 4.595/1964, and based on items VI, VIII and XI of article 4 of the same Law, in addition to §1 of article 1 and article 12 of Complementary Law 130/2009. In addition to the legal and infra-legal rules, the Bylaws, which are approved by the General Assembly, deal with the Cooperative Governance Policy, focusing on aspects such as representation and participation, strategic direction, executive management, supervision and control. It also defines guidelines for the application of the principles of segregation of duties in administration, as well as transparency, equity, ethics, cooperative education, corporate responsibility and accountability.





COLLECTIVE PARTICIPATION BODIES

General Assembly: the highest body of cooperative governance, it is responsible for making decisions of social interest within the limits set by legislation and the Articles of Association. Assemblies can be ordinary or extraordinary, and resolutions are binding on all cooperative members, including those who are absent or disagree. Ordinary General Assemblies (AGOs) deal with topics such as the rendering of accounts by the management bodies accompanied by the opinion of the Supervisory Board, the allocation of financial results or the apportionment of losses and the election of members of the Board of Directors, the Supervisory Board and other management bodies, where applicable.

Pre-assembly: local meetings held by the individual cooperatives before the General Assemblies (AGs) to present and analyze the topics to be discussed. The Board of Directors calls these meetings and makes the agenda available in advance. When the participation of all members is not feasible due to the large number of members or geographical distance, the delegates gather smaller groups to discuss the topics on the agenda.

Delegates: representatives elected by cooperative members to act at General Assemblies. As well as representing the membership, they play a key role in strengthening the dialog between cooperatives and members. They all undergo a training process and receive support from the Board of Directors and the Executive Board to carry out their duties effectively. At Sicoob, representation by delegates occurs, as a priority, when the number of members exceeds three thousand or when part of them live more than 50 km from the head office. The number of delegates is defined by the cooperatives, ensuring proportional representation of the members at the meetings.

The electoral processes of Sicoob's central and individual cooperatives can be organized and monitored by committees set up to ensure impartiality, transparency and compliance with internal and regulatory standards.

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INTERNAL GOVERNANCE BODIES

NON-EXECUTIVE BODIES

Board of Directors of the Sicoob Cooperative Center (CCS): the highest management body of Sicoob Confederation and Sicoob Bank, reporting to the General Assembly. Composed of 14 directors elected at General Assemblies for a three-year term, it does not include independent members and its members hold elective positions within Sicoob's central cooperatives. The Board defines guidelines for systemic action through collegiate deliberation, ensuring efficiency, economy and adherence to institutional principles. Its duties include the strategic orientation of the business of the System's entities, subsidiaries and sponsored foundation, as well as defining standards and supervising executive management. It does not perform operational or executive functions, focusing exclusively on strategic and governance aspects. Performance is assessed annually in accordance with the guidelines of the Directors' Succession Policy and Plan. In 2024, the self-assessment questionnaire was used and the results were analyzed by the Board itself to define action plans and implement improvements. In this way, the CCS Board of Directors maintains a strategic role in supervising the System, continuously improving practices and ensuring that entities and member companies are aligned with the principles of cooperative governance.

Board of Directors of the Central Cooperative and the Individual Cooperative: the highest management body of Sicoob's central and individual cooperatives, made up of members elected at the General Assembly. It acts in a collegiate manner and its main responsibilities are the general orientation of the business, the election of the Executive Board, the supervision and oversight of management in relation to business, risks and people. Although it does not interfere directly in executive activities, it has the power to appoint and dismiss the Executive Board, in addition to requesting information necessary for the fulfillment of its duties, including the opinions of external experts, when necessary. The segregation of duties ensures that the cooperatives' interests prevail over all others. If there is no Board of Directors, the Executive Board takes over management, as long as it complies with current Corporate Governance rules and the guidelines of the Institutional Governance Policy. The structure, composition and powers of the Board are defined in the cooperative's Bylaws, while the rules of op-

eration are set out in the Internal Regulations. Board members' terms of office can last up to four years, as stipulated in the Bylaws Social and Complementary Law no. 196/2022. Replaced members remain in office until the new elected members take office, subject to approval by the Central Bank of Brazil.

Transparency and Compliance in Electoral Processes

The electoral processes of the General Assemblies of Sicoob's central and individual cooperatives can be organized and monitored by committees appointed to ensure impartiality, transparency and compliance with cooperative principles and internal regulations.

Diversity and Representativeness on the Board of Directors

At Sicoob, the composition of the boards of directors reflects the democratic structure of cooperativism, in which members are elected by the cooperative members themselves.

Board members are elected through processes established in the bylaws of each cooperative, ensuring that any eligible member can stand for election. In this way, representation on governance bodies results directly from the choices of the members themselves, with no interference from the cooperative in defining the elected profiles. Although there is no interference in the composition, Sicoob ensures that the process is transparent, democratic, accessible and open to the participation of different member profiles. In addition, Sicoob promotes training and membership development initiatives to encourage the participation of diverse groups in governance and ensure that those elected are prepared to act strategically in cooperative management.

Supervisory Board: the body responsible for overseeing the management of cooperatives, ensuring compliance with statutory and regulatory guidelines. It is made up of three full members and three alternates, all elected at a General Assembly for a three-year term, with the mandatory renewal of at least two members at each election, one full and one alternate. Complementary Brazilian Law No. 196, of August 24, 2022, amended Complementary Law No. 130, of April 17, 2009, making it optional to set up a Supervisory Board for cooperatives managed by a Board of Directors and an Executive Board, as well as for service confederations formed by central cooperatives and managed by these same bodies (art. 6, § 2).

Technical Training to Fill Statutory Positions

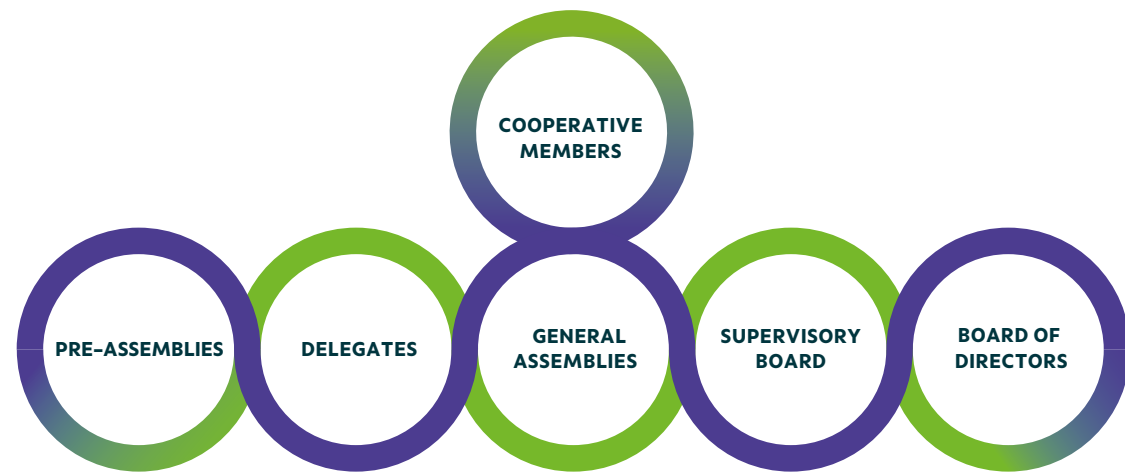
To take up positions on the Board of Directors and Audit Committee, as well as on the Executive Board, it is essential to have the appropriate technical training, which must be assessed and approved by the Central Bank of Brazil. Candidates can only take office once they have been approved by the regulator.

In 2024, 88.8% of Sicoob's cooperatives had a Board of Directors with a four-year term, while 7.1% opted for three-year terms. The remaining cooperatives, which total 4.1%, have terms of less than two years or do not have a Board of Directors. ESG Sicoob 2024 Census)

According to the ESG Sicoob 2024 Census, 65.3% of Sicoob cooperatives have women on their Boards of Directors.



Flow of participation and representation of cooperative members in collegiate forums and non-executive bodies

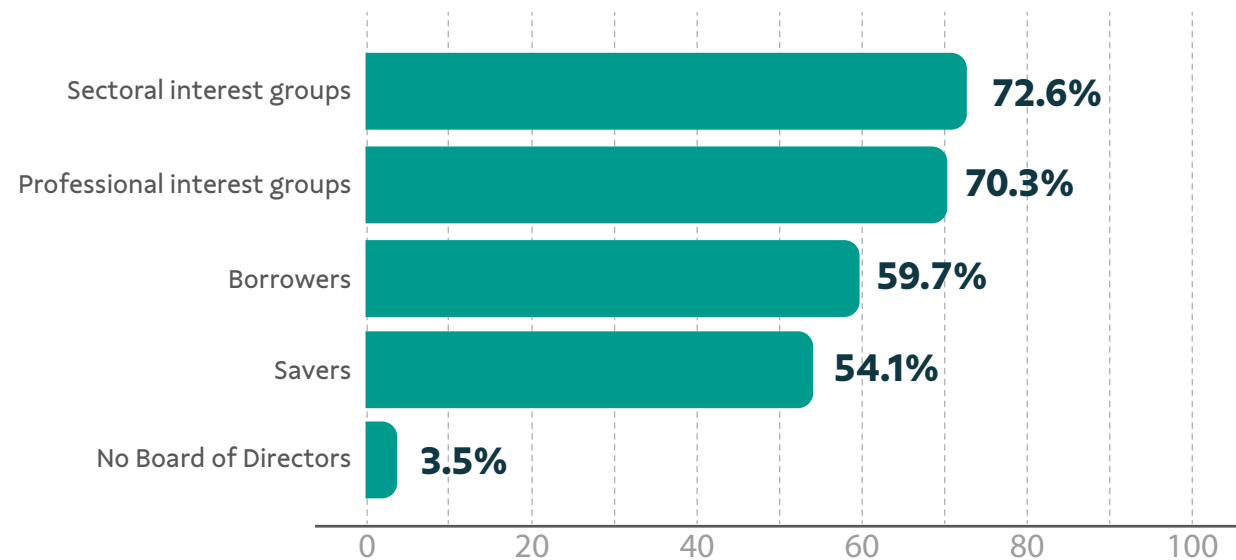


Representation of Cooperative Members on the Board of Directors

In order to balance interests and strategic decisions, Sicoob's cooperatives have endeavored to ensure equal representation of members by diversifying the formation of their boards. This approach is also advantageous for business sustainability.

In 2024, 84.1% of Sicoob cooperatives dedicated themselves to promoting the inclusion of different interest groups on their Boards of Directors (ESG Sicoob 2024 Census).

Representativeness of Sicoob Cooperatives with Diversification on their Boards of Directors by Type of Group:



ESG Sicoob 2024 Census

Segregation of Functions in Governance

GRI 2-11

Sicoob adopts segregation of duties as a fundamental principle of its corporate governance, guaranteeing independence between administrative and executive bodies. There is no accumulation of functions between the Board of Directors and the Executive Board, ensuring that strategic decisions are taken as a collegiate body and that operational activities are carried out autonomously.

This separation of duties is a requirement of CMN (National Monetary Council) Resolution 5.051/2022, which stipulates that members of the Executive Board must be elected by the Board of Directors and that it is forbidden to hold positions on the Board of Directors and the Executive Board simultaneously. This guideline ensures independence in management, mitigating conflicts of interest and reinforcing systemic governance at Sicoob.

The Board of Directors is made up exclusively of members elected at the General Assembly, in accordance with the criteria established in Sicoob's Director Succession Policy. The Executive Board is responsible for operational management and implementing the strategies approved by the Board, and is made up of qualified professionals selected in accordance with regulatory and internal requirements.

In addition, for cooperatives that do not have a Board of Directors, the Executive Board assumes strategic functions as provided for in CMN Resolution 5.051/2022, ensuring that all strategic decisions are made within a well-defined governance model.

The clear definition of roles among Sicoob's governance bodies strengthens transparency, integrity and accountability in decision-making, consolidating a cooperative governance model in line with best practices and regulatory requirements.

EXECUTIVE BODIES

Executive Board of Sicoob Cooperative Center (CCS): made up of seven directors, including the CEO, it is responsible for the executive management of CCS operations, covering Risks and Controls, Finance and Administration, Information Technology, Operations, Sales and Channels, as well as Systemic Coordination, Sustainability and Institutional Relations. The directors are appointed by the Board of Directors for a three-year term. Performance assessments are carried out annually in accordance with the guidelines of the Directors' Succession Policy and Plan. In 2024, the methodology adopted followed the same criteria applied to CCS employees, with the Chief Executive Officer evaluating the directors and the Chairman of the Board of Directors conducting the evaluation of the Chief Executive Officer.

In 71.2% of Sicoob's cooperatives, the performance of the directors is reviewed annually by the Board of Directors or, when the latter is not present, by the General Assembly. Additionally, in 13.2% of the cooperatives, this analysis takes place monthly, while 6.8% choose to do it every six months. On the other hand, in 8.8% of the remaining cooperatives, the performance evaluation of the Executive Board has not yet been implemented. (ESG Sicoob 2024 Census)





Executive Board of the Central Cooperative and the Individual Cooperative: responsible for the executive management of each Sicoob central and individual cooperative, it ensures the implementation of the guidelines established by the Board of Directors and compliance with the resolutions of the General Assembly. In the absence of this board, management may be carried out by another executive body, provided that it is aligned with the Bylaws and governance determinations. Made up of managers in charge of running the business, the Executive Board is responsible for implementing strategies and achieving the goals set by the Board of Directors. The cooperatives' organizational structure maintains segregation between executive and non-executive functions, preventing conflicts of interest and guaranteeing the integrity and efficiency of management. The performance assessment of the Executive Board is conducted by the Board of Directors in accordance with the Policy and Succession Plan for Directors, with periodic analysis of compliance with policies, objectives and targets, the conclusions of which are recorded annually.

In 2024, 40.6% of Sicoob's cooperatives took environmental and social topics into account when evaluating the performance of the Board of Directors, in addition to economic and financial criteria. (ESG Sicoob 2024 Census)

Internal Controls and Compliance: the area responsible for establishing guidelines and procedures to ensure that Sicoob entities' activities comply with regulatory standards and strategic objectives. In addition to ensuring compliance with applicable laws and regulations, it works to identify and correct any deviations. Each Sicoob entity has its own autonomous structure for internal control and compliance, reporting to the respective governance bodies on the results of the checks carried out in accordance with institutional policies. The Board of Directors is responsible for guaranteeing the independence and autonomy of this area, while the CCS coordinates and guides implementation in the System. The central cooperatives supervise their respective affiliated individual cooperatives, taking into account the structure, risk profile and business model of each one. Even with this centralized supervision, the individual cooperatives must maintain internal controls that are compatible with the complexity and risks of their operations.

Internal Audit: independent area responsible for continuously improving systems, internal control processes, risk management and governance, contributing to the achievement of Sicoob's strategic objectives. Activities include identifying and preventing errors, omissions and non-conformities with internal and external policies and regulations; assessing risks that may compromise expected results; analyzing the effectiveness of measures adopted to mitigate risks; improving organizational performance; and providing consultancy on processes based on best market practices. The Internal Audit maintains a strategic role, supporting senior management in supervising governance and making informed decisions.

SUPPORT AND ADVISORY BODIES

Audit Committee (Coaud): a permanent statutory body reporting directly to the CCS Board of Directors, whose purpose is to advise the Board on the supervision of the financial statements, the effectiveness of the internal control system, risk management and internal and independent audits. The members are appointed by the Board of Directors for a five-year term, with two independent members and one member of the CCS Executive Board. All documents and information for the Committee are made available on the Corporate Governance Portal (PGov). Every six months, the Committee draws up a report detailing its activities, assessments and recommendations. Coaud also carries out its duties in Sicoob's third-level entities that adopt the single audit committee system.

Remuneration Committee (Corem): a permanent statutory body reporting directly to the CCS Board of Directors. It is responsible for advising on the implementation, operationalization and management of the CCS Directors' Remuneration Policy. The members serve a three-year term, with one member from the Board of Directors, one from the Executive Board and two CCS superintendents, with no independent members. Corem also carries out the duties and responsibilities of Sicoob's third-level entities that adopt the single remuneration committee system. Ordinary assemblies are held quarterly, with the possibility of extraordinary meetings when necessary. The relevant documents and information are made available on the Corporate Governance Portal (PGov). Every year, no later than 90 days after the end of the financial year, the Committee draws up

a report detailing its activities, the processes adopted in formulating the policy, the main features, any changes and consolidated quantitative information on the remuneration structure for directors.

Risk Committee (Coris): a permanent body reporting directly to the CCS Board of Directors which is responsible for advising on topics related to risk and capital management in accordance with current regulations. Its members are appointed by the Board of Directors for a three-year term, including two independent members and two from the CCS Executive Board. The committee also exercises its attributions and responsibilities with Sicoob's third-level entities. Meetings are held every two months and, in addition to complying with legal and regulatory requirements, Coris defines its own operating rules, presents annual recommendations to the Board of Directors and draws up a report every six months detailing its activities and main decisions, reporting to the Board of Directors.

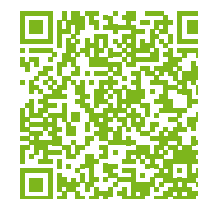
Sicoob Tactical Support Committee (Comat): an advisory body subordinate to the CCS Board of Directors, whose responsibilities include evaluating and issuing opinions on proposals submitted for deliberation by the Board of Directors, covering topics such as organizational development, business support, information technology and risk management supervision and monitoring. When necessary, it carries out a preliminary technical analysis prior to the Board's final decision. The committee is made up of a CCS board member, who coordinates the meetings, as well as at least one representative from the CCS Executive Board and a representative formally appointed by each central cooperative.

Budget and Strategic Management Committee (Coges): an advisory body made up exclusively of members of the CCS Board of Directors with coinciding terms of office. It analyzes budget execution, systemic project management and investments in technology. Its purpose includes evaluating and issuing opinions on the annual budget proposals of Sicoob Bank and Confederation, as well as periodically reviewing the budget, submitting its considerations to the CCS Board of Directors and examining the impacts of strategic projects.

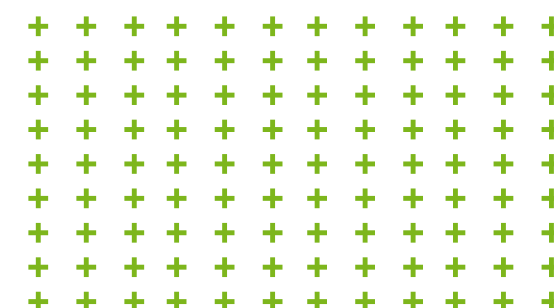
Sicoob Sustainability Committee (Cosus): a permanent advisory body subordinate to the CCS Board of Directors and composed of a board member, two representatives of the Executive Board, a CCS superintendent, the Sicoob Institute Superintendent,

a Sicoob cooperative leader and an independent member. The mandate of the members is three years. Their duties include recommending revisions and improvements to Sicoob's Institutional Social, Environmental and Climate Responsibility Policy (PRSAC), promoting integration with the System's other policies and strategies, assessing risks and opportunities related to sustainability and monitoring the implementation of the Sicoob Sustainability Agenda. It is also responsible for monitoring sustainable performance indicators, coordinating the preparation and publication of Sicoob's Sustainability Report and encouraging the dissemination of knowledge about sustainability. Cosus complies with Article 6 of CMN Resolution 4.945/2021, which regulates PRSAC.

Based on the guidelines of Cosus and the Executive Board, the Board of Directors approves deliveries and processes related to sustainability. Strategic topics in this field are discussed at meetings of the Strategy Execution Committee (Coest) and the Sicoob Tactical Support Committee (Comat).



For more information on the guidelines of Sicoob's Sustainability Committee, click here or scan the QR Code.





The coordinator of the Sustainability Committee, who is also a member of the Board of Directors, is responsible for bringing the information to the Board. In turn, the Citizenship and Sustainability Superintendence is responsible for presenting the results to the executive governance bodies.

Agribusiness Committee: a permanent advisory body reporting directly to the CCS Board of Directors, made up of six CCS board members, a representative of the CCS Executive Board and a member representing the CCS technical area responsible for agribusiness relations. The members' term of office is two years. Its competencies include: commenting on proposals to improve the instruments that govern Agribusiness credit or financing; monitoring results in relation to the management of Agribusiness credit and financing, focusing on the sustainability of these portfolios in Sicoob's cooperatives and assessing the impacts and proposing adjustments whenever necessary; ensuring that the monitoring of Agribusiness credit and financing results is based on market methods, especially those based on data; monitoring the relationship with government entities that transfer resources. This Committee was set up in 2024.

Marketing and Communication Committee: a permanent advisory body reporting directly to the CCS Board of Directors, whose purpose is to assist the technical area in forwarding initiatives related to the execution of Sicoob's marketing and communication strategy at a national level. It is made up of two members of the Board of Directors, a representative of the Executive Board and a member representing the technical team of the Communication and Marketing area of the CCS. The members' term of office is two years. Its competencies include: monitoring compliance with the rules (policies, manuals, regulations, etc.) governing the use of the Sicoob brand by the institutions that make up the System; commenting on proposals to improve the instruments governing the use of the Sicoob brand; monitoring the results of the management of the Sicoob brand; monitoring the results of the reputational/image management related to the Sicoob brand. This Committee was set up in 2024.

Diversity and Inclusion Committee: a permanent advisory body reporting directly to the CCS Board of Directors, whose duty is to encourage actions that continuously promote diversity and inclusion at Sicoob, which must be aligned with the systemic regulatory framework and monitor the progress of goals and projects, as well as mapping gaps, proposing and implementing, together with other stakeholders, initiatives aimed at valuing all diversity and developing an inclusive culture. It is made up of a CCS board member, a representative of the CCS Executive Board, a member representing the Board of Directors/Executive Board of a central cooperative of Sicoob, a member representing the CCS superintendents, a member representing the CCS People area and up to three members representing the CCS staff who also represent the Affinity Groups, when constituted. The members' term of office is two years. Their competencies include proposing means for the effective integration of the Institutional Diversity and Inclusion Policy (D&I) with Sicoob's Ethics Pact, Sicoob's Sustainability Plan, the legislation in force in the country, as well as other Sicoob corporate policies and guidelines and, above all, the principles of cooperativism; monitor the implementation of systemic initiatives, especially those taken within the scope of the CCS, related to diversity and inclusion practices; suggest solutions for disseminating knowledge and encouraging awareness of topics and practices related to diversity and inclusion, fostering the creation of a culture in favor of the topic. This Committee was set up in 2024.

Ethics Committee: the body responsible for managing and developing ethics in the organization in accordance with the principles established by the Sicoob Ethics Pact. Appointed by the CCS Board of Directors for a three-year term, it is made up of two representatives from the Board of Directors itself, one representative from the Executive Board, one representative from the CCS People area, one representative from the CCS Legal area and four representatives from CCS employees. It reports to the Board of Directors, which decides on proposals. Its duties include formulating the Three-Year Action Plan for the dissemination and implementation of the Ethics Pact, carrying out studies and surveys on the perception of ethical principles, analyzing and reviewing internal rules of conduct, evaluating cases of ethical transgression and proposing disciplinary measures. In addition, the Committee monitors records of complaints, suggests the creation of study groups on relevant topics and acts as an arbitration body to clarify interpretative doubts. It has its own regulations approved by the Board of Directors and holds ordinary meetings every two months.



Local governance structures are aligned with systemic policies and are free to establish their own bodies to help coordinate and monitor management in order to meet local or regional demands and respect Brazilian laws. This is without prejudice to the fundamental structures for coordination, supervision, monitoring and both internal and external auditing of activities. In addition, Sicoob entities can count on their own committees to make technical and business-related decisions, with the aim of ensuring agility, quality and safety in the processes under their responsibility, in accordance with internal and systemic regulations.

Supervision and Delegation of Impact Management by the Highest Governance Body

GRI 2-12 | 2-13

At Sicoob, sustainability governance is integrated into the institution's decision-making structure, ensuring that economic, social and environmental impacts are managed strategically and in line with cooperative principles. The commitment to sustainability is reflected in the Systemic Strategy Pact, which establishes guidelines to ensure that the Citizenship and Sustainability dimension is incorporated into Sicoob's operations and business model. The Sicoob Sustainability Plan, in turn, defines the actions and goals that guide the implementation of this commitment, functioning as an operational development of the Systemic Strategy Pact.

Overseeing sustainability at Sicoob involves different governance bodies. The Board of Directors of the Sicoob Cooperative Center plays a central role in defining policies, assessing risks and monitoring the systemic sustainability strategy. Based on the recommendations of the Executive Board and Sicoob's Sustainability Committee, the Board approves guidelines and monitors the implementation of the sustainable commitments made by the institution.

Cosus, an advisory body subordinate to the CCS Board of Directors, advises on the formulation and improvement of the Institutional Social, Environmental and Climate Responsibility Policy and on the development of strategies for integrating sustainability into Sicoob's processes and practices. In accordance with CMN Resolution No. 4.945/2021, the Committee assesses risks and opportunities related to sustainability, ensuring alignment with the best practices in the sector.

The implementation of the strategic guidelines is the responsibility of the Executive Board, which leads the integration of sustainability into Sicoob's operations, ensuring cross-cutting aspects in the corporate culture and strategic planning. The Citizenship and Sustainability area, linked to the executive structure, coordinates initiatives related to environmental, social and climate governance, including the management of the Commitments to Sustainable Development, the preparation of the Sustainability Report, the management of pacts and agreements, the Greenhouse Gas (GHG) Inventory, the monitoring of indicators and the coordination of ESG rating processes.

Supervision and monitoring of sustainability is carried out through regular meetings of the governance bodies, with the Citizenship and Sustainability Superintendence being responsible for reporting the results to the executive bodies. The Cosus coordinator, who is also a member of the Board of Directors, presents the progress and challenges of sustainable initiatives directly to the Board, ensuring that strategic topics are monitored and deliberated at the highest level of governance sustainability.

This consolidated structure allows Sicoob to integrate sustainability as a strategic pillar, promoting responsible action in line with the best practices in the cooperative financial sector.

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Policy and Succession Plan of Sicoob's Directors

The succession of directors at Sicoob is structured in accordance with the Directors' Succession Policy and Plan, ensuring continuity of governance and the qualification of the System's leaders. The members of the CCS Board of Directors are elected at the General Assembly, and each central cooperative that is a shareholder of Sicoob Bank and affiliated to the Sicoob Confederation nominates a member to occupy the position. This member must hold an elective position in the respective central cooperative and meet the eligibility criteria established in current legislation.

The appointment and selection of administrators follows criteria defined in the Succession Policy, covering a process structured in five stages:

- 1. Preparation of the administrator/director profile,** taking into account the skills required for the position;
- 2. Identification or selection of potential members,** based on statutory and regulatory guidelines;
- 3. Appointment or verification of the prerequisites for the role,** ensuring compliance with regulatory requirements;
- 4. Assessment,** to ensure that the appointees have the qualifications and experience compatible with the duties of the position;
- 5. Training or updating of knowledge, development and education,** reinforcing the continuous preparation of administrators.

The structuring of this process strengthens Sicoob's governance, promoting transparency in the selection of managers and ensuring that the System's administration is aligned with the best practices in the cooperative and financial sector.

Sicoob's Management Succession Policy

Sicoob's Management Succession Policy defines the principles and guidelines for implementing the Management Succession Plan, taking into account the particularities of the System's member entities. The policy applies to Sicoob's CCS entities, central and individual cooperatives, respecting the specific characteristics of each entity's senior management.

The policy is reviewed at least every five years, and may be adjusted as a result of relevant facts or suggestions forwarded by Sicoob entities. The last review was carried out in 2024. This policy is complemented by all the rules and operating procedures that regulate succession in the System.

Within the scope of Sicoob's central and individual cooperatives, the Succession Policy is approved at the General Assembly, and it is the responsibility of the Board of Directors to establish, supervise and control its implementation. The succession process follows the requirements established in the legislation and regulations in force.

The policy is in line with CMN Resolution 4.878/2020, considering the positions of members of the Board of Directors and the Executive Board as Senior Management. Despite the autonomy of the cooperatives to define their own policies in the bylaws, all follow the systemic guidelines established by the CCS.

Sicoob's Management Succession Plan

Sicoob's Management Succession Plan, updated in 2024, is the instrument that operationalizes the Succession Policy, and can be adapted to regional specificities and criteria at the initiative of the respective cooperative.

The plan covers the Senior Management of the System's entities (board members, deliberative members and directors), including potential successors, with the aim of guaranteeing the continuity of operations and a structured transition of command. The plan's main objectives are:

- To follow the guidelines of Sicoob's Institutional Management Succession Policy;
- Align with the best corporate governance practices;
- Ensure the identification, development, retention and qualified renewal of the components of Senior Management;
- Act as a strategic tool for the development, sustainability and continuity of the cooperative;
- Ensure transparency in the transition processes for management positions;
- Avoid the occurrence of successions arising from emergency situations.



The plan's premises include consideration of the Bylaws, internal regulations, the Remuneration Policy for Managers, electoral regulations, the Sicoob Ethics Pact and the Integrity Program.

Evaluation of the Performance of the Highest Governance Body

GRI 2-18

The performance of Sicoob's directors is monitored annually, as established in the Directors' Succession Policy and Plan. In 2024, the evaluation process adopted the self-assessment questionnaire, the results of which are consolidated and analyzed by the Board of Directors itself, enabling the definition of action plans and the implementation of improvements.

The evaluation follows structured models as detailed in Annexes III and IV of the Management Succession Plan, covering both the self-assessment of the directors and the assessment of the executive officers. The model applied establishes that:

- The assessment of the Board of Directors takes place through self-assessment, without independent external intervention;
- The evaluation of the executive officers is conducted by the CEO;
- The evaluation of the CEO is carried out by the Chairman of the Board of Directors.

The periodicity of the evaluation is annual, allowing the results to be systematically analyzed by the Board of Directors in order to implement corrective measures and necessary improvements to governance.



Remuneration Policies

GRI 2-19 | 2-20

Sicoob's executives receive a benefits package in line with market practices, which includes medical and dental care, group life insurance, periodic medical evaluations (annual or biannual), supplementary pension plans, food and meal allowances, childcare and babysitting allowances, a physical activity plan and profit sharing. These benefits aim to provide well-being and security for professionals, ensuring the attractiveness and retention of talent in the System. In addition to the benefits offered to executives, Sicoob adopts a structured model for managing remuneration, with guidelines that guarantee transparency and equity in the process of defining salaries in all of the System's entities. This model is formalized in the Systemic Positions and Salaries Plan, as detailed below.

The plan includes a Remuneration and Career Management Manual, which establishes compensation guidelines; a Job Catalog, containing the job structure matrix, detailed descriptions, salary grids and the Brazilian Classification of Occupations (CBO); as well as a Recognition and Reward Practices Manual and updated Salary Reference Tables, ensuring equity and transparency in remuneration processes. The remuneration of CCS executives follows the guidelines established in this systemic plan, ensuring alignment with good governance and market practices. The information presented refers to the Sicoob Cooperative Center. To date, there is no consolidated information including central and individual cooperatives. However, the CCS has adopted a Systemic Positions and Salaries Plan which serves as a reference for all Sicoob entities.

Sicoob's remuneration policy includes both fixed and variable remuneration through profit or results sharing. Currently, there are no specific guidelines for attraction bonuses or termination payments, and terminations are dealt with in accordance with current legislation and the internal regulations of each cooperative. There is also no formal clawback policy.



The process of defining the remuneration of CCS executives is overseen by the Remuneration Committee (Corem), which advises the CCS Board of Directors and monitors the implementation and management of the Directors' Remuneration Policy. Corem members are appointed by the Board of Directors and there are no independent members. The Committee meets quarterly to assess and propose adjustments to the current policy.

The opinion of stakeholders is taken into account in the remuneration process through Sicoob's governance bodies. To date, there have been no direct votes on the remuneration policy for directors.

To date, there is no specific guideline at Sicoob linking remuneration to sustainability performance. However, ESG Sicoob 2024 Census found that 40.6% of the cooperatives in the System already consider environmental and social criteria when evaluating the performance of the Board of Directors, in addition to economic and financial criteria. This movement may indicate a gradual evolution in the incorporation of ESG aspects into executive evaluation and recognition models.

LEADERSHIP TRAINING

GRI 2-17

Sicoob's Corporate Education develops educational solutions focused on Sustainable Development, recognizing its strategic importance for the growth of the System's cooperatives. In order to improve senior management's knowledge of the subject, there are currently 37 solutions available in the learning module for training leaders and managers.

In 2024, 1,359 training sessions were held for 669 senior managers. The main guidelines for this qualification are structured in the Policy for the Certification of Managers and in the Institutional Plan for the Training of Managers, which guarantee continuous training and alignment with regulatory requirements and Sicoob's strategic challenges. These instruments ensure that managers acquire essential knowledge on topics such as Financial Cooperativism, Governance, Financial Markets, Risk Management, Sustainability, Strategic Planning and Regulation.

In addition to the programs aimed at training managers, Sicoob promotes the participation of leaders in

thematic forums, industry events and spaces for dialogue with national and international entities linked to cooperativism and sustainability. Another important front is the strategic partnerships with institutions such as the World Council of Credit Unions (WOCCU), the International Confederation of People's Banks (CIBP) and the Academy of German Cooperatives (ADG), enabling the international exchange of leaders and managers to learn about different models of governance and management.

In 2024, the WOCCU conference, held in the United States, was attended by 192 Sicoob managers, reinforcing the System's commitment to provide opportunities for global learning and exchange of experiences on cooperative governance practices.

EXCHANGE	Number of participations		
	2022	2023	2024
WOCCU Annual Conference	109	119	192
30th CIBP Congress		123	

These initiatives are ongoing investments in the qualification of the management body and help to ensure that managers and board members have the capacity to integrate sustainable development practices into strategic decisions.

Certification and Training of Members and Managers

Sicoob promotes the continuous development of its members and managers through structured corporate education initiatives. While members have access to learning paths that prepare them to develop and act in a more qualified way within their cooperative's membership, managers have specific programs aimed at cooperative governance and management. This ensures that the System's leaders are trained for strategic roles now and in the future.

The main initiatives for certifying members and training managers are presented below, demonstrating Sicoob's commitment to strengthening cooperative governance and disseminating knowledge in the System.



Certification of Cooperative Members

Sicoob provides training for cooperative members by promoting continuous training through the Education Portal, which has 82 solutions, and the Moob app, with 32 solutions. These platforms offer accessible and dynamic educational content, covering strategic topics for the development of cooperative members in the financial cooperative system.

The main topics covered on the platforms include:

- Cooperativism;
- Ethics and Integrity;
- Sustainability;
- Financial Education;
- Entrepreneurship;
- Integrated Risk Management;
- Financial Products and Services.

Institutional Policy for the Certification of Managers

Established by the CCS Board of Directors in 2021 and updated in 2024, Sicoob's Institutional Policy for the Certification and Training of Officers is mandatory for executive directors and optional, but recommended, for board members. The aim is to certify the knowledge and experience essential for carrying out governance activities at Sicoob, in accordance with current legislation, especially Brazilian Law 5.764/1971 and other applicable regulations.

Institutional Training Plan for Sicoob's Managers

Sicoob's managers receive specific training in Cooperativism and Cooperative Management due to the need for knowledge about the business model they run. To this end, Sicoob has structured the Institutional Training Plan for Managers, including educational trails, training and development programs and certification of managers.

In 2024, the following training paths were made available for managers:

- Always Alert – Board of Directors;
- Always Alert – Executive Board;
- Governance for board members;
- Governance for Executive Board;
- Risk Management for board members;
- Risk Management for Executive Board.

In addition to these tracks, Sicoob has promoted structured training programs for board members and directors, aimed at the continuous improvement of Cooperative Governance. The programs consist of sequential and integrated modules that were developed in partnership with specialized institutions approved by the System.

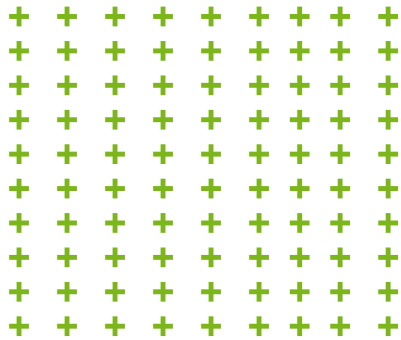
The main topics covered were:

- Cooperativism and Credit Cooperativism;
- Financial Market and Banking Sector;
- Governance;
- Accounting Concepts, Economics, Finance and Budgeting;
- Risk Analysis;
- Ethics Pact;
- Statutes and Regulations;
- Legal and Regulatory Environment;
- Strategic Planning;
- People Management.

Development Events and Actions

In addition to formal courses, Sicoob promoted events and initiatives aimed at developing managers, bringing reflections on strategic topics and their application in the cooperative business model. The main actions in 2024 included:

- Sicoob Summit;
- Extension Courses;
- Sicoob DNA – Member Experience;
- Embark Sicoob Managers;
- Live – Sicoob's Diversity and Inclusion Policy;
- Auxiliary Supervision Seminar;
- WCUC Conference (USA);
- Webinars on Resolution 4.966/2021;
- Investment Workshop;
- Rural Producer Workshop;
- Preparatory courses for the Certification of Sicoob Managers.





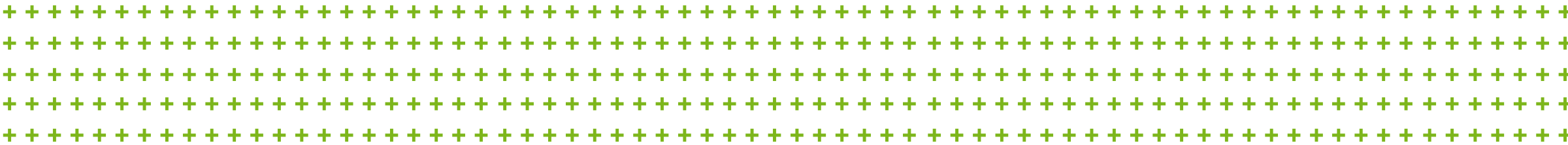
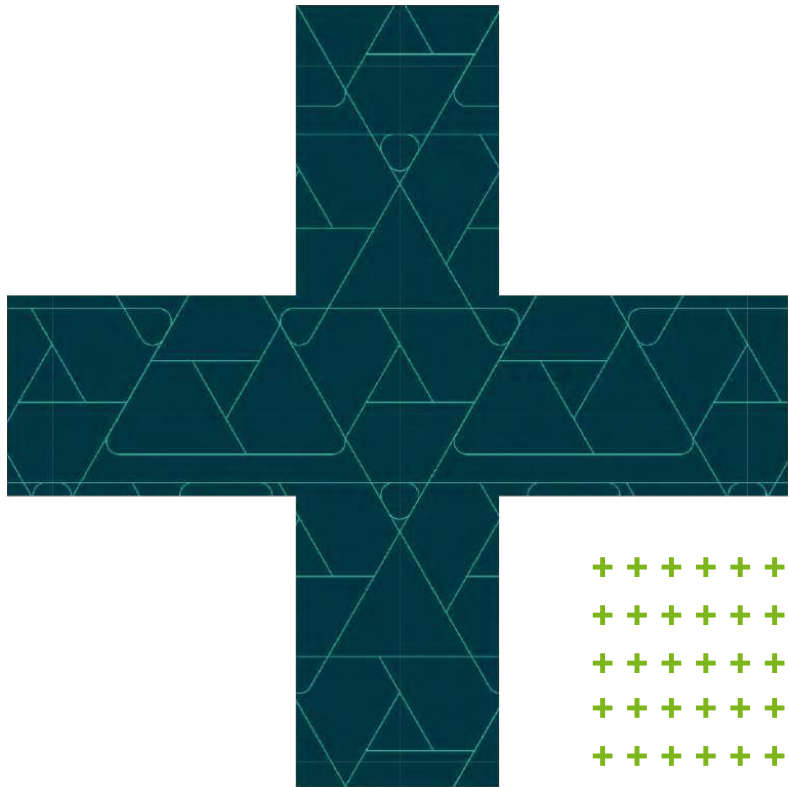
These initiatives were structured to provide reflections on current strategic topics and their application to the cooperative business model.

Certification and Qualification Target

The certification process is carried out by means of an exam administered by Fundação Getúlio Vargas (FGV). Certifications based on experience and revalidations are analyzed by the Remuneration Committee (Corem).

Currently, Sicoob's goal is to have 100% of its executive directors certified, reinforcing the System's commitment to qualified governance in line with the requirements of the financial sector and credit cooperatives.

CERTIFICATION OF MANAGERS	Number of participations		
	2022	2023	2024
Board of Directors	357	215	171
Supervisory Board	171	120	61
Executive Board	236	118	172
Total	764	453	404





RISK MANAGEMENT

Sicoob’s risk management structure is conducted centrally by the Sicoob Cooperative Center, based on policies, strategies, processes and limits that make it possible to identify, measure, evaluate, monitor, report, control and mitigate the risks inherent in its activities.

The Institutional Integrated Risk Management Policy and risk management guidelines are approved by the CCS Board of Directors, ensuring strategic alignment and regulatory compliance.

Integrated management involves managing various risks, including credit, market, interest rate, liquidity, operational, cyber, image, business discontinuity, social, environmental and climate. This process ensures that risk management is continuous and aligned with the levels defined in the Risk Appetite Statement (RAS).

The risk management process is segregated and the organizational structure involved guarantees specialization, representation and rationality, and there is adequate dissemination of information and a risk management culture at Sicoob. Procedures are adopted for the timely reporting to the governance bodies of information in normal and exceptional situations in relation to risk policies and stress testing programs to assess critical situations, which consider the adoption of contingency measures.

The centralized risk management structure is compatible with the nature of the operations and the complexity of the products and services offered, and is proportional to the size of the risk exposure of the Sicoob entities and does not relieve the cooperatives of their responsibilities.

Operational Risk: the guidelines for managing operational risk are formalized in the Institutional Operational Risk Management Policy, approved by the Board of Directors. This policy establishes standardized procedures, metrics and actions for all Sicoob entities. The operational risk management process consists of the qualitative assessment of risks through the stages of identification, assessment, treatment, documentation and storage of information on operational losses and the recovery of operational losses,

as well as tests to assess control, communication and information systems.

Credit Risk: the guidelines for managing credit risk are set out in the Institutional Credit Risk Management Policy, approved by the CCS Executive Board and Board of Directors. This policy defines standardized procedures, metrics and actions applicable to all Sicoob entities. The Sicoob Cooperative Center centralizes the management of credit risk in the System, ensuring the standardization of processes, methodologies for analyzing the risk of counterparties and operations, as well as the monitoring of assets subject to this risk.

Market and Interest Rate Variation Risks: the guidelines for managing market and interest rate variation risks are set out in the Institutional Market Risk Management Policy, approved by the CCS Executive Board and Board of Directors. This policy establishes standardized procedures, metrics and actions for all Sicoob entities. The structure for managing these risks is compatible with the nature of the operations, the complexity of the products and services offered and the size of the risk exposure of Sicoob’s entities.

Liquidity Risk: the guidelines for managing liquidity risk are recorded in the Institutional Policy for Managing Financial Centralization and the Institutional Policy for Managing Liquidity Risk, approved by the Executive Board and the Board of Directors of CCS. These policies define standardized procedures, metrics and actions for all Sicoob entities. The liquidity risk management structure is compatible with the nature of the operations, the complexity of the products and services offered and is proportional to the size of the risk exposure of Sicoob’s entities.

Cyber Risk: Cyber Risk Management is part of Integrated Risk Management and covers risks related to the security of systems, networks, infrastructures, data and users, ensuring a comprehensive approach to protecting Sicoob entities against threats in the cyber environment. The guidelines for cyber risk management are defined in the Institutional Cyber Risk Policy and the Cyber Risk Manual, approved by the CCS Executive Board and Board of Directors, which provide for standardized procedures, metrics and actions for Sicoob entities. The cyber risk identification, assessment, treatment and monitoring cycle is carried out at least every two years.

Image Risk: Image risk is managed by monitoring institutional communication channels to measure satisfaction and quality of service (Ombudsman, Customer Service Center), compliance with the Central Bank of Brazil’s regulatory deadlines (Citizen Demand Registration System – RDR) and the reputational rating in the market by the general public (Reclame Aqui website and social networks).

Business Continuity Risk: the guidelines for business continuity management are set out in the Institutional Business Continuity Management Policy, approved by the CCS Board of Directors, which provides for standardized procedures, metrics and actions for all Sicoob entities.

SOCIAL, ENVIRONMENTAL AND CLIMATE RISKS

The guidelines for managing social, environmental and climate risks are implemented with the aim of understanding and mitigating significant risks that could impact stakeholders, as well as Sicoob’s products and services. In order to classify the exposure of credit operations to social, environmental and climate risks (RSAC), Sicoob adopts the Institutional Policy for Social, Environmental and Climate Responsibility (PR-SAC). Based on the guidelines established, it is possible to guide the principles and directives aimed at contributing to the adequate realization of the relevance of exposure to social, environmental and climate risks.

Social risk: the social risk management process aims to ensure respect for diversity and the protection of rights in business relationships for all people, assessing and measuring the positive and negative impacts and possible losses that could affect Sicoob’s reputation.

Environmental risk: the environmental risk management process consists of carrying out systemic assessments by obtaining environmental information made available by competent bodies and observing potential impacts.

Climate risk: the climate risk management process consists of carrying out systemic assessments considering the likelihood of the occurrence of events that could cause climate-related damage and observing transition and physical risks.

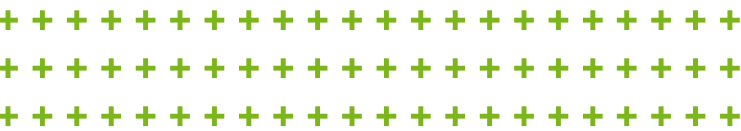
Social, environmental and climate risks are observed in Sicoob’s lines of business and when contracting suppliers, following the eligibility and evaluation criteria developed and disclosed in internal manuals in accordance with current rules and regulations.

With regard to the identification of social, environmental and climate risk events, Sicoob has functionalities for evaluating information of this nature from self-declaration and integrated consultations with accredited bodies in the spheres in which it operates. Among the entities mentioned are the Brazilian Institute of Environment and Renewable Natural Resources (Ibama), State Secretariats of Environment (SEMAs), Chico Mendes Institute for Biodiversity Conservation (ICMBio), Ministry of Labor and Employment (MTE), National Indian Foundation (Funai), National Institute of Historical and Artistic Heritage (IPHAN), Deforestation Monitoring Project (PRODES), National Institute of Colonization and Agrarian Reform (INCRA) and Ministry of Science, Technology and Innovation (MCTI).

Sensitive Sectors and Exclusion from Social, Environmental and Climate Risks

Sensitive sectors have a greater tendency to generate significant social, environmental and climate impacts due to the nature of their activities. It is important to consider these risks in business and in relations with stakeholders, as well as to identify new opportunities for sustainable business. In its quest to constantly improve its internal processes, Sicoob has established a concentration limit that allows it to assess credit risk and the management of social, environmental and climate risks in the portfolio of sensitive sectors.

- a. extraction of radioactive minerals;
- b. mining of precious metals;
- c. manufacture of heavy military equipment, firearms and ammunition;
- d. political parties or organizations;
- e. religious organizations;
- f. professional or amateur soccer clubs.





Exclusion Sectors

Sicoob does not carry out transactions with counterparties that:

- a. have an absolute restriction according to the definitions contained in the Registration Manual;
- b. have been convicted in a final and unappealable court decision, unless the reparation/sentence imposed has been fulfilled, which must be documented by the applicant of the credit operation in the following situations:
 - b.1) environmental crime;
 - b.2) slave or child labor;
 - b.3) sexual exploitation;
 - b.4) administrative impropriety;
 - b.5) corruption;
 - b.6) money laundering or illicit activity;
- c. are listed in the Register of Employers, published by the responsible Federal Government body, who have subjected workers to conditions analogous to slavery;
- d. have failed to comply with the Term of Adjustment and Conduct (TAC) signed with the respective competent body(ies) in any of the situations set out in point b (above).

Social, Environmental and Climate Risks and Opportunities Report – GRSAC



Access the Social, Environmental and Climate Risks and Opportunities Report (GRSAC) to find out about the CSR management structure and its respective strategic objectives. Click here or scan the QR Code.



POLICY COMMITMENTS

GRI 2-23

Institutional Social, Environmental and Climate Responsibility Policy – PRSAC

Our Institutional Social, Environmental and Climate Responsibility Policy establishes the principles and guidelines for actions related to social, environmental and climate aspects in business and in relations with stakeholders.

PRSAC aims to help cooperatives contribute to sustainable development.

Therefore, in order to improve the process of assessing and monitoring social, environmental and climate risks, Sicoob has teams specialized in the subject to provide training for cooperatives, disseminating the culture of risk management from a climate perspective, encouraging better experiences for cooperative members and mitigating risks in an integrated manner.

The full text of our Institutional Social, Environmental and Climate Responsibility Policy, our conduct in relation to sectors sensitive to social, environmental and climate risks, the lines of loans and financing sensitive to social, environmental and climate risks and the incorporation of commitments related to PRSAC are available online for all our stakeholders and society in general. Complaints and denunciations can be made through our Ombudsman channel.

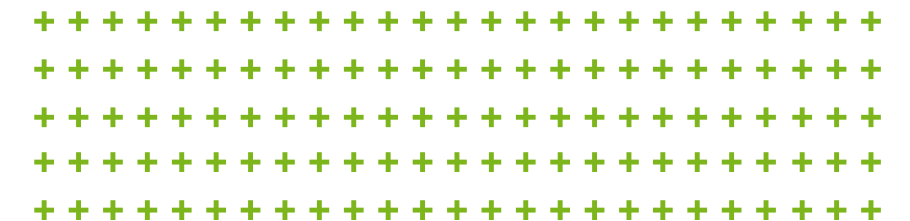
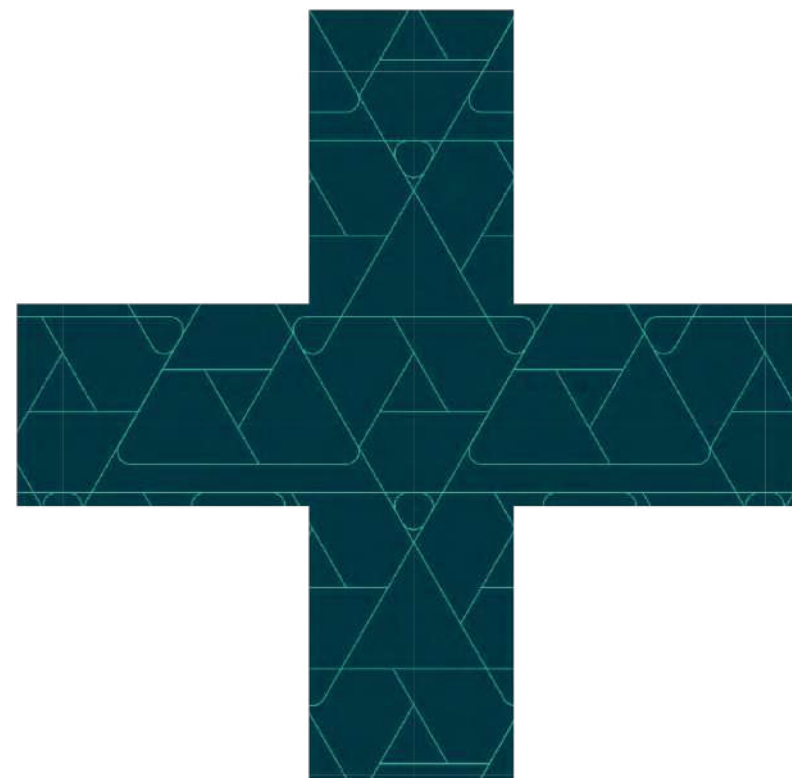
Risk Appetite Indicators (RAS)

The Sicoob Cooperative Center (CCS) has created social, environmental and climate risk indicators, which serve as a parameter for cooperatives as a suggested standard.

The creation of the non-financial risk appetite indicators considered the segregated proposal for exposure to social risk, environmental risk and climate risk. The motives and parameters applied in creating the indicators aimed to establish risk appetites considering the exposure of these risks in the credit portfolio.



Click here or scan the QR Code to learn more about Sicoob's Institutional Social, Environmental and Climate Responsibility Policy (PRSAC).





Institutional Diversity and Inclusion Policy

Sicoob's Institutional Diversity and Inclusion Policy establishes commitments to incorporate diversity management and a culture of inclusion into all the human resources processes of the System's entities:

- a. **Work environment:** campaigns, educational actions and awareness-raising practices to combat discrimination and eliminate inappropriate behavior, including remote working behavior;
- b. **Recruitment and selection:** definition of guidelines to reduce unconscious biases and avoid the reproduction of stereotypes or discriminatory behavior;
- c. **Leadership and people management:** guidance for leaders to know, apply and multiply the principles of the policy, promoting an inclusive organizational culture and an environment of psychological safety;
- d. **Images with diversity of people:** use of diverse representations in campaigns, training and educational actions with the aim of valuing diversity and combating any form of discrimination based on sexual orientation, ethnic-racial origin, nationality, gender identity, disability, age group, among other characteristics;
- e. **Capacity building and training:** offering training with accessibility resources and content suitable for each hierarchical level, ensuring equal opportunities when appointing people for capacity building and development actions;
- f. **Development and succession:** strengthening actions to increase the presence of minority groups in leadership positions with a focus on representativeness;
- g. **Remuneration:** continuous monitoring of guidelines and internal processes to ensure fair remuneration conditions without tolerating differences based on personal or social characteristics.



Institutional Sustainability Policy

Sicoob's Institutional Sustainability Policy establishes commitments applicable to the processes and operations of the System's entities, structured along the following lines:

- a. **Sustainability Plan:** a strategic instrument that guides Sicoob in incorporating sustainable practices into its activities. Structured with a horizon up to 2030, the plan includes commitments, objectives, initiatives and actions focused on the transversal integration of sustainability into the business;
- b. **Sustainability Report:** the main instrument for reporting on sustainable initiatives, prepared in accordance with the standards of the Global Reporting Initiative (GRI) and published annually;
- c. **Institutional Sustainability Indicators:** a set of metrics used to monitor Sicoob's performance on material topics and report the results to the governance bodies;
- d. **Partnerships and Corporate Commitments:** articulation with organizations focused on sustainability with a focus on strengthening institutional performance, exchanging good practices and adhering to global commitments;
- e. **Capacity Building and Training:** training activities aimed at employees and managers with content on sustainable finance, bioeconomics, report writing and human rights, with the aim of expanding the culture of sustainability at all levels of the organization;
- f. **Sustainable Finance Framework:** technical document that defines the categories, eligibility criteria and indicators applicable to the green and social financial products and services offered by Sicoob;
- g. **Social, Environmental and Climate Risk Management:** structured assessment and monitoring of these risks in all operations and processes with a focus on compliance with legal and regulatory standards and on mitigating



Click here or scan the QR Code to learn more about Sicoob's Institutional Diversity and Inclusion (D&I) Policy.



Other Policy Commitments

Human Rights

Since 2022, Sicoob has been a member of the UN Global Compact, aligning its strategies and operations with the 10 Universal Principles in the areas of Human Rights, Labor, Environment and Anti-Corruption.

Compliance with human rights applies to labor relations, direct and outsourced employees, cooperative members and other stakeholders with whom Sicoob has institutional and commercial ties. The guidelines adopted aim to ensure respect for dignity, fair treatment and integrity in operational and commercial practices.

All the commitments were formalized by members of Senior Management, including the CEO of CCS, and endorsed by the Executive Board, the Sustainability Committee and the Board of Directors. This process ensures alignment between the principles adopted and the strategic conduct of operations.



Click here or scan the QR Code to learn more about Sicoob's Institutional Sustainability Policy.

Sicoob's public commitments related to human rights are disclosed to society through publications on institutional social media (LinkedIn, Instagram and Facebook), Sicoob's Sustainability Report and the Sicoob Institute's Annual Report.

These commitments follow the 10 Universal Principles of the Global Compact, based on the Universal Declaration of Human Rights, the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development and the UN Convention against Corruption.

Sicoob's Sustainability Plan, established in 2022, includes guidelines aimed at protecting vulnerable and at-risk groups. Among the groups prioritized are direct and outsourced employees, women, minority racial groups and people with disabilities. The action includes measures to ensure respect for human rights and promote inclusion and equity in internal and external relations.

After joining the Global Compact, Sicoob became part of the UN Human Rights Action Platform, strengthening its institutional governance on the subject. It also participates in the Social Impact Thematic Chamber of the Brazilian Business Council for Sustainable Development (CEBDS), which deals with current topics related to human rights and social impacts in the business sector.

Human Rights Approach in Sicoob's Sustainability Plan

Sicoob's Sustainability Plan provides for structured actions until 2030 and, among other topics, includes initiatives aimed at promoting human rights. The established objectives guide institutional conduct and reinforce the commitment to equity and respect for people, focusing on the four pillars described below:

- **Social compliance:** ensuring good practices in the working conditions of direct and outsourced employees;
- **Diversity and equal opportunities:** increasing the participation of women in non-executive and executive bodies, considering managerial and senior positions;
- **Non-discrimination and corrective measures:** structure policy and procedures aimed at non-discrimination in the workplace, with attention to the inclusion of minority racial groups and people with disabilities;
- **Training:** promote human rights training for direct and outsourced employees.

Incorporating Commitments GRI 2-24

The structures responsible for incorporating these commitments are: Board of Directors, Risks Committee, Sustainability Committee, Executive Board, Risks and Controls Board – responsible for Social, Environmental and Climate Risks –, Integrated Risk Management Superintendence and Social, Environmental and Climate Risks Management.

With regard to commitments related to Human Rights, these are incorporated through people management policies and practices, which follow the principles of respect and promotion of human dignity. The People, Culture and Innovation and Corporate Education areas work together to ensure a safe, inclusive work environment aimed at promoting quality of life.



MANAGEMENT OF CORRUPTION RELATED RISKS

GRI 205-1 | 205-3

Corruption is considered a relevant risk, with the potential to compromise integrity, institutional reputation and business continuity. The deterioration of image and credibility can adversely impact the members trust and the relationship with the market, directly affecting the operations and results of Sicoob entities.

To mitigate this risk, all of the System’s entities adopt continuous controls through the areas of Prevention of Money Laundering and Terrorist Financing (PLD/FT), Prevention and Combat of Fraud, as well as internal and external audits. The evaluation criteria cover information from the entire Sicoob base, including employees, and involve systematic processes for identifying, analyzing and monitoring risks. The topic is handled on a recurring basis with a focus on disseminating a culture of integrity, reinforcing the importance of accurate diagnosis, constant vigilance and timely reporting to the competent bodies.

The management of corruption related risks at Sicoob is part of the structured process of identifying, evaluating and treating integrity risks. This approach covers events related to corruption, fraud, irregularities and ethical and conduct deviations that could compromise the institutional values or image of the System’s entities.

Sicoob entities and their employees are instructed to recognize the importance of properly diagnosing these risks, to maintain continuous monitoring and to report them to the competent authorities in accordance with internal protocols. The criteria used for evaluation and analysis include information from the entire Sicoob base with a focus on occurrences related to the prevention of money laundering and terrorist financing (PLD/FT), negative media exposure involving suspicions of corruption or crimes against public administration, as well as complaints received and investigated on the subject.

The risk management cycle related to corruption is conducted in conjunction with the PLD/FT risk cycles in an integrated manner within the institutional risk management structure. In 2024, no cases of corruption were recorded in the operations of Sicoob’s entities.

The rules and guidelines are based on Brazilian Law No. 12.846/2013 and Federal Decree No. 8.420/2015, which provide for the accountability of legal entities for the practice of acts against the public administration, and Resolution No. 4.595/2017, which provides for the compliance policy of financial institutions and other institutions authorized to operate by the Central Bank of Brazil.

Fundamentals of Action to Prevent Corruption

The fight against corruption is directly linked to Sicoob’s institutional strategy and based on the institutional values operationalized through specific normative instruments and programs, such as the Ethics Pact and the Integrity Program, which define standards of conduct, guidelines and procedures to be followed by all entities in the System. The main internal regulations that underpin the management of corruption-related risks include:

- Policy for the Prevention of Money Laundering and Terrorist Financing (PLD/FT);
- Fraud Prevention Policy;
- Integrated Risk and Capital Management Policy;
- Internal Controls and Compliance Policy.

These documents are aligned with Sicoob’s institutional commitments and guide the implementation of controls, the monitoring of conduct, the mitigation of risks and the protection of the image and reputation of the Sicoob brand on all fronts.

Sicoob’s Ethics Pact and Integrity Program establish standards of conduct based on legal, ethical and normative precepts. These instruments guide the behavior expected in the System’s entities, reinforcing the commitment to responsible practices in line with current legislation.

Internal policies and manuals – especially the Money Laundering and Terrorist Financing Prevention Policy, the Fraud Prevention Policy, the Integrated Risk and Capital Management Policy and the Internal Controls and Compliance Policy – operationalize the guidelines of the Integrity Program and the Ethics Pact. These documents guide the adoption of measures to mitigate risks, implement controls related to potential illicit activities and preserve the institutional image. The Integrity Program defines rules to ensure that all System entities act in compliance with laws, regulations and guidelines applicable to the business. It also consolidates Sicoob’s commitments to integrity in relations and to preventing corruption in any of its forms.

The establishment of Sicoob’s Integrity Program is based on Brazilian Law No. 12.846/2013 and Federal Decree No. 8.420/2015, which deal with the administrative and civil liability of legal entities for acts against the public administration. The structure is also in line with National Monetary Council (CMN) Resolution 4.595/2017, which establishes guidelines on compliance policy for financial institutions and other entities authorized to operate by the Central Bank of Brazil. Sicoob’s Integrity Program provided 18,207 training courses in 2024.

As a systemic strategy, Sicoob maintains the continuous improvement of governance, the increase in efficiency and the development of technological solutions suited to the needs of the System. These fronts support the provision of financial services with a focus on soundness, efficiency and integrity. Compliance with legal and regulatory standards, as well as adherence to the institutional principles, mission and values, ensure that practices are consistent with the public commitments made by the System’s entities to members, clients and society.

SICOOB BANK INTEGRITY PROGRAM	Training		
	2022	2023	2024
Sicoob Cooperative Center (CCS)	1,874	744	550
Integrity Program	30,300	16,139	17,432
Integrity Program – Management	743	249	225
Total	32,917	17,132	18,207

Corruption Risk Assessment Procedures

The fight against corruption in Sicoob entities is carried out on an ongoing basis, through the processes and systems of the PLD/FT area, Fraud Prevention, Internal and External Audits. The Sicoob Cooperative Center, the central cooperatives and the individual cooperatives of Sicoob adopt systematic procedures to assess corruption risks in their operations. The actions include internal awareness campaigns and training aimed at preventing the crimes set out in Brazilian Law 9.613/1998, with an emphasis on topics related to integrity, ethics and corruption prevention. Training is aimed at employees, managers and members of governance bodies.

The guidelines are based on concepts and methodologies described in the operational manuals and are supported by a computerized system that allows Sicoob entities to monitor and record their operations.

Based on these procedures, Sicoob identifies atypical transactions based on predefined parameters, including those potentially related to corruption. Practices such as *Know Your Member/Client*, *Know Your Employee/Officer* and *Know Your Supplier/Partner* are also applied, all of which are regulated through systemic manuals.

The evaluation process includes the analysis of complaints received through the Illegality Channel and the generation of PLD/FT occurrences, where appropriate. These mechanisms make it possible to detect evidence and adopt measures in accordance with internal regulations and applicable legislation.

When hiring employees and defining conduct, Sicoob follows the guidelines of the Ethics Pact, which establishes standards of behavior based on legal, ethical and moral precepts and good customs.



2024 Highlights

In 2024, Sicoob promoted a set of actions aimed at preventing corruption, integrated with corporate education and compliance activities. The main initiatives undertaken were:

- development of control tools applied to processes related to the Prevention of Money Laundering and Terrorist Financing (PLD/FT) with an indirect link to the anti-corruption theme, in addition to the offer of Distance Learning courses through the Corporate Education platform;
- dissemination of the Sicoob Ethics Pact to internal stakeholders;
- making the Integrity Program available with guidelines on corruption prevention;
- participation in the Febraban Corruption Prevention Program;
- continuous offer of specific courses on PLD/FT;
- holding thematic webinars on PLD/FT.

These actions reinforced the culture of integrity in the System and contributed to the technical training of professionals involved in critical processes related to the topic.

Management of Conflicts of Interest

GRI 2-15

Sicoob adopts normative and operational mechanisms to prevent, identify and deal with conflicts of interest in governance, organizational structure and business relations.

The guidelines are formalized in instruments such as the Sicoob Ethics Pact, the Bylaws of the entities, the Internal Regulations of the CCS Board of Directors and the Institutional Policy on Related Parties. These documents establish prohibited conduct, impediment criteria and guidelines for the proper management of situations that may compromise integrity and impartiality in decision-making. The mechanisms applied include:

- **Impediment in deliberations:** directors and managers must abstain from voting or intervening in decisions involving a conflict of interest, as provided for in the bylaws and statutes of the System's entities;


- **Prohibition of participation in competing activities:** members of the administration may not hold positions in entities with conflicting or competing purposes with Sicoob;
- **Rules for hiring and business relationships:** hiring or business relationships that involve kinship, corporate ties or personal benefit with members of the organizational structure are prohibited, with exceptions assessed in advance by the board of directors;
- **Restrictions on promotional campaigns:** professionals directly involved in the planning and execution of promotional campaigns may not participate in these actions, preserving the impartiality and integrity of the process;
- **Guidelines for employees and managers:** all professionals must act impartially, communicate any potential conflict and refrain from actions that could compromise institutional ethics.

In addition, Sicoob maintains an Institutional Policy on Related Parties, which defines criteria for relationships with individuals or legal entities with relevant ties, ensuring transparency and control over operations. This policy was revised in 2024 and approved by the Board of Directors. The guidelines ensure compliance with applicable legislation, preserve the integrity of internal processes and strengthen the trust of cooperative members, regulators and other stakeholders.


Donations, Sponsorships and Prevention of Misuse

Sicoob's entities adopt strict criteria when granting sponsorships and donations and when entering into partnerships with a focus on institutional integrity and mitigating risks related to corruption.

The formalization of these actions requires the presentation of the proposal to the respective Board of Directors, which decides on approval based on ethical and legal compliance criteria.



Click here or scan the QR Code to learn more about Sicoob's Institutional Policy on Related Parties.





Contracts signed with third parties must contain specific clauses that ensure alignment with anti-corruption commitments and the guidelines set out in the Ethics Pact and the Integrity Program. Donations, sponsorships or partnerships with political parties, candidates or electoral campaigns are prohibited.

In addition, the selection of beneficiary institutions takes into account the reputation, suitability and compliance of the party involved with ethical and probity standards. The integrity of the operation must be verified beforehand, ensuring that the funds are not used as a disguised form of bribery.

The topic is also dealt with in the guidelines provided to the responsible areas, including in the negotiations conducted by the PLD/FT area, whenever situations with risk potential are identified or in the due diligence carried out.

Information and Complaints Channel

Sicoob provides an electronic channel on its official website for receiving communications related to signs of wrongdoing. The channel is open to employees, cooperative members, clients, users of products and services, partners, suppliers and other interested parties.

Reports can be made with or without identifying the whistleblower. Communications are received by Sicoob Bank's Ombudsman and, after registration, are forwarded to the bodies responsible for analyzing and adopting measures, as provided for in current regulations.

COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES

GRI 205-2

At Sicoob, the continuous development of skills related to ethics, integrity and the prevention of corruption is part of the strategy to strengthen internal controls and the organizational culture. Mandatory training is monitored in a coordinated manner by Sicoob's Corporate Education department, by the education departments of the central and individual cooperatives, by the CCS Corporate Education Superintendence and by Internal Controls and Internal Audit. Monitoring is carried out using Sisbr Analyti-

cal, which enables any gaps to be identified and corrective action to be taken.

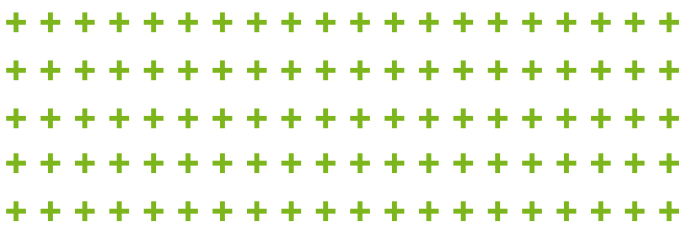
Courses are assigned automatically and centrally, with periodic communications to increase public engagement. When the lack of completion of mandatory courses is identified, the cooperatives are notified so that the appropriate measures can be taken.

Training for managers is monitored by the Remuneration Committee (Corem) and reported periodically to the CCS Board of Directors. Currently, there is no bonus program linked to compliance with the training paths.

The learning paths are structured according to the functional profile, with distinctions between employees, managers and board members. Among the topics offered are: Ethics, Fraud Prevention and Combating; Information Security; Prevention of Money Laundering (PLD/FT); and the Integrity Program. All the training courses follow the standards of the Corporate Education Manual and comply with Sicoob's Ethics Pact and internal regulations.

The platforms used to access the training are the Corporate Education System, the Sicoob Education Portal and Moob, available 24 hours a day. For service providers, training takes place mainly through the Education Portal, with no regional segmentation of users.

For members of governance bodies, Sicoob offers specific educational trails, such as *Always Alert - Advisors* and *Always Alert - Managers*. For other employees, the *Always Alert* trail includes more than 10 courses with language and complexity appropriate to the functions performed. These courses are compulsory and updated periodically.





COURSES AND COMMUNICATIONS BY REGION							
Total number and percentage of employees, board members and directors to whom the anti-corruption policies and procedures adopted by the organization were communicated by region.							
		2022		2023		2024	
		Communicated	Trained	Communicated	Trained	Communicated	Trained
Northern Region	Total number of members in the year		2,617		3,210		3,849
	Total number of members trained		1,244		2,805		2,167
	Percentage of members trained		47.5%		87.4%		56.3%
Northeast region	Total number of members in the year		2,334		2,913		1,357
	Total number of members trained		1,167		2,578		927
	Percentage of members trained		50.0%		88.5%		68.3%
Central-West Region	Total number of members in the year		12,082		13,275		12,363
	Total number of members trained		6,023		9,608		7,053
	Percentage of members trained		49.9%		72.4%		57.0%
Southeast region	Total number of members in the year		27,786		27,871		29,134
	Total number of members trained		16,142		22,729		17,039
	Percentage of members trained		58.1%		81.6%		58.5%
Southern region	Total number of members in the year		13,647		13,275		13,426
	Total number of members trained		6,646		9,608		7,053
	Percentage of members trained		48.7%		72.4%		52.5%
Brazil	Total number of members in the year		58,466		60,544		60,129
	Total number of members trained		31,222		47,328		34,239
	Percentage of members trained		53.4%		78.2%		56.9%

In 2024, there was a significant increase in adherence to training courses on topics related to the prevention of corruption, reflecting greater engagement by employees and managers. In addition to the mandatory trails, awareness-raising actions, lectures and institutional campaigns are carried out to strengthen the culture of integrity in the System.

Training completion data is extracted from official platforms and reported to the responsible areas, ensuring compliance with the objectives of the Integrity Program.

COURSES AND REPORTS BY POSITION							
Total number and percentage of members of governance bodies to whom the anti-corruption policies and procedures adopted by the organization were communicated, by position.							
Governance Body	Members	2022		2023		2024	
		Communicated	Trained	Communicated	Trained	Communicated	Trained
Board of Directors	Total number of members in the year		2,475		2,567		2,490
	Total number of members trained		1,841		1,345		953
	Percentage of members trained		74.4%		52.4%		38.3%
Executive Board	Total number of members in the year		997		991		980
	Total number of members trained		756		673		511
	Percentage of members trained		75.8%		67.9%		52.1%
Total	Total number of members in the year		3,472		3,558		3,470
	Total number of members trained		2,597		2,018		1,464
	Percentage of members trained		74.8%		56.7%		42.2%





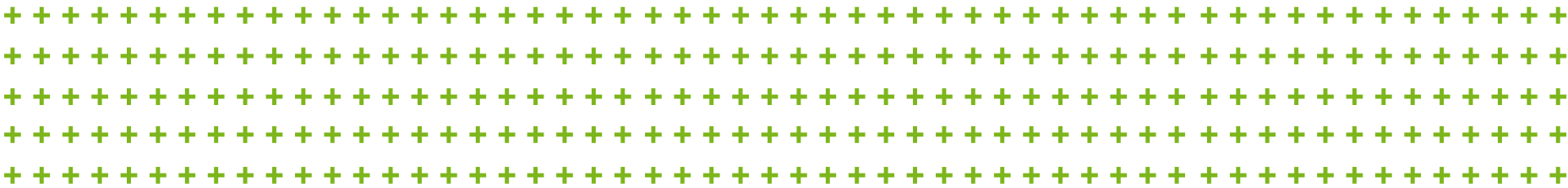
COURSES AND COMMUNICATIONS BY POSITION							
Total number and percentage of employees to whom the anti-corruption policies and procedures adopted by the organization were communicated by position.							
Operational	Members	2022		2023		2024	
		Communicated	Trained	Communicated	Trained	Communicated	Trained
Superintendence	Total number of members in the year					179	
	Total number of members trained					110	
	Percentage of members trained					61.5%	
Management	Total number of members in the year			5,635		5,064	
	Total number of members trained			4,911		2,995	
	Percentage of members trained			87.2%		59.1%	
Coordination	Total number of members in the year						
	Total number of members trained						
	Percentage of members trained						
Experts	Total number of members in the year						
	Total number of members trained						
	Percentage of members trained						
Technical positions	Total number of members in the year			49,746		50,617	
	Total number of members trained			40,775		30,721	
	Percentage of members trained			82.0%		60.7%	
Operational	Total number of members in the year		340				
	Total number of members trained		200				
	Percentage of members trained		58.8%				
Total	Total number of members in the year		340	55,381		55,860	
	Total number of members trained		200	45,686		33,826	
	Percentage of members trained		58.8%	82.5%		60.6%	





COURSES AND COMMUNICATIONS BY POSITION						
Total number and percentage of non-employee workers to whom the anti-corruption policies and procedures adopted by the organization have been communicated, by position.						
Members	2022		2023		2024	
	Communicated	Trained	Communicated	Trained	Communicated	Trained
Intern	total number of members in the year		1,871	1,852	1,818	
	total number of members intern		1,302	1,514	1,296	
	percentage of members intern		69.6%	81.7%	71.3%	
Trainee	total number of members in the year					
	total number of members trained					
	percentage of members trained					
Young apprentice	total number of members in the year		899	956	956	
	total number of members trained		517	761	531	
	percentage of members trained		57.5%	79.6%	55.5%	
Contractor	total number of members in the year					
	total number of members trained		3,191	559	2,593	
	percentage of members trained					
Total	total number of members in the year		2,770	2,808	2,774	
	total number of members trained		5,010	2,834	4,420	
	percentage of members trained					

Training on these topics is mandatory. The training audience is monitored by Sicoob's Corporate Education department, by the education departments of the central and individual cooperatives, and by the Internal Controls and Internal and External Audit departments. To increase engagement, monthly communications are carried out and the process of assigning most of the courses is automated and centralized in the CCS Corporate Education Superintendence.



CORRUPTION PREVENTION COURSE - ASYNCHRONOUS ONLINE	Number of training courses		
	2022	2023	2024
Sicoob Cooperative Center (CCS)	59,602	83,389	168,763

RISK MANAGEMENT - ONLINE TRAINING	Number of trainings		
	2022	2023	2024
Business Continuity Management - Basic	30,494	23,965	16,386
Institutional Responsibility Policy Social, Environmental and Climate - PRSAC	27,850	37,631	-
Credit Risk Management: Compliance and Monitoring	13,110	6,884	6,342
Factors associated with Credit Risk	4,738	2,692	2,016
Risk Classification of Operations and PCLD	9,536	6,715	5,714
SISBR - Credit Risk Platform	4,176	2,015	1,731
Total	89,904	79,902	32,189





NUMBER OF TRAINING COURSES HELD BY THE PLD/FT, FRAUD PREVENTION AND COMBATING, OPERATIONAL RISK MONITORING AND GCN AREAS UNDER THE COORDINATION OF CORPORATE EDUCATION						
Course	2022		2023		2024	
	Face-to-face	Online	Face-to-face	Online	Face-to-face	Online
Credit Risk and Social, Environmental and Climate Risks		5,892	1,397	17,271	7,813	56,543
Market and Liquidity Risk		9	1,386	195		2,887
Capital Management	864		532	7	3,083	3,991
Systemic Rating, Operational Risk and Business Continuity Management		75,096		60,262		44,465
Fraud Prevention and Combat	1,867	59,602	3,358	64,028	7,866	25,627
PLD (Prevention of Money Laundering) and FT (Financing of Terrorism)	2,670	44,358	3,006	53,078	4,830	36,013
Total	5,401	184,957	9,679	194,841	23,592	169,526

Note: the total number of participants includes employees of central and individual cooperatives.

INTERNAL AUDITING

GRI FS9

By monitoring Sicoob’s strategic plan, Internal Audit carries out risk-focused audits, ensuring that the most important topics for governance are analyzed independently, and issues impartial recommendations on how processes, controls and systems are complying with the rules and regulations of the supervisory bodies. In addition, Internal Audit provides direct support to the Board of Directors, the Supervisory Board and the Audit Committee in supervising the management of Sicoob’s entities.

Its work covers the CCS, where it is located, and S4 cooperatives that are part of the centralized Internal Audit structure. The team is made up of professionals specialized in areas related to the financial sector with an emphasis on regulations, IT governance, cyber security and internal controls.

All of Sicoob’s entities undergo audits that follow the standards of the main regulators of the National Financial System (SFN). This includes the requirements of bodies such as the Central Bank of Brazil, the Securities and Exchange Commission, the Private Insurance Superintendence (SUSEP) and the National Supplementary Pension Superintendence (PREVIC). The audits ensure that the practices of Sicoob’s entities are in compliance, helping to maintain Sicoob’s reputation for trust and credit cooperativism in Brazil.

Within the scope of the CCS, in 2024 the auditing focus was on the assessment of Climate Risk, the assessment of the risk scores calculated in the self-declared Social, Environmental and Climate Risk questionnaires and the assessment of the Social, Environmental and Climate Risks of suppliers. In the case of Sicoob cooperatives, the assessment of the management of Social, Environmental and Climate Risks was included in the scope. This covered both topics related to governance and the monitoring of this risk, as well as the supervision of credit operations and service providers that present a high risk.

INTEGRATED CORPORATE PROTECTION

Our internal control system is made up of three lines of defense:

First Line of Defense

The team is composed by the administrators, who are responsible for controlling and managing the processes in all the System’s entities.

Second Line of Defense

The team is made up of the Risk and Capital Management and Internal Controls and Compliance Management areas. These areas are responsible for implementing effective management practices, monitoring exposure to risks, assessing whether processes comply with current regulations and verifying that controls are applied correctly.

Third Line of Defense

Internal Audit acts as the last line of defense. It analyzes the processes and controls of the other two lines and shares an independent opinion with senior management. This is done through timely and accurate recommendations aimed at increasing security, implementing best practices in processes and identifying opportunities to improve operational efficiency.

ETHICS PACT

Sicoob’s Ethics Pact is the document that brings together both individual and collective commitments, serving as a guide for better decisions and behaviors to be adopted. It connects personal and professional values to standards of conduct and ethical, moral, legal and normative values that are fundamental to Sicoob’s corporate identity.

The management of Sicoob entities must ensure that all the people who make up the organizational structure, especially board members, managers, employees, interns and others who must follow this document, base both internal and external professional relationships on the precepts established in the Ethics Pact. In addition, everyone signs the Declaration of Knowledge, Clarification and Commitment to Sicoob’s Ethics Pact. In 2024, the Ethics Pact was updated.



Click here or scan the QR Code to learn more about Sicoob’s Ethics Pact.



Ethics Committee

The Ethics Committee is the main body responsible for managing ethical topics at Sicoob entities. It offers different forms of contact, such as e-mail, telephone, digital ballot boxes and physical ballot boxes, so that both employees and the general public can communicate. Sicoob confirms its commitment to ethics by offering channels for people to ask questions, make suggestions, criticize and report ethical topics.

Through these channels, it is possible to make reports in an identified or anonymous way. The Ethics Committee analyzes and handles this information, ensuring that cases are treated confidentially and protecting the identity of the person who is reporting, as well as information related to the investigation. When incidents are sent via the digital ballot box, the sender receives a reply with the analysis made by the Ethics Commission via a protocol generated when the incident was registered.

The Ethics Urn, which was previously only available to the CCS Ethics Commission, has also been accessible to Sicoob cooperatives since March 2024. According to CCI 320/2024 - CCS, dated March 5, 2024, only cooperatives that formally decide to use this solution will be on the list of Sicoob entities that can receive records through this channel. With this system, the cooperative that chooses to use it will be able to manage the ethical occurrences received through specific access to the Sicoob Business Portal environment.



Click here or use the QR Code to access the Communication Channel with Sicoob's Ethics Committee (Ethics Urn).



Ethics Week

Ethics Week is held every year, with various talks and activities designed to promote an ethical culture. In addition, an internal survey is carried out every two years to understand and assess the knowledge, adherence and perception of the ethical climate at Sicoob.

In order to fulfill the commitments made in the Ethics Pact and disseminate them, Sicoob entities undertake to promote communication campaigns, events, seminars, courses, open meetings and other initiatives to raise awareness and train professionals in ethics. In addition, the Sicoob Corporate Education area promotes the continuous education and training of the people who make up the organizational structure. In 2024, 40,429 trainings were carried out.

ETHICS	Number of trainings		
	2022	2023	2024
4 Minutes of Ethics	9,425	1,946	2,300
Ethics Pact	38,675	44,818	38,129
Total	48,100	46,764	40,429

Compliance with Laws and Regulations

GRI 2-27

Internal controls are conducted by senior management and other members of the institution to ensure that all planned and approved actions are carried out correctly. The aim is to safeguard assets, ensure that management information and financial records are accurate and reliable, follow policies and promote efficiency in operations.

The compliance function contributes to preventing and mitigating exposure to both internal and external regulatory risks, as well as conduct topics and possible damage to the institution's reputation. This is done through internal measures that regulate activities to monitor the resolution of points raised in reports prepared by the internal audit, the independent audit and the regulatory bodies (Process and Control Management Platform - PGPC). In 2024, there were no fines or non-monetary sanctions.

At the same time, we systematically and continuously monitor the laws and rules published by the regulatory bodies Central Bank of Brazil, National Bank for Economic and Social Development, Presidency of the Republic, Brasil Bolsa Balcão (B3), Securities and Exchange Commission, National Supplementary Pension Superintendence, Federal Revenue Secretariat (SRF), Private Insurance Superintendence and others, whose activities include:

- Disclosure of the rules to all CCS employees, Sicoob's central and individual cooperatives;
- Requesting information on the impact of the published standards on the processes and procedures of the areas, and recording the measures to be adopted on the Process and Control Management Platform;
- Analysis of actions proposed by managers to comply with laws and regulations;
- Monitoring the implementation of the reported measures. The internal audit and the cooperative carry out periodic and independent work focused on the risks exposed, assessing risk management actions and the adequacy of internal controls based on verification of quality, sufficiency and compliance.

SICOOB OMBUDSMAN

GRI 2-16 | 2-25 | 2-26

Sicoob has a Single Ombudsman Component, in accordance with CMN Resolution 4.860/2020. It serves as a means of communication between cooperatives and users of their products and services and is responsible for receiving, recording, analyzing and formally dealing with complaints from cooperatives, clients and users who have already used traditional service channels and are not satisfied with the response received.

At the same time, the statutory objective of this channel is to supervise the activities of all Sicoob entities at all levels, and its purposes are directly linked to Sicoob's ethical principles, demonstrating a commitment to responsibility and respect for both internal and external audiences.

Sicoob's Ombudsman has the following duties:

- provide the necessary clarifications and keep complainants informed about the progress of their requests and the actions being taken;
- informing complainants of the expected deadline for a final response, which is up to 10 working days, and may be extended by a further 10 working days from the date on which the incident was registered;
- send the response to the complainants within the timeframe informed.

Centralizing the ombudsman channel in a single component makes it easier to identify the main causes of problems and the need for adjustments to any structure. It also makes it possible to interact and identify situations in which the other more basic service channels are unavailable or have difficulties. The Single Ombudsman Component not only receives complaints through its service channels, but also monitors and manages the demands that come in through the Citizen Demand Registration System - RDR and *Consumidor.Gov*. These demands are forwarded to Sicoob Bank and the entities that are part of the CCS.



The complaints received are forwarded to the responsible areas, allowing them to provide feedback. It also enables the corporate performance team to analyze strategic solutions.

In order to receive feedback from end users of the ombudsman channel, a satisfaction survey is carried out. This survey includes questions related to regulatory service, in accordance with CMN Resolution 4.860/2020, which replaced 4.629/2018 with regard to the direct assessment of service quality. In addition, the survey has an open space where participants can leave suggestions and comments about the ombudsman service. This survey is an important tool for the organization's management, as it seeks to understand how customers perceive the processes, products and services offered. The results obtained help identify opportunities for improvement and create action plans, if necessary.

The ombudsman channels are available on websites, in formalized contracts with clients and in publicity materials aimed at members and users of Sicoob's products and services. In 2024, the Ombudsman's Office received 113,747 calls. Of this number, 20,718 were valid complaints and, of these, 14,848 were considered well-founded.

Ombudsman's Half-Yearly Report presents the Board of Directors with the results of the actions taken by Sicoob institutions to deal with incidents. In addition, the Single Ombudsman Component undergoes an Internal Audit. The centralized structure complies with the requirements of the regulators of the following sectors: financial institution, distributor of third-party resources, insurance company, consortium administrator and payment institution.



Click here or scan the QR Code to visit Sicoob's Ombudsman Channel.

Indications of Illegality Communication Channel

Sicoob also offers a communication channel for reporting signs of illegality. On Sicoob's website, there is an electronic form that is always available to employees, contractors, cooperative members, clients, users of products and services, partners and suppliers in which they can report situations that may indicate illegalities. This channel allows the person making the complaint to register the situation anonymously, and the messages sent receive a response from the entity involved. The complaints received are sent to the professionals in charge, who will analyze each case and take the necessary measures in accordance with current regulations.



Click here or scan the QR Code to find out more about our Indications of Illegality Communication Channel.





2



SECURITY AND PRIVACY

OUR COMMITMENT: We guarantee the use of technology that ensures information security and the protection of the financial privacy of each member.

PRIORITY FOR: Members | Communities | Executive Board



RELEVANCE OF THE TOPIC

GRI 3-3

Data security and privacy, including cyber risks, are strategic topics for Sicoob due to their impact on member trust, operational continuity, and compliance with relevant rules and regulations. The protection of information, whether personal or financial, is closely tied to governance, risk mitigation, and corporate responsibility in the digital age.

The strengthening of regulations, such as Brazil's General Personal Data Protection Law (LGPD), imposes strict requirements on information governance and management, with sanctions applicable in cases of non-compliance. At the same time, technological advances and the growing adoption of digital tools, including artificial intelligence, increase the complexity of cybersecurity challenges, making it essential to adopt robust controls and practices in line with the best industry references.

Information security breaches can have significant impacts, including unauthorized data exposure, regulatory sanctions, financial losses, and reputational damage. These factors directly impact the relationship with cooperative members and partners, underscoring the need for continuous monitoring and investment in incident prevention, detection, and response solutions.

Impacts on SDGs and Human Rights

Sicoob considers the economic, social, and Human Rights impacts related to data security and privacy. The effective management of these aspects is directly linked to the protection of the fundamental right to privacy and the security of personal information.

Violations can compromise the dignity and freedom of individuals, with adverse consequences for their professional and personal lives. The relationship with the Sustainable Development Goals (SDGs) reinforces this perspective. Data security and privacy contribute to SDG 16, which focuses on promoting effective, accountable, and transparent institutions, ensuring good governance practices in data protection and combating cyber threats. In addition, the resilience of Sicoob's technological infrastructure aligns with SDG 9 by strengthening secure and innovative systems to guarantee the security of its members' and other stakeholders' information.

In Sicoob's context, data security and privacy are crucial for mitigating cyber risks, sustaining innovation, and fostering trust in emerging technologies. This approach contributes to building a fairer, more sustainable, and digitally secure society.

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HOW WE DEAL WITH THE TOPIC AT SICOOB

Governance and Management of Data Security and Privacy

Sicoob's data security and privacy management is structured at three levels: strategic, tactical, and operational, ensuring that institutional guidelines are implemented effectively and in line with best governance practices.

At the strategic level, Senior Management, comprising directors, the President, the Board of Directors, and representatives of Sicoob's central and individual cooperatives, analyzes and decides on topics in internal and external forums. This direction is incorporated into the 2020-2030 Strategic Plan, ensuring an approach that aligns with the long-term institutional guidelines.

The governance of the topic also relies on the Information Technology Department, which maintains a specialized structure with two specific areas: one dedicated to cybersecurity and the other to information security and privacy management. This operational division enables a segmented approach, ensuring the application of policies, incident handling plans, and access and identity management regulations, as well as internal protocols aligned with best practices in the sector.

At the tactical level, data security and privacy governance are structured through internal regulations and integrated coordination between Sicoob entities. Since the Technological Plan 2024-2026 was approved, actions related to technological infrastructure and digital security follow a structured plan with strategic indicators to assess cybersecurity, digital resilience, and compliance governance.

At the operational level, Data Privacy Management maintains, develops, and implements internal policies, regulations, and processes, acting in coordination with all Sicoob entities. The specialized technical team executes the established guidelines and promotes continuous risk management, ensuring regulatory compliance and mitigation of cyber threats.

Monitoring and Auditing

Sicoob's privacy management is carried out through a technological framework that includes access segregation tools and audit logs, guaranteeing traceability

and control over sensitive information. Additionally, internal and external audits are conducted periodically to assess the compliance of operations and the effectiveness of the implemented controls.

Sicoob also has the Sisbr Platform, a system that, since 2019, has integrated and managed data from all Sicoob cooperatives, providing security and agility in responding to market changes and the needs of cooperative members. Sisbr features advanced security measures, including authentication, operational auditing, data encryption, and anti-fraud controls, ensuring the protection of information processed in the digital environment.

As part of its ongoing commitment to data protection and information security, Sicoob has implemented the Systemic Risk Management and Cyber Security Project. This initiative enhances operational resilience and improves risk management processes, aligning with regulatory requirements and technological advancements that impact digital security.

Main Highlights and Recent Advances

Sicoob has improved information governance and security with the following initiatives:

- Parameterization of the onetrust incident management module, improving response and control over privacy incidents.
- Employee awareness of privacy and data protection through campaigns and training.
- Monitoring rules are implemented to prevent data exfiltration, using data loss prevention tools.

Training on privacy and data protection is a fundamental pillar of this structure. Sicoob promotes periodic training, lectures, and courses, both in-person and online. The Corporate Education area provides mandatory content for all employees, ensuring the continuous dissemination of institutional guidelines and reinforcing the culture of information security. In addition, training is made available on the Corporate Education Platform, including mandatory Security and Privacy training tracks as part of internal risk management.

Additionally, Sicoob employs advanced tools for monitoring and preventing incidents, including data

loss prevention systems and an exclusive digital channel for requests related to data protection and privacy. This channel, accessible on all of Sicoob's digital platforms, ensures transparency in the processing of information and compliance with the rights of data subjects.

Security Certifications

To ensure information security and service reliability, Sicoob maintains internationally recognized certifications applicable to the Sicoob Cooperative Center:

- **ISO 27001 – Server Security Update Management:** ensures the protection of critical information against internal and external threats, guaranteeing greater operational efficiency. Certification obtained in 2019, renewed until 2025, with annual assessments by the *Associação Brasileira de Normas Técnicas (ABNT)*.
- **ISO 27001 – Business and Corporate Data Backup Activities:** establishes rigorous processes for data integrity and confidentiality, protecting against loss or corruption. Certification in force since 2014, renewed continuously until 2025.

Technology has been a key pillar of digital transformation and innovation at Sicoob. Proof of this is the constant investment in technology, which in 2024 had a total expenditure (costing and investments) of R\$ 1.08 billion, allowing, in addition to business growth, increased operational efficiency, improved cybersecurity, strengthened risk management and the implementation of new products and services so that more people can enjoy the benefits of financial cooperativism.

Security and Privacy Training and Awareness

As part of its internal risk management process in information security and privacy, Sicoob conducts continuous training for employees and managers at all hierarchical levels. These trainings cover aspects of the business environment, regulatory requirements, and operational procedures, reinforcing the ethical use of information, confidentiality, and the protection of members' data.

Learning Journeys and Impact on Training

Since the implementation of the Corporate Education Manual in June 2022, personalized learning journeys have been established, ensuring that each Sicoob employee automatically receives training tracks tailored to their level of acculturation in risk management, information security, and compliance with the LGPD.

The first stage of this implementation was completed in 2023, resulting in a significant increase in the number of training courses. In 2024, the stability in the number of trainings compared to 2022 reflected the conclusion of this process, with the trainings focusing on employees hired after the first phase of the journey was completed.

INFORMATION SECURITY	Number of trainings		
	2022	2023	2024
Information Security	38,625	132,538	46,610
General Personal Data Protection Law – LGPD	22,783	29,469	22,200
Total	61,408	162,007	68,810



Although the volume of training is lower than in 2023, this variation does not indicate a reduction in the commitment to training, but rather the consolidation of the corporate education strategy. Sicoob's Corporate Education continues to focus on raising awareness and continuously improving its workforce, promoting the adoption of preventive practices in the management of data kept by the system's entities.

The data on trained employees is extracted from the Corporate Education platforms, including the Moob app and the Sicoob Education Portal, on which the training is conducted.

Results and Commitment to Security and Stakeholders

GRI 418-1

The management model adopted by Sicoob has been successful over the years, ensuring the integrity of information security processes. In 2024, there were no proven complaints regarding violations of privacy or loss of customer data. This result reinforces the institution's commitment to continually improving practices and ensuring the protection of members' information.

As part of its ongoing active listening process, Sicoob holds annual consultations with its primary stakeholders, regulators, and Senior Management to assess the relevance of its material topics and identify opportunities for improvement. During the last consultation, there were no comments on the need to adjust the approach adopted for data security and privacy, which reinforced the adequacy of the strategies and controls implemented.

Awards and Recognitions in Technology and Innovation

Sicoob received important recognitions throughout 2024, consolidating its position as a benchmark in innovation, technology, operational efficiency, and social impact.

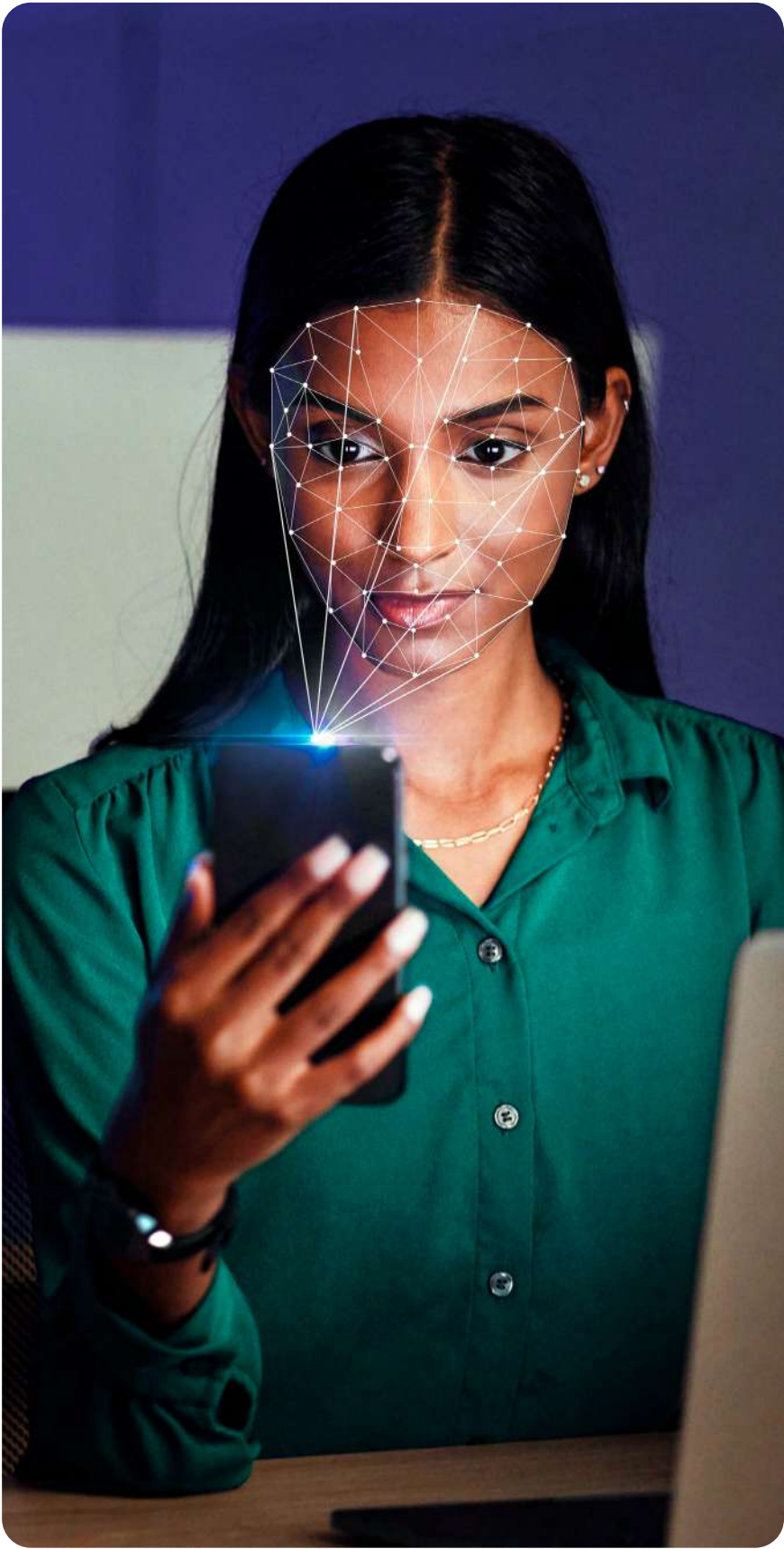


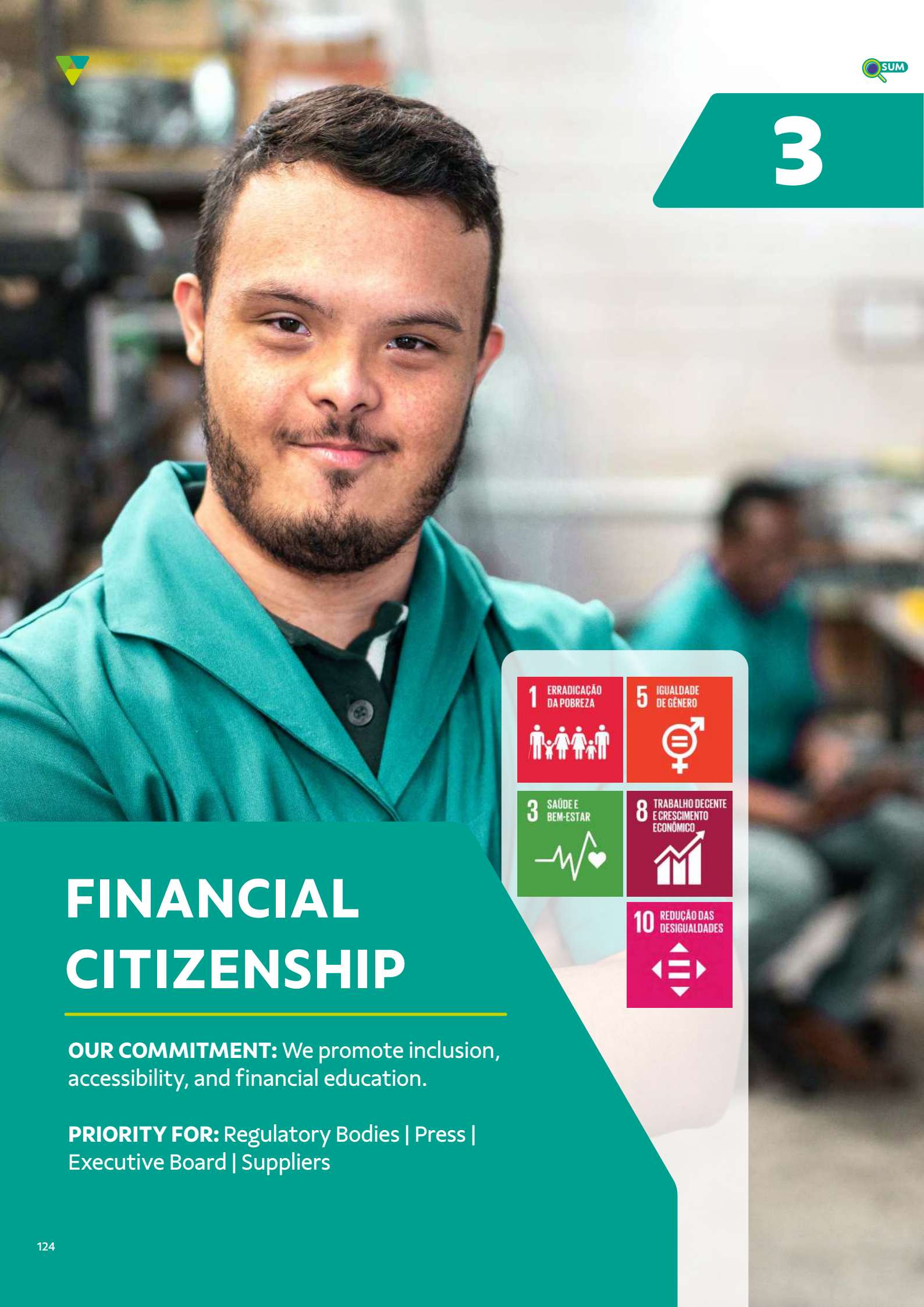
IT SICOOB RECOGNITIONS AND AWARDS

- **100 + Empresas Inovadoras em Tecnologia – IT Forum (100+ Innovative Companies in Technology):** Sicoob was recognized as 100+ Innovative Companies Ranking in the Use of IT category by the IT Forum, standing out as one of the leading institutions in the adoption of advanced technological solutions.
- **Super App Sicoob Award in the Agilidade Brasil 2024 Ranking:** Agile Trends Super App Sicoob received the Cases Mais Ágeis do Brasil digital seal, awarded by the Agilidade Brasil 2024 Ranking and promoted by Agile Trends in recognition of its efficient use of the agile methodology and its positive impacts.
- **Certified Energy Efficiency (CEEDA) in Data Centers CCS – Silver Level:** CCS datacenter was recognized by Data Center Dynamics (DCD) with CEEDA certification – Silver Level, which evaluates the application of global best practices in energy efficiency and sustainability. Sicoob became the only institution in Latin America to achieve this level of certification.

International Recognition

- **Digital Growth Award at the World Credit Union Conference (WCUC):** At the World Council of Credit Unions (WCUC), held in Boston, USA, Sicoob was recognized for its impact on financial inclusion and community prosperity. Sipag 2.0 case, which was showcased at the conference, demonstrated the benefits generated in the municipality of Rio Pardo city (RO state).





3



RELEVANCE OF THE TOPIC

GRI 3-3

Financial inclusion is recognized by the World Bank Group (World Bank and International Finance Corporation – IFC) as an essential factor in reducing inequalities and expanding opportunities for economic growth. Lack of access to financial services, combined with limited knowledge about finance, perpetuates economic exclusion and widens inequalities.

In this context, financial citizenship serves as a fundamental tool for individuals to make informed and responsible financial decisions, thereby contributing to the reduction of financial exclusion and the promotion of economic inclusion. More than just access to banking services, financial citizenship involves understanding one’s rights and duties, managing resources efficiently, and assessing financial risks and opportunities.

Strengthening financial citizenship has a direct impact on the development of the financial sector and the institutions that promote economic inclusion. Expanding access to bank accounts, digital payments, insurance, and credit enables the market to grow, attracting new customers and cooperative members, and strengthening the local economy.

Financial education, as an essential complement to this inclusion, plays a crucial role in mitigating financial risks, by reducing levels of default and excessive indebtedness. When individuals become more capable of managing their finances, financial institutions strengthen the sustainability of their credit portfolios and expand the range of products that suit their clients’ profiles.

In addition, financial citizenship reinforces the sustainability of cooperativism, since it enables historically underserved populations to access structured financial services. Programs focused on microcredit and small business financing enhance the economic development of vulnerable communities, promote greater stability, and generate income.

From a regulatory perspective, the issue aligns with the guidelines of the Central Bank of Brazil and international organizations, demonstrating the sector’s commitment to responsible financial practices. Fur-

thermore, institutions that adopt financial citizenship strategies strengthen their reputation, add value to their services, and differentiate themselves in the market by promoting inclusion in a structured way.

As for accessibility, expanding access to financial products and services, especially in less developed regions and for economically vulnerable groups, represents a strategic challenge. In this respect, financial institutions must ensure that individuals and companies have access to services tailored to their profiles and needs, with initiatives that combine financial inclusion, education, and guidance on the efficient and responsible use of resources.

Impacts on the SDGs and Human Rights

Sicoob’s Financial Citizenship initiatives directly contribute to the achievement of the Sustainable Development Goals, particularly SDGs 1, 3, 5, 8, and 10. These goals are related to eradicating poverty, promoting health and well-being, achieving gender equality, fostering sustainable economic growth, and reducing inequalities.

By offering financial education and expanding access to financial services, Sicoob strengthens the foundation for sustainable development and supports poverty reduction by equipping individuals with the essential skills for responsible resource management. Financial knowledge also mitigates the impact of economic instability on people’s lives, contributing to their mental and physical well-being by reducing stress and anxiety related to financial insecurity.

For women, financial education represents a pillar of economic autonomy, enabling more informed decisions and promoting equal opportunities. Financial inclusion stimulates entrepreneurship and the creation of decent jobs, boosting sustainable economic growth and creating more equitable conditions for participation in the economy.

By ensuring that different groups have access to appropriate financial tools, Sicoob contributes to reducing inequalities and fostering a more inclusive economic environment.

FINANCIAL CITIZENSHIP

OUR COMMITMENT: We promote inclusion, accessibility, and financial education.

PRIORITY FOR: Regulatory Bodies | Press | Executive Board | Suppliers

1 ERRADICAÇÃO DA POBREZA

5 IGUALDADE DE GÊNERO

3 SAÚDE E BEM-ESTAR

8 TRABALHO DECENTE E CRESCIMENTO ECONÔMICO

10 REDUÇÃO DAS DESIGUALDADES



The relationship between Financial Citizenship and Human Rights is evident in the right to education and the principle of equal opportunities. Access to knowledge and financial management tools strengthens personal autonomy and human dignity, reducing economic vulnerability. Furthermore, financial inclusion enables full participation in the economy, ensuring that all individuals can take advantage of available opportunities and build a more stable future.

By acting on this agenda, Sicoob reinforces its commitment to promoting human rights, creating the basis for everyone to have greater control over their financial life and expand their capacity to transform their reality and that of their community.

HOW WE DEAL WITH THE TOPIC AT SICOOB

Promoting financial education is at the heart of Sicoob's strategy, as it strengthens the economic autonomy of cooperative members, benefits society, and contributes to the soundness of the National Financial System. In addition, the Central Bank of Brazil, through Agenda BC#, highlights the importance of financial awareness as an essential pillar for engaging in the market and encouraging savings. In recent years, legislation such as the Over-indebtedness Law (2021) and the Desenrola Brasil Law (2023) have reinforced the right to financial education, as well as requiring financial institutions to take preventative measures against default and over-indebtedness.

Thus, Sicoob's Systemic Financial Citizenship Agenda structures and monitors education and financial inclusion actions by the System's cooperatives, in line with Sicoob's Systemic Strategy Pact, the Central Bank of Brazil's Communiqué No. 34.201/2019, Joint Resolution No. 8 of 2024, and Sicoob's Sustainability Plan.

In this context, Sicoob has consolidated its action on the agenda through three fundamental guidelines:

- **Sicoob's Financial Citizenship Policy:** formalized by the Board of Directors in 2023 and updated in 2024.



- **Sicoob Commitments to Financial Citizenship:** approved in 2023.
- **Evaluation and Monitoring Plan for the Systemic Financial Citizenship Agenda:** instituted in 2023, it enabled the development of the Systemic Agenda Panel, a tool that analyzes the relationship between participation in financial education programs and the economic behavior of cooperative members.

To increase the impact of financial education, Sicoob has incorporated educational content into its digital relationship rules, covering financial topics from digital association to credit contracting. Additionally, it developed the Sicoob Member Financial Health Score methodology, based on the Brazilian Financial Health Index (I-SFB), which is expected to be implemented in 2025. The aim is to assess the financial habits and perceptions of Sicoob members, enabling personalized recommendations to be offered and improving their financial well-being.

Financial inclusion is a strategic pillar of Sicoob's commitment to expanding access to financial services and reducing economic inequalities. The Systemic Coordination, Sustainability, and Institutional Relations Board leads this agenda, focusing on territorial expansion and the occupation of underserved areas, with a priority on regions with lower banking density.

In the context of financial inclusion, Sicoob's systemic approach establishes a common strategic foundation, while the central and individual cooperatives, aligned with this guideline, manage product and service portfolios to meet the specific needs of the local economy and the needs of members in their territories. This model allows each cooperative, in addition to providing a systemic offering, to align financial solutions with the realities of the communities where it operates, expanding access to financial services tailored to different member profiles and strengthening financial inclusion in a structured and regionalized manner.

To promote financial inclusion, Sicoob adopts accessibility guidelines to ensure that all members can access products and services equally, regardless of their physical, digital, or socioeconomic circumstances. Accessibility is achieved through structured initiatives across physical and digital channels in compliance with regulatory standards and industry best practices.

These fronts are part of Sicoob's systemic strategy and reflect its commitment to Financial Citizenship, ensuring that each member has access to, understands, and uses financial services safely and efficiently. The initiatives developed to strengthen financial inclusion, and accessibility will be detailed in the following sections.

FINANCIAL INCLUSION

Expansion of the Physical Network

Sicoob's service network has one of the most extensive territorial presences in the country, reinforcing its commitment to financial inclusion and community development. The Cooperative Service Units (CSUs) ensure proximity to members, strengthen relationships, and offer specialized support tailored to different financial needs.

With 2,427 municipalities served, Sicoob's capillarity ensures that cooperative members, whether individuals, legal entities, or rural producers, have access to financial solutions tailored to local realities. Precisely 78.3% of these municipalities have fewer than 50,000 inhabitants, which demonstrates the System's presence in locations with limited financial services.

This territorial presence enhances confidence in cooperatives, fosters economic development, and provides opportunities for cooperative members to manage their finances in a structured and sustainable manner.

In 2024, the number of cooperative members in classes C, D, and E increased by 254,343 compared to 2023, totaling 4,268,267 members in this profile. This progress reinforces Sicoob's commitment to inclusion and expanding access to financial solutions for different socioeconomic profiles¹.

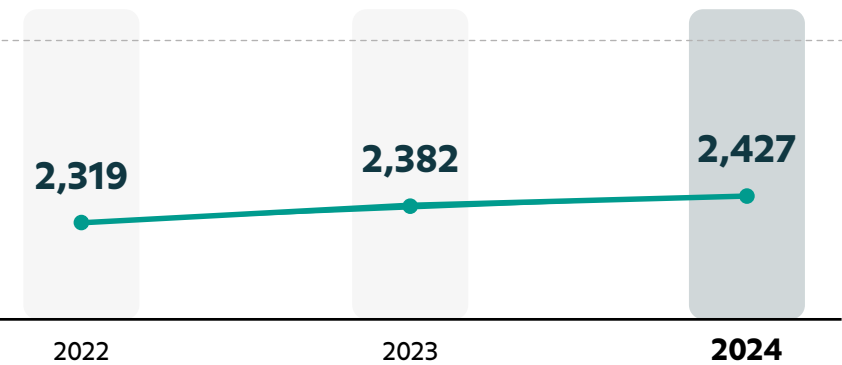
Inclusion in Small Municipalities

Sicoob's presence in small municipalities, including locations outside metropolitan areas, expands access to financial services and drives regional economic development. In these locations, cooperatives offer essential solutions for individual and corporate members, as well as rural producers, to manage their finances, make investments, and plan.

As a financial cooperative, Sicoob keeps funds circulating within communities, strengthening economic activity in less densely populated urban areas and rural areas. This model helps reduce local economic vulnerability and promotes the equitable distribution of financial services.

Over the past three years, approximately 54% of Sicoob's service units (agencies) have been located outside metropolitan areas, where many people still need access to essential services such as checking accounts, credit, savings, insurance, and investments.

Number of Municipalities where Sicoob is Present



Note¹: In 2024, the methodology for socioeconomic classification of cooperative members was updated, with the inclusion of new income parameters that are more aligned with official guidelines. Therefore, this year's figures cannot be directly compared with those of the previous year. The variation we observe is due solely to this change in methodology, and not to changes in the profile of cooperative members.



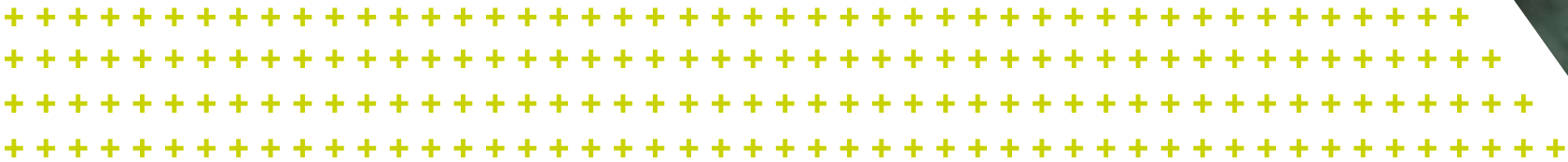
NUMBER OF SICOOB SERVICE UNITS (AGENCIES) IN SMALL MUNICIPALITIES IN THE INTERIOR OF THE COUNTRY LOCATED OUTSIDE METROPOLITAN REGIONS				
Type	Region	2022	2023	2024
SU	Outside metropolitan areas	2,172	2,296	2,345
SU	In metropolitan areas	1,863	1,978	1,999
Total number of Sicoob service units		4,035	4,274	4,344
Representation of SU outside metropolitan regions		53.8%	53.7%	54.0%

Note 1: The quantification of Sicoob’s Service Points (PAs) considers the location of municipalities outside metropolitan areas. Together, it considers exclusively Sicoob’s Cooperative Service Points (PACs), excluding affiliated individual cooperatives and other types of agencies.

Note 2: Data updated according to information from the IBGE official website on Metropolitan Areas, Urban Agglomerations, and Integrated Development Regions.

The table below highlights Sicoob’s predominant presence in municipalities with fewer than 50,000 inhabitants. In 2023, Sicoob operated in 2,382 of these municipalities. In 2024, this number increased to 2,427, representing 78.3% of the total number of cities where Sicoob is present.

SICOOB – OPERATING IN MUNICIPALITIES WITH UP TO 50,000 INHABITANTS				
	2022	2023	2024	VAR. %
Central-West	234	240	244	1.7%
Northeast	92	94	102	8.5%
North	79	79	81	2.5%
Southeast	863	888	905	1.9%
South	530	558	568	1.8%
Number of municipalities with up to 50,000 inhabitants	1,798	1,859	1,900	2.2%
Other municipalities	521	523	527	0.8%
Total number of municipalities where Sicoob is present	2,319	2,382	2,427	1.9%
Percentage of municipalities with up to 50,000 inhabitants in which Sicoob is present	77.5%	78.0%	78.3%	



Municipalities where Sicoob is the Only Financial Institution

Sicoob’s service network coverage ensures access to financial services for millions of Brazilians who, without this presence, would be excluded from the formal financial system. In 2024, Sicoob reached 414 municipalities where it is the only financial institution present, equivalent to 17.1% of the 2,427 locations it serves.

In these communities, Sicoob represents the only alternative for cooperative members, whether individuals, legal entities, or rural producers, to access credit, transactional accounts, payments, insurance, pensions, and investments. This presence enhances financial inclusion by enabling individuals and businesses to access essential services, manage their resources effectively, plan, and drive local development.

In 414 municipalities, Sicoob is the only financial institution, ensuring access to essential services and promoting financial inclusion.

NUMBER OF MUNICIPALITIES WHERE WE ARE THE ONLY FINANCIAL INSTITUTION – BY REGION			
Region	2022	2023	2024
Southeast	257	269	280
South	34	36	33
North	21	18	16
Central-West	38	38	42
Northeast	36	40	43
Brazil	386	401	414

Note: The exclusive presence methodology only considers municipalities where Sicoob is present and which do not have any other form of banking service network, such as branches or banking service outlets (PABs), nor the presence of other cooperative financial systems, including single cooperatives and cooperative service outlets (PACs).



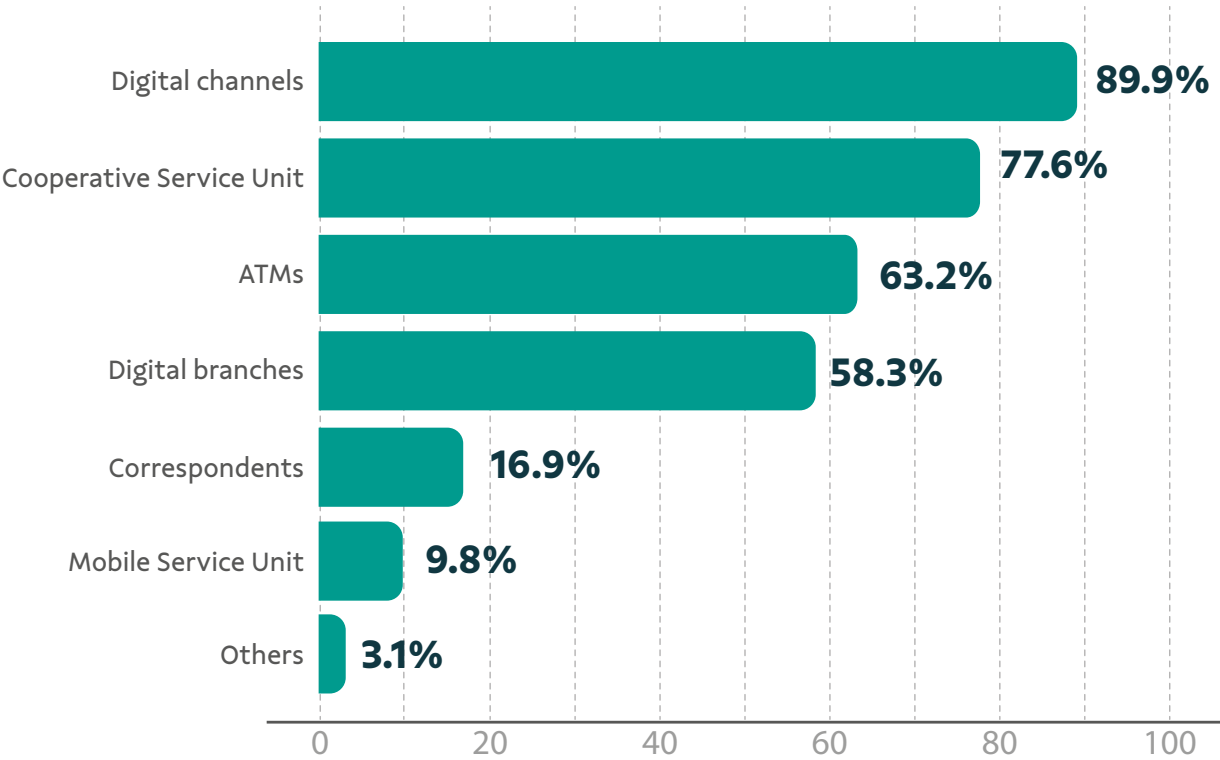


Access Channels in Small Municipalities

Sicoob’s diverse range of channels enhances its financial inclusion strategy, providing members in small towns with easier access to financial services. Individual cooperatives adopt solutions tailored to the needs of their territories, ensuring that different types of members find suitable ways to carry out transactions and obtain customer service.

According to the ESG Sicoob 2024 Census, in locations with up to 50,000 inhabitants, digital channels (89%), in-person service at service units (77.6%), and ATMs (63.2%) are the primary forms of access used by the System’s cooperatives. This multichannel presence enhances financial inclusion and fosters stronger relationships with communities.

Channels Most Used by Sicoob's Cooperatives to Provide Access in Small Towns (up to 50,000 inhabitants):



ESG Sicoob 2024 Census

Access Points in Economically Disadvantaged Areas

GRI FS13

Sicoob maintains an extensive network of physical access points, promoting financial inclusion in regions with fewer banking services. In 2024, the System had 13,395 service points, of which 3,916 (29%) are in economically disadvantaged areas.

The North and Northeast regions have the highest percentages of presence in locations with lower economic development, with 55% and 77% of access points located in these contexts, respectively. This result reinforces Sicoob’s commitment to democratizing access to financial services, serving populations that, without this structure, would face significant barriers to carrying out essential financial transactions.

NUMBER OF PHYSICAL ACCESS POINTS IN ECONOMICALLY DISADVANTAGED AREAS - 2024			
REGION	TYPES OF ACCESS POINTS	QUANTITY OF ACCESS POINTS	QUANTITY AND % IN UNDERDEVELOPED AREAS
North	SUs (branch + headquarters)	253	13453%
	Own ATMs	465	24954%
	Correspondents	60	4473%
	Subtotal	778	42755%
Northeast	SUs (branch + headquarters)	286	19367%
	Own ATMs	432	34580%
	Correspondents	57	57100%
	Subtotal	775	59577%
Central-West	SUs (branch + headquarters)	566	13724%
	Own ATMs	809	21426%
	Correspondents	11	1091%
	Subtotal	1,386	36126%
Southeast	SUs (branch + headquarters)	2,489	61225%
	Own ATMs	4,544	1,36930%
	Correspondents	197	11056%
	Subtotal	7,230	2,09129%
South	SUs (branch + headquarters)	1,078	15815%
	Own ATMs	1,926	24813%
	Correspondents	222	3616%
	Subtotal	3,226	44214%
Brazil	SUs (branch + headquarters)	4,672	1,23426%
	Own ATMs	8,176	2,42530%
	Correspondents	547	25747%
	Subtotal	13,395	3,91629%

Note: Economically disadvantaged areas (vulnerable municipalities) are those whose Human Development Index (HDI), according to the United Nations, is less than 0.699.



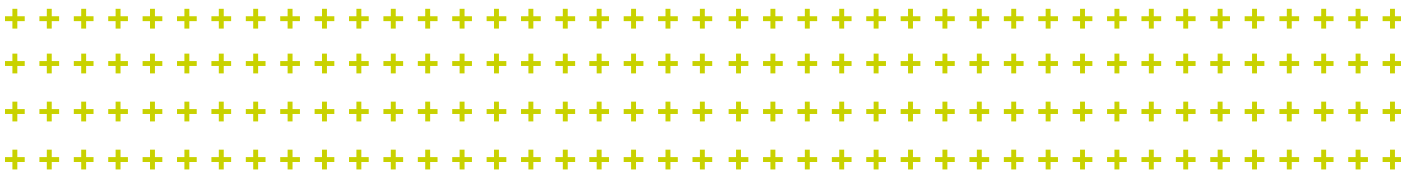
In 2024, there was a reduction of 1,139 access points, from 5,055 in 2023 to 3,916 in 2024. This change is due to an adjustment in the calculation methodology. Previously, an average HDI of 0.727 was used as a reference. Now, the new approach only considers municipalities that Atlas Brasil classifies as medium, low, and very low. This means that, starting this year, Brazilian municipalities with an HDI below 0.699 are considered economically disadvantaged. This update resulted in the exclusion of some municipalities from the list of vulnerable areas:

REPRESENTATION OF THE NUMBER OF ACCESS POINTS IN VULNERABLE AREAS IN RELATION TO THE TOTAL			
Region	In quantity	Representation	
	Reduction of access points through reclassification	Previous criterion (2023)	Current criteria (2024)
North	-130	70%	55%
Northeast	9	88%	77%
Central-West	53	23%	26%
Southeast	-854	42%	29%
South	-217	18%	14%
Brazil	-1,139	38%	29%

Financial Inclusion Through Digital Channels

The convergence between technology and finance has been a decisive factor in expanding financial inclusion globally. At Sicoob, digitization complements the physical network by providing continuous access to products and services, regardless of the member's geographical location. This approach enables territorial expansion without the need for additional physical infrastructure, ensuring greater capillarity and reach for different member profiles.

In addition, the use of digital platforms, applications, and remote channels enables the provision of accessible financial solutions driven by the economies of scale provided by technology. This model strengthens the member experience, promoting financial inclusion efficiently and sustainably.



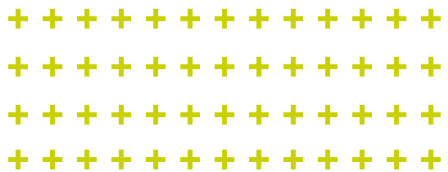
OUR COOPERATIVE MEMBERS AND THE EXPANSION OF FINANCIAL INCLUSION

The growth in the number of members reflects Sicoob's role as an agent of financial inclusion and socioeconomic development. In 2024, the System reached 8,520,748 members, consolidating its territorial expansion and diversification of the membership profile.

Over the past three years, the number of new members has grown steadily, especially in economically vulnerable regions, among women and small entrepreneurs, reinforcing Sicoob's commitment to equitable access to financial solutions. New member enrollment grew 17.8% in 2022, 11.8% in 2023, and 9.6% this year, driven by the expansion of the service network, the attractiveness of the benefits generated, and the offering of services aligned with regional needs.

By 2025, the Systemic Pact's goal is to reach 10.5 million cooperative members, representing an estimated growth of 23.7%. To achieve this goal, an estimated 2.02 million new members are expected to join by the end of 2025.

Regarding the experience promoted to cooperative members, over 40% of the total number of individual and corporate members have been with Sicoob for more than five years. This attests to their engagement and trust in the system.



COOPERATIVE MEMBERS	NUMBER OF COOPERATIVE MEMBERS			
	31/12/2022	31/12/2023	31/12/2024	
Individual	5,577,609	6,228,167	6,817,352	80.0%
Legal Entity	1,375,183	1,544,861	1,703,396	20.0%
Brazil	6,952,792	7,773,028	8,520,748	100.0%
Expansion	17.8%	11.8%	9.6%	

LENGTH OF MEMBERSHIP OF INDIVIDUAL AND LEGAL ENTITY COOPERATIVE MEMBERS			
	2022	2023	2024
Up to 1 year		15.2%	15.0%
Between 1 and 5 years		44.6%	44.3%
Between 5 and 10 years		21.2%	21.9%
More than 10 years		19.0%	18.8%
Brazil		100.0%	100.0%

+ 2.3 MILLION NON-COOPERATIVE CUSTOMERS

In addition to its members, Sicoob serves 2,316,744 customers who are not members, including people who have savings accounts and those who receive salaries but are not members. In 2024, there was a 25.5% increase compared to 2023.



The increase in the number of cooperative members is accompanying Sicoob's expansion, especially in the North and Northeast regions, where financial inclusion has advanced significantly. This year, the number of new cooperative members in these areas grew by 12.5% and 31.1% respectively, strengthening financial inclusion in historically underserved locations. In addition, the South Region saw a 17.5% increase in new members.

As for the income profile of these new individual cooperative members, approximately 76% are in classes D and E, and 12% are in class C. Sicoob has expanded its activities to include lower-income groups. This progress demonstrates Sicoob's positive social impact by ensuring that historically underserved groups can access credit, investments, and other financial solutions essential for economic development.

NEW COOPERATIVE MEMBERS IN 2024		
INCOME RANGE	2023	2024
Up to R\$ 1,230.00	20.5%	28.2%
From R\$ 1,230.01 to R\$ 3,884.00	51.8%	48.1%
From R\$ 3,884.01 to R\$ 7,250.00	14.1%	11.9%
Above R\$ 7,250.01	13.6%	11.7%
Brazil	100.0%	100.0%
REGION	2023	2024
Southeast	53.7%	51.7%
South	22.8%	24.2%
Central-West	11.5%	10.8%
North	7.0%	7.1%
Northeast	5.0%	6.2%
Brazil	100.0%	100.0%

The profile of cooperative members also reflects the expansion of financial access for women. The number of female cooperative members grew by 10.3% last year, totaling 2,986,992 in 2024. This growth reinforces the commitment to women's financial autonomy, ensuring that more women have access to credit, investments, and other products and services.

PROFILE OF COOPERATIVE MEMBERS		
GENDER REPRESENTATION	2023	2024
Men	56.5%	56.2%
Women	43.5%	43.8%
Total	100.0%	100.0%



Sicoob's membership base is also diverse in terms of age. The largest concentration is between 30 and 50 years old, representing 44% of the total members. The number of young people between 18 and 30 years old continues to grow, with 87,811 new members in this age group in 2024, reflecting growing interest in financial cooperatives. The over-50s, with 170,788 new members in this age group in 2024, also maintain a strong presence, demonstrating the longevity of members over time.

PROFILE OF COOPERATIVE MEMBERS		
AGE GROUP	2023	2024
Up to 18 years old	2.7%	3.0%
Between 18 and 30 years old	20.8%	20.3%
Between 30 and 50 years old	44.4%	44.0%
Between 50 and 70 years old	25.8%	26.0%
Over 70 years old	6.3%	6.7%
Brazil	100.0%	100.0%

The credit portfolio for individuals also includes rural credit for small producers. In 2024, these producers accounted for 76% of the total credit portfolio for individuals, regardless of income bracket. Most of them are small-scale rural producers or family farmers. Having easier access to credit on fairer terms helps these producers invest in production, as well as purchase inputs and equipment that can increase productivity and improve working conditions in family farming.

REPRESENTATION OF THE INDIVIDUAL CREDIT PORTFOLIO BY INCOME BRACKET				
Size		2022	2023	2024
Up to 3 minimum wages	Rural Producer	1%	1%	1%
	General	8%	6%	5%
From 3 to 7 minimum wages	Rural Producer	2%	2%	2%
	General	8%	7%	6%
Above 7 minimum wages	Rural Producer	67%	70%	73%
	General	14%	14%	13%
Brazil		100.0%	100.0%	100.0%





FINANCIAL SOLUTIONS TO STRENGTHEN INCLUSION

In 2024, micro-enterprises accounted for 61.9% and small businesses for 31.9% of our corporate members. Sicoob is essential for these businesses because it helps strengthen entrepreneurship, contributing to job creation and income generation in the communities where it operates.

Micro and small businesses accounted for 93.8% of our corporate members in 2024.

REPRESENTATION OF THE NUMBER OF COOPERATIVE MEMBERS LEGAL ENTITIES – BY SIZE	2023	2024
Microenterprise Opting for Simples Nacional	37.7%	37.4%
Microenterprise Not Opting for Simples Nacional	25.0%	24.5%
Total Microenterprises	62.7%	61.9%
Small Business Opting for Simples Nacional	17.9%	18.4%
Small Business Not Opting for Simples Nacional	13.5%	13.5%
Total Small Businesses	31.4%	31.9%
Medium-sized companies	5.5%	5.8%
Large companies	0.2%	0.2%
Other companies	0.2%	0.2%
Brazil	100.0%	100.0%

In 2024, 306,044 small and medium-sized enterprises became Sicoob members, with the most significant relative growth occurring in the South and Northeast regions. According to a survey by Sebrae, the Northeast was the third region in Brazil in terms of small business start-ups, with 610,451 new companies created in 2024. This number represents 15.6% of the 3.9 million companies opened in the country, placing the region behind only the Southeast (51.1%) and the South (19.1%).

NEW LEGAL ENTITY MEMBERS		
Representation by region	2023	2024
Southeast	52.7%	51.4%
South	21.5%	23.2%
Central-West	14.0%	12.9%
North	5.4%	5.6%
Northeast	6.4%	6.9%
Brazil	100.0%	100.0%



Sicoob continues to expand access to credit for micro, small, and medium-sized enterprises and offer fair and competitive terms to boost economic development. In 2024, the balance of the corporate credit portfolio for microenterprises represented 11% of the total, and for small and medium-sized enterprises, 77%, totaling 88%.

REPRESENTATION OF THE LEGAL ENTITY CREDIT PORTFOLIO BY SIZE			
SIZE	2022	2023	2024
Small Business	39%	37%	35%
Medium Business	38%	39%	42%
Small/Medium Business Portfolio	77%	76%	77%
Micro Business	12%	12%	11%
Large Business	11%	12%	12%
Brazil	100.0%	100.0%	100.0%

Targeted Productive Microcredit

Sicoob's Targeted Productive Microcredit operations are contracted exclusively in individual cooperatives using the Sicoob Microcredit application, developed by the guidelines of National Monetary Council (CMN) Resolution No. 4,854/2020.

The Sicoob Microcredit app facilitates the granting of microcredits, exclusively for cooperative credit agents. This makes the approval process faster and more convenient, allowing interested parties to instantly simulate different scenarios. Employees of the cooperative itself can also act as microcredit agents.

Available lines include working capital credit and financing with freely available resources. Cooperatives have the autonomy to set rates of up to 4% per month by current legislation, and the line is exempt from IOF (Tax on Financial Operations) for individuals and legal entities.

The target audience includes individuals (except rural producers), individual microentrepreneurs (MEI), and microenterprises with annual revenues of up to R\$360,000.00, according to current legislation. For companies, there is a specific line of credit guaranteed by FAMPE (Micro and Small Business Guarantee Fund), providing access to credit for businesses facing difficulties in providing collateral.

In 2024, Sicoob's microcredit portfolio reached R\$14.1 million, representing a 17.3% increase compared to 2023. The microcredit balance for microenterprises increased by 41.7%. The balance for individuals also grew, but more moderately, with an 8.4% increase.

MICROCREDIT OPERATIONS		PORTFOLIO BALANCE (IN R\$ 1.00)		
Submodality BCB	Size	31/12/2022	31/12/2023	31/12/2024
Microcredit	Microenterprise	4,427,007	3,235,576	4,585,044
Microcredit	Small Business	115,377	136,079	143,004
Microcredit	Individual	9,892,783	8,704,209	9,441,230
Brazil		14,435,167	12,075,864	14,169,278



The volume released in microcredit operations also showed significant growth, rising from R\$11.3 million in 2023 to R\$14.9 million in 2024, a 32% increase. This *growth* occurred despite the introduction of government programs such as *Acredita* (2024).

In 2024, 37.4% of Sicoob’s individual cooperatives carried out microcredit operations by CMN Resolution No. 4,854 of September 24, 2020, which regulates microcredit activities, including Oriented Productive Microcredit. In addition, 22.1% of these cooperatives have set targets to increase supply (ESG Sicoob 2024 Census).

According to a survey by the Central Bank of Brazil, Sicoob is the financial institution that grants the most credit to micro-enterprises, accounting for more than 12% of operations in this segment. In addition, it was responsible for almost 40% of the operations made possible by the Micro and Small Business Guarantee Fund (FAMPE), guaranteeing access to financing for 45,625 businesses in 2024.

Acquisition for MEIs

Sicoob is working to increase access for individual microentrepreneurs (MEIs) to financial solutions tailored to their needs. Among the initiatives adopted, we highlight the application of fairer rates, the promotion of financial education campaigns, and the offer of tools for business management and growth, strengthening economic justice for this public.

Sipaguinha (Little Sipag – for a reference into English), an acquiring machine aimed at MEIs, meets the needs of micro-entrepreneurs by eliminating barriers such as low transaction volume and turnover, as well as high equipment rental costs and transaction fees in conventional models. It is an affordable solution with simplified operations, secure transactions, and the possibility of anticipating receivables at rates that are more suitable for this user profile.

In addition to operational convenience, *Sipaguinha* adopts a sustainable model by eliminating the need to print receipts, replacing them with SMS and e-mail. This reduces logistical costs and environmental impacts, eliminating the need for paper rolls, freight, and fuel.

Since the start of operations, 42,624 *Sipaguinhas* have been sold, 3,619 of them in 2024. In the same period, the solution carried out 5,587,627 transactions, totaling R\$521.2 million. Evolution of *Sipaguinha*:

- **2024:** 3,619 units sold | 5,587,627 transactions | R\$ 521.2 million handled
- **2023:** 5,499 units sold | 6,723,182 transactions | R\$ 593.5 million handled
- **2022:** 7,294 units sold | 6,854,679 transactions | R\$ 593.7 million handled

RESPONSIBILITY AND CITIZENSHIP IN OFFERING FINANCIAL SOLUTIONS

GRI FS15

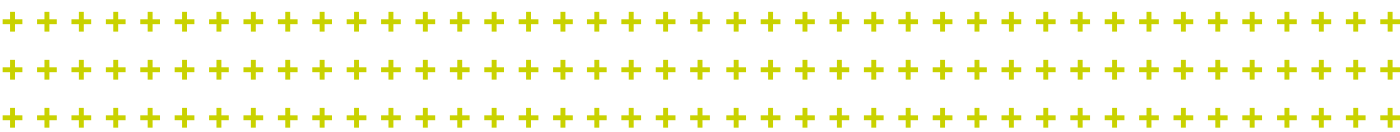
Sicoob offers financial products and services by its Institutional Customer and User Relationship Policy. This policy establishes guidelines to ensure that all interactions with members and users are conducted ethically, transparently, and responsibly.

The main guidelines involve:

- **Fair and equitable service:** ensuring that all phases of the relationship – pre-contracting, contracting, and post-contracting – are guided by transparency with clear and accessible information on products and services.
- **Availability of information:** presentation of product conditions and characteristics in easily accessible places on face-to-face and digital channels.
- **Accessible communication channels:** maintenance of face-to-face service at branches and support via call centers and ombudsman, ensuring quality and timeliness in interactions.
- **Continuous training:** training of employees and service providers through the customer and user relationship learning trail offered by Sicoob’s corporate education.
- **Dissemination of the guidelines:** ongoing efforts to implement and strengthen this policy in all entities of the system.

In addition, the Credit Policy establishes formal authority for managers and committees, for efficient governance and alignment with institutional principles. Senior Management is continuously committed to monitoring areas with potential conflicts of interest, promoting corporate governance practices that ensure an ethical and responsible financial environment.

To guarantee the financial health of their members, 47.2% of our individual cooperatives have regulatory instruments that aim to make members aware of the risks associated with all financial transactions, 12.9% adopt regulations specifically to clarify the risks related to granting credit, and 13.2% adopt other procedures with the same objective. (ESG Sicoob 2024 Census)





ACCESSIBILITY

GRI FS14

Accessibility and Inclusion of People with Disabilities

Sicoob maintains an ongoing commitment to financial inclusion and accessibility, ensuring that people with disabilities, reduced mobility or other barriers have adequate access to financial products and services. The initiatives are implemented systematically throughout the institution, covering service units, digital channels, and remote service.

Main Accessibility Initiatives:

Service Units (SUs): comply with local, state, and federal accessibility standards, ensuring adequate infrastructure, such as access ramps when applicable, preferential parking spaces, and staff trained to offer support.

ATMs: certified according to NBR 15.250/2005, they ensure accessibility to self-service bank tellers, allowing safe and autonomous use without restrictions on age, height, or mobility.

Internet and Mobile Banking: all web environments follow the Electronic Government Accessibility Model (eMAG), which defines standards and guidelines for digital accessibility. Internet banking complies with the Institutional Regulation Manual, guaranteeing minimum accessibility rules. In the mobile environment, the Sicoobnet Celular (Sicoobnet Mobile) app complies with accessibility requirements and protocols.

Website and Social Media: provide a virtual interpreter in Brazilian Sign Language (Libras) and a virtual voice assistant represented by the character Helen. On social media, we use the inclusive hashtag #PraTodosVerem (For all to see), which describes images for audio description app, facilitating access for visually impaired people.

Chat: Sicoob's digital customer service app features a virtual assistant to support members, offering voice and interaction options in Brazilian Sign Language (Libras). This artificial intelligence service is also available on WhatsApp and Telegram.

0800: we maintain an active telephone service with Customer Service Centers, SAC, and Ombudsman, all equipped with accessibility resources for people who have hearing or speech impairments. **Inclusive Communication:** we adopt accessible communication in campaigns of significant impact and relevance to users.

Inclusive Communication: we adopt accessible communication in campaigns of significant impact and relevance to users.

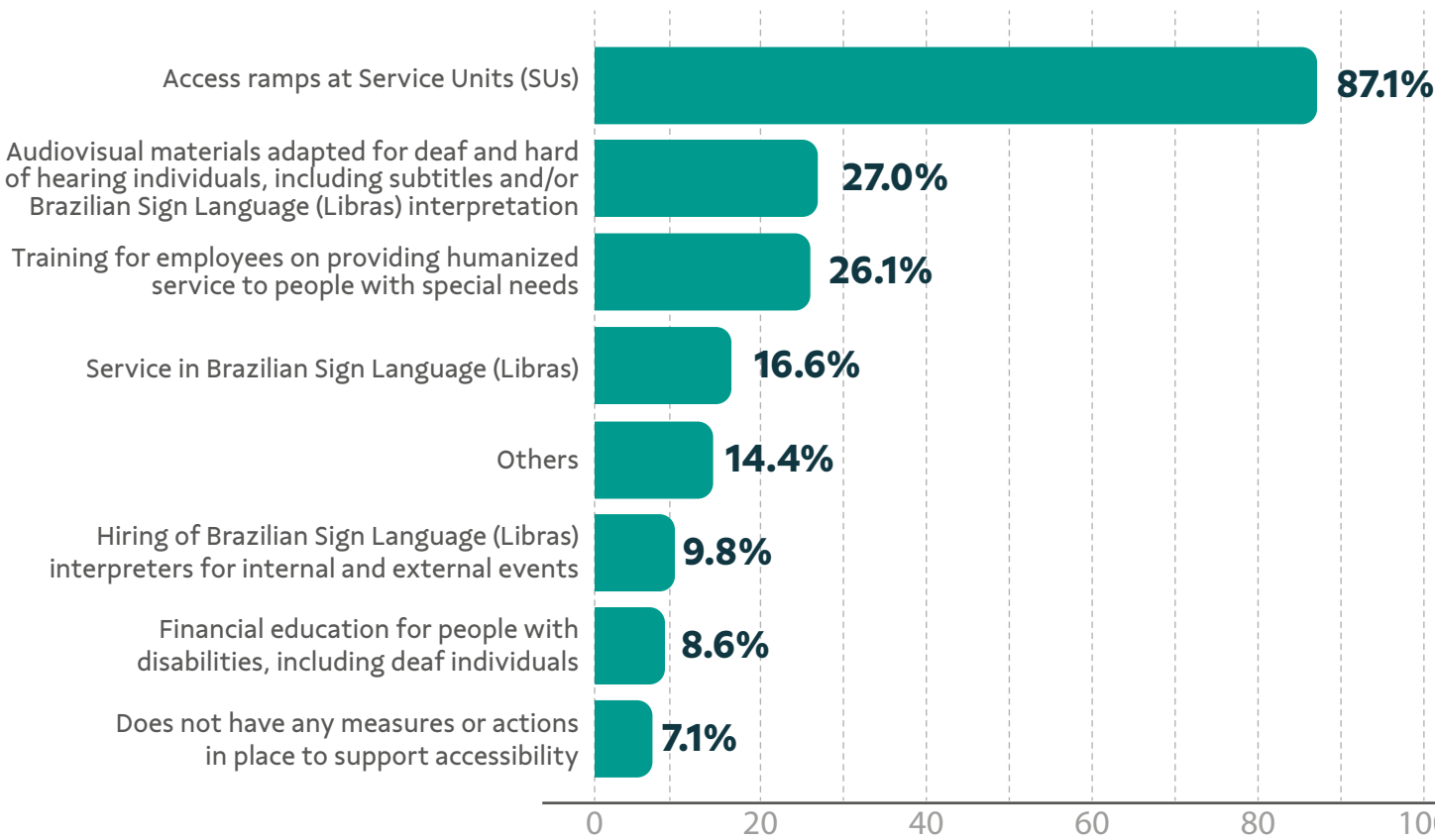
Degree of Application: the initiatives have been implemented in all Sicoob's service units, digital channels, and remote services, ensuring broad and equitable access for all members.

Progress of Initiatives: 100% of Service Units (branches) follow accessibility standards and have an adequate structure; 100% of ATMs comply with NBR 15.250/2005. All digital channels follow eMAG accessibility standards and have inclusive support. The adoption of a virtual assistant in Brazilian Sign Language (Libras) has been extended to new services and service channels. These actions reinforce Sicoob's commitment to offering an accessible financial system, guaranteeing autonomy and equity in service to all members.

Accessibility in Sicoob Cooperatives

The commitment to accessibility is reflected in the practices adopted by Sicoob cooperatives, which implement various initiatives to ensure a more inclusive service for people with disabilities or reduced mobility.

Means most used by Sicoob's cooperatives to provide greater accessibility:



ESG Sicoob 2024 Census





FINANCIAL EDUCATION

GRI FS16

Sicoob's Commitment to Financial Education

Financial education is a strategic pillar of Sicoob and essential for strengthening the cooperative member base, promoting the inclusion of new members, and training them in the conscious and safe use of financial products and services. This commitment contributes to the financial sustainability of cooperative members and other citizens, as well as supporting the risk management of cooperatives, acting to mitigate indebtedness and encourage responsible financial practices on the part of the public served.

Sicoob treats financial education as a strategic priority, and it is one of the pillars of the Systemic Strategy Pact and the Sicoob Sustainability Plan. In addition, the agenda has a systemic project approved by the Board of Directors, which reinforces its governance and transversality within the institution.

Thus, financial education at Sicoob, which serves members, employees, communities, and society in general, is dealt with in an integrated manner through the strategic collaboration of various areas, including Citizenship and Sustainability, Corporate Education, Commercial Development of Channels, Digital Payment Systems, Member Service, and Technology. This approach ensures that the educational initiatives incorporate relevant themes that are aligned with the needs of the public served, broadening the impact of actions.

Evaluating the Impact of Financial Education

Sicoob's initiatives on this front are aimed at generating a sustainable and long-term positive impact on financial education, enabling diverse audiences to have access to the knowledge and tools they need to manage their financial lives with security, awareness, and autonomy.

This approach is supported by the Systemic Agenda Evaluation and Monitoring Plan, which was set up to monitor the impact of educational initiatives on the financial behavior of cooperative members.



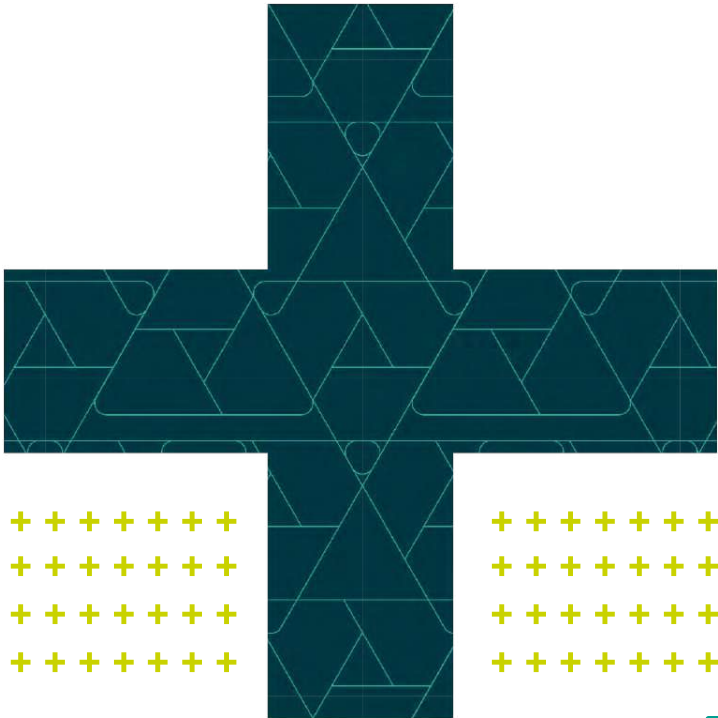
Initial analyses of the data extracted from the Systemic Agenda Panel indicate that cooperative members who have completed Sicoob's Financial Education Ecosystem programs show a tendency to improve their financial habits, including greater compliance and reserve formation. In addition, Sicoob is developing a Member Financial Health Score inspired by the Brazilian Financial Health Index (I-SFB) to analyze the financial profile of its members further. This tool will make it possible to identify patterns of behavior and financial perception, allowing educational solutions to be targeted even more effectively.

Financial Education Initiatives

Sicoob continues to strengthen its work in financial education through an ecosystem that promotes knowledge about finance in an accessible and integrated way. To this end, Sicoob collaborates with various areas and brings together different educational solutions, ranging from learning trails and interactive content to specific programs aimed at disseminating financial education to different audiences. The content is made available in multiple formats and channels to provide broad coverage, flexibility in learning, and a practical impact on financial training.

The management of this ecosystem is structured on two main fronts:

- **Citizenship and Sustainability Area:** through the portfolio of initiatives of the Sicoob Institute, the entity responsible for developing exclusive methodologies, structuring processes, preparing teaching materials, and coordinating internal and external partnerships for the dissemination of financial education.
- **Corporate Education Area:** responsible for developing educational solutions and making them operational and available on the Sicoob Education Portal and other digital channels. In this way, Portal brings together various financial education solutions, including those from the Sicoob Institute portfolio that are offered on Sicoob's learning platform.





TOPICS ON THE FINANCIAL EDUCATION PORTFOLIO

INITIATIVE	INITIATIVE DESCRIPTION	OBJECTIVES OF THE INITIATIVE, INCLUDING SEGMENTED THEMATIC AREAS	MAIN ACTIVITIES RELATED TO THE INITIATIVE	TARGET GROUP/ BENEFICIARY
Cooperative Member and the Credit	Understand how the time value of money, interest, and fees influence the financial health of the cooperative member. Present the types and purposes of credit, knowing how to differentiate which one best suits the member's needs. Help the cooperative member understand how to utilize credit lines to secure the best repayment conditions for the loan. Explain how the Credit Score logic works so that members can better organize their behavior with the financial market and particularly with their cooperative.	The relationship between money and time in the context of credit. How the credit score can help with access to credit, understanding various types of credit operations, and utilizing credit lines to meet consumption needs, as well as for productive activities and investments. Understand the importance of guarantees in the context of credit viability. I'm realizing that I won't be able to pay back a loan on time... what should I do?	Financial Education	Employees, Cooperative members, and the Community.
Understanding Financial Citizenship	Explain and differentiate the fundamentals and concepts related to Financial Citizenship. Describe the pillars for Financial Citizenship at Sicoob, stimulating financial education, self-knowledge, and a sense of community. Demonstrate how individual decisions affect collective development in communities. Support the building of collective awareness about Financial Citizenship.	First steps: after all, what is Financial Citizenship? Financial Citizenship at Sicoob: Financial Education; Financial Citizenship at Sicoob: Self-knowledge; Financial Citizenship at Sicoob: Sense of Community and from Theory to Practice.	Financial Citizenship	Employees, Cooperative members, and the Community.
Financial Education	Understand the importance of financial education. Understand the importance of budgeting and financial reserves for healthy financial planning. Identify the key factors of self-knowledge and the relationship with behavior change for financial management. Investigate the factors that affect consumer behavior. Get to know the principles of credit and investments, as well as the leading financial solutions available.	Why talk about financial education? What is financial education anyway? What does cooperativism have to do with it? Budget: whether you like it or not, it exists! Get to work: making dreams come true! How to make the right financial choices? How does behavior impact finances? How does the brain affect financial decisions? How do economic aspects affect finances? How to use credit consciously? How to better invest financial results?	Financial Education	Employees, Cooperative members, and the Community.
Tax Education	Learn about the organization and functioning of the State from a fiscal perspective. Learn about the role of citizens and the influence of public accounts on their daily lives. Raise awareness so that citizens take a more active part in the management of public accounts.	Tax education: What does it have to do with my life? Relations between the State and Society; Taxes: What about me? Social control of public spending and fiscal balance.	Financial Citizenship	Employees, Cooperative members, and the Community.
Personal Finance Management	Demonstrate the essential concepts for sound personal finance management. Identify the tools for building and managing personal budgets. Use/apply the knowledge acquired according to their reality. Relate financial concepts to the healthy use of financial products and services.	The importance of personal finances. What it takes to prosper. Family wealth. Family budget. Ability to save. The importance of saving. Debts, how to deal with them. Overdrafts. Credit cards. Loans and financing. Consortiums. Housing finance. Balance is necessary.	Financial Citizenship	Employees, Cooperative members, and the Community.
Pension Education	Describe the essential concepts of retirement and present the options available for developing a retirement plan, emphasizing the importance of long-term vision for building a dignified and sustainable future.	Retirement: dream or reality? Retirement Planning: a long-term vision; Brazilian Pension System; Closed Supplementary Pensions; Open Supplementary Pensions; And now, where to go?	Financial Citizenship	Employees, Cooperative members, and the Community.
Insurance Education	Understand the principal risks and their impact on people's lives in the context of insurance; present financial solutions for protecting people and their relevance to society's well-being; get to know how to assess economic and financial viability according to the personal needs of each citizen.	The Importance of Insurance in the Context of Social Protection. Understanding Risks and the Relationship with Insurance. Basic Foundations of the Insurance Market. Essential Concepts of Insurance as a Financial Solution. Characteristics of Insurance Branches and Products. Insurance Education for Life in Society.	Financial Citizenship	Employees, Cooperative members, and the Community.
Financial Education and Credit Cooperatives	To demonstrate the importance of Financial Education for a healthy relationship with money and to present Credit Cooperativism and how this business model can help in the financial lives of people and communities.	Why talk about Financial Education? What is Financial Education anyway? What does cooperativism have to do with it? Budget: whether you like it or not, it exists! Get to work: making dreams come true! How to make the right financial choices? How to use credit consciously? How to better invest financial results? And what else does Sicoob offer?	Financial Citizenship	Employees, Cooperative members, and the Community.



Financial Education for Employees and Members

The financial education initiatives align with Sicoob’s Financial Citizenship Policy and reinforce its dedication to offering inclusive, cohesive learning opportunities that meet the expectations of employees, members, and society.

Sicoob Education Portal

Sicoob Education Portal provides a set of educational solutions aimed at cooperative members and employees, based on topics that are essential to these audiences. The solutions available on the Portal are described below.

Educational Trails:

- How to Avoid Over-indebtedness
- Getting to Know Financial Citizenship
- If My Pocket Could Talk — Sicoobcard
- Financial Awareness: The Impact of Online Betting on Personal Finances
- Sicoob Consortium: Turn Your Dreams into Real Achievements
- Cooperative Member and Credit
- Financial Education
- Tax Education
- Pension Education
- Insurance Education
- Personal Finance Management

Web Series

- Come on, cooperate, Diogo!
- Secrets of the Saving Mind
- Deciphering Credit
- Love or Liquidity
- Who Protects, Does Not Fear



In 2024, the following educational solutions were made available to each target audience:

Employees:

1. Sicoob Ambassador: The Financial Educator
2. Financial Freedom: Myths, Secrets and Truths
3. Behavioral Finance for Decision Makers
4. Personal Financial Planning
5. How to Organize Your Financial Life and Avoid Debt
6. Education and Sicoob: A Connection that Transforms
7. Money in Motion: Solutions for Paying and Receiving
8. Conscious Credit: Guiding Your Choices
9. Consortium in Words: A Dream Planned
10. Smart Investments: Driving the Future
11. Social Security in Focus: Dialogues on Tomorrow
12. Life Insurance: The Right Protection
13. Sicoob: More than a Financial Choice
14. Debt and Over-indebtedness: Everything You Need to Know
15. Online Betting and Financial Awareness: How to Protect Finances and Guide Members
16. How to Avoid Over-indebtedness
17. Getting to Know Financial Citizenship
18. Financial Education
19. Tax Education
20. Pension Education
21. Insurance Education
22. Personal Finance Management

Cooperative Members and the Community:

1. How to Avoid Over-Indebtedness
2. “Me and my Money” series
3. Sicoob Financial Solutions
4. Getting to Know Financial Citizenship
5. Financial Awareness: The Impact of Betting on Personal Finances
6. Personal Finance Management
7. Financial Education
8. Tax Education
9. Pension Education
10. Insurance Education

Web Series (topics):

1. Web series: Love or Liquidity
2. Web series: Deciphering Credit
3. Web series: Who protects, does not fear
4. Web series: Secrets of the Saving Mind
5. Web series: Come on, cooperate, Diogo!

Podcasts (topics):

1. If My Pocket Could Talk – Coopera
2. If My Pocket Could Talk – Sicoobcard
3. If My Pocket Could Talk – Investments
4. If My Pocket Could Talk – Consortia



TRAINING CARRIED OUT IN 2024

FINANCIAL EDUCATION – CORPORATE EDUCATION SYSTEM	Number of trainings
Online Betting and Financial Awareness: How to Protect Finances and Guide Members	386
How to Avoid Over-indebtedness	1,116
How to Organize Your Financial Life and Avoid Debt	4,990
Getting to Know Financial Citizenship	2,329
Debt and Over-indebtedness: Everything You Need to Know	1,204
Financial Education	35,202
Tax Education	1,779
Pension Education	2,742
Insurance Education	1,724
Behavioral Finance for Decision Makers	587
Sustainable Finance	640
Personal Finance Management	2,607
Smart Investments: Driving the Future	390
Personal Financial Planning	560
Total	56,256



FINANCIAL EDUCATION – EDUCATION PORTAL	Number of trainings
How to Avoid Over-indebtedness	156
Getting to Know Financial Citizenship	105
Financial Education	540
Tax Education	123
Pension Education	45
Insurance Education	52
Personal Finance Management	117
Web series: Love or Liquidity	1,921
Web series: Deciphering Credit	1,637
Web series: Who Protects, Does Not Fear	2,080
Web series: Secrets of the Saving Mind	2,093
Web series: Come on, cooperate, Diogo!	4,255
Total	13,124

FINANCIAL EDUCATION – MOOB	Number of trainings
How to Avoid Over-indebtedness	451
Personal Finance Management	146
"Me and My Money" series	444
Total	1,041





Financial Education for People with Disabilities

The educational solutions provided by Sicoob's Corporate Education, both for internal audiences (employees and managers) and external audiences (cooperative members, third parties, and the community), are developed with accessibility resources. The content has subtitles, audio narration, and other resources that cater for people with hearing impairments, deaf people, people with visual impairments and blind. Accessibility is the principle guiding all Corporate Education initiatives, ensuring that different audiences have adequate access to the offered content.

Financial Education for Communities

Financial education initiatives for communities are those that are part of the systemic portfolio and external initiatives – systemic weeks – coordinated by the Sicoob Institute.

In 2024, 1,760,407 people directly benefited from Sicoob Institute's financial education actions.

Sicoob Guide to Financial Citizenship: aims to communicate the premises that guide programs, projects, and other initiatives on the subject. Aimed at children, young people, adults, and communities, the material seeks to promote engagement in learning about financial citizenship. In addition to internal use, the guide is available to other social actors and can be used as a national reference in actions aimed at financial citizenship.

Training volunteers: since 2021, Sicoob Institute has been training employees to act as volunteers in financial education programs aimed at communities. This training, in addition to contributing to the dissemination of knowledge, seeks to improve the financial skills of Sicoob's employees.

The following are the main initiatives promoted by Sicoob Institute, in partnership with Sicoob's central and individual cooperatives, to promote financial education in communities.



FOR CHILDREN

Coleção FINANCINHAS



Playlist from the **Financinhas Collection** (Portuguese): Click here or access it using the QR Code.



Financinhas Collection (Little finance Collection – for a reference into English): made up of four books and two animations that cover topics such as the importance of saving to make dreams come true, conscious consumption, financial planning, and sustainability.

In addition to the educational content, the books include practical activities, finger puppets, and money note cut-outs to provide an interactive and playful experience for children. The concepts of financial education are conveyed through the captivating characters presented in the books “Caio found a coin”, “Margô and Davi went to the grocery store”, “Miguel, Aninha and Dedé won some money”, and “Marina forgot to turn off the television” – according to their references into English, but the titles were published into Portuguese.

MAIN RESULTS 2024



1,083,895 people benefited



7,631 actions¹

¹ Activities carried out with books from the *Financinhas* Collection by the *Financinhas* Collection Manual, such as storytelling, theater, and reading, among others.



Financinhas nas Escolas: aimed at elementary school students (6 to 12 years old), the program aims to introduce financial education from the earliest years of school life. The initiative encourages healthy financial habits and citizenship, integrating values such as cooperation, participation, self-knowledge, and a sense of community. The methodology was developed to support educators in approaching the subject with children and is in line with the National Common Curriculum Base (BNCC), which recognizes financial education as a cross-cutting theme. The program facilitates dialogue in the classroom and contributes to the formation of children who are more aware of the use of money and living together in society.

MAIN RESULTS 2024



46,228 people benefited



377 participating in educational institutions

¹ Certified teachers in the program's Online Track.

FINANCINHAS NAS ESCOLAS PLATFORM / ONLINE TRACK



1,534 people benefited¹

2,527 people registered



FOR YOUNG PEOPLE



Se Liga Finanças Program: available in both face-to-face and online versions, the program is aimed at young people and seeks to broaden their understanding of the impacts of financial choices in the short, medium, and long term. In the face-to-face mode, it is carried out through workshops with a practical and interactive focus. On the *Se Liga Finanças ON* platform, the Distance Education (DE) methodology facilitates access to financial citizenship in a digital environment. The initiative caters to young people and individual micro-entrepreneurs interested in achieving greater economic stability. The classes include practical activities and cover topics such as planning, debt, investments, and the financial management of small businesses. The Personal Finance and Finance for MEI courses are available, which contribute to the conscious use of money and the sustainability of entrepreneurial initiatives.

MAIN RESULTS 2024

FACE-TO-FACE MODE



46,259 people benefited¹



632 actions²

¹ Of this total, 43,763 people were certified in Personal Finance, and 2,496 people were certified in Finance for MEIs.

² Actions are workshops with an estimated duration of between 4 and 8 hours held over one or more days, according to the program's Methodological Guide.

VIRTUAL MODE

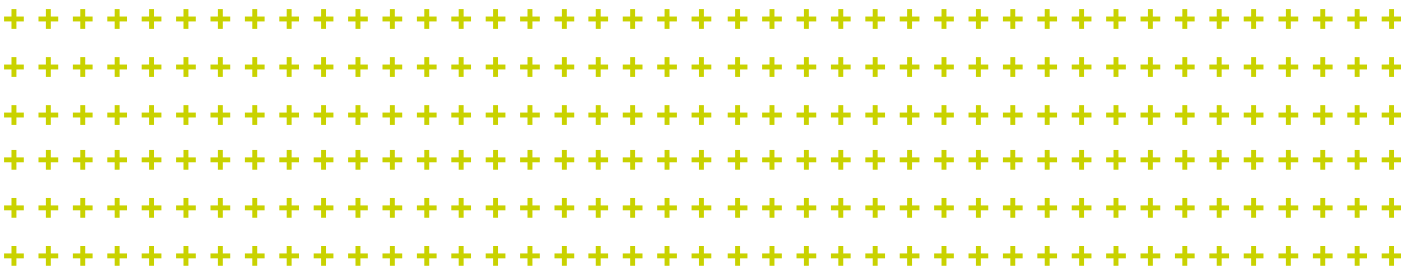


29,130 people benefited¹

46,745 people registered²

¹ Of these, 5,009 beneficiaries were certified in both courses, totaling 34,139 certificates issued (27,992 issued in Personal Finance and 6,147 in Finance for MEIs).

² Corresponds to the total number of people registered on the platform.



FOR ADULTS



Clínicas Financeiras Program: the *Clínicas Financeiras* program is aimed at the general public and is designed to offer direct assistance to citizens, helping them to understand their relationship with money. It also provides guidance and tools that contribute to healthier and more balanced financial management. The sessions are individualized and take place at free, open events, conducted by qualified and experienced volunteer financial advisors. During the sessions, topics such as budget organization, strategies for dealing with and avoiding debt, investment possibilities, and other essential aspects of financial education are covered.

MAIN RESULTS 2024



58,325 people benefited¹



1,343 actions²

¹ Beneficiaries of face-to-face consultations lasting an estimated 40 minutes.
² Events that correspond to the sum of financial consultancy services.



Clínicas Financeiras Virtuais Programs: the *Clínicas Financeiras Virtuais* Program is the online version of the *Clínicas Financeiras* initiative, connecting Sicoob advisors with individuals and micro-entrepreneurs seeking free, personalized financial advice. The platform allows scheduling directly through the website, choosing the day and time according to the availability of Sicoob's financial education specialists. At the scheduled time, the consultancy is carried out via video call, clarifying doubts and providing recommendations to transform the user's financial reality. The consultations cover topics such as personal and family budgets, debt, debt renegotiation, income tax, investments, and entrepreneurship.

MAIN RESULTS 2024



1,254 people benefited¹

¹ Beneficiaries of the services via the platform with an estimated duration of 40 minutes.



Conhecimento em Foco Program: among other topics, this promotes the dissemination of content on financial education through face-to-face or online lectures. Lasting between 30 and 180 minutes, these activities address the subject in an accessible way to raise awareness among participants and encourage the adoption of good practices in everyday life. Interactive and dynamic, the presentations allow for the clarification of doubts, broaden access to knowledge, and stimulate reflections that strengthen financial education in the communities served.

MAIN RESULTS 2024



479,982 people benefited from Financial Education lectures

External Initiatives for Diverse Audiences



ENEF Week: ENEF Week is an initiative of the Brazilian Financial Education Forum (FBEF) held annually to promote actions aimed at disseminating financial education in the country. In 2024, the campaign took place between May 13 and 19 with the theme *Financial Protection and Solidarity for the Brothers of Rio Grande do Sul*. The campaign aimed to guide consumers in preventing fraud and financial scams, while also encouraging donations to support those affected by the state's recent rains. Sicoob Institute coordinated the participation of the System's cooperatives, promoting in-person and online educational actions to broaden the reach of the campaign's messages and reinforce the importance of financial protection.

MAIN RESULTS 2024



4,309,754 people reached

242,575 people benefited



2,582 actions¹

¹ Various actions carried out by the current campaign regulations.

Note: 237,668 people benefited from the Institute's portfolio programs.

ENEF Week Special Edition Rio Grande do Sul: between September 9 and 15, 2024, the Brazilian Financial Education Forum (FBEF) held a special edition of ENEF Week exclusively for Rio Grande do Sul in response to the public calamity caused by the heavy rains in the state. Focusing on the theme of Financial Protection, the program reinforced prevention against fraud and financial scams and included initiatives such as the *Clínicas Financeiras*, aimed at financial organizations, credit for working capital, and investments. The assistance benefited individuals and micro, small, and medium-sized enterprises (MSMEs), contributing to the economic and financial recovery of the affected communities.

MAIN RESULTS 2024



21,629 people reached

2,618 people benefited



98 actions¹

¹ Various actions carried out by the current campaign regulations.

Note: 2,618 people benefited from the Institute's portfolio programs.



World Investor Week (WIW): a global campaign promoted by the International Securities Organization (IOSCO) and, in Brazil, coordinated by the CVM (Securities and Exchange Commission of Brazilian Ministry of Finance). The initiative seeks to raise public awareness of the importance of financial education and investor protection, highlighting actions aimed at financial guidance and security. In 2024, WIW took place between October 7 and 13 with the theme *Technology and Digital Finance, Cryptoassets and Sustainable Finance*. Sicoob Institute coordinated the participation of Sicoob cooperatives in the campaign, promoting financial education initiatives in person and online.

MAIN RESULTS 2024



4,860,912 people reached

190,699 people benefited



1,429 actions¹

¹ Various actions carried out by the current campaign regulations.

Note: 184,178 people benefited from the Institute's portfolio programs.



Global Money Week (GMW): is an annual global awareness campaign about the importance of empowering children, teenagers, university students, and young adults to acquire knowledge and develop responsible financial habits throughout their lives. The initiative, promoted worldwide by the Organization for Economic Cooperation and Development (OECD) and nationally by the Securities and Exchange Commission, aims to encourage the building of financial resilience and safer decision-making in the present and the future. In 2024, the theme of Global Money Week was *Protect your money, guarantee your future*. Sicoob Institute coordinated the participation of Sicoob cooperatives in the campaign, which took place between March 18 and 24, promoting a series of online and in-person actions to disseminate information on financial education and broaden the reach of the topic among various audiences.

MAIN RESULTS 2024



1,415,723 people reached
115,196 people benefited



1,777 actions¹

¹ Various actions carried out by the current campaign regulations.

Note: 112,824 people benefited from the Institute's portfolio programs.



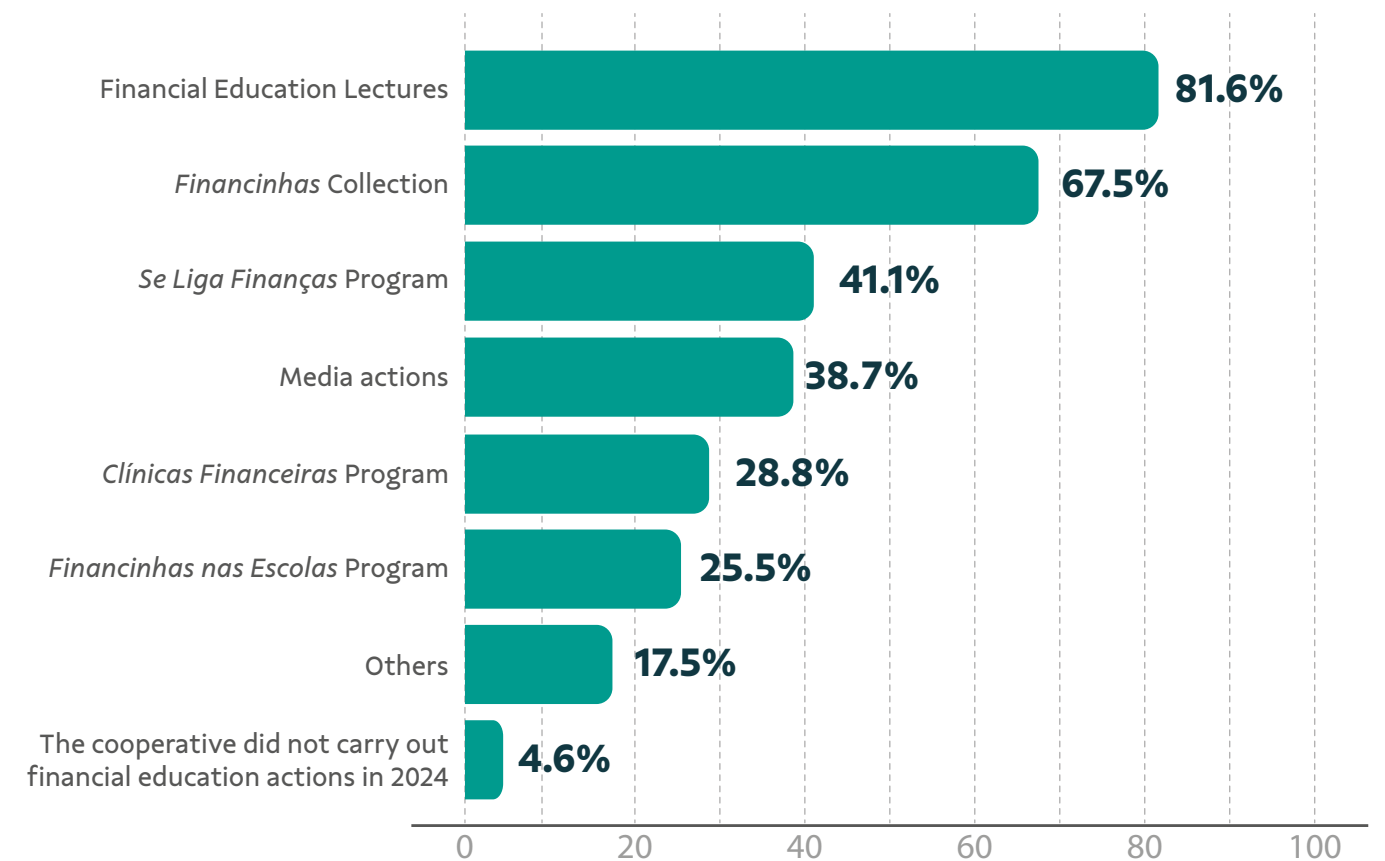
Find out more about all these initiatives and actions, as well as Sicoob's Financial Citizenship Policy, at:
sicoob.com.br/cidadaniafinanceira

Local Financial Education Initiatives

According to the ESG Sicoob 2024 Census, 95.4% of Sicoob's cooperatives implemented financial education initiatives in their territories in 2024. Of these, 83.7% used methodologies developed by Sicoob Institute, reinforcing the adoption of solutions aligned with the systemic agenda. At the same time, 27% adopted their approaches by the Central Bank of Brazil's Financial Education Program, 24.2% used educational solutions from Sicoob's Corporate Education area, and 18.1% applied third-party methodologies. Only 9.2% of the cooperatives acted without the use of a structured method.

At the same time, 81.6% of the cooperatives developed financial education lectures, 86.2% focused more intensely on the cooperative members in their actions and 90.8% of them interacted with the Sicoob Institute to implement financial education initiatives.

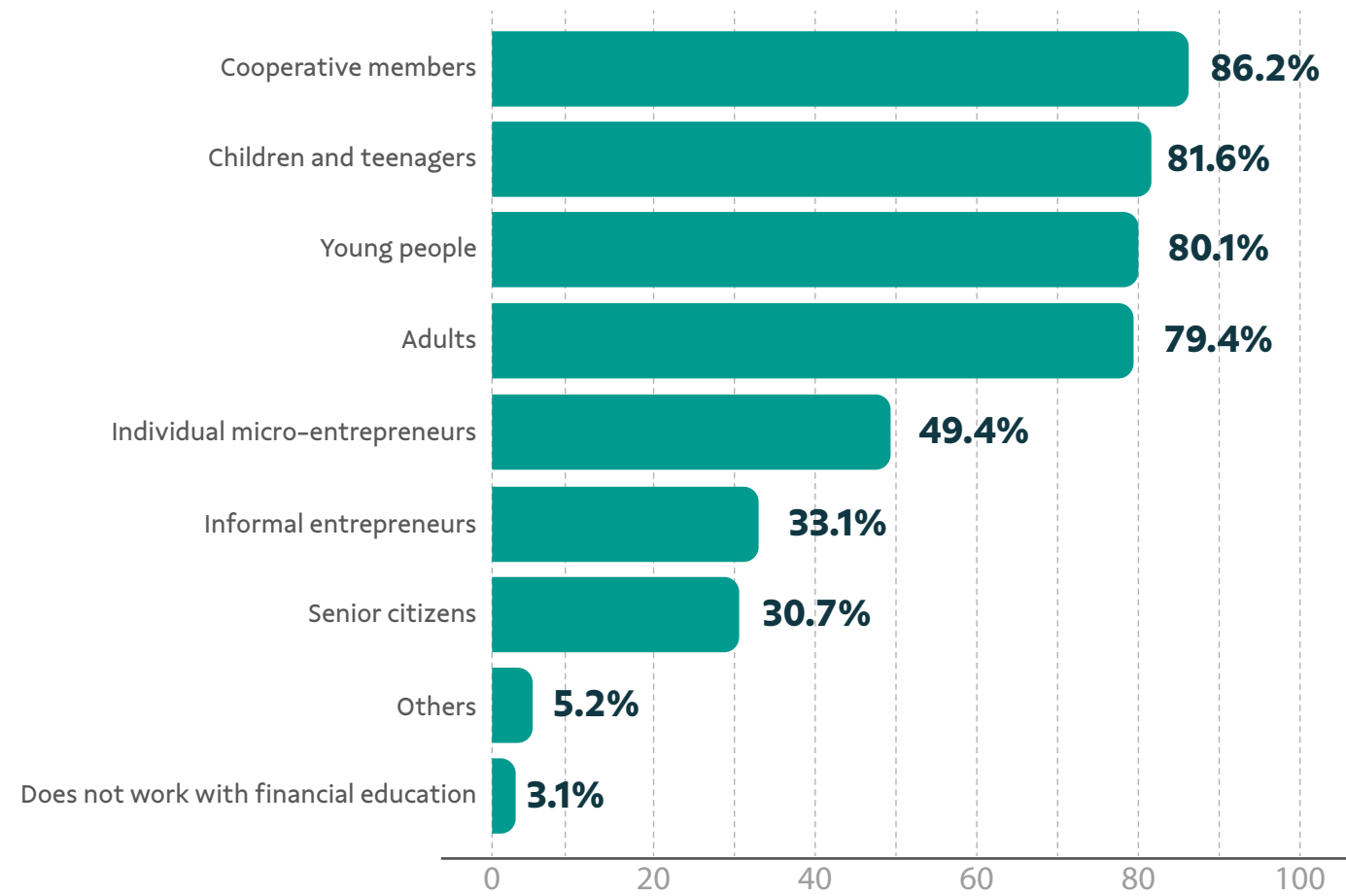
Main Financial Education Activities Carried out by Sicoob's Member Cooperatives:



ESG Sicoob 2024 Census



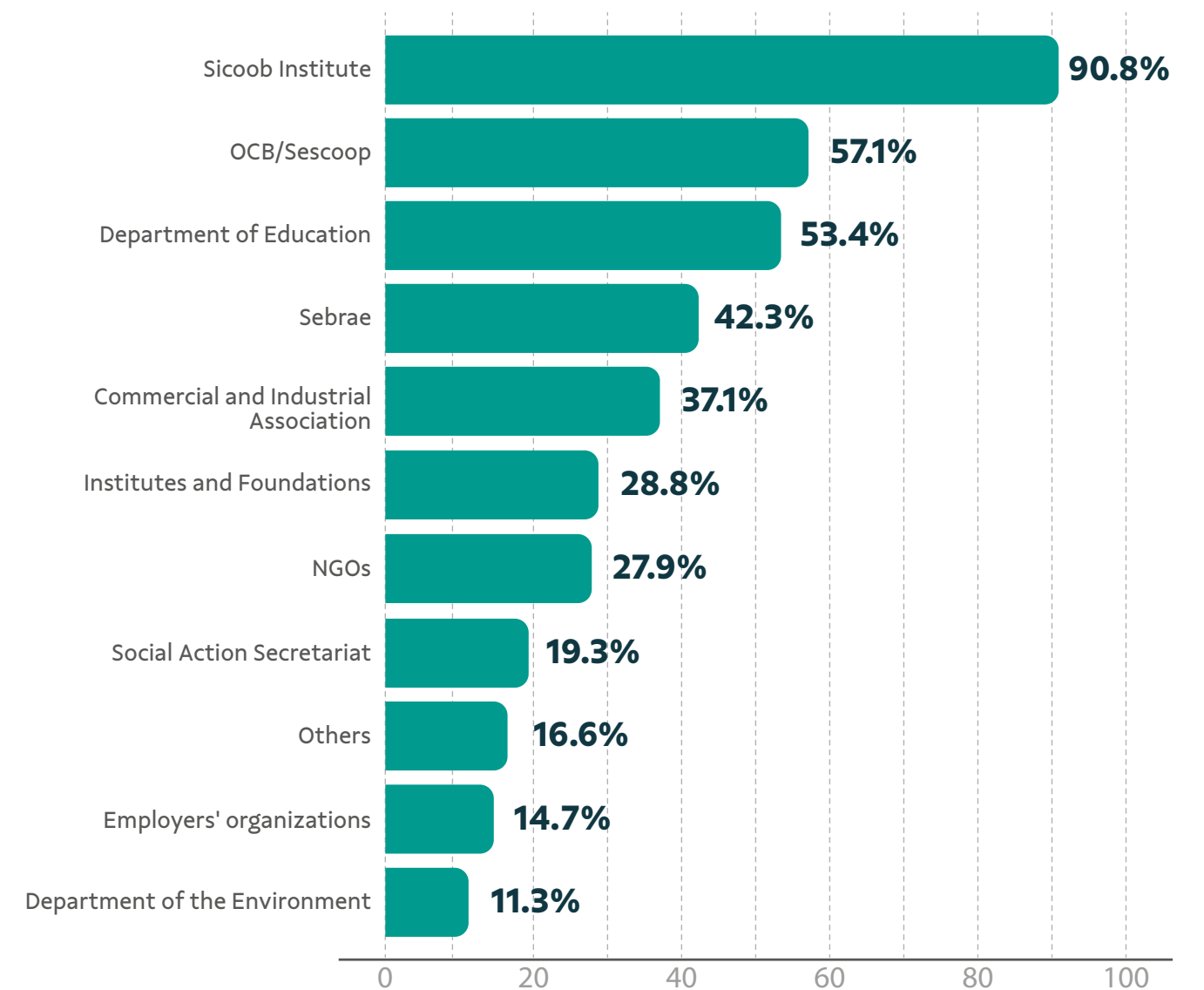
Publics Benefited from Financial Education Programs and Actions Carried out by Sicoob's Individual Cooperatives:



ESG Sicoob 2024 Census



Actors with whom Sicoob's Individual Cooperatives Interact most to Develop and Implement Financial Education Initiatives:



ESG Sicoob 2024 Census

Financial Education Through Digital Channels

To encourage responsible financial practices in members' daily lives, Sicoob's apps provide functionalities that contribute to the management of personal finances. The increase in the number of users and digital transactions reinforces the importance of these tools, which enable budget control, financial planning and the simulation of investments and financing.

Sicoob Minhas Finanças app was developed exclusively to support financial education. The Sicoobcard app adds features that promote the conscious use of credit cards, such as controlling spending by category and monitoring the available budget, helping to reduce the risk of indebtedness in this modality.



CITIZENSHIP AND SUSTAINABILITY

Citizenship and Sustainability is a strategic dimension established in the Systemic Strategic Planning (2020 – 2030) and in the Systemic Strategy Pact. This guideline expresses Sicoob's commitment to generating a positive economic, social and environmental impact for its members and the communities in which it operates.

At the Sicoob Corporate Center, the Citizenship and Sustainability area is the unit responsible for implementing this guideline at the institutional level. It is responsible for coordinating and carrying out actions associated with the Sustainability, Financial Citizenship, and Strategic Social Investment Agendas – the latter under the responsibility of Sicoob Institute. The area is also responsible for coordinating and preparing the Sustainability Report to ensure consistency between guidelines, practices, and institutional communication.



Sicoob Institute

Sicoob Institute is a private, non-profit, public-benefit institution that acts as the System's strategic social investment agency. Founded in 2004, its mission is to contribute to the sustainable development of the communities where Sicoob is present and to promote cooperative culture through structured and wide-reaching initiatives.

The Institute's headquarters are in Brasília (Distrito Federal). From there, the Institute maintains direct links with the central and individual cooperatives and the other CCS entities. This coordination enables projects to be carried out as a network throughout the country. The integration between the System's actors strengthens the capillarity of the actions and expands the impact in the territories.

Axes of Action

Sicoob Institute's portfolio of programs and projects is structured around three strategic axes. This structure is aligned with the Systemic Strategy Pact (2020 – 2030) and Sicoob's institutional purpose:

- Cooperativism and Entrepreneurship.
- Financial Citizenship.
- Sustainable Development.

These axes guide the planning, execution, and investment in the Institute's initiatives. All actions are developed based on the System's social commitment and the cooperative principles of Education, Training and Information (5th principle) and Concern for the Community (7th principle). The initiatives are also aligned with external strategic agendas, such as the National Financial Education Strategy (ENEF) and the 2030 Agenda for Sustainable Development.

In addition to these strategic axes, Sicoob Institute maintains an axis of transversal solutions directly related to the others. These are multi-thematic initiatives that play a fundamental role in disseminating and strengthening the systemic portfolio in all Sicoob's cooperatives.

Corporate Volunteering

Sicoob Institute runs the *Voluntário Transformador Program*, an initiative aimed at engaging and training the System's employees. The program is open to the spontaneous participation of all employees and managers. Participants receive specific training to act as volunteers and to implement the initiatives set out in the Institute's portfolio in their communities.

In 2024, the program registered 15,103 volunteers, 12,463 of whom were involved in action throughout the year. The total number of volunteer hours dedicated reached 123,549, adding up to the equivalent of R\$9,284,826.93 in donated hours.

MAIN RESULTS 2024

PORTFOLIO PROGRAMS



8,102 volunteers engaged
93,742 volunteer hours
R\$ 7,210,983.65 in value
of volunteer hours

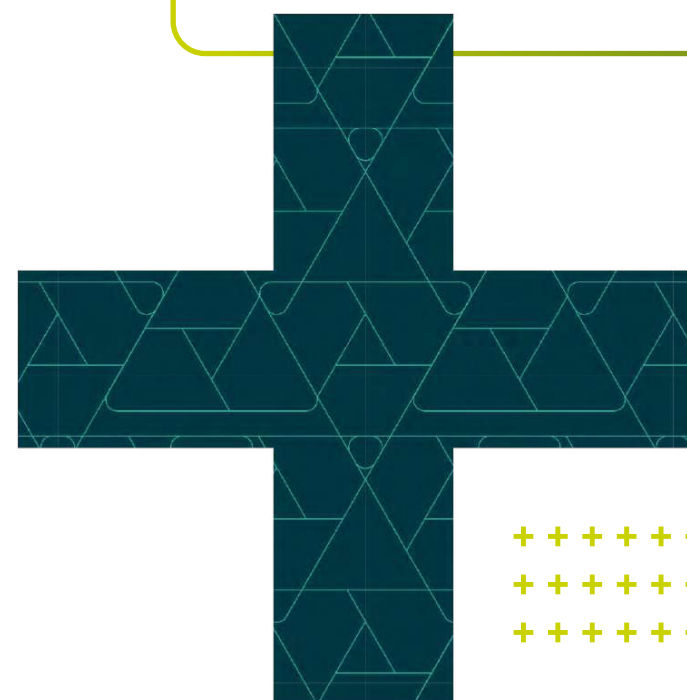
EXTRA-PORTFOLIO PROGRAMS



4,361 volunteers engaged
29,807 volunteer hours
R\$ 2,073,843.28 in value
of volunteer hours



To find out more about the Institute's activities, click here or use the QR Code.





4

COOPERATIVISM

OUR COMMITMENT: We promote cooperatives as a business model for growth.

PRIORITY FOR: Regulatory Agencies | Executive Board | Sector Agencies | Government Agencies | Suppliers



RELEVANCE OF THE TOPIC

GRI 3-3

Credit cooperativism is the foundation of Sicoob's business model and serves as a strategic differentiator for generating both economic and social value. As non-profit associative institutions, credit cooperatives aim to benefit their members and contribute to the development of the communities in which they operate. Their operations are guided by proximity, active listening to their members' needs, and the promotion of financial inclusion.

This model aligns with the 7th principle of cooperativism – Concern for Community – and directly contributes to the redistribution of income and the reduction of inequalities in local areas, while also generating savings in members' financial transactions.

Despite the clear benefits, a significant portion of society remains unaware of the characteristics and advantages of credit cooperativism. This lack of awareness represents a considerable challenge and, at the same time, an opportunity to expand membership in the model. There is significant market potential to be explored, especially among those seeking more ethical, transparent, and inclusive alternatives for accessing financial services.

This scenario is particularly relevant in its relationship with young people, who tend to value business models committed to sustainability and collective values. By promoting awareness and participation in cooperatives among young people, cooperatives strengthen the long-term social base, potentially generating lasting bonds and greater engagement.

The materiality analysis confirmed cooperatives as a priority topic for Sicoob. A lack of awareness of the model among society can influence the future expectations of various stakeholders and generate positive or negative impacts for both the business and the communities. Increasing awareness of cooperatives represents an opportunity to strengthen the model and foster sustainable growth. On the other hand, low visibility can hinder the renewal of the cooperative's membership base and jeopardize the system's long-term sustainability.

Impacts on the Sustainable Development Goals (SDGs)

When analyzing the impacts of the material topic Cooperativism, we also considered Sustainable Development Goals (SDGs) 8, 10, and 17, which are linked to our activities and the principles that govern our performance as a credit cooperative. This analysis contributes to broadening the understanding of the business model's contribution to sustainable development.

SDG 8, focused on sustained economic growth and decent work for all, is impacted by the provision of accessible and fair financial services, which encourage local entrepreneurship and the development of small businesses. The cooperative model fosters job creation and economic dynamism in regions that traditional financial institutions often underserve.

Regarding SDG 10, which aims to reduce inequalities within and between countries, the model promotes equal access to financial services, ensuring that all cooperative members, regardless of economic or social status, have access to the same opportunities and can enjoy the benefits of cooperatives. This includes more accessible financial conditions, such as lower interest rates and reduced service costs.



SDG 17, in turn, highlights the importance of partnerships in achieving global goals. Sicoob maintains partnerships with a variety of stakeholders, including other cooperatives, public authorities, and third sector organizations. This network allows us to share resources, experiences, and knowledge, expanding the impact and strengthening collaborative approaches to promoting sustainable development.

Impacts on Human Rights

The Cooperativism material topic has a positive impact on several human rights by promoting financial inclusion, democratic participation, and economic development in historically underserved communities.

One of the main rights impacted is the Right to Equality and Non-Discrimination, provided for in Articles 1 and 2 of the Universal Declaration of Human Rights. The cooperative model ensures equal access to financial services through open membership, allowing anyone to join, participate in decisions, and enjoy the benefits, regardless of income, origin, or geographic location.

Another impacted right is the Right to Access to Essential Services, considering that access to inclusive financial services can be decisive for the realization of other economic and social rights, such as housing, education, and food, as provided for in the International Covenant on Economic, Social, and Cultural Rights (ICESCR).

The model also strengthens the Right to Participate in Decision-Making that Affect People’s Lives, guaranteed by a democratic governance structure in which all cooperative members have the right to vote and directly influence the cooperative’s direction, in alignment with Article 25 of the International Covenant on Civil and Political Rights (ICCPR).

Finally, the topic contributes to the Right to Development, as recognized by the UN, by fostering income generation, entrepreneurship, and the strengthening of local economies. These impacts demonstrate how the spread of cooperativism as a business model is directly linked to the promotion of human rights and the reduction of structural inequalities.



HOW WE DEAL WITH THE TOPIC AT SICOOB

Within the scope of Sicoob’s Systemic Strategy Pact, the Cooperativism theme is linked to objectives and goals for the 2020–2030 strategic cycle, with implications for individual cooperatives, central cooperatives, and the Sicoob Cooperative Center. This theme directly integrates the Citizenship and Sustainability dimension and is interconnected with other dimensions of the Strategic Plan.

The 2020–2030 Strategic Plan includes objectives and goals aimed at consolidating Sicoob’s value proposition, strengthening the cooperative business model, and the way value is generated and distributed to members. Furthermore, there are initiatives aimed at improving the organizational culture and attracting, developing, engaging, and retaining individuals who align with the principles and values of cooperativism.

The implementation of the actions foreseen in the Citizenship and Sustainability dimension began with the launch of the Sustainability Plan in 2022. These actions encompass a set of goals and projects aimed at promoting cooperativism and the business model, based on systemic guidelines to be applied by cooperatives in their territories.

Sicoob is committed to spreading cooperativism and the business model as a strategic axis for expanding its member base and strengthening its institutions. Among the structured actions, initiatives aimed at attracting new members, especially young people, stand out by disseminating the benefits of credit cooperativism, expanding the presence of Sicoob’s brand and business model in the communities.

Strengthening Cooperativism for Employees and Members

Promoting cooperatives among internal and external audiences is part of Sicoob’s business model strengthening strategies. Among the initiatives developed, training offered by Corporate Education stands out, providing educational solutions on cooperativism and credit cooperativism online.

For employees, the content is accessible on Sicoob’s Educational Learning Platform. For members, the materials are available through the Sicoob Moob relationship app and the Education Portal.



Sicoob Corporate Education provides educational solutions on cooperativism and credit cooperativism in online format. For our workforce, educational solutions are available through our Corporate Education system. For our member base, the content can be accessed on the Sicoob Moob app and the Education Portal.

Over the period, the offering of educational solutions on this topic has expanded, as well as the inclusion of some of this content in learning paths, which has contributed to increased engagement and participation.

The trainings were conducted through the Corporate Education system, Moob, and the Education Portal, platforms that provide target audiences with access to the content.

In 2024, 83,025 trainings were completed. Of these, 81,237 were for internal audiences.

CORPORATE EDUCATION – COOPERATIVISM TRAINING / INTERNAL AUDIENCE	
Training	Number
Hybrid and Digital Assemblies Using the Sicoob Moob App	646
Update of Complementary Brazilian Law no. 130/2009 and Its Impacts on Sicoob	77
Cooperative Members and Their Cooperatives	6,596
Cooperativism — A Philosophy That Transforms	13,091
Cooperativism and Entrepreneurship	869
Financial Cooperativism and Socioeconomic Development	1,150
Financial Cooperativism, Our Business	10,412
Cooperativism, Disruptive Innovation, and Strategic Challenges	2,083
Cooperativism: Everything You Need to Know	13,303
Sicoob DNA — Member Experience	1,446
Education and Sicoob — Connection That Transforms	5,007
Training for Delegate Representatives	50
Financial Cooperativism and Social and Environmental Responsibility	712
Cooperative Purpose	10,849
Serving with Purpose	10,266
Simplify Assembly — The Virtual Assembly Process	2,042
Simplify Assembly — Sicoob Moob: The Virtual Assembly Execution Channel	1,200
National Financial System and Financial Cooperativism	1,355
Webinar — Impacts of Complementary Brazilian Law no. 196/2022 in the Systemic Models of Sicoob	83
Total	81,237



CORPORATE EDUCATION – COOPERATIVISM TRAINING / EDUCATION PORTAL	
Training	Number
Cooperative Members and Their Cooperatives	67
Cooperativism — A Philosophy That Transforms	168
Cooperativism and Entrepreneurship	142
Financial Cooperativism and Socioeconomic Development	90
Cooperativism: Everything You Need to Know	201
Training for Delegate Representatives	39
Total	774

CORPORATE EDUCATION – COOPERATIVISM TRAINING / MOOB APP	
Training	Number
Bacen – What is a Credit Cooperative?	97
Cooperative Members and Their Cooperatives	235
Financial Cooperativism and Socioeconomic Development	67
Cooperativism: Everything You Need to Know	506
Training for Delegate Representatives	109
Total	1,014

Strengthening Cooperativism in Communities

Cooperativism and Sicoob’s business model are disseminated through a broad portfolio of programs, projects and other initiatives aimed at the communities where we operate and society in general. These initiatives aim to disseminate cooperative culture and expand knowledge about the principles that underpin credit cooperatives.

The portfolio is managed by the Sicoob Institute in partnership with Sicoob’s central and individual cooperatives, in a coordinated manner that respects the characteristics of the territories and the diversity of the stakeholders involved. The integrated work among the System’s entities allows us to expand the reach of the initiatives and strengthen ties with the communities.

Below, we present the main initiatives led by the Sicoob Institute and Sicoob’s central and individual cooperatives that make up the portfolio aimed at disseminating cooperativism in communities and society at large.



Programa Cooperativa Mirim (Children’s Cooperative Program): encourages the formation of cooperatives in schools with children and adolescents aged 8 to 17 in public and private schools, as well as after-school institutions, such as CSOs. Under the guidance of a teacher, students experience cooperative practices to meet the common needs of their environment, focusing on social, economic, and cultural development. The initiative has an educational purpose, supported by Statute of Children and Adolescents (Brazilian Law no. 8,069/1990) and Brazilian Law no. 5,764/1971, and uses its own methodology described in the editorial *Trajetórias Cooperativas*. It is systematically conducted by the Sicoob Institute in partnership with cooperatives within the System.

MAIN RESULTS IN 2024



3,023 people benefited
92 children’s cooperatives



134 people certified
347 people enrolled



Concurso Cultural (Cultural Contest): held annually, this initiative encourages the development of knowledge based on cooperative values and principles applied to the educational context. Aimed for students in the 3rd, 5th, 7th, and 9th grades of Elementary/Middle School, as well as teachers of invited classes, the competition proposes written works aligned with the National Common Curricular Base. In 2024, the theme was “Simple Attitudes, Conscious Choices,” with textual genres defined according to the school year: illustrative drawings (3rd grade), narrative texts (5th grade), poems (7th grade), and comic strips (9th grade). Selection takes place in three stages—local, regional, and national—according to the regulations available on the Sicoob Institute website.

MAIN RESULTS IN 2024



422,829 people benefited



3,693 participating educational institutions



Programa Conexão Sicoob (Sicoob Connection Program): this hybrid program is aimed at young people and university students and offers a free online track on entrepreneurship and cooperativism. Participants who complete the content have the opportunity to experience a practical and immersive experience in the Innovation Labs, held in person in partnership with Sicoob cooperatives. The initiative promotes entrepreneurial and cooperative education and helps bring new generations closer to the values of cooperation and the cooperative business model.

MAIN RESULTS IN 2024



11,729 people benefited

16,796 people enrolled

772 people benefited from innovation labs



25 initiatives



Semana do Cooperativismo (Cooperative Week): held annually by the Sicoob Institute in partnership with the System's cooperatives, the event aims to strengthen and disseminate cooperative culture and give visibility to good practices implemented by cooperatives in Brazil. In its 4th edition, held from August 12th to 18th, 2024, the initiative reinforced the understanding of cooperativism as an agent of economic and social transformation, expanding knowledge about its impact on sustainable development. The program included workshops, talks, and in-person and online events focusing on strategic themes such as inter-cooperation and innovation.

MAIN RESULTS IN 2024



3,812,112 people reached

220,412 people benefited¹



2,109 initiatives

¹ Of the total beneficiaries, 214,808 people were registered in the programs within the Sicoob Institute portfolio.



Programa Conhecimento em foco (Knowledge in Focus Program): promotes strategic topics through in-person and online events designed for diverse audiences. Regarding cooperativism, the initiative contributes to expanding knowledge about the cooperative model among members, employees, managers, board members, and the broader society. The actions carried out strengthen understanding of cooperative principles and values, fostering reflections on citizenship, financial inclusion, and local development.

MAIN RESULTS IN 2024



685,702 people benefited from Cooperative Education talks

83,413 people benefited from Entrepreneurial Education talks



Dia de Cooperar – Dia C (C DAY – Cooperate Day): a national movement that promotes the voluntary engagement of cooperatives in social initiatives carried out simultaneously throughout Brazil. The Sicoob Institute coordinates the mobilization at Sicoob and takes place annually on the first Saturday of July each year—in 2024, it was celebrated on the 6th. The movement, initiated in 2009 by the Organization of Cooperatives of the State of Minas Gerais (OCEMG), Dia C has evolved into a national mobilization promoted by cooperatives from various sectors, including those of Sicoob.

MAIN RESULTS IN 2024



1,868,362 people benefited

23,493 volunteers mobilized



251 participating cooperatives



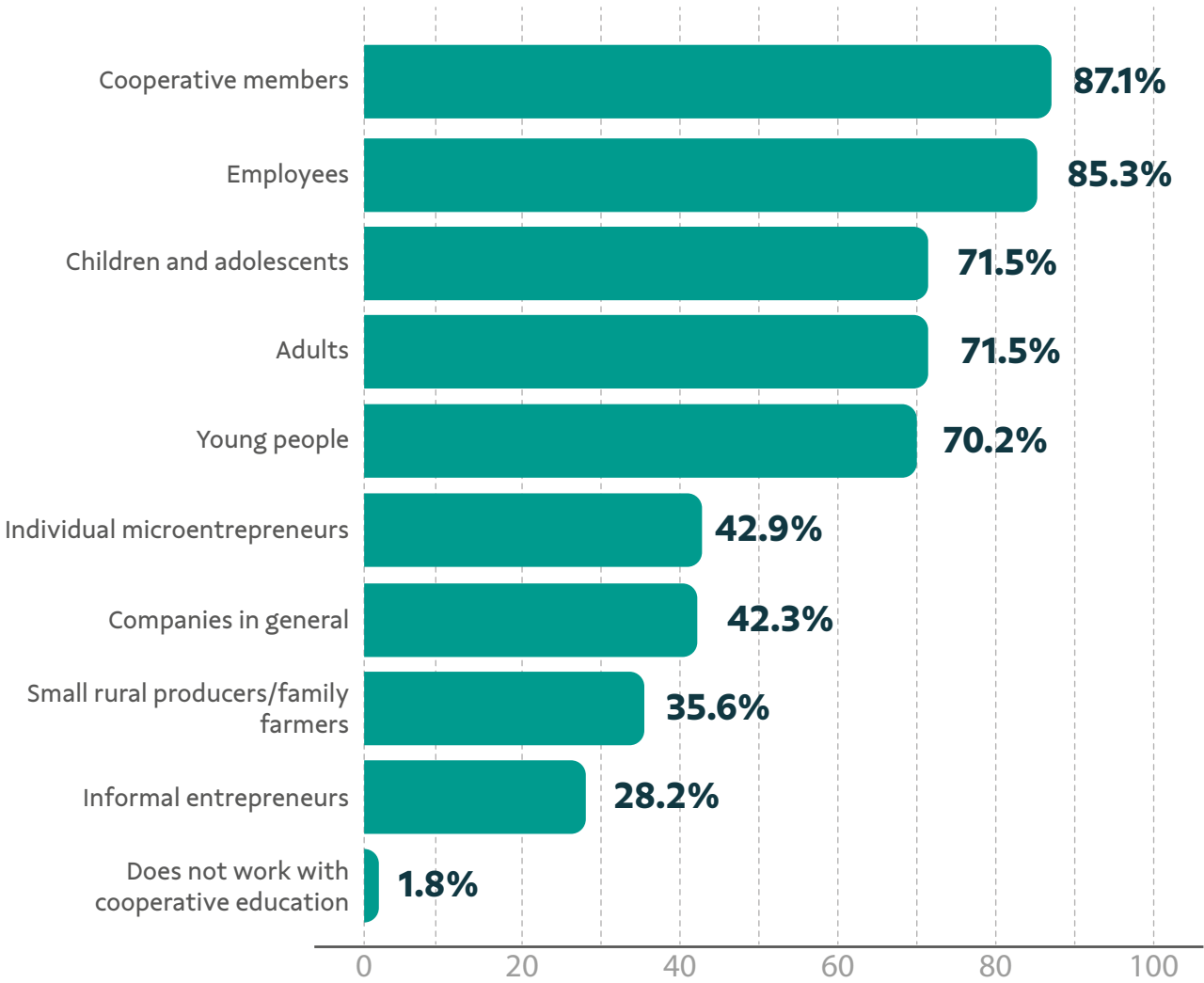
840 initiatives carried out



Local Strengthening of Cooperativism

In the communities where we operate, Sicoob cooperatives work to promote ongoing education and training initiatives for members, elected representatives, employees, and local communities, aiming to disseminate the cooperative model and increase awareness about the benefits of credit cooperativism. These initiatives strengthen ties with the communities, promote stakeholder engagement, and contribute to the sustainability of the business model. In 2024, according to the ESG Sicoob 2024 Census, 98.8% of individual cooperatives consistently promoted the advantages of credit cooperativism, focusing on attracting new members. During the same period, 98.5% of the members shared the benefits of the model, demonstrating their commitment to promoting and disseminating cooperatives in the areas where they operate.

Representation of Sicoob Cooperatives that Carried out Cooperative Education by Type of Audience:



Sicoob ESG 2024 Census

Resources to Strengthen Associations, Mutualism, and the Practice of Cooperativism

In 2024, Sicoob allocated R\$478.9 million to FATES (Technical, Educational, and Social Assistance Fund) to support the strengthening associations, mutualism, and the practice of cooperative principles. Established by Brazilian Law no. 5,764/1971, FATES focuses on developing educational activities and providing assistance to members, their families, and cooperative employees.





5

COMMUNITIES

OUR COMMITMENT: We encourage local and regional development and establish social investment policies by strengthening dialogue with the community.

PRIORITY FOR: Communities | Sectoral Bodies | Government Bodies | Executive Board | Partners



RELEVANCE OF THE TOPIC

GRI 3-3

The work of cooperatives is directly related to the economic and social conditions of local communities. By maintaining a permanent and structured dialogue with local stakeholders, cooperatives gain proximity and insight into regional needs, enabling them to offer financial solutions tailored to local production chains and directly contribute to the sustainable development of the territories in which they operate.

This structured relationship generates concrete benefits for cooperatives, such as increased participation in local financial operations and greater loyalty among cooperative members, as well as the association of new members. On the other hand, the lack of proper management of this relationship can have negative impacts, such as reducing local relevance and weakening the bond with cooperative members, and affecting the economic and social sustainability of cooperatives in the long term.

The materiality analysis confirmed this topic as a priority for the sustainability of Sicoob's business, indicating that maintaining solid relations with communities is crucial for strengthening the relationship between the cooperative and its members, as well as for participation in local financial operations.

Impacts on the Sustainable Development Goals (SDGs)

When assessing the impacts of the Communities topic, Sicoob identified direct contributions to Sustainable Development Goals 8, 10, and 11. By reinvesting financial resources in the regions where they operate, cooperatives stimulate local economic growth and generate stable jobs, positively impacting SDG 8, related to decent work and sustained economic growth. By distributing savings generated by operations and financial results among cooperative members, cooperatives contribute to reducing economic and social inequalities, directly aligned with SDG 10 (Reducing Inequalities). In addition, by financially supporting sustainable projects and community initiatives that promote the social, economic, and environmental resilience of regions, the cooperatives' actions reinforce SDG 11 – Sustainable Cities and Communities.

Impacts on Human Rights

Cooperatives' work with communities has a positive impact on fundamental human rights. By promoting local economic development, cooperatives favor the right to decent work, ensuring better economic conditions for people in the regions they serve. In addition, facilitated access to essential financial products and services guarantees people the possibility of improving their living conditions, directly contributing to the right to an adequate standard of living as defined in the Universal Declaration of Human Rights and the International Covenant on Economic, Social and Cultural Rights. In this way, the work of cooperatives reinforces access to fundamental rights for local communities.

HOW WE DEAL WITH THE TOPIC AT SICOOB

Our Commitment to Communities

By continually strengthening our ties with communities, we drive positive socioeconomic impact in the territories where we operate.

The communities that benefit from Sicoob are predominantly made up of small and medium-sized business owners, local entrepreneurs, rural producers, and individuals with different socioeconomic profiles. Many of these communities are in small and medium-sized municipalities, often located outside metropolitan areas, and can face challenges related to access to adequate financial resources for economic and social development.

Through structured social investment policies and the continuous strengthening of dialogue with these stakeholders, Sicoob seeks to gain a deeper understanding of their financial and social needs. This process enables the provision of financial solutions tailored to the local economic profile, aiming to foster community development and meet the needs of cooperative members effectively.



To strengthen this process of community engagement, the material topic Communities is part of the Citizenship and Sustainability dimension of the Systemic Strategy Pact and is directly linked to Sicoob's Sustainability Plan. In addition, it is transversally linked to the Excellence and Operational Efficiency dimension, which guides strategic initiatives aimed at strengthening the economic and financial performance of cooperatives. This integrated approach enhances our ability to generate economic and social value for members and communities, as well as strengthening our direct and indirect positive impact on local and regional economies.

How Do We Generate Social and Economic Value for Cooperative Members and Communities

GRI 203-2

Our business model is centered on mutual strengthening between the cooperative and its members and translates into concrete benefits for our millions of members. At Sicoob, these benefits are evidenced both by the practice of fairer prices, lower than those of the market, and by the distribution of the results of operations.

In 2024, Sicoob provided R\$31.6 billion in savings to active cooperative members. These gains resulted from contracting products and services with more advantageous conditions compared to the institutions of the National Financial System (SFN), considering tariffs, interest rates, and other financial charges. The calculation only considers products with parameters available for comparison with data from the Central Bank of Brazil.

SOCIAL GAIN OF THE COOPERATIVE MEMBER PER SICOOB PRODUCT (IN RELATION TO SFN – AVERAGE MONTHLY RATE)			
Sicoob Product	Compared Component	Economic and Social Benefit for the Cooperative Member	How Much Less Did They Pay (Save in %)?
Acquisition	MDR and Advance Rate	Paid less	38.4%
Overdraft Facility for Individuals	Interest Rate	Paid less	11.1%
Overdraft Facility for Businesses	Interest Rate	Paid less	63.1%
Consortium	Administration Fee	Paid less	38.6%
Personal Check Discounting	Interest rate	Paid less	34.3%
Personal and Business Loans	Interest rate	Paid less	48.2%
Personal Account Fees	Rate amount	Paid less	38.4%
Business Account Fees	Rate amount	Paid less	75.3%
Time Deposit	Interest rate	Earned more	6.8%



In addition to the direct savings, R\$8.3 billion in financial results were calculated at the end of the year. This amount corresponds to the operating results of the cooperatives, and, after the mandatory statutory allocations, the balances are sent to the Ordinary General Assemblies (AGOs) for evaluation and deliberation on distribution to the cooperative members. This is a direct return on participation in the cooperative's activities, which strengthens the link with the territory and increases the impact generated.

The sum of the savings generated with the financial results available to the AGO totaled R\$35.2 billion in gains and savings for members in 2024, representing an average value of R\$5,536.00 per active member.

This indicator, called the Cooperative's Social Gain, is monitored in the Systemic Strategy Pact as a concrete measure of the economic efficiency and return generated by the cooperative model.

The average value of the Social Gain is calculated annually based on Sicoob's consolidated results. As a way of continuously monitoring this indicator, a target has been set for at least 65% of cooperatives each year to show an economic benefit to members equal to or greater than the reference value calculated.

COOPERATIVE MEMBER'S SOCIAL GAIN	Values in R\$ 1,00		
	2022	2023	2024
Total savings on operations carried out by active members	R\$ 20,917,835,993	R\$ 25,777,446,377	R\$ 31,683,339,352
(+) Gross surpluses at the disposal of the AGO (Ordinary General Assembly)	R\$ 5,585,853,999	R\$ 4,342,488,653	R\$ 3,603,106,187
(=) Total savings + Gross surpluses available for the AGO	R\$ 26,503,689,992	R\$ 30,119,935,030	R\$ 35,286,445,539
(/) Number of active SICOOB members (average number in the period)	5,380,516	5,713,826	6,373,903
(=) AMOUNT SAVED PER ACTIVE MEMBER	R\$ 4,926	R\$ 5,271	R\$ 5,536

The funds preserved or redistributed continue to circulate in the municipalities served, generating significant indirect effects, especially in less favored regions. By increasing the purchasing power and investment capacity of local families, producers and small businesses, Sicoob contributes to boosting economies, stimulating production chains and improving the social and economic conditions of the communities where it operates.





GENERATION AND DISTRIBUTION OF VALUE IN 2024





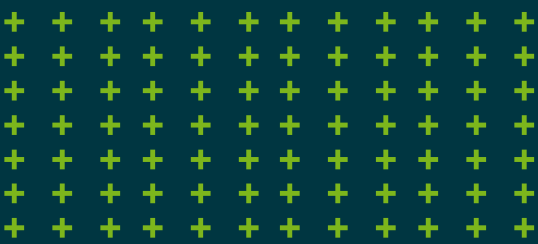
ECONOMIC VALUE GENERATED AND DISTRIBUTED GRI 201-1

Sicoob’s value generation and distribution structure reflects a model that drives territorial development through economic flows that directly benefit people, communities, and local production chains. The added value distributed in 2024 shows the systemic relevance of financial cooperativism as an agent of social and economic transformation in the regions where it is present.

A large part of the value generated remained in the territories themselves through the remuneration of employees and the hiring of suppliers, helping to boost local economies. The investment in staff expresses Sicoob’s role as a benchmark employer in hundreds of Brazilian municipalities, many of them small, where the System represents one of the primary sources of qualified work, income, and stability.

Another vector of impact is tax collection, which reinforces the capacity to finance public policies at the municipal, state, and federal levels. With its widespread presence, Sicoob contributes directly to the budgets of hundreds of small municipalities, especially in places where the tax base is limited.

The distribution of profits to cooperative members, a distinctive feature of the cooperative model, enhances the redistributive effect of the value generated. The most significant part of this distribution takes the form of interest on equity (JCP), which remunerates the capital contributed by the cooperative members at the time of joining. This practice strengthens the bond between members and the cooperative, ensuring that the economic benefits of institutional performance are returned to members in proportion to their participation, stimulating local reinvestment and loyalty.



In addition, the allocation of resources to the Technical, Educational, and Social Assistance Fund (FATES) consolidates Sicoob’s commitment to structured social investment. This fund is responsible for financing initiatives aimed at developing skills, productive inclusion, and community strengthening, connecting the generation of economic value to the promotion of citizenship.

Finally, the portion retained in the form of technical reserves guarantees the solidity of the System and the continuity of future credit and investment capacity, maintaining Sicoob as an agent for fostering sustainable and resilient development in the territories where it operates.

SICOOB	In thousands of BRL		
DVA – STATEMENT OF ADDED VALUE	2022	2023	2024
Revenues	31,896,390	40,213,693	43,544,157
(-) Financial intermediation expenses	13,544,644	18,939,061	20,459,722
(-) Supplies purchased from third parties (administrative expenses)	3,769,848	4,283,256	4,991,366
(=) Gross value added	14,581,898	16,991,376	18,093,069
Depreciation and amortization	447,681	542,410	665,286
(=) Net added value produced by the Entity	14,134,217	16,448,966	17,427,783
(+) Added value received in transfer	168,853	229,242	314,123
(=) TOTAL ADDED VALUE TO BE DISTRIBUTED	14,303,070	16,678,208	17,741,906
DISTRIBUTION OF ADDED VALUE:			
Staff	5,891,504	7,031,027	8,109,286
Taxes, fees and contributions	753,524	783,488	803,649
Remuneration of third-party capital	432,571	514,987	558,543
Remuneration of own capital	7,225,471	8,348,706	8,270,428
Interest on Equity	1,660,093	1,939,858	1,976,179
Dividends	22,342	25,832	28,113
FATES – Technical, Educational and Social Assistance Fund	503,189	474,533	478,966
Retained Economic Value	5,039,847	5,908,483	5,787,170

Financial Products with Social Attributes and a Positive Impact on Communities

GRI FS7

Sicoob operates a diversified portfolio of financial products with social attributes, designed to stimulate economic development and promote financial justice in the territories where it operates. In 2024, the total amount released through these lines reached R\$10.5 billion, representing a growth of 23.9% over the previous year.

The portfolio includes lines aimed at small entrepreneurs, family farmers, rural producers, low-income populations, and regions affected by natural disasters, among other segments. This includes initiatives such as the National Support Program for Micro and Small Enterprises (FGO Pronampe), the Emergency Credit Access Program (FGI PEAC), the Constitutional Financing Fund for the Midwest (FCO), the Constitutional Financing Fund for the North (FNO), the National Program for Strengthening Family Farming (Pronaf), Sicoob Microcredit, as well as lines with BNDES resources with an environmental focus, such as BNDES Renovagro and BNDES PRONAF Bioeconomy. These two lines in particular saw an increase of 65% and 63% respectively, compared to 2023.

All these financial products make a significant contribution to maintaining and generating employment, sustaining small businesses, and promoting family farming and sustainable production, as well as improving living conditions, generating income, and strengthening community economies.

Sicoob’s portfolio expansion and new business strategies continue, reflected in the growth in the volume of operations released in 2024. Sicoob’s entry into Programs aimed at reducing greenhouse gas emissions and adapting to climate change and its impacts, such as Renovagro with internal resources, and the BNDES Climate Fund and BNDES Automatic Emergency (Program aimed at municipalities in Rio Grande do Sul affected by floods), corresponded to R\$ 42 million in these operations with social attributes in 2024.



PRODUCTS WITH SOCIAL ATTRIBUTES				
PRODUCT	TARGET AUDIENCE	SOCIAL BENEFIT	OPERATIONS RELEASED	RELEASED VALUES (R\$)
National Support Program for Micro and Small Enterprises – FGO (Pronampe)	Micro and small businesses.	Develop and strengthen small businesses to finance business activity in various dimensions.	33,292	2,090,858,238.71
Emergency Program for Access to Credit under the Investment Guarantee Fund (FGI PEAC)	Small and medium-sized enterprises, associations, private law foundations, and cooperative societies, except for credit societies.	Enable the provision of working capital credit to potential borrowers in individual cooperatives (to address the COVID-19 crisis).	12,796	3,328,616,473.37
Constitutional Financing Fund for the Central-West (FCO)	Mini, small, small-medium, medium, and large rural producers, individual entrepreneurs, micro, small, small-medium, medium, and large companies, exclusively for projects and ventures located in the Central-West Region.	Support investments in productive sectors and thereby contribute to economic growth and social development.	339	108,258,796.75
Northern Constitutional Financing Fund (FNO)	Mini, small, and small-medium rural producers (exclusively for projects and enterprises located in the Northern Region).	Contribute to promoting, inducing, and supporting economic and social development in the North Region, constituting the main financial instrument of the National Regional Development Policy (PNDR) for reducing regional disparities.	471	86,028,138.37
BNDES Renovagro – Financing Program for Sustainable Agricultural Production Systems	Rural producers (individuals, legal entities, and producer cooperatives).	Support financing for investments that contribute to reducing the environmental impacts caused by agricultural activities.	100	158,101,902.00
BNDES PRONAF BIOECONOMY	Family farmers, rural producers, and individuals who present a valid Declaration of Aptitude to PRONAF (DAP).	Support investment in the use of renewable energy technologies, environmental technologies, water storage, small hydroelectric power plants, forestry, and the adoption of conservation practices and soil acidity and fertility correction measures aimed at restoring and improving productive capacity.	1,109	97,439,155.00
Sicoob Microcredit	Individuals and companies, except in rural areas, in the industry, commerce, and services sectors with an annual turnover of up to R\$360,000.00 (three hundred and sixty thousand reais).	Promote formal or informal economic activities managed by legal entities or individuals to reduce social inequality through entrepreneurship, as they help entrepreneurs grow and generate income for their families.	1,397	14,959,967.90
National Program for Strengthening Family Farming (Pronaf)	Farmers and rural producers who are part of family-based rural production units, family farming enterprises, or family farming cooperatives, provided they can prove their eligibility through a valid and active DAP (Declaration of Aptitude to the National Program for Strengthening Family Agriculture) or a valid CAF–Pronaf (National Registry of Family Farming – Pronaf Profile).	Promote sustainable rural development through actions aimed at increasing productive capacity, generating jobs, and raising incomes to improve the quality of life and exercise citizenship of family farmers. The program supports agricultural and non-agricultural activities through lines of service for investment, marketing, and industrialization purposes.	59,929	4,644,650,323.84
BNDES Climate Fund	Legal entities governed by public law, except the Federal Government; legal entities governed by private law with headquarters and administration in the country; individual entrepreneurs; and individuals resident and domiciled in the country for investment in the agricultural, forestry, fishing, and aquaculture sectors, including directly related services.	Support the implementation of projects, the acquisition of machinery and equipment, and technological development related to reducing greenhouse gas emissions and adapting to climate change and its effects.	1	3,629,000.00
BNDES Emergencial Automatic	Private legal entities with head offices or branches located in municipalities in Rio Grande do Sul state; individuals resident and domiciled in municipalities in Rio Grande do Sul who carry out economic activity in the agricultural, forestry, fishing and aquaculture sectors, including directly related services; individual entrepreneurs resident and domiciled in municipalities in Rio Grande do Sul state; self-employed cargo transporters and individuals associated with a road cargo transportation cooperative, both resident and domiciled in municipalities in Rio Grande do Sul state.	Support actions to mitigate and adapt to climate change and its effects and to address the social and economic consequences of public disasters, as recognized under the terms of Article 65 of Brazilian Complementary Law No. 101 of May 4,2000.	51	33,662,524.00
RenovAgro with Equalizable RPL	Rural producers and their cooperatives, including for the transfer to members.	Contribute to reducing the environmental impacts caused by farming activities: reducing greenhouse gas emissions from agricultural activities and deforestation; increasing agricultural production on a sustainable basis; bringing rural properties into compliance with environmental legislation; expanding the area of cultivated forests; and encouraging the recovery of degraded areas.	6	5,335,699.55
TOTAL			109,491	10,571,540,219.49



In addition to the lines mentioned above, Sicoob's cooperatives develop their products with a focus on social impact, aligned with the needs and specificities of the communities where they operate. This autonomous and territorialized approach expresses a commitment to financial solutions that generate social value in local contexts.

In 2024, 95.1% of the individual cooperatives stated that they focused their efforts on offering solutions tailored to the economic profile of the regions they served. (ESG Sicoob 2024 Census)

Social Action Structure Within Communities

GRI 413-1 | GRI 203-1

Sicoob adopts a territorialized approach to its social activities, with the active participation of individual cooperatives in their relationships with communities. The autonomy of the cooperatives allows for the definition of local priorities and the customization of social action strategies according to the socioeconomic contexts of each territory. In addition, Sicoob Institute coordinates structured systemic actions, strengthening the brand's presence and ensuring consistency with the strategic guidelines of national scope.

Despite this capillarity and recognition of local relevance, Sicoob does not yet have a consolidated systemic methodology for community engagement. Currently, each cooperative establishes its forms of relationship with regional actors and defines, based on its governance, the social investments to be made. To strengthen this effort, the Sustainability Plan provides for the creation of permanent community forums in the locations served, which are accompanied by effective management and engagement methods. The initiative aims to improve dialogue, promote alignment among the System's units, and expand the impact of actions carried out with communities.

Data from the ESG Sicoob 2024 Census reveals that this process is already underway:

- 41.2% of individual cooperatives have an action plan focused on the development of the communities where they operate.
- 51.5% of cooperatives have structured planning to strengthen dialogue and support priority causes for the territories where they operate.

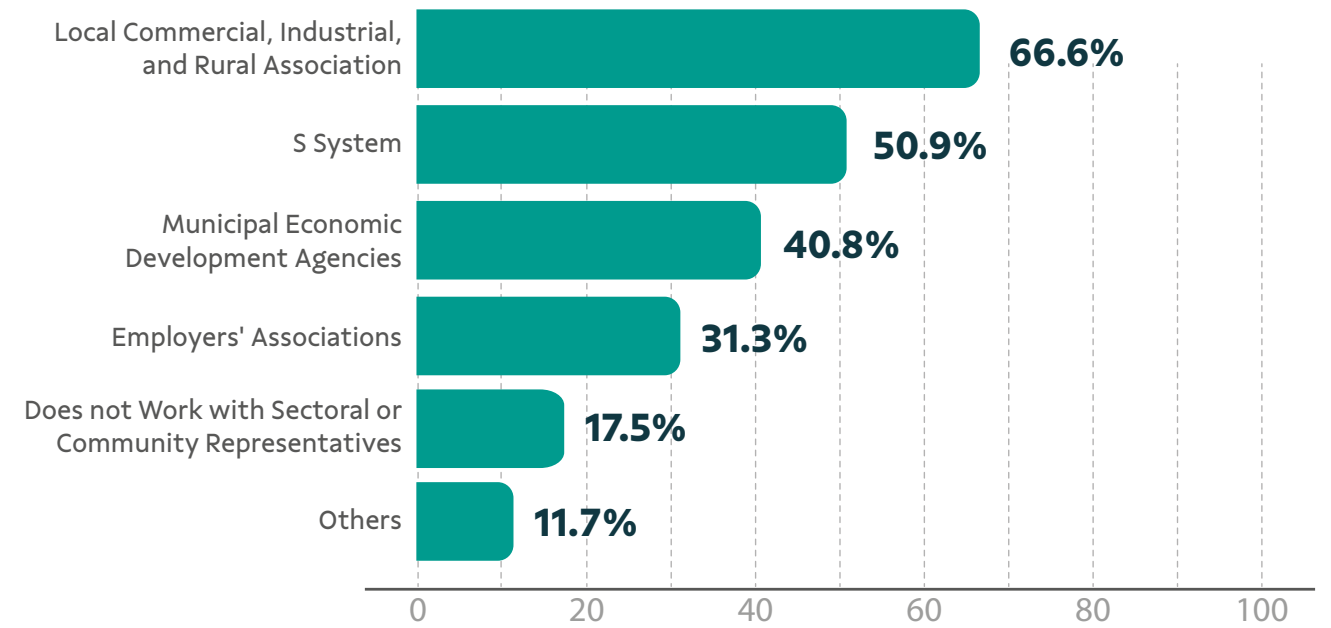
This set of information reinforces that, even in a decentralized management scenario, the relationship with communities is already treated with intentionality and structured by a significant portion of cooperatives, constituting a solid foundation for improving the systemic model of engagement under construction.

Sicoob's community activities are strongly linked to the territorial presence of individual cooperatives, which develop their forms of interaction with local actors. This approach, based on active listening and inter-institutional cooperation, allows for the identification of social, economic, and cultural priorities in the regions served, reinforcing the commitment to local sustainable development.

According to the ESG Sicoob 2024 Census, most cooperatives establish relationships with sectoral and community representatives, with an emphasis on local commercial, industrial, and rural associations and entities known as "S System" — a network of publicly funded institutions focused on professional training and social services in Brazil (such as Senai, Sesc, and Sesi). To a lesser extent, cooperatives also interact with municipal economic development agencies and employer entities. These connections strengthen ties with the territories and increase the potential for positive impact generated by the initiatives undertaken.

The forms of interaction with local actors are also diverse. Cooperatives are mainly involved with local commercial, industrial, and rural associations (66.6%), entities of the S System (50.9%), and municipal economic development agencies (40.8%), reinforcing the role of cooperatives as active members of local ecosystems.

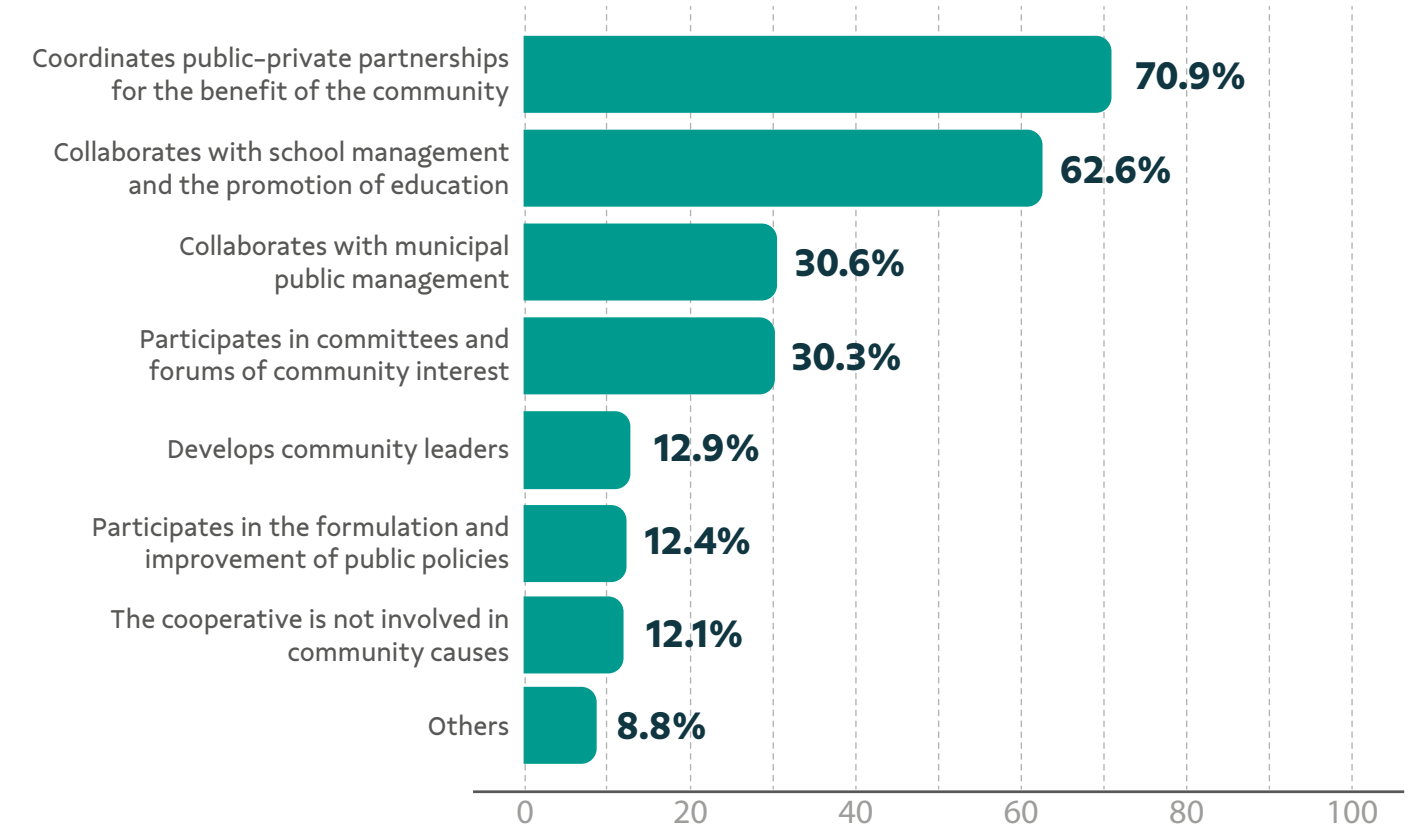
Representation of Individual Cooperatives Involved in Sectoral and Community Representation by Actor:



ESG Sicoob 2024 Census

The forms of interaction are varied, reflecting the autonomy of cooperatives to conduct practices that best respond to local needs. The main strategies include participation in community interest committees and forums, support for public policy formulation, collaboration with school and municipal management, and encouragement of community leadership training. Such practices expand the institutional capacity of cooperatives to

Representation of cooperatives working with local actors by form of interaction:



ESG Sicoob 2024 Census



This territorial coordination strengthens Sicoob’s relevance as a catalyst for regional development, promoting connections between cooperatives, communities, and local institutions around topics of collective interest. By structuring these relationships, cooperatives increase their capacity to generate shared value and deepen the positive impact of their actions in the context in which they operate.

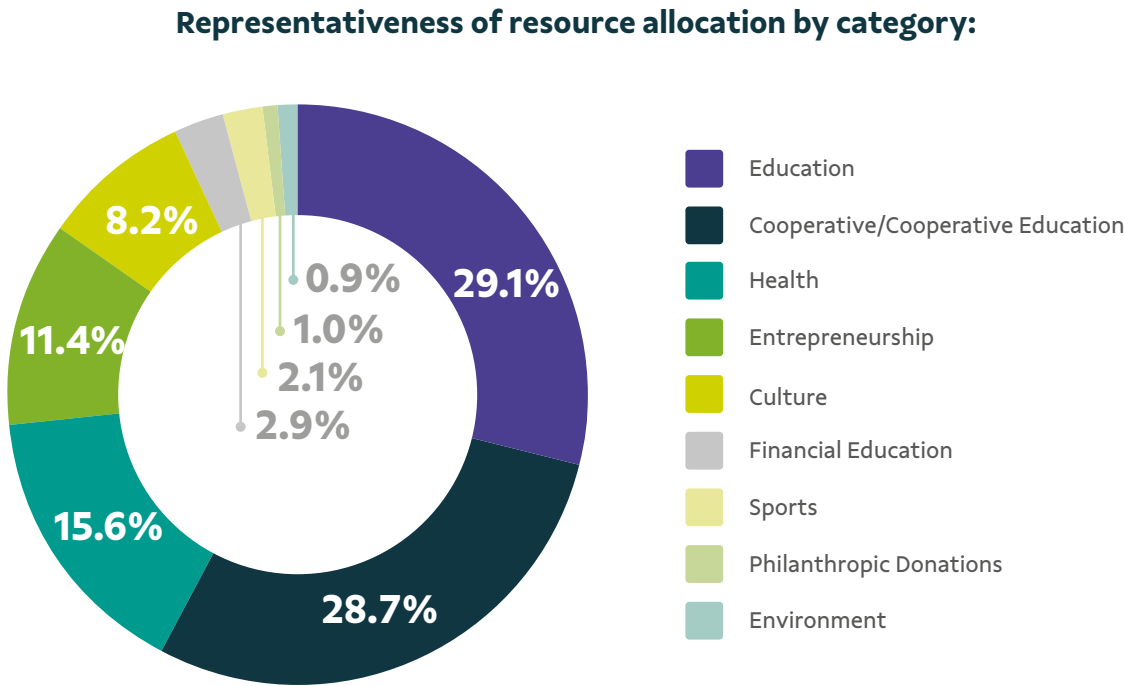
Systemic Social Initiatives and Incentivized Projects

Sicoob’s systemic strategy for social investment is based on structured actions that contribute to the sustainable development of communities, reinforcing the System’s commitment to strengthening the territories where it operates. In 2024, social investment totaled R\$ 556.9 million, distributed among different groups of resource origins, with emphasis on FATES, which represented 81.2% of the total.

The consolidation of a unified accounting structure for recording social investment was a significant innovation in 2023, enabling transparency, governance, and comparability of data among entities in the System. With this standardization, Sicoob strengthens the management of social impacts and provides visibility to the scope of its initiatives.

SICOOB SOCIAL INVESTMENT 2024		
Distribution by Groups	Values (R\$1.00)	Representativeness
Emergency Campaigns	15,446,932	2.8%
Donations	14,901,300	2.7%
Voluntary Fund	22,638,828	4.1%
Sicoob Institute	15,109,853	2.7%
Incentive Laws	19,947,868	3.6%
FATES Reserve	452,671,492	81.2%
Social Responsibility	16,186,367	2.9%
Total Social Investment	556,902,640	100.0%

The allocation of resources by category demonstrates the alignment between systemic actions and community priorities, especially in areas essential for social transformation. The main categories of allocation were Education (29.1%), Cooperative Education (28.7%), and Health (15.6%), in addition to significant amounts for entrepreneurship, culture, and financial education initiatives. This composition reveals Sicoob’s role as an agent for strengthening citizenship and social inclusion.



The actions are conducted in coordination between the CCS, through the Sicoob Institute, and the central and individual cooperatives, and are supported by a governance structure dedicated to the topic at all three levels. The following are the main programs and institutional mechanisms adopted in 2024.

Community Projects Encouraged

The Sicoob Incentive Program for Sustainable Development allocates resources to projects presented by co-operatives or institutional funds, provided they comply with current legislation on tax incentives. The initiatives covered are in line with the following Brazilian regulations: Sports Incentive Law (Law No. 11,438/2006), Fund for Children and Adolescents — FIA (Law No. 8,069/1990), Fund for the Elderly (Law No. 10,741/2003) and Federal Law for the Promotion of Culture (Law No. 8,313/1991, art. 18).

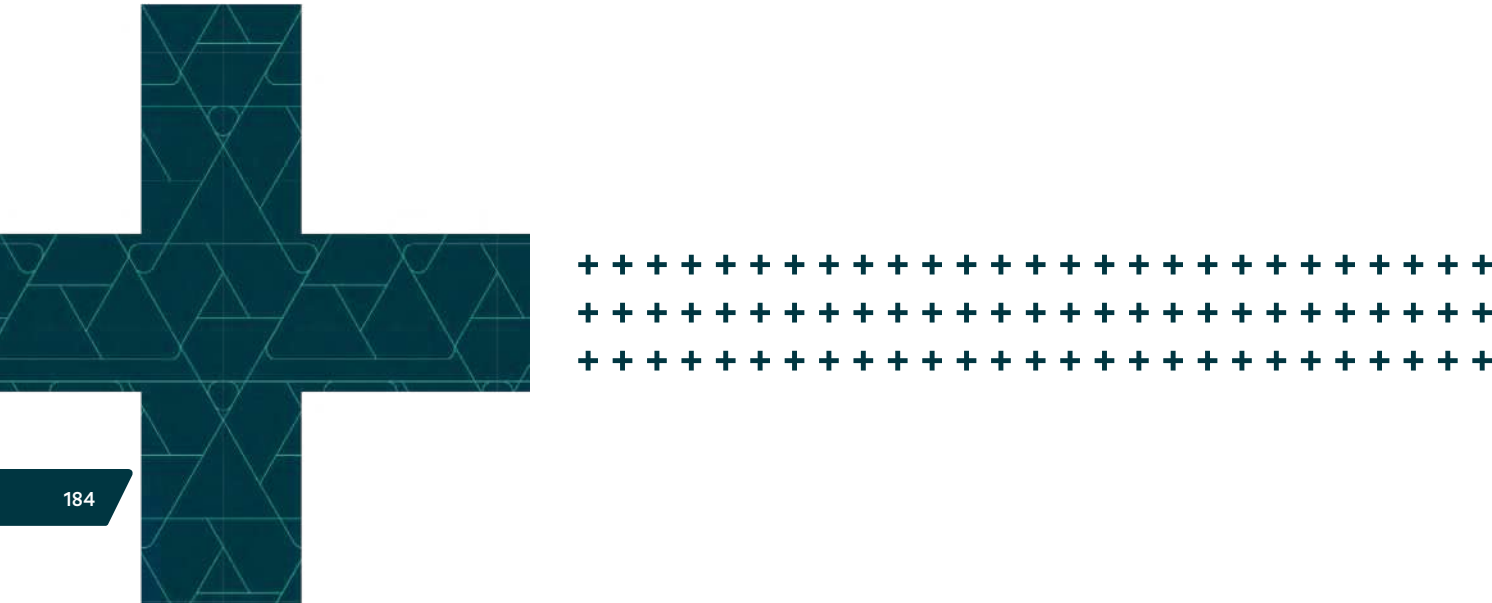
The funds invested originate from institutions within the Sicoob System, including Sicoob Cooperative Bank S.A., Sicoob Life and Pension Insurance Company S.A., Sicoob Payment Solutions Ltda., Sicoob Consortium Administrator Ltda., and Sicoob Securities and Bonds Brokerage Ltd.. Sicoob Institute conducts technical management, compliance analysis, and sponsorship operations.

With this initiative, the System reinforces its role as an agent for promoting sustainable development by supporting projects of public interest. In 2024, 133 initiatives were sponsored in the areas of culture, sports, childhood and adolescence, health (with a focus on people with disabilities and oncology), and the rights of the elderly people, totaling an investment of R\$19,601,806.27.

INCENTIVE LAWS

133 projects sponsored

R\$ 19.6 million invested





In 2024, *Selo Sicoob Instituto* (Sicoob Insitute Seal) program was revamped and is now called the Citizenship and Sustainability Seal. The goal of this new initiative is to recognize and value projects by Sicoob cooperatives that promote positive impacts on the sustainable development of communities, with an emphasis on environmental, social, and governance (ESG) dimensions.

The program is open to all Sicoob cooperatives that have signed a membership agreement with the Sicoob Institute, allowing them access to the Sins Platform to register projects. In addition to recognizing good practices, the goal is to train Sicoob employees who lead these initiatives, to develop their skills and prepare them to act as agents of change and promoters of sustainable development in their communities.

KEY RESULTS 2024



15 projects approved



7 cooperatives with approved projects



The *Coopera* Program was created to bring users of the Sicoob Coopera marketplace closer to the social causes promoted by partner Civil Society Organizations (CSOs). The initiative allows users to make donations through different payment methods — Coopera points, credit card, Pix, or a combination thereof — promoting social engagement in a practical and accessible way.

The platform brings together CSOs from all regions of Brazil working on various causes, such as assistance to children, adolescents, young people, families, the elderly people, people with disabilities, and people with cancer. It also supports cultural initiatives for hospitalized children, sports for various age groups, and initiatives promoting health. By facilitating this link between the digital community and social organizations, Coopera strengthens the culture of solidarity and expands the reach of social impact actions promoted by Sicoob's network.

KEY RESULTS 2024



23 CSOs registered on the Coopera platform and eligible to receive donations



R\$ 5,234.50 in donated funds



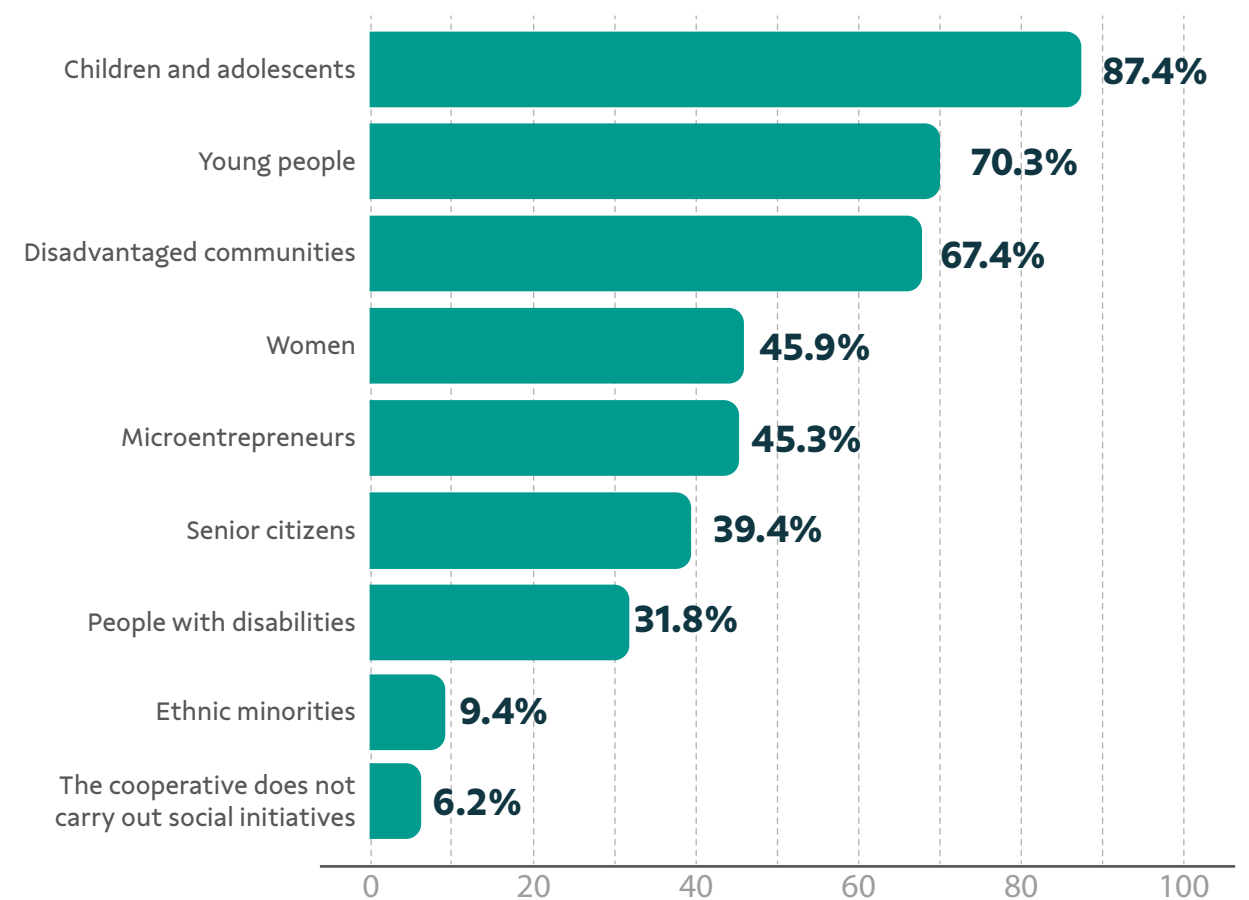
SOCIAL INITIATIVES OF SICOOB COOPERATIVES

In addition to its systematic initiatives, Sicoob stands out for strengthening ties with communities through the direct actions of its individual cooperatives in the territories where they operate. Each cooperative has the autonomy to define actions and direct social investments according to local realities, always supported by the principles of cooperativism and in line with its commitment to regional development.

According to the ESG Sicoob 2024 Census, 49.1% of cooperatives stated that they distribute social investments proportionally across all municipalities in their area of operation, while 43.5% prioritize the municipalities where they are based. Only 7.4% did not make any social investments during the period.

Community demands also guide investment priorities. In 2024, the primary beneficiaries were children and adolescents (87.4%), young people (70.3%), disadvantaged communities (67.4%), women (45.9%), and microentrepreneurs (45.3%), demonstrating alignment with broad social agendas such as inclusion, equity, and local economic development.

Representation of Individual Cooperatives that Prioritized Investment by the Beneficiary Group:

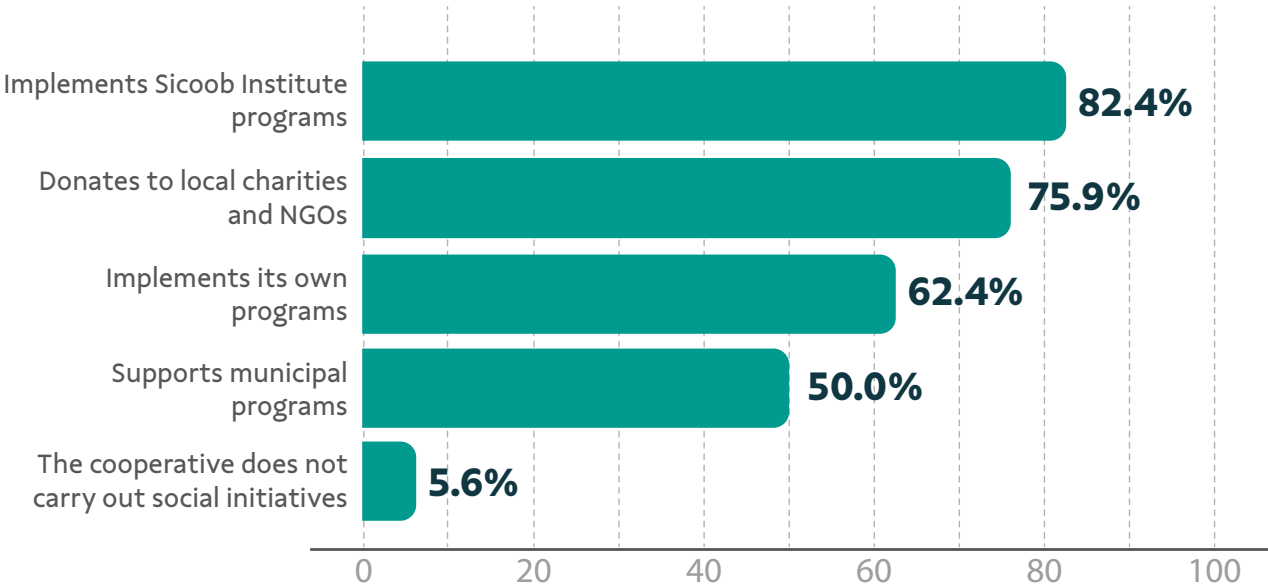


ESG Sicoob 2024 Census



The assessment of the impacts generated by social and economic initiatives is carried out through continuous monitoring of data from the ESG Sicoob 2024 Census, analyses of the scope and profile of beneficiaries, as well as processes of listening and interaction with territorial actors by Sicoob cooperatives. This process guides the continuous improvement of practices and the prioritization of actions with greater transformative potential.

Social Initiatives Predominantly Carried out by Sicoob Cooperatives:



ESG Sicoob 2024 Census





6

CLIMATE CHANGE

OUR COMMITMENT: Supporting and encouraging members in the transition to a more sustainable and circular economy.

PRIORITY FOR: Communities | Executive Board | Sector Agencies | Government Agencies | Partners



RELEVANCE OF THE TOPIC

GRI 3-3

Climate change has been associated with changes in weather patterns, which in turn impact agricultural productivity, water availability, urban and rural infrastructure, while also increasing the vulnerability of communities and businesses to extreme events such as droughts, floods, and storms. These impacts are particularly relevant for credit cooperativism, whose territorial reach and focus on local activities increase their exposure to adverse weather events, as their members are immersed in diverse climate and economic realities across different regions of the country.

Among the negative impacts associated with this topic, the physical risks arising from severe weather events stand out, which can compromise members' ability to pay, increase defaults, and affect the financial stability of cooperatives. There are also transition risks, which are related to regulatory requirements, changing technological standards, and market transformations toward a low-carbon economy, requiring adaptations of business models and financial instruments.

On the other hand, positive opportunities involve directly supporting cooperative members in adopting more sustainable production practices, reducing emissions, and accessing credit lines focused on climate sustainability. Sicoob can thus actively contribute to the resilience of its members and build communities better prepared for climate challenges.

This topic was considered a priority by strategic stakeholders, such as local communities, the Executive Board, sectorial agencies, government agencies, and institutional partners, who recognize the financial sector's responsibility in mobilizing capital for activities aligned with the climate transition and the circular economy. Based on its commitment to "support and encourage cooperative members in the transition to a more sustainable and circular economy," Sicoob integrates the topic of climate change into its systemic operations, considering the economic, social, and environmental impacts across the country.

Impacts on the Sustainable Development Goals (SDGs)

In fulfilling its commitment to supporting and encouraging cooperative members in the transition to a more sustainable and circular economy, Sicoob believes that impacts related to climate change are primarily linked to SDGs 9 and 16. SDG 9 guides the promotion of resilient infrastructure, inclusive industrialization, and innovation. By fostering practices and technologies that reduce the environmental impact of economic activities – such as investments in renewable energy and energy efficiency – Sicoob contributes to strengthening the financial and ecological resilience of cooperative members and communities.

SDG 16, in turn, is related to the promotion of peaceful, fair, and inclusive societies with effective and accountable institutions. Incorporating the climate agenda into Sicoob's operations reinforces transparent governance practices, primarily through training cooperative members, directors, and leaders on the risks and responsibilities associated with climate change. This increases collective awareness and systemic response capacity to this global challenge.

Impacts on Human Rights

Sicoob recognizes that climate change directly impacts the exercise of fundamental rights guaranteed by the Universal Declaration of Human Rights, such as the right to life, health, security, and a healthy environment. By encouraging the adoption of sustainable practices and promoting climate risk management in the local context, Sicoob contributes to the protection of these rights and the mitigation of adverse effects on vulnerable populations, in line with the principles of equity, dignity, and social justice.

HOW WE DEAL WITH THE TOPIC AT SICOOB

Sicoob's work on climate change is directly linked to its commitment to supporting and encouraging its members in the transition to a more sustainable and circular economy. The focus of these actions is on creating conditions that enable members and local communities to adapt to new climate challenges and capitalize on the opportunities associated with environmental, economic, and social sustainability.

The Institutional Policy on Social, Environmental, and Climate Responsibility (PRSAC) defines the principles and guidelines that guide this systemic approach, ensuring that climate aspects are integrated into business decisions and relationships with stakeholders. The policy also establishes the foundations for identifying, assessing, and mitigating social, environmental, and climate risks, aligning with the regulatory requirements of the Central Bank of Brazil.

Among the instruments used by Sicoob to promote the transition of cooperative members to more sustainable practices, the socio-environmental analysis tools used in credit granting stand out. These tools integrate self-declarations and consultations with public databases, including Ibama, ICMBio, SEMAs, Funai, INCRA, and MCTI. These data support the assessment of transaction eligibility and help mitigate risks, guiding the development of financial solutions that are more aligned with the climate challenges faced in the regions.

Sicoob has also developed indicators of necessity for social, environmental, and climate risks that individual cooperatives can use as a reference for defining exposure limits and guiding credit granting based on sustainability criteria.

As part of its strategy to support the climate transition, Sicoob conducts technical training and disseminates best practices for leaders, cooperative members, and cooperative teams. These actions aim to raise awareness of climate risks and opportunities, strengthen governance, and support the development of projects and initiatives aligned with the low-carbon economy and productive circularity.

Social, environmental, and climate risk assessment and monitoring are conducted systematically, with data consolidated in the annual Social, Environmental and Climate Risks and Opportunities Report (GR-

SAC). The document presents exposures by sector, eligibility analyses, and the criteria adopted for sensitive and exclusionary sectors, in addition to highlighting Sicoob's commitment to transparency and continuous improvement in managing these issues.

In addition to risk management, Sicoob also applies these criteria to its supplier and service provider contracting processes through self-report questionnaires and monitoring of public sources, ensuring partners' alignment with the System's socio-environmental and climate guidelines.

All documents guiding this approach – including the PRSAC, sector sensitivity criteria, related credit lines, and public commitments – are available on Sicoob's official channels. The Ombudsman's Office remains an accessible channel for stakeholders to submit comments on this topic.

Financial Solutions for Climate Transition

As part of its commitment to supporting and encouraging its members in transitioning to a more sustainable and circular economy, Sicoob promotes the development and provision of financial solutions that support sustainable production practices, focusing on reducing emissions, efficient resource management, and enhancing the environmental resilience of local communities.

Systemic Strategy for Expanding Sustainable Solutions

To strengthen its commitment to supporting members in transitioning to a more sustainable and circular economy, Sicoob has developed a systemic strategy led by the Sicoob Cooperative Center, within the scope of the Sustainability Plan, coordinated by the Citizenship and Sustainability department. This strategy integrates Sicoob's individual and central cooperatives around common goals focused on expanding access to sustainable financial solutions and encouraging actions aligned with sustainabili-



Click here to access full details on the eligibility, assessment, management, and monitoring procedures for these hazards in the **Risks** chapter of this report.

ty principles throughout the value chain. The established commitments guide operations along four main lines:

- **Classification and tracking of sustainable activities in the credit portfolio:** aims to improve the allocation of resources to businesses aligned with the climate agenda;
- **Structuring operations and credit lines with a focus on sustainability:** includes mechanisms to consolidate financial solutions tailored to the realities of the regions;
- **Promotion of sustainable agribusiness:** includes incentives for low-carbon agriculture and market instruments that value regenerative practices;
- **Promoting the circular economy and sustainable entrepreneurship:** this is achieved through supporting MSMEs with solutions focused on sustainability in their territories.

As part of this progress, in 2024, Sicoob released its Sustainable Finance Framework, reaffirming its commitment to responsible financial practices aligned with ESG principles. The document establishes clear guidelines for raising and investing resources to finance projects that have a positive impact on the economy, the environment, and society. By publishing the framework, Sicoob reinforces transparency and expands its potential to attract investors committed to sustainability, contributing to the development of a more inclusive and resilient economy.

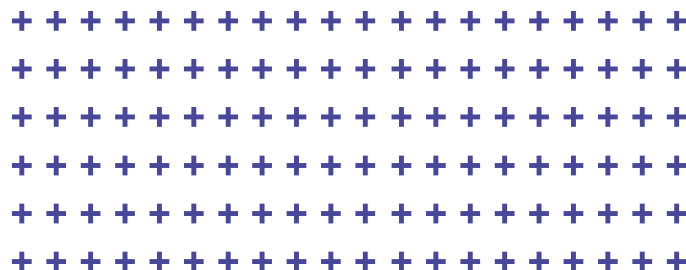
These commitments are aligned with institutional goals and indicators that guide the qualified expansion of the sustainable portfolio and the mobilization of resources over the coming years. Furthermore, the strategy includes mapping opportunities, engaging cooperatives in adopting climate criteria, and creating conditions for cooperative credit to play a structuring role in the transition to a low-carbon economy.

Credit Lines for Sustainable Agriculture

Systemically, Sicoob provides credit lines that support sustainable agriculture practices through federal programs and structured products to

meet the needs of the territories. Cooperatives offer credit for projects that include techniques such as direct planting, integrated crop-livestock-forestry (ILPF), and other forms of sustainable soil management, as well as initiatives for preservation of springs, reforestation, and recovery of degraded areas. These solutions are developed in response to needs identified locally through dialogue among cooperatives, members, and other stakeholders. The main credit lines include:

- **Pronaf Eco:** targeting small and family farmers, Pronaf Eco (National Program for Strengthening Family Farming) supports sustainable projects focused on environmental restoration and conservation to enhance the productive capacity of properties. Among the purposes eligible are renewable energy projects, sustainable agriculture and livestock farming, eco-efficient equipment, and recycling and waste management;
- **ABC Plan (Low Carbon Agriculture):** a financing alternative focused on the adoption of sustainable agricultural practices, with an emphasis on reducing greenhouse gas emissions and deforestation, environmentally friendly properties, and recovering degraded areas. This line contributes to increased productivity based on technical and environmental criteria;
- **Inovagro:** offers credit for investments in technological innovation in rural areas. Among its objectives, it highlights the implementation of alternative energy generation and distribution systems as an alternative to the conventional model, such as solar, wind, and biomass, with a focus on achieving energy self-sufficiency on properties.



Consortium for Sustainable Solutions

Sicoob offers consortium as an alternative way for cooperative members (individuals, legal entities, rural producers, and, in some cases, non-cooperative members) to access sustainable goods. This option allows the purchase of items such as solar kits (photovoltaic panels, inverters, and mounting structures), electric bicycles, wind turbines, water and wastewater treatment equipment, solar heaters, and LED lighting systems.

In agriculture, consortium also facilitate the purchase of drones for precision agriculture, water collection and reuse equipment, and other technologies that support environmentally responsible practices.

Sustainable credit lines structured and offered by individual cooperatives

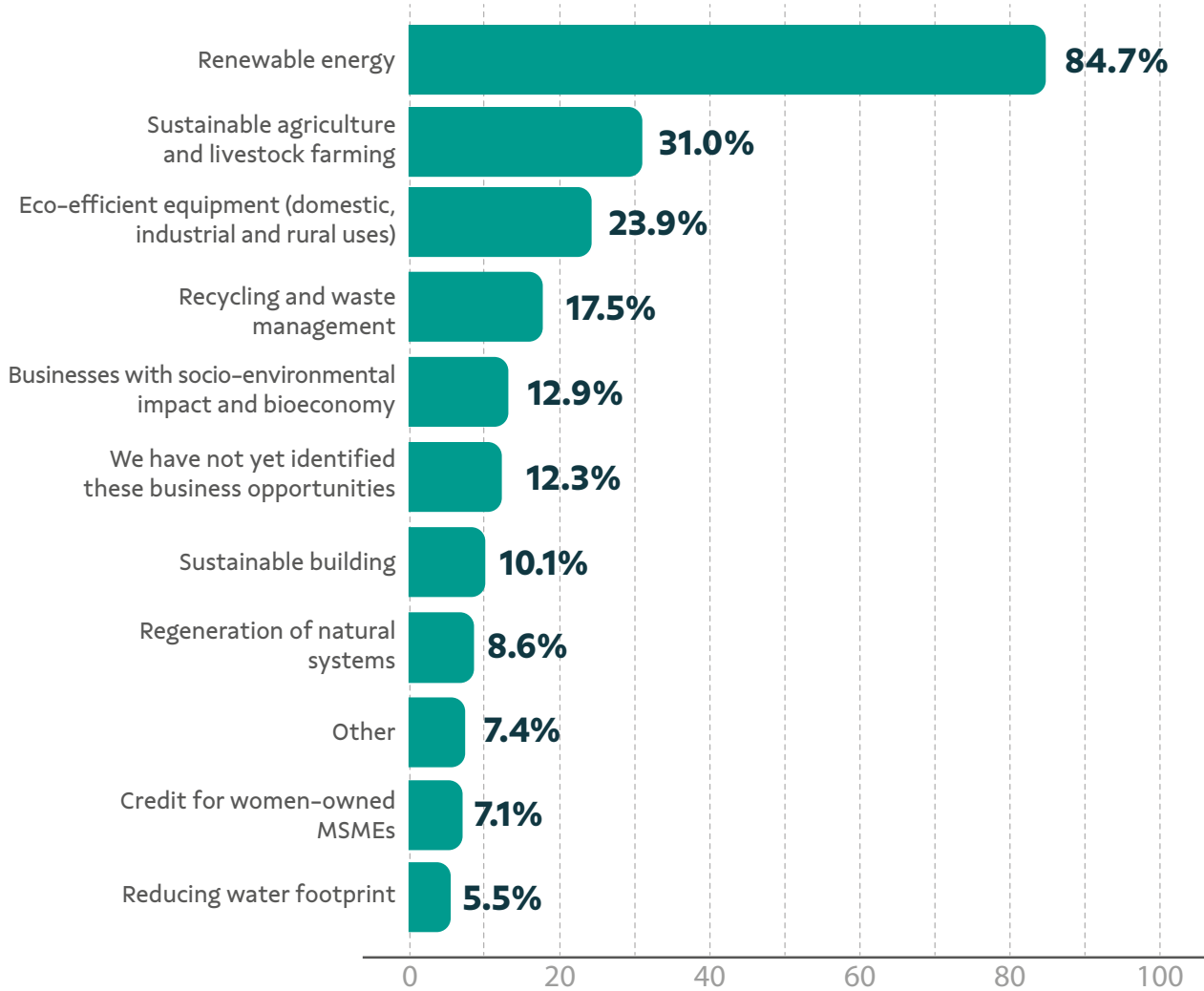
Sustainable credit lines are structured and offered directly by individual cooperatives based on the economic potential of each region. Among the most common purposes are clean energy, energy efficiency, and sustainable agriculture and livestock projects – the latter of which is particularly relevant within Sicoob’s credit portfolio, given its presence in the economic activities of the regions where it operates.

These solutions directly fulfill Sicoob’s commitment to empowering its members to build more resilient economic activities aligned with sustainability principles. By enabling access to credit for sustainable production practices, Sicoob contributes to the transformation of local supply chains and the generation of environmental and social value in the regions where it operates.

According to the ESG Sicoob 2024 Census, the main areas financed include projects focused on renewable energy, sustainable agriculture and livestock, eco-efficient equipment, and other initiatives with the potential to have a positive impact on the climate transition, evidencing an increasingly focused agenda on resource efficiency and the decarbonization of production activities.



Representation of Individual Cooperatives that Encouraged Sustainable Practices by Purpose:



ESG Sicoob 2024 Census

Sustainable Solutions Credit Portfolio

The Sicoob ESG Sicoob 2024 Census also analyzed the representation of sustainable solutions in the credit portfolios of individual credit cooperatives. The results indicate that, although the topic is present in most institutions, there is still space for improvement in the volume of credit allocated to this type of solution.

Most credit cooperatives (53.7%) reported having a sustainable solutions credit portfolio representing up to 10% of the total credit portfolio. Another 10.4% already have a share exceeding this percentage, distributed across different concentration ranges. Even so, 20.9% of credit cooperatives reported that they do not measure the portfolio’s representation using this approach, which highlights the need for advancements in mechanisms for measuring and categorizing sustainable operations, a fundamental element for management, governance, and reporting. In turn, 15% of cooperatives stated that they do not yet operate a credit portfolio focused on sustainable solutions, which may be related to the initial stages of incorporating this topic or the lack of structured demand in certain territories.



These data reinforce Sicoob's role in promoting engagement and developing technical capabilities, enabling cooperatives to expand their sustainable portfolios in a qualified manner, aligned with the principles of responsible risk management and capturing opportunities in territorial development and climate transition.

Compared to the ESG Sicoob 2023 Census data, significant progress is observed in the ability of Sicoob's individual cooperatives to measure their sustainable solutions credit portfolios. The percentage of cooperatives that had not yet measured this type of data decreased from 28.6% in 2023 to 20.9% in 2024, indicating progress in consolidating internal monitoring and classification mechanisms. This movement reflects efforts under the systemic Sustainability Plan aimed at strengthening governance and traceability of operations linked to the climate agenda.


Sustainable Practices in Our Operations

As part of its commitment to mitigating environmental impacts and promoting operational efficiency, Sicoob has systematically strengthened the digitalization of processes, particularly to reduce paper use in its internal activities. This change has directly contributed to the System's sustainability and improved the experience for its members.

The advancement of digital transactions and the use of electronic channels have generated positive impacts on several fronts, particularly in reducing the consumption of materials such as paper, envelopes, toner, and mailers. This transformation, in addition to its environmental benefits, also yields significant economic gains and has a positive impact on the efficiency of services and relationships with members.

To foster this digital culture, Sicoob maintains internal campaigns and initiatives aimed at raising awareness among employees and members, such as encouraging the adoption of digital invoices. These initiatives are part of a comprehensive approach focused on sustainability, innovation, and corporate responsibility.

BETWEEN 2020 AND 2024, SIGNIFICANT PROGRESS WAS MADE IN DIGITIZING DOCUMENTS AND PROCESSES:




2.6 billion documents registered on the Electronic Document Management Platform (GED)

23.4 million documents signed electronically

13.3 billion printings avoided

As a result, **133,000** tons of CO₂ were avoided, which is equivalent to:



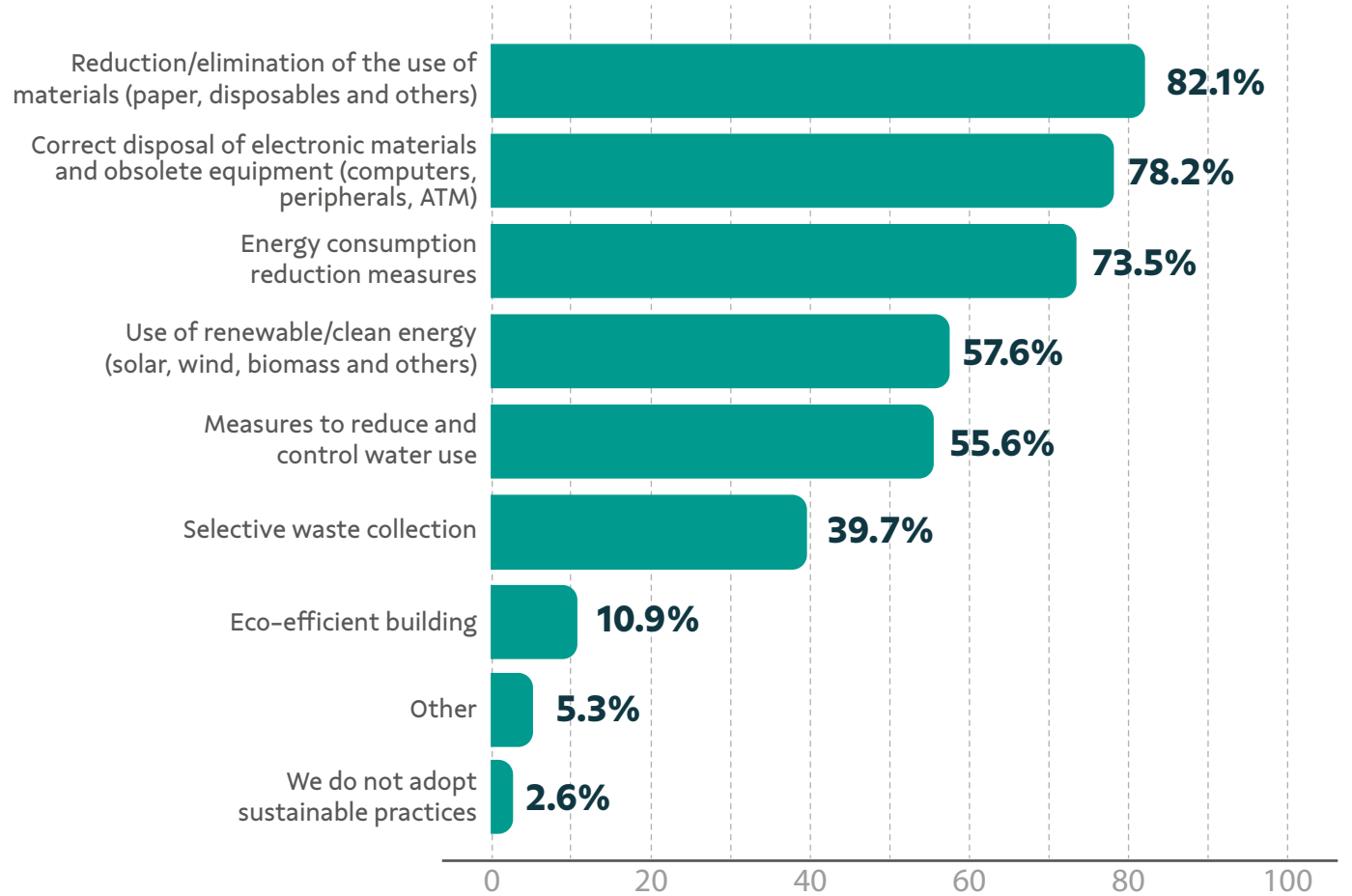
28,913 cars removed from the streets per year, or year, or

6,045,454 trees planted to absorb the same amount of CO₂

These results highlight the potential of digitalization as a strategic tool for reducing emissions, optimizing resources, and strengthening a more sustainable organizational culture. Sicoob remains committed to expanding these practices with environmental responsibility and a focus on developing a more efficient operating model aligned with the climate transition.

While supporting our members' initiatives, our central and individual cooperatives strengthen internal practices to make operations more sustainable. This involves actions such as the proper disposal of electronic materials and equipment that are no longer in use, reducing and eliminating material use, promoting energy conservation, utilizing renewable and clean energy sources, implementing selective waste collection, and constructing eco-efficient buildings.

Representation of Sicoob Cooperatives that Adopt Sustainable Practices by Action:



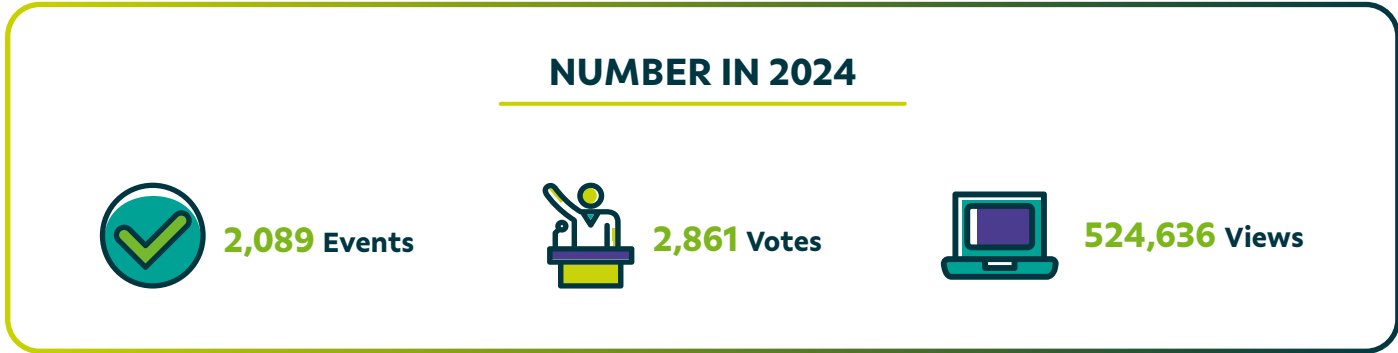
ESG Sicoob 2024 Census





Technology to Encourage Conscious Consumption

Sicoob offers an interactive platform that enables the creation of business communities among cooperative members, promoting awareness of responsible consumption. This platform operates through the Moob app. Through it, Sicoob encourages the practice of conscious consumption by facilitating the exchange of goods and products among members. On the app, users can advertise items they wish to sell and negotiate directly with potential buyers. To simplify the buying and selling process, cooperative members have access to credit options and advantageous terms for transactions, benefiting both buyers and sellers.



Electronic Equipment and ATM Collection

To ensure responsible management, Sicoob maintains an ongoing program for the proper disposal of electronic equipment in most of our cooperatives. We also partner with companies specializing in the appropriate disposal of electronic waste, ensuring that materials are collected and disposed of in an environmentally responsible manner.

Furthermore, we include specific clauses in our equipment purchase contracts, assigning suppliers the responsibility for the collection and disposal of old equipment, including ATMs. These actions have helped reduce our environmental impact and promote the circular economy, preventing ecological contamination and enabling the recovery of valuable materials for reuse.

Sicoob continually improves its electronic waste management practices and regularly reviews purchase contracts to ensure they align with industry best practices.

Sustainability Education for Cooperative Members and Employees

Sicoob promotes sustainable economic and social development with a focus on its members. The essence of cooperativism, which is based on joint efforts and the sharing of benefits, demonstrates a commitment to environmental preservation, social responsibility, and ethical governance. Through actions such as granting conscious credit, encouraging socio-environmental projects, and supporting local communities, Sicoob reaffirms its commitment to driving economic progress while conserving resources for future generations.

At Sicoob, sustainability is a practice that connects purpose and positive impact. The topic is directly related to the institutional vision: to provide the best financial experience for its members.

The following table shows the training offered through the Corporate Education System solutions for internal audiences on the topic of Sustainability. This amount of training reinforces Sicoob's understanding of the topic, enabling employees and leaders to disseminate sustainable practices to its members.

EDUCATIONAL SOLUTIONS OF THE CORPORATE EDUCATION SYSTEM FOR THE INTERNAL PUBLIC — SUSTAINABILITY THEME	Number of trainings in 2024
4 Minutes of Sustainable Education	340
The Bioeconomy and Converting Green into Value — A Case Study at Sicoob	863
Harassment-Free Environments — Promote Safety and Respect at Work	1
Invisible Barriers: Unconscious Biases	914
Bioeconomy and Environmental Governance in the Financial System	268
How to Implement the <i>Cooperativa Mirim</i> Program (Children's Cooperative Program)	618
How to Implement the <i>Financinhas</i> Program (Small Finance Program) in Schools	957
How to Generate Value in Your Company with ESG Practices?	1,011
Nonviolent Communication	9,882
Financial Cooperativism and Socioeconomic Development	1,150
FATES — Know the Law and Learn How to Allocate Resources	830
Generating Value with Sustainability	1,025
Volunteer Management	604
Equal Pay	586
Sicoob Institute	7,915
Female Leadership — The Organization's Perspective	1,809
Female Leadership — Women's Perspective	1,941
Leadership: Feminine Noun	1,884
Live Open Banking	252
Our World at Sicoob	10,568
New Sicoob Institute System — Sins	239
Financial Cooperativism and Social and Environmental Responsibility	712
Talk 3 — Connected Perspective — ESG (Environmental Social Governance)	75
Pill 3 — Connected Perspective — ESG (Environmental Social Governance)	884
Sustainability Thematic Plan	838
Cooperativism and Entrepreneurship Axis Program	1,303
Axis Financial Citizenship Programs	583
Axis Sustainable Development Programs	7,646
Voluntary Purpose	24
Sustainability Report	425
Sicoob Institute System — Sins	707
Sustainability in Practice	1,029
Transformative Volunteer	8,350
Webinar: Accounting for Social Investments	83
Total	66,316



Using the Moob app and the Education Portal, cooperative members completed 580 trainings on Sustainability in 2024.

FINANCIAL COOPERATIVES AND SOCIOECONOMIC DEVELOPMENT COURSE — EDUCATION PORTAL	Number of trainings in 2024
Cooperativism and Entrepreneurship	142
Financial Cooperativism and Socioeconomic Development	90
Total	232

FINANCIAL COOPERATIVE AND SOCIOECONOMIC DEVELOPMENT COURSE — MOOB APP	Number of trainings in 2024
4 Minutes of Sustainable Education	14
Cooperative Members and Their Cooperative	235
Financial Cooperativism and Socioeconomic Development	67
Live Open Banking	32
Total	348

Emissions Inventory and Institutional Climate Management

In 2024, Sicoob conducted its first Greenhouse Gas (GHG) Inventory, a significant step forward in consolidating environmental management. The initiative reinforces its commitment to transparency and climate responsibility by establishing a technical framework that allows structured identification, monitoring, and reduction of emissions. This step strengthens its ability to measure impacts and expands its actions to address the challenges posed by climate change. Internal practices now more concretely reflect the principles of the System’s systemic sustainability agenda.

Energy Efficiency at the CCS Data Center

In 2024, the Sicoob Cooperative Center data center received CEEDA certification – Silver Level, granted by Data Center Dynamics (DCD), in recognition of its adoption of international best practices in energy efficiency and sustainability in information technology environments. With this achievement, Sicoob became the only institution in Latin America to achieve the Silver Level of certification, reinforcing the environmental responsibility integrated into the critical infrastructure that supports systemic operations.

In 2024, regarding the adoption of evaluation mechanisms and the implementation of policies and processes for the selection and hiring of suppliers by Sicoob cooperatives, it was found that 72.1% of them applied the criterion of full compliance with labor laws, 41.8% implemented clauses related to human rights, 42.1% included environmental clauses, and 35.6% used social criteria. (Sicoob ESG Census 2024).

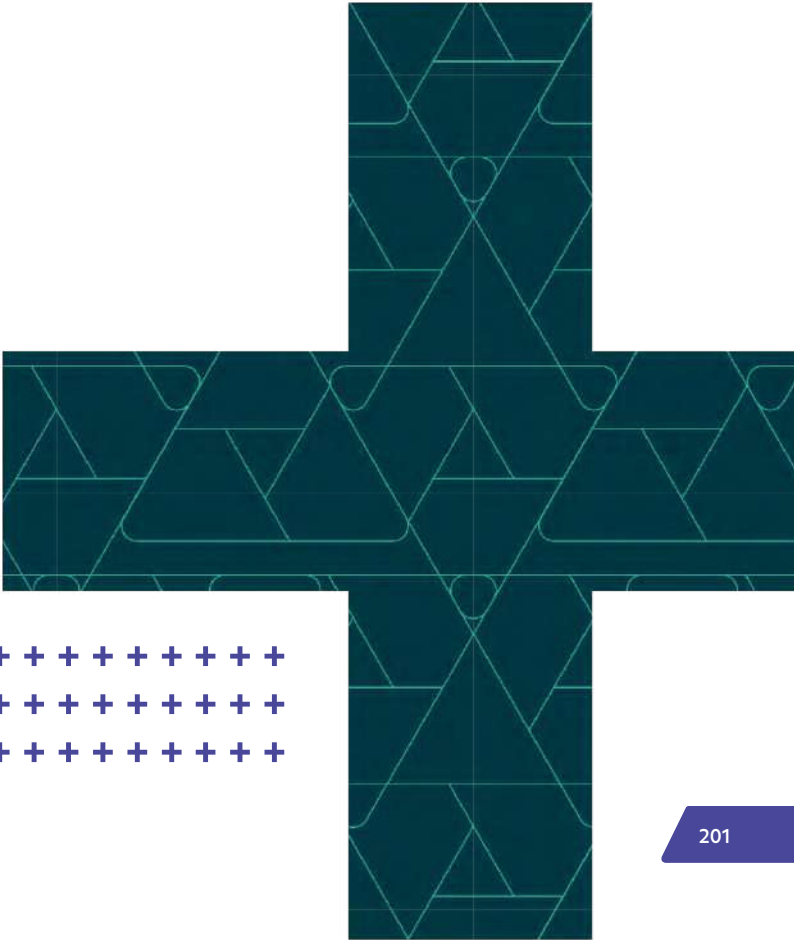
Social, Environmental, and Climate Risk Assessment for Suppliers and Service Providers

To standardize Sicoob’s regulatory framework for social, environmental, and climate risks, suppliers and service providers are evaluated and monitored to mitigate image risks in the activities carried out at the Sicoob Corporate Center, central and individual cooperatives.

The assessment is part of the hiring process and consists of a self-report questionnaire that covers reputational risk, the Code of Conduct and Ethics, certifications, processes, and Environmental, Social, and Governance (ESG) aspects to assess social, environmental, and climate-related factors.

The monitoring process is conducted by a company specializing in providing socio-environmental data obtained through consultations with competent agencies, as well as consultations with the Ministry of Labor and Employment (MTE) Blacklist.

These actions contribute to improving the quality of hiring for partners who offer products and services to the Sicoob Corporate Center, central and individual cooperatives.





Participation in Associations

GRI 2-28

Sicoob’s central and individual cooperatives, each operating within their respective areas of Brazil, participate in associations and organizations that represent various sectors of the local economy and the interests of civil society.

Furthermore, through Sicoob Bank and its subsidiaries, Sicoob participates in associations and organizations linked to its sector of operation. Among these, the following institutions stand out:

- Associação Brasileira das Empresas de Benefícios do Trabalhador (ABBT)
- Associação Brasileira das Empresas de Cartões de Crédito e Serviços (Abecs)
- Associação Brasileira das Entidades de Crédito Imobiliário e Poupança (Abecip)
- Associação Brasileira das Entidades dos Mercados Financeiro e de Capitais (Anbima)
- Associação Brasileira das Entidades Fechadas de Previdência Complementar (Abrapp)
- Associação Brasileira de Administração de Consórcios (Abac)
- Associação Brasileira de Bancos (ABBC)
- Associação Brasileira de Desenvolvimento (ABDE)
- Associação Brasileira de Recursos Humanos (ABRH)
- Associação Brasileira de Treinamento e Desenvolvimento (ABTD)
- Associação de Bancos (Asban)
- Associação Nacional das Instituições de Crédito, Financiamento e Investimento (Acrefi)
- Confederação Internacional dos Bancos Populares (CIBP)
- Conselho Nacional do Café (CNC)
- Federação Brasileira de Bancos (Febraban)
- Federação Nacional de Previdência e Vida (Fenaprevi)
- Grupo de Institutos, Fundações e Empresas (Gife)
- Instituto dos Auditores Internos do Brasil (IIA Brasil)
- Organização das Cooperativas Brasileiras (OCB)
- World Council of Credit Unions (Woccu)

Through the Sicoob Institute and Sicoob Bank, we are signatories to:

- Global Compact, a UN initiative to adopt fundamental values and internationally accepted practices in human rights, labor, the environment, and anti-corruption.

Through Sicoob Bank, we are signatories to:

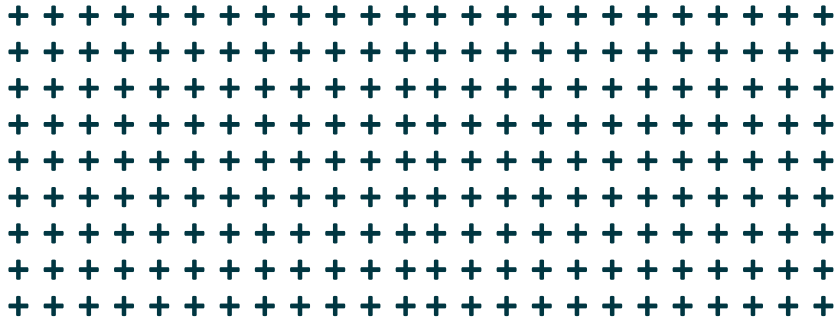
- Conselho Empresarial Brasileiro para o Desenvolvimento Sustentável (CEBDS) and the Conselho Brasileiro de Voluntariado Empresarial (CBVE).





GRI CONTENT INDEX

Click on the page number to access the contents.
Click on the magnifying glass on the page to return to the Index.



Statement of Use: Brazilian Credit Cooperative System – Sicoob has reported in accordance with GRI Standards for the period January 1 to December 31, 2024.

GRI used: GRI 1: Foundation 2021

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT (S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	GRI 2-1 Organization details	10				
	GRI 2-2 Entities included in the organization’s sustainability reporting	3				
	GRI 2-3 Reporting period, frequency and contact point	3				
	GRI 2-4 Restatements of information	3				
	GRI 2-5 External assurance	3				
	GRI 2-6 Activities, value chain and other business relationships	23				
	GRI 2-7 Employees	46				
	GRI 2-8 Workers who are not employees	46				
	GRI 2-9 Governance structure and its composition	79				
	GRI 2-10 Nomination and selection of the highest governance body	79				
	GRI 2-11 Chair of the highest governance body	85				
	GRI 2-12 Role of the highest governance body in overseeing the management of impacts	89				
	GRI 2-13 Delegation of responsibility for managing impacts	89				
	GRI 2-14 Role of the highest governance body in sustainability reporting	3				
	GRI 2-15 Conflicts of interest	104				
	GRI 2-16 Communication of critical concerns	115				



GRI STANDARD / OTHER SOURCE	DISCLOSURE		LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
				REQUIREMENT (S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	GRI 2-17	Collective knowledge of the highest governance body	92				
	GRI 2-18	Evaluation of the performance of the highest governance body	91				
	GRI 2-19	Remuneration policies	91				
	GRI 2-20	Process to determine remuneration	91				
	GRI 2-21	Annual total compensation ratio	The organization's average annual compensation during the reporting period represented 11% of the highest-paid employee's annual compensation. In 2024, all employees received a 4.64% raise. This information refers to the Sicoob Cooperative Center (CCS). We do not yet have information available for the entire system.				
	GRI 2-22	Statement on sustainable development strategy	8				
	GRI 2-23	Policy commitments	66, 99				
	GRI 2-24	Embedding policy commitments	101				
	GRI 2-25	Processes to remediate negative impacts	97				
	GRI 2-26	Mechanisms for seeking advice and raising concerns	115				
	GRI 2-27	Compliance with laws and regulations	114				There are no significant cases of non-compliance with laws and re- gulations during the reporting period.
	GRI 2-28	Membership associations	201				
	GRI 2-29	Approach to stakeholder engagement	53				
	GRI 2-30	Collective bargaining agreements	All our employees are covered by collective agreements.				
Material Topics							Approach stakeholder engagement
GRI 3: Material Topics 2021	3-1	Process to determine material topics	53				
	3-2	List of material topics	53				
Governance							
GRI 3: Material Topics 2021	3-3	Management of material topics	72				
GRI 205: Anti-corruption 2016	GRI 205-1	Operations assessed for risks related to corruption	102				
	GRI 205-2:	Communication and training in anti-corruption policies and procedures	105				
	GRI 205-3	Confirmed incidents of corruption and actions taken	102				There are no confirmed cases of corruption.
GRI Financial Services Sector Supplement 2000-2011	GRI FS9	Coverage and frequency of audits to assess the implementation of environmental and social policies and risk assessment procedures	112				



GRI STANDARD / OTHER SOURCE	DISCLOSURE		LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
				REQUIREMENT (S) OMITTED	REASON	EXPLANATION	
Security and Privacy							
GRI 3: Material topics 2021	3-3	Management of material topics	119	👉			
GRI 418: Customer Privacy 2016	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	122	👉			
Financial Citizenship							
GRI 3: Material topics 2021	3-3	Management of material topics	125	👉			
GRI Financial Services Sector Supplement 2000-2011	GRI FS6	Percentage of the portfolio for business lines by specific region, size (e.g.: micro, small, medium or large company) and by sector	39	👉			
	GRI FS13	Access points in low-populated or economically disadvantaged areas by type (Physical Service Network)	130	👉			
	GRI FS14	Initiatives to improve access to financial services for disadvantaged people	140	👉			
	GRI FS15	Policies for the fair design and sale of financial products and services	139	👉			
	GRI FS16	Initiatives to enhance financial literacy by type of beneficiary	142	👉			
Cooperativism							
GRI 3: Material topics 2021	3-3	Management of material topics	163	👉			
Communities							
GRI 3: Material topics 2021	3-3	Management of material topics	173	👉			
GRI 201: Economic Performance 2016	GRI 201-1	Direct economic value generated and distributed	178	👉			
GRI 203: Indirect Economic Impacts 2016	GRI 203-1	Infrastructure investments and services supported	182	👉			
	GRI 203-2	Significant indirect economic impacts	174	👉			
GRI Financial Services Sector Supplement 2000-2011	GRI FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	179	👉			
GRI 413: Local Communities 2016	GRI 413-1	Operations with local community engagement, impact assessments, and development programs	182	👉			
Climate change							
GRI 3: Material topics 2021	3-3	Management of material topics	191	👉			

ESG SICOOB 2024 CENSUS

ESG Sicoob 2024 Census is a study conducted by the Sicoob Cooperative Center (CCS) and the Sicoob Institute. It covers all of Siccob’s central and individual cooperatives, aiming to map local and regional social initiatives. The results presented in this report involve all 342 of our cooperatives (14 central and 328 individual). This study is conducted each time we issue our Sustainability Report and is constantly being refined.





Production

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