

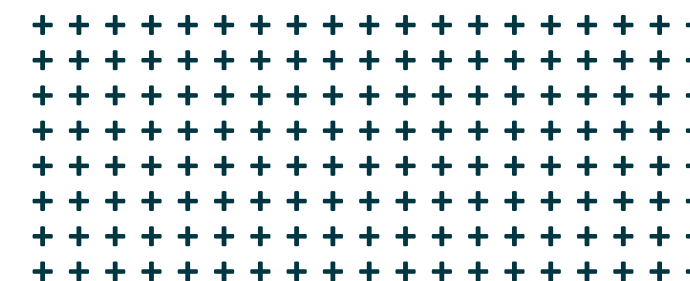
SUSTAINABILITY REPORT 2023





ABOUT THE REPORT

GRI 2-2 | 2-3 | 2-4 | 2-5 | 2-14



This Sustainability Report, published annually, addresses the main achievements and results of the Brazilian Credit Cooperative System (Sicoob) related to economic, social, environmental and governance aspects for the period from January 1 to December 31, 2023.

The entities covered by this document and included in the Combined Financial Statements of December 31, 2023, are: Sicoob's central credit cooperatives; Sicoob's singular 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 in accordance with the 2021 version of the Global Reporting Initiative (GRI) Standards and has not been externally verified. Starting in the Governance chapter, we present the evolution in the management of our six priority material topics, highlighting the efforts and collaboration with sustainable development in the context of our business.

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 Summary, 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.

In this edition, there were no significant reformulations of information in relation to previous publications, however, the reporting of information was improved to provide greater completeness to some GRI topics and internal content.

Regarding approval, the Sustainability Report went through a validation stage by the Executive Board of the Sicoob Cooperative Center. The Sicoob Sustainability Committee (COSUS) is designated by the Board of Directors of Sicoob Cooperative Center to advise on issues related to sustainability. This committee monitors the entire process of preparing the report. During this period, the executive board and director receive regular updates on the progress of the work.

To continuously improve our process, we encourage and appreciate suggestions, complaints, and comments from our stakeholders via email at sustentabilidade@sicoob.com.br or through our social networks, which are available to welcome interactions about our sustainability practices.



To see our sustainability reports issued in previous years, click here or access via QR Code



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TABLE OF CONTENTS

Click on the page number to access content.
Click on the page magnifying glass to return to the Table of Contents.

64

GOVERNANCE



08

MESSAGE FROM THE LEADERS

10

ABOUT SICOOB

106

SECURITY AND PRIVACY

112

FINANCIAL CITIZENSHIP

26

ECONOMIC / FINANCIAL PERFORMANCE

33

SERVICE NETWORK

144

COOPERATIVISM

154

COMMUNITIES

40

OUR PEOPLE

44

SICOOB COMMITMENTS TO SUSTAINABLE DEVELOPMENT

174

CLIMATE CHANGE

182

GRI CONTENT INDEX



MESSAGE FROM THE LEADERS

GRI 2-22

In 2023, we recorded important advances in our sustainability agenda. Each step taken was driven by our commitment to generate lasting positive impact and guided by global Human Rights principles and the Sustainable Development Goals (SDGs).

Regarding the management of our priority issues, we have improved our governance practices with clear and well-structured internal policies that are regularly reviewed and updated to ensure alignment with best practices. The highlight of the period was the review of our Management Succession Policy, which ensures the continuity and effectiveness of management in Sicoob cooperatives. Governance was also reinforced by centralized supervision structures and ongoing training for committed leadership that is aware of its role. At the same time, we have strengthened the democratization of the decision-making process using the Moob app as an essential tool to engage members. Since 2020, Moob has facilitated more than 1,122 events, including ordinary and extraordinary general meetings, and by the end of 2023, the vote count approached 1 million. These initiatives promote greater accessibility and democratic participation, increasing the involvement of cooperative members in strategic issues and ensuring that our governance practices are solid, transparent and that they prepare our cooperatives to face future challenges and opportunities.

In 2023, we intensified our commitment to financial citizenship through inclusion and education initiatives. We approved the Financial Citizenship Policy and established clear commitments to inclusion and financial education, incorporated into our strategic planning and the daily operations of the cooperatives. Regarding inclusion, in 2023 the base of cooperative members in classes C, D and E showed a positive difference of 163,304 members when compared to 2022, reaching a total of 3,116,971 million members of this profile at Sicoob. We are the only financial

institution present in 401 municipalities, thus providing greater support for local economic development and reinforcing our commitment to reducing inequalities. Additionally, we expanded our physical presence and now serve 1,859 municipalities with populations of up to 50,000 inhabitants, representing an increase of 61 municipalities in the year, and our financial education programs have benefited 757,000 people throughout Brazil, providing them with knowledge that positively impacts their lives and communities.

We also expanded our positive socioeconomic impact on communities. In 2023, we generated R\$ 8.4 billion in surpluses, and the savings provided to members totaled R\$ 25.7 billion, directly benefiting 5.7 million active members. The average social gain per member in the year was R\$ 5,271.00, which demonstrates the tangible impact of our business model on the economy and on improving the quality of life of communities.

During this period, we also dedicated our efforts to disseminating cooperatives and strengthening our business model throughout the country. Through the initiatives of the Sicoob Institute, we benefited more than 1.3 million people in the communities. We also provided more than 78,000 training sessions for members and the public on topics related to cooperatives through our platforms. In addition, R\$ 474.5 million was allocated to the Technical, Educational and Social Assistance Fund (FATES) to strengthen our commitment to the education and training of members and employees, as well as support for activities that promote associations and mutualism.

In advanced technologies and infrastructure, we invested R\$ 814 million to strengthen the security and privacy of our members' data in 2023. With the aim of mitigating risks and contributing to the financial protection of members, we implemented

the Systemic Risk Management and Cybersecurity Project, raising our standards of protection and compliance with global regulations, ensuring the integrity and trust in our digital services. We also invest in people and conduct 162 thousand training sessions in information security and the protection of personal data.

Still on the risk management front, we updated our Social, Environmental and Climate Responsibility Policy (PRSAC) by incorporating the Precautionary Principle and guidelines for diligent management of environmental and social risks. In addition, we held Sustainability workshops in all 14 central cooperatives, promoting strategic alignment around our Sustainability Plan and training on topics such as ESG, social, environmental, climate risks and sustainable finance. These activities trained leaders and employees of our cooperatives to implement systemic sustainable practices in a cohesive and effective manner.

Regarding climate change, during COP28, held in 2023, we joined the Brazilian Philanthropy Commitment on Climate Change, joining the #PhilanthropyForClimate movement, which seeks to coordinate global efforts on climate action. We also became a founding member of the Financial Network for the Amazon, focused on improving the quality of life and preserving the environment in the Amazon. Internally, we launched the Greenhouse Gas (GHG) Inventory Project to map the climate impacts of our activities. This project, developed in accordance

with global climate commitments, aims to identify and mitigate adverse climate-related effects arising from our operations.

In 2023, our commitment to Human Rights was reinforced through the renewal of our membership in the United Nations Global Compact. As signatories, we also reinforced our alignment with the Labor, Environment and Anti-Corruption pillars to strengthen practices that respect and promote the dignity and well-being of all.

We continue to evolve our sustainability transparency processes. As a result, our 2022 Sustainability Report was highlighted by Reporting Matters among the best practices in the Completeness, Strategy, Alignment and Sustainability Governance categories in an initiative promoted by the World Business Council for Sustainable Development (WBCSD) in collaboration with the Brazilian Business Council for Sustainable Development (CEBDS). The initiative aims to evaluate the effectiveness of sustainability reports, distinguishing those organizations that demonstrate excellence in transparency, integrity, and collaboration in their practices.

We share this recognition with all our cooperatives, members, support entities, leaders, employees, partners, and other stakeholders who directly participate in our development processes and in the preparation of the sustainability report. We thank everyone and wish you an enjoyable reading!



**Marco Aurélio Borges
de Almada Abreu**

Sicoob Cooperative Center (CCS)
CEO



**Miguel Ferreira
de Oliveira**

Sicoob Cooperative Center (CCS)
President of Executive Board



ABOUT SICOOB

GRI 2-1

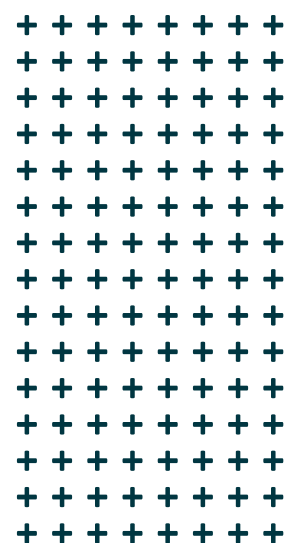
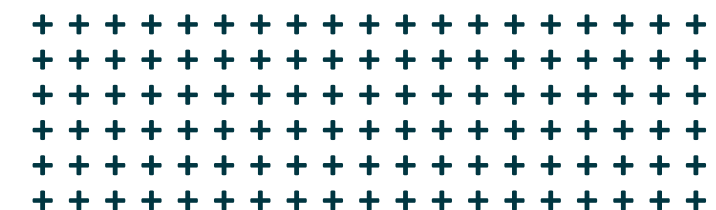
A financial institution formed by people, which promotes the prosperity of its members and the development of the communities where it operates.

Sicoob (Brazilian Credit Cooperative System) is a financial institution whose operations are based on the principles of cooperativism. Its legal system is regulated by Law No. 5,764/71, which defines a credit cooperative as a civil corporation with its own legal personality, not subject to bankruptcy, established to provide credit, collect deposits, and provide services to its members. Considered a financial institution by Complementary Law No. 196/2022, which establishes the National Cooperative Credit System, it is part of the National Financial System (SFN), therefore its operation and regulation are defined by the National Monetary Council (CMN), and supervision is conducted by the Central Bank of Brazil (BCB). Our support entities are also subject to regulation and supervision by the Securities and Exchange Commission (CVM), Investment Funds and Sicoob BSD, Superintendence of Private Insurance (SUSEP), and National Superintendence of Supplementary Pensions (PREVIC).

The System is made up of credit cooperatives, cooperative banks, and support entities that, together, offer members a variety of financial products and services. The coordination of activities in all Brazilian regions is carried out by the Sicoob Cooperative Center (CCS), headquartered in Brasília, at the address SIG Quadra 6, Lote 2080, CEP 70610-460. With a presence in all 27 federative units, in 2023 it reached 2,382 municipalities served in person, with 14 central cooperatives, 335 singular cooperatives, 4,274 branches, 7,890 of its own

electronic service points (ATMs), 947 cooperative correspondents and more than 24 thousand shared machines Banco24Horas (24-hour Bank) Network, in addition to digital channels.

In 2023, it closed the fiscal year with total assets of R\$ 298.4 billion and a net loan portfolio of R\$ 158.8 billion, figures that contributed to keeping Sicoob in the Top 3 Brazilian banks in the Forbes/Statista ranking of the Best Banks in the World. The performance achieved is the result of its proximity to communities and the constant pursuit of excellence in relationships and personalized service to members. To offer the best experience to its more than 7.7 million members, Sicoob relies on the support of 60,528 employees and directors.





ORGANIZATIONAL GUIDELINES

Our Identity



Purpose:

Connecting people to promote financial justice and prosperity.



Vision:

Be a reference in cooperatives, promoting the economic and social development of people and communities.



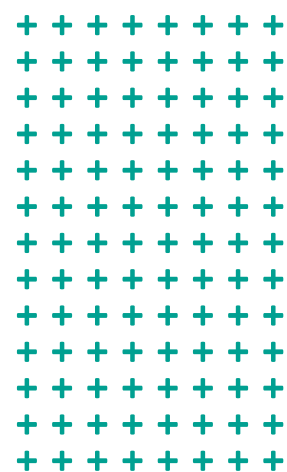
Mission:

Promote innovative and sustainable solutions and experiences through cooperation.



Values:

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



Cooperative principles

Our operations are governed by the seven principles of cooperativism. For us, each of them represents a solid foundation for strengthening cooperation and generating a lasting positive impact on the lives of members and communities through our products and services.

7 COOPERATIVE PRINCIPLES

1st – Voluntary and Open Membership

Cooperatives are open to all people who want to participate, who are aligned with the economic objective and willing to assume the responsibilities of membership without 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. Official representatives are elected by the entire group.

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 develop the cooperative itself. 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 so that their members and workers can contribute to the development of the business and, consequently, of the localities where they are present. In addition, they provide information to the public, especially young people, about the nature and advantages 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 2023



R\$ 298.4 billion
IN TOTAL ASSETS

R\$ 182.3 billion
IN DEPOSITS

R\$ 158.8 billion
IN CREDIT OPERATIONS



R\$ 46.1 billion
IN NET EQUITY

R\$ 25.7 billion
IN ECONOMIES TO COOPERATIVE MEMBERS

R\$ 8.4 billion
IN SURPLUS



R\$ 7.0 billion
IN INVESTMENT IN PEOPLE

R\$ 4.2 billion
IN PAYMENTS TO SUPPLIERS

60,528
DIRECT JOBS



3rd
BEST FINANCIAL
INSTITUTION IN BRAZIL
(FORBES)

THE ONLY
FINANCIAL INSTITUTION
PRESENT IN 401 BRAZILIAN
MUNICIPALITIES



AWARDS AND RECOGNITIONS IN 2023

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.

VALUE 1000 FINANCE – 2023 Edition

- 7th position | among the 20 largest in Net Equity
- 7th position | among the 20 largest in Net Profit
- 7th position | among the 20 largest in Financial Intermediation Revenue
- 7th position | among the 20 largest in Total Deposits
- 7th position | among the 20 largest in Operating Income
- 7th position | among the largest most profitable on Equity
- 8th position | among the 20 largest in Credit Operations
- 9th position | among the 100 largest Banks
- 18th position | among the 20 largest with Lowest Operating Costs
- 18th position | among the largest in Operating Profitability
- 25th position | among the largest in Pension and Life: Net Profit (Sicoob Insurance)

360º BUSINESS SEASON– 2023 Edition

- 7th position | category: Banks – Corporate Governance
- 9th position | category: Banks – Financial Performance
- 10th position | category: Banks – Innovation
- 10th position | category: Banks – Sustainability
- 11th position | category: Region – Central-West
- 13th position | category: Banks
- 14th position | category: Banks – Vision of the Future
- 17th position | category: Banks – People
- 89th position | category: The Best in Financial Performance
- 125th position | category: Private IPO
- 196th position | category: General Ranking
- 232nd position | category: The Best in Practice

BANKING TRANSFORMATION AWARD

- Bank of the year 2023
- 1st position | category: Best Solution Embedded Finance

ESTADÃO FINANCES MORE – 2023 Edition

- 1st position ranking by Indicator– Financing Banks
- 15th position | category: Life and Pension
- 22nd position | category: Credit Portfolio
- 32nd position | category: Credit Portfolio – Individuals
- 116th position | category: Brokers and Distributors

EXAM – BEST AND BIGGEST – 2023 Edition

- 1st position | ranking: Financial Services

FORBES – 2023 Edition

- 3rd Best Financial Institution in Brazil | category: Top 3 Best Banks in the World

VALUE 1000 – ECONOMIC VALUE

- Top 10 | category: 100 Largest Banks in Brazil

REPORTING MATTERS BRASIL 2023 – CEBDS

- Top marks for Sicoob's 2022 Sustainability Report in four categories: Alignment, Completeness, Strategy and Sustainability Governance

LINKEDIN TALENT AWARDS

- One of the three best companies in Brazil in the Best Employer Brand category

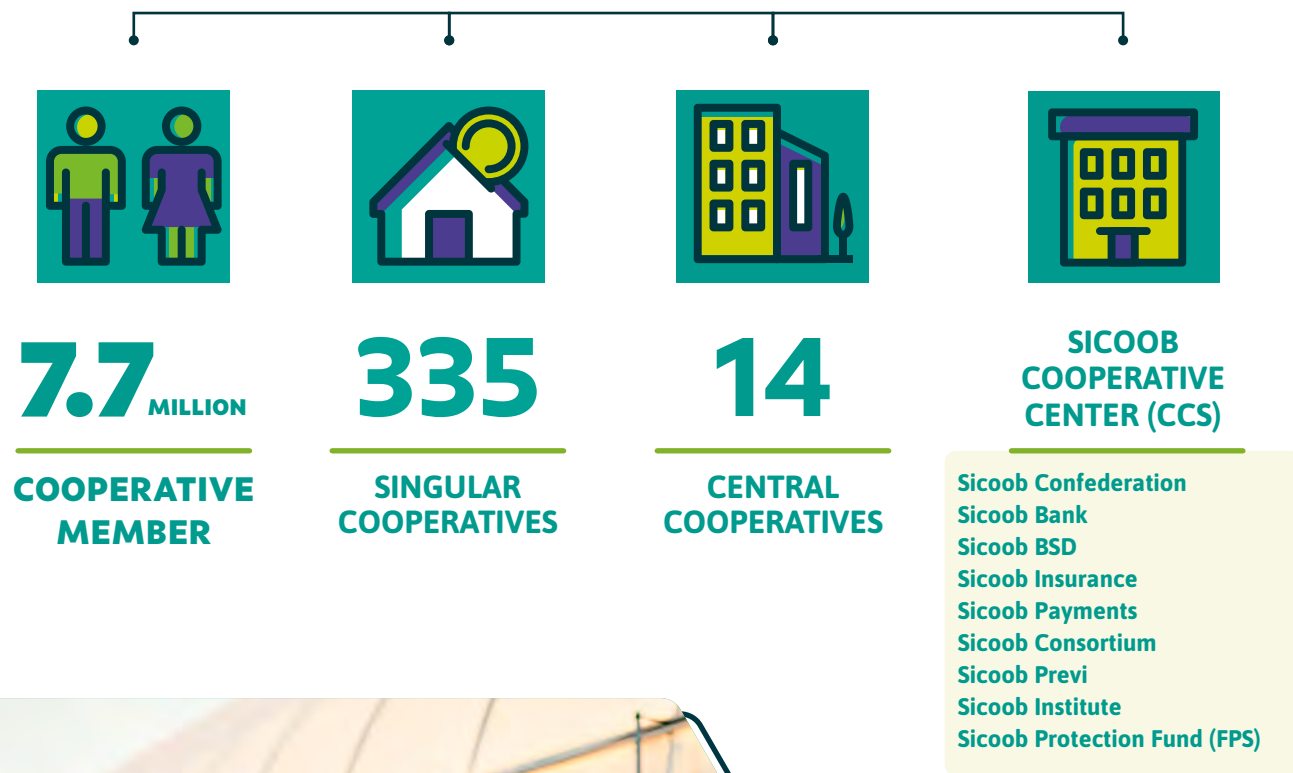


SICOOB ORGANIZATIONAL STRUCTURE



Sicoob operates with an organizational structure designed to provide the best experience for members and ensure efficiency and responsiveness to their needs.

Our structure is made up of three levels. At the first level, we have the singular cooperatives, which are the direct point of contact with members; at the second level, the central cooperatives, which coordinate and support the singular cooperatives; and, at the third level, the Sicoob Cooperative Center (CCS), which represents the highest governance body of the System.



Singular cooperatives (first-level entities)

Sicoob's singular cooperatives are financial institutions present in all states and the Federal District. They are regulated and supervised by the Central Bank of Brazil and operate in direct service to cooperative members and in relationships with the communities in which they operate.

At Sicoob, they totaled 335 units at the end of 2023. Singular cooperatives are classified according to the operations they conduct (currently according to CMN Resolution No. 5,051/2022).

- **Full:** authorized to carry out all operations of a credit cooperative.
- **Classic:** do not operate with foreign currency, exchange rate variations or derivatives, among others.
- **Capital and Loan:** operate exclusively with resources arising from the capital paid in by members.

Central Cooperatives (second-level entities)

At Sicoob, the central cooperatives represent 14 autonomous entities strategically distributed throughout all regions of the country. The aim of the operation is to achieve regional integration of singular cooperatives, as well as to prevent and correct situations that may threaten the solidity of the System. The responsibilities include standardization and supervision of operating systems, control of deposits and loans, centralization of raised resources, auxiliary supervision, education and training, implementation of corrective measures, legal and communication advice, joint purchases, exchanges to improve quality and professional training, among other initiatives.

Sicoob Cooperative Center (CCS)

As a third-level entity, the CCS is responsible for the institutional representation of Sicoob cooperatives, as well as the management of policies, standards, strategies, conduct, processes, technologies, products, services, and brands. The CCS contributes to administrative and operational efficiency, systemic unity, and the effectiveness of governance practices. In addition, it is responsible for coordinating the regulation, supervision, and operational, financial, normative, and technological integration of the entire System.

Specifically in relation to Sicoob's central and singular cooperatives, the CCS provides professional training, implementation and maintenance of technological and digital infrastructures, governance models aimed at risk control, audits, ombudsman services and relationships with members, communication, and marketing. The management of systemic strategic planning agendas (Systemic Strategy Pact) and sustainability (Sicoob Sustainability Plan) are also under the responsibility of the CCS.

The CCS maintains a set of nine support entities to meet the demands of cooperative members with products and services that meet the needs of each profile (Individual, Legal Entity and Agribusiness).



SUPPORT ENTITIES THAT ARE PART OF SICOOB



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



Sicoob Payments works to provide the best experience in digital payments to members. It operates by providing payment solutions for Sicoob cooperatives, including Cabal Flag, Multi-Band Processor, Multi-Issuer, Multi-Acquirer, Issuer, Accreditor, Customer Service and BPO. It was founded by the partnership between Sicoob Bank and Cabal Service Cooperative (Cabal Argentine).



Sicoob Bank is a multiple financial institution that provides financial, technical, and operational services to credit cooperatives. Specialized in financial cooperativism, it supports cooperatives affiliated with Sicoob, and the controlling interest belongs to the central cooperatives. It offers the following banking activities: Commercial Portfolio, Investment Portfolio, Exchange Portfolio, Leasing Portfolio and Real Estate Credit Portfolio.



Sicoob Consortium operates in offering consortia for the most varied segments, such as real estate, light and heavy vehicles, agricultural equipment, motorcycles, and other types of services sold directly by Sicoob's singular cooperatives.



Sicoob Bonds and Securities Distributor (Sicoob BSD) manages third-party resources by managing investment funds and portfolios aimed at cooperative members and Sicoob entities. Cooperatives can participate as shareholders (investing in funds and having their portfolios managed with the aim of diversifying their investment portfolio and obtaining better financial results) or as distributors (making investment funds available to cooperative members to expand their product portfolio and obtain revenue from services). Sicoob BSD is accredited by the Securities and Exchange Commission and follows its regulations, as well as those of the Central Bank of Brazil, the National Monetary Council and the Brazilian Association of Financial and Capital Market Entities (Anbima).



Supplementary Pension Sicoob (Sicoob Previ) is a non-profit Closed Supplementary Pension Entity (EFPC) whose mission is to establish and administer supplementary pension benefit plans. It administers two plans: the Sicoob Mult sponsored Plan (which manages the resources of employees and directors of Sicoob Bank, Sicoob Insurance, Sicoob BSD, Sicoob Confederation, Sicoob Payments, Sicoob Consortium, Sicoob Institute, the National Confederation of Cooperative Auditing [CNAC], the Credit Cooperativism Guarantee Fund [FGCoop] and the Sicoob Supplementary Pension, and the Sicoob Multi-Instituted Sector Plan (which manages the resources of Sicoob members, employees, directors and their economic dependents linked to Sicoob Confederation, which is the founder).



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



A private, non-profit public utility institution, the **Sicoob Institute** is Sicoob's strategic social investment agency that contributes to the sustainable development of the communities where Sicoob is present, in addition to spreading the cooperative culture. It operates in close collaboration with all central and singular cooperatives and entities that make up the System through joint and integrated initiatives to promote local development.



Sicoob Protection Fund is a non-profit civil association with a legal personality under private law that provides financial assistance or provides guarantees to associated singular cooperatives, aiming at economic and financial restructuring and/or asset strengthening under the terms and limits defined in the Articles of Association and its own regulations.





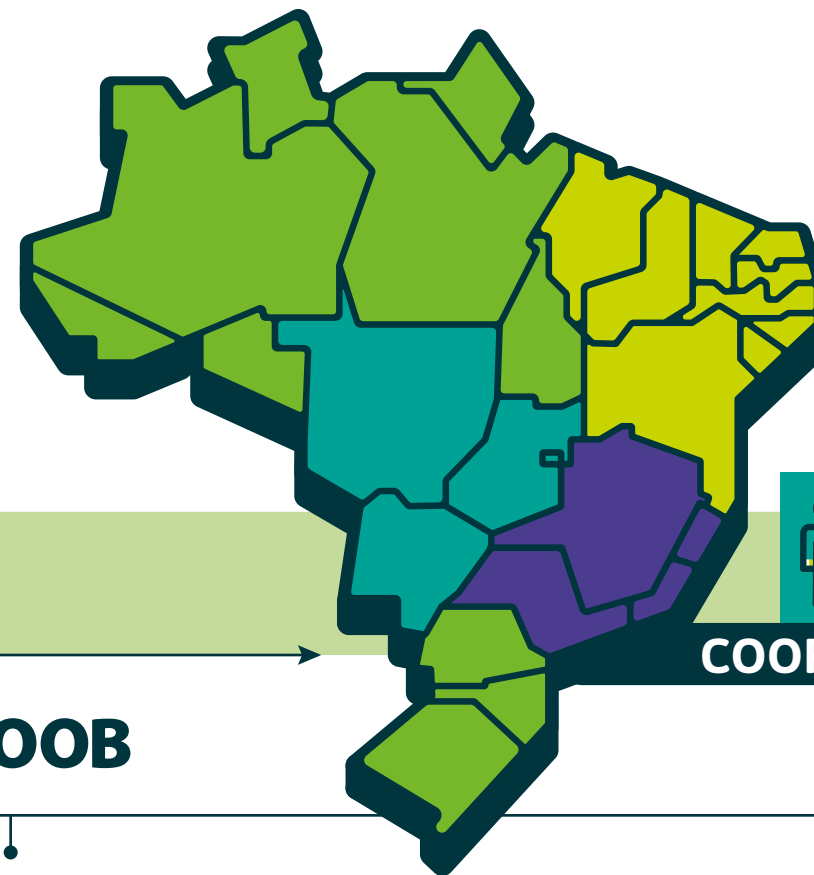
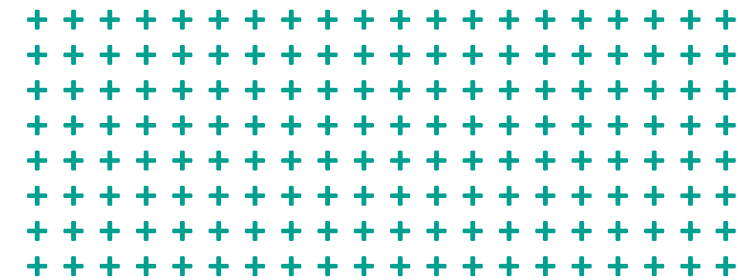
OUR PORTFOLIO

Financial solutions for individuals, legal entities, and agribusiness



Sicoob offers customized financial solutions for Individuals, Legal Entities and Agribusiness portfolios. To access them, our members can count on a wide network of physical service throughout Brazil, supported by digital channels that connect our products and services to the most distant points of the country.

The portfolio is managed collaboratively between the CCS and the central cooperatives, adapting to the specific needs of each segment. The formulation of territorial commercial strategies considers the demands of cooperative members and communities according to their profiles and objectives. The model identifies business opportunities that strengthen the connection between cooperatives and their members.



COOPERATED

PRODUCTS AND SERVICES



AGRIBUSINESS

- BNDES
- Credit and Debit Cards
- Consortiums
- Capital Account
- Current 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
- Consortiums
- Capital Account
- Current 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
- Exchange
- Working Capital
- Credit and Debit Cards
- Prepaid Cards – Coopcerto
- Bank Collection
- Consortiums
- Capital Account
- Current Account
- Guaranteed Account
- Savings Account
- Business Credit
- FCO
- Investments
- Payments
- Protest of Securities
- Insurance
- Services



VALUE CHAIN

GRI 2-6



The flow of Sicoob's services and products is inserted in a consolidated value chain and organized into three categories of processes (Governance and Performance, Business and Support). Each one comprises the following macro processes.

MACROPROCESSES OF SICOOB SERVICES AND PRODUCTS

GOVERNANCE AND PERFORMANCE

- Corporate Governance
- Business Intelligence
- Intrasystemic Communication and Relationships
- Strategy, Project, and Process Management
- Information Management and Security
- Institutional Relations Management
- Innovation Management
- Business Solutions Portfolio

BUSINESS

- Attraction, Membership & Activation
- Financial Solutions Offering
- Financial Solutions Management
- Loyalty Ecosystem and Marketplace
- Relationship, Connection & Engagement

SUPPORT

- Culture and Human Capital Management
- Budget and Accounting Management
- Financial Management
- Legal Management
- Auditing and Supervision of Institutions
- Service to Cooperatives
- Corporate Risk Management and Compliance
- IT Governance, Infrastructure and Operations
- Management of Supplies, Physical Infrastructure and Assets
- Backoffice Management of Sicoob Agencies
- Management of Centralized Services
- Management of Territorial Operations
- Management of Business Guarantee Funds
- Prevention of Fraud, Money Laundering and Terrorism Financing



To conduct its key activities, Sicoob relies on the following partners and suppliers in its value chain.

Upstream Entities

The organizations that make up the System provide products and services: Sicoob Bank, Sicoob BSD, Sicoob Payments, Sicoob Insurance and Sicoob Consortium. Additionally, business relationships involve partnerships with public agents for credit resources, financing providers, card companies, insurance companies, among others. This also includes suppliers of equipment, logistics, software and hardware, security services, physical and online stores, architecture and engineering companies, outsourced services, IT infrastructure, data redundancy, communication, marketing, building maintenance, transportation, and security of valuables.

Downstream Entities

These are the companies that make up the system's value chain: central and singular cooperatives, logistics companies for distribution and maintenance of acquiring systems and ATMs, security and fraud prevention software companies, network, user, business intelligence, database, transactional, development and others; hardware companies for networks, security, users, database and transactional systems; security companies for payment method transactions; physical and marketplace retailers; architecture/engineering companies for assembling cooperative service agencies; third-party labor companies; IT installation and infrastructure companies; information and systems redundancy and backup service companies; communication and marketing companies; consultancies; building maintenance and cleaning companies; valuables transportation and security companies.

Other relevant relationships in the value chain

These relationships include social entities and public and private agents involved in initiatives led by the Sicoob Institute and cooperatives in communities where Sicoob is present, as well as those involved in activities of institutional, national and international representation of cooperativism and specifically of credit cooperativism, such as: social actions of financial education for communities where Sicoob is present; social actions of articulation with public agencies to provide infrastructure for communities where Sicoob is present; National Representation of Credit Cooperatives with BCB and local entities of the Financial System; International Representation of Brazilian Cooperativism with entities of International Cooperativism and the International Financial System.





ECONOMIC-FINANCIAL PERFORMANCE



Sicoob’s performance initiates a virtuous economic cycle that drives continuous and sustainable progress and results in prosperity for all.

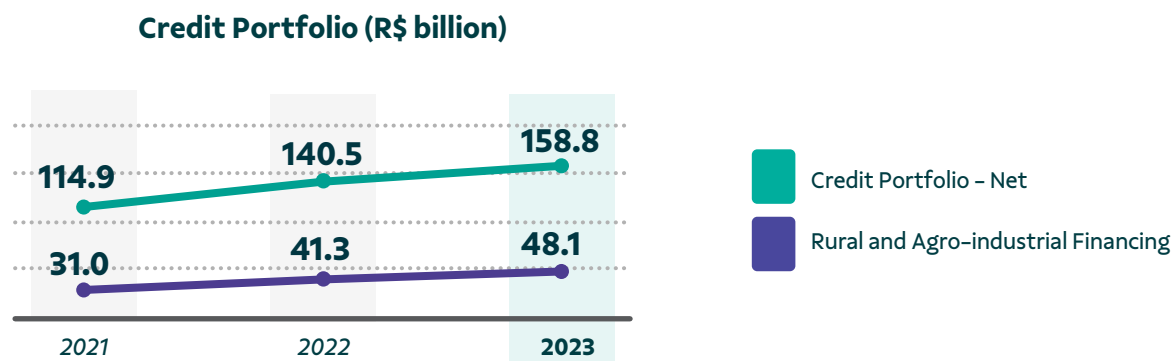
Continuous and sustainable progress comes from positive economic performances of organizations. The results obtained by Sicoob enable a virtuous cycle of local socioeconomic development that results in prosperity for all. Small businesses benefit, human development indicators improve, employment opportunities increase, entrepreneurship is stimulated, and family income is increased, resulting in improved quality of life and stronger communities.

2023 MAIN RESULTS

The results achieved by Sicoob reflect the joint efforts of the central cooperatives, singular cooperatives, and our support entities. Below, we report the main figures for our performance in 2023.

CREDIT PORTFOLIO

The net loan portfolio of provisions reached R\$ 158.8 billion, representing an increase of 13.0% compared to the balance of the previous year. Loans and discounted securities grew by 14.5%, totaling R\$ 96.9 billion. Financing reached R\$ 22.3 billion, an increase of 8.6%. The balance of rural and agro-industrial financing operations ended 2023 at R\$ 48.1 billion.



CREDIT PORTFOLIO (R\$ BILLION)				
	2021	2022	2023	
Loans and discounted securities	71.0	84.7	96.9	57.7%
Financing	17.5	20.5	22.3	13.2%
Rural and agro-industrial financing	31.0	41.3	48.1	28.6%
Real estate mortgage	0.7	1.0	0.9	0.5%
Total credit operations	120.2	147.5	168.2	100.0%
Provisions associated with credit risk	-5.3	-7.0	-9.4	
Total credit operations - net of provisions	114.9	140.5	158.8	

CREDIT PORTFOLIO BY SECTOR OF ACTIVITY (R\$ BILLION)				
ACTIVITY SECTOR	2021	2022	2023	
Rural and agro-industrial financing	31.0	41.3	48.1	29%
Individuals	34.4	21.2	17.5	10%
Real Estate Mortgage	0.7	1.0	0.9	1%
Legal Entities				
Services	18.5	23.9	28.3	17%
Industry	14.0	16.9	21.9	13%
Commerce	20.0	24.3	30.1	17%
Other	1.6	18.9	21.4	13%
Total	120.2	147.5	168.2	100%

Financial cooperativism is an important alternative for Brazilian entrepreneurship, as it offers more competitive conditions for access to credit, working capital and other financial resources.



Revenues from credit operations totaled R\$ 29.7 billion in 2023, a performance 26.5% higher than 2022. This important result reflects Sicoob’s integration with the needs and support for micro, small and medium-sized business entrepreneurs in their financial trajectories through fairer interest rates and more flexible payment terms.

RESULTS FROM CREDIT OPERATIONS (R\$ BILLION)				
	2021	2022	2023	
Loans and discounted securities	10.0	15.9	19.8	69.0%
Financing	1.8	3.1	3.7	13.1%
Rural and agro-industrial financing	1.7	2.9	4.4	15.3%
Housing financing	0.0	0.1	0.1	0.3%
Other	0.0	0.5	0.7	2.3%
Subtotal	13.5	22.5	28.7	100.0%
Credit recovery	0.8	0.9	1.0	
Total	14.3	23.4	29.7	

In 2023, the Southeast region increased its representation in the portfolio balance by 0.6%, while the South region reduced it by 0.4%. The other regions remained in the same proportion. As for the type of cooperative member, it is balanced between individuals and legal entities. A dissonance is seen in the North region, where individuals represent 69% of the portfolio balance. According to 2023 data from Sebrae, the North region has the lowest proportion of formalized “business owners” in Brazil, with only 14%.

GRI FS6

DISTRIBUTION OF CREDIT PORTFOLIO BALANCE					
REGION	TYPE	REPRESENTATIVITY BY TYPE OF COOPERATIVE MEMBER IN THE REGION		REPRESENTATIVITY OF REGIONS IN THE CREDIT PORTFOLIO BALANCE	
		2021	2022	2023	
North	Individual	64%	68%	69%	5.8%
	Legal Entity	36%	32%	31%	
Northeast	Individual	51%	48%	46%	2.8%
	Legal Entity	49%	52%	54%	
Central-West	Individual	60%	57%	59%	15.4%
	Legal Entity	40%	43%	41%	
Southeast	Individual	47%	47%	48%	53.4%
	Legal Entity	53%	53%	52%	
South	Individual	46%	47%	48%	22.6%
	Legal Entity	54%	53%	52%	
Brazil	Individual	51%	50%	51%	100.0%
	Legal Entity	49%	50%	49%	
	Total	100%	100%	100%	



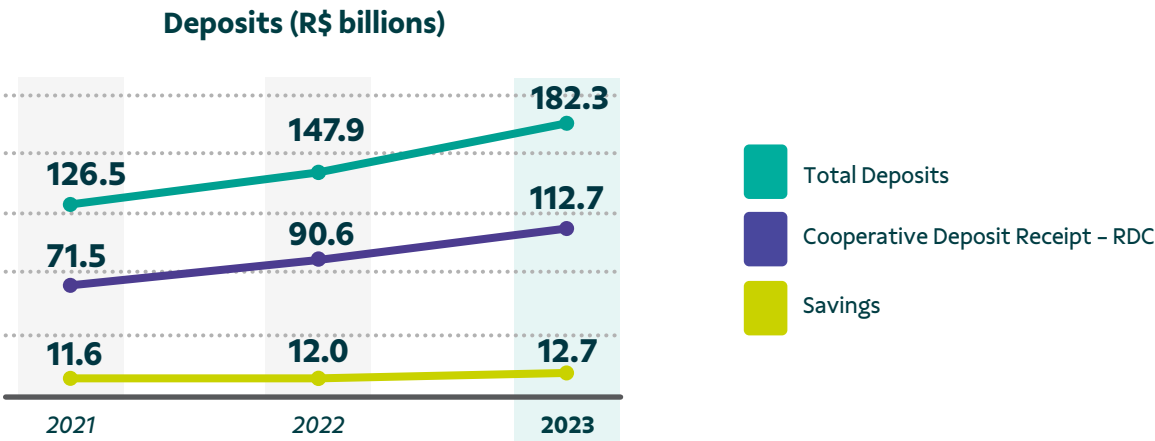
REPRESENTATION OF COOPERATIVE MEMBERS WITH CREDIT OPERATIONS

Individual		Legal Entity	
2021	26.4%	2021	36.9%
2022	25.6%	2022	37.4%
2023	24.9%	2023	35.5%



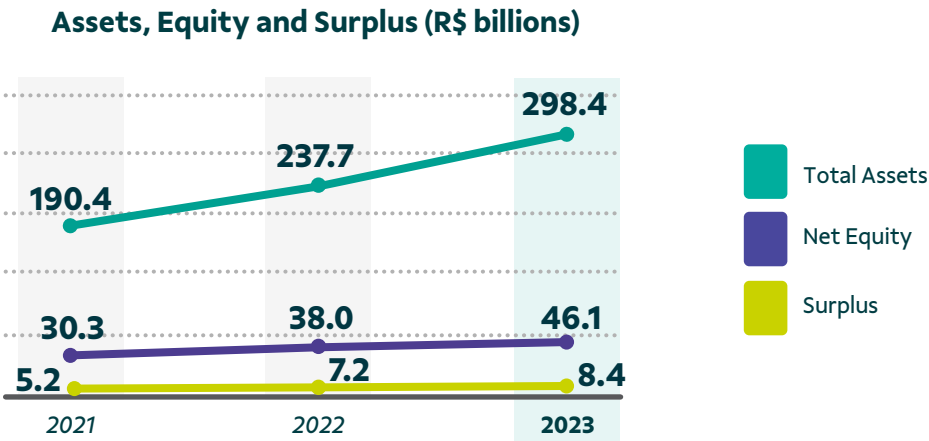
DEPOSITS

At the end of the period, total deposits amounted to R\$ 182.3 billion, a 23.3% increase compared to the previous balance. During the year, in addition to Sicoob having provided savings to its members in its operations, it also paid out 19.2% more on its deposits than the financial market average.



ASSETS, NET WORTH AND SURPLUS

Total assets reached R\$ 298.4 billion, a growth of 25.5% in the year. The year ended with net equity of R\$ 46.1 billion, 21.3% higher than 2022. The surplus totaled R\$ 8.4 billion, representing an increase of 15.2% when compared to the previous year.



CREDIT CARD

Sicoob Bank, issuer of cards for Sicoob and other cooperative systems, ended 2023 with 11.80 million plastic units.

The expansion of the card base with other systems contributed approximately 16% of total revenue in 2023. The volume of purchases in the period grew 16% compared to the previous year. Considering only transactions carried out in the credit function, the volume was R\$ 60.53 billion.

CARDS (MILLIONS OF UNITS)			
	2021	2022	2023
Total	9.44	10.80	11.80

ACQUIREMENT

Acquiring, in the combination of Sicoob bases and partner systems, registered an increase of 47.7% in the year. With the growth of active establishments in the base in 2023, there was an increase of 11.47% in the accumulated revenue for the period, which totaled R\$ 45.59 billion.

ACQUIREMENT		2021	2022	2023
Active Accreditations	(thousands of establishments)	203.71	222.76	330.68
Income	(R\$ billion)	38.36	40.90	45.59

INSURANCE

In 2023, Sicoob Seguradora reached 731 thousand policyholders in the Life segment, and the amount collected reached R\$ 2.77 billion. The benefits paid in the year were R\$ 382 million.

INSURANCE		2021	2022	2023
Number of insured persons – Life	(thousands of members)	388	564	731
Collections	(R\$ billion)	1.87	2.35	2.77
Benefits paid	(R\$ million)	422	322	382

MANAGEMENT OF THIRD-PARTY RESOURCES

Sicoob BSD ended the 2023 period managing R\$ 116.33 billion in third-party resources, 68.3% higher than the previous year.

SICOOB BSD		2021	2022	2023
Third-party resources managed	(R\$ billion)	47.52	69.11	116.33



CONSORTIUMS

Sicoob Consortium ended 2023 with a managed portfolio of R\$ 41.9 billion and 377.3 thousand active shares. The sale of consortium shares has been available exclusively to Sicoob members since May 2022.

CONSORTIUMS		2021	2022	2023
Active Shares	(thousands of shares)	267.8	319.4	377.3
Commercial Portfolio	(R\$ billion)	24.2	32.5	41.9

SOCIAL SECURITY

The number of active pension participants totaled 219 thousand people in 2023 with a portfolio balance of R\$ 2.54 billion.

SOCIAL SECURITY		2021	2022	2023
Active Participants	(thousands of participants)	199.37	203.10	219.00
Managed Resources	(R\$ billion)	1.73	2.09	2.54



Click here or access via QR Code to obtain more detailed information about Sicoob's 2023 Combined Financial Statements



SERVICE NETWORK



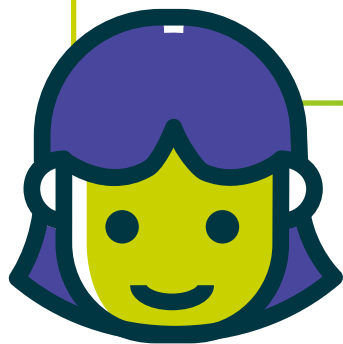
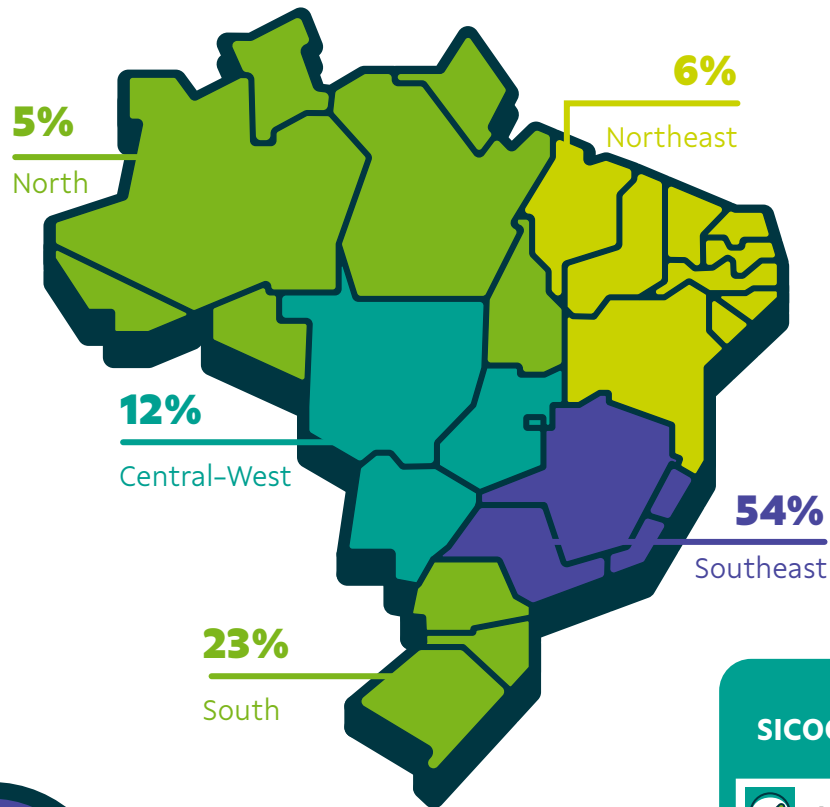
Currently, Sicoob has the largest physical service network in Brazil, according to the Central Bank of Brazil ranking. In addition, it has digital service channels, which, combined with the physical network, constitute a multichannel system that ensures greater territorial coverage and offers a better experience to members by combining convenient access, speed, and interactivity.

Our network has 4,609 service units (cooperatives + service units), 7,890 self-service terminals and 947 cooperative correspondents. In addition, cooperative members have access to more than 24,000 shared machines in the Banco24Horas (24-hour Bank) Network.

OWN IN-PERSON SERVICE NETWORK 2023				
13,446 IN-PERSON SERVICE POINTS IN ALL STATES AND THE DF				
CENTRAL COOPERATIVES 14	SINGULAR COOPERATIVES 335	SERVICE UNITS 4,274	OWN ATMS 7,890	COOPERATIVE CORRESPONDENTS 947
Sicoob BA	10	94	206	78
Sicoob Cecemge	54	508	1,003	19
Sicoob Cecresp	41	144	107	4
Sicoob Crediminas	71	740	1,930	157
Sicoob ES	6	186	554	42
Sicoob NE	12	102	110	-
Sicoob Rondon	8	158	234	-
Sicoob SC/RS	38	623	1,233	515
Sicoob Unicoob	15	500	742	41
Sicoob Nova Central	23	188	242	1
Sicoob Norte	8	163	374	89
Sicoob SP	14	380	585	-
Sicoob Uni	20	295	383	-
Sicoob UniMais Rio	15	193	187	1



OWN IN-PERSON SERVICE NETWORK BY REGION



SICOOB SERVICE CHANNELS

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

In 2023, we recorded a 19% growth in the volume of transactions conducted through Sicoob service channels. The number increased from 14.3 billion transactions processed in 2022 to 17 billion in 2023. Of the total, digital channels were responsible for 95% of all transactions and, in the annual comparison, increased by 1.34% compared to conventional channels.

Over the last five years, the average annual growth rate of transactions in Sicoob's service channels was 40%, in line with the growth of business and the number of Sicoob members.

REPRESENTATIVENESS OF USE OF CHANNELS BY USERS	2021	2022	2023
Correspondent	0.12%	0.08%	0.06%
ATM	4%	3%	2%
Cashier	4%	3%	3%
Conventional channels	8%	6%	5%
Internet banking	15%	13%	12%
Cell phone	77%	81%	83%
Digital channels	92%	94%	95%
Total conventional + digital channels	100%	100%	100%
Digital and in-person transactions (number in billions of transactions carried out by members)	11.07	14.3	17.0

DIGITAL CHANNELS

Sicoob's digital channels (mobile and internet banking) continue to register significant growth in the number of users each year. In 2023, the number of members using these channels grew by 14%, reaching 5.8 million users. Of the total users, 4.4 million are individuals, and 1.4 million are legal entities. Over the last five years, the average annual growth rate in the number of users of these digital channels was 25%, in line with the growth of Sicoob's business and the number of members.

NUMBER OF USERS OF SICOOB DIGITAL CHANNELS		2022	2023
Singular cooperative members	Number of users	3,904,172	4,453,783
Legal entity cooperatives	Number of users	1,226,875	1,406,478
(Individuals+Legal Entities)	In millions of users	5.1	5.8

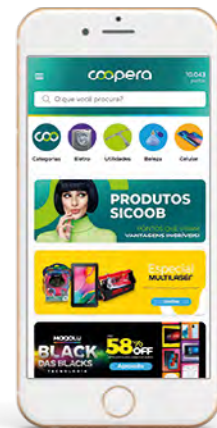
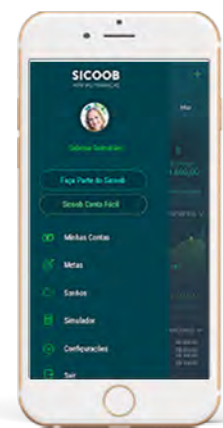
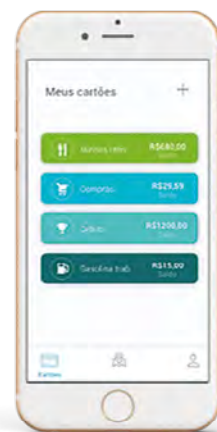
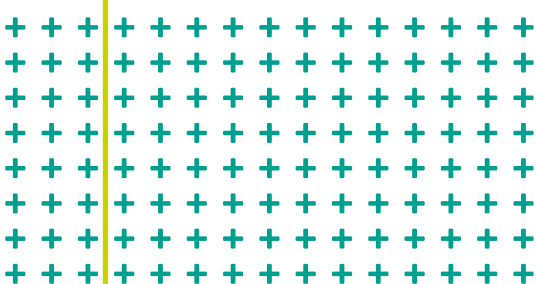
Considering only financial transactions involving account movement, the migration of cooperative member transactions from conventional to digital channels provided Sicoob with an estimated saving of R\$ 173 million, considering the operating costs in each modality.

Mobile apps processed 14.1 billion transactions in 2023, up 22% compared to the previous year. The result confirms mobile banking as the preferred channel for members to access products and services from Sicoob cooperatives. Regarding member satisfaction, the Sicoob app maintained a rating of 4.8 in the Apple Store and Play Store virtual stores and registered approximately 285 thousand associations in 2023.

The second most used channel, with 12% of transactions, was internet banking. Our digital channels consist of easy-to-use service solutions that provide secure and accessible interactions for all profiles, including different generations of members.



OUR DIGITAL ECOSYSTEM



Internet Banking

Online system for banking operations aimed at individual and legal entity members with access to the entire portfolio of products and services.

APPLICATIONS MOBILE

App Sicoob

Mobile platform that offers members (individuals and legal entities) a complete financial journey, from opening an account to transactions such as payments, transfers, deposits, inquiries and cell phone top-ups, payments, transfers, deposits, investments, taking out credit, anticipating receivables and requesting withdrawals through the self-service terminal network.

Sicoob Saving

Sicoob savings app with features and functionalities that allow you to monitor your balance, make deposits, check your income, and make transactions. It was developed to encourage savers who are not yet members.

Sicoobcard Mobile

Application with all the necessary features for managing Sicoob credit cards, such as blocking and unblocking, budget planning, management of additional cards, checking available limits, generating a virtual card for online purchases, as well as access to Sicoob benefits programs.

Sipag Mobile

Application for users of the Sicoob credit card machine with essential business features, such as sales management by card brand, period and product sold, monitoring, simulation, and request for advances on receivables and opening of calls. All these processes have graphical visualization to support sales monitoring.

Sicoob Moob

Sicoob's mobile relationship channel with its members, offering access to participate in virtual meetings with remote voting and polls, sharing of information of interest, invitations to online events, announcements and offers of courses on the educational learning platform, in addition to offering a business community for offering goods and merchandise from cooperatives and members.



OTHER SICOOB APPLICATIONS

Sicoob My Finances

Financial management and organization tool that allows users to set budget goals, plan, schedule dates, control expenses and simulate financing. For Sicoob members, the application is integrated with the checking account and credit card spending entries.

Sicoob Maps

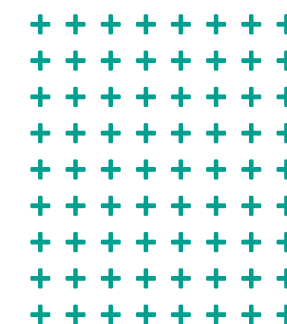
Tool to assist in measuring rural areas to be financed by Sicoob that facilitates topographic surveying, speeds up the process and reduces costs with outsourced measurement services. Accurately captures information for the Rural Credit Platform (NPCR), the Rural Credit Operations System, Proagro (SI-COR) and the Inspection and Supervision process in accordance with CMN Resolution No. 4,496 of May 31, 2016. It can be accessed from any mobile device without the need for an internet connection.

Coopcerto

Sicoob's prepaid benefits card application offers a variety of services, such as checking balances and statements, updating the location of accredited networks and other information on Coopcerto Food, Meal, Fuel, Control, Prize and Gift cards.

Coopera

Sicoob Loyalty Program app that offers advantages and benefits to Sicoob members with an exclusive virtual shopping mall for purchasing, earning, and redeeming points. It facilitates the purchase of products with accumulated points, cash, or a mix of both and, among other benefits, the exchange of points for Sicoob products, such as credit on the invoice, deposit in Sicoob SUP or Sicoob's Capital Account Available through the app and on the web.





DIGITAL INTERACTION SUPPORT

Social media

Members active on social media have the option of choosing their preferred channel and accessing news about our services and products. Through social media, they can also access the website and download personal applications, allowing them to check their balance and view recent and future entries in their checking account.

Sicoob Chat App and messaging apps

The tools WhatsApp, Telegram, Sicoob App Chat and Digital Association Chat are part of our family of digital channels and provide users with standardized information and technical instructions on operations, products, services, and institutional communications about Sicoob and credit cooperatives. Through these channels, card users can check their limit, invoice due date and the best day to make a purchase. In checking and savings accounts, it is possible to check balances, statements and DDA. Through these applications, it is also possible to direct the user to the Sicoob Call Center or to the closest credit cooperatives, if they are enabled for the app.

Smartwatch

Through their smart watches, members can check their current accounts. The service is an additional access facility and is available on Android and iOS platforms.

Contactless payments

Payments by directly approaching mobile devices to the machines without using a physical card. The service is available to members who hold the Sicoobcard Mastercard and who have Samsung devices for payments in Brazil and abroad.

RELATIONSHIP WITH COOPERATIVE MEMBERS

At Sicoob, dedicated teams are trained to provide timely assistance to the questions and needs of members through modern support platforms for these services. Our service structure is continually improved, and people dedicated to direct relationships with members are periodically trained with courses on cooperativism, financial products and services, and excellent customer service techniques.

RELATIONSHIP CHANNELS

- ✓ Consortiums Customer Service Center
- ✓ Coopcerto Customer Service Center
- ✓ Coopera Customer Service Center
- ✓ Lojista Cabal Customer Service Center
- ✓ Sicoob Customer Service Center
- ✓ Sicoobcard Customer Service Center
- ✓ SIPAG Customer Service Center
- ✓ Humanized Chat
- ✓ Chatbot
- ✓ Contact Us – Coopera, Consortiums and Coopcerto
- ✓ Ombudsman
- ✓ Developers Portal (Sicoob APIs)
- ✓ SAC (Customer Service)
- ✓ Customer Service for People with Disabilities

Alice – Virtual assistant

Our humanized artificial intelligence Alice is the interface for the Sicoob App and external Telegram and WhatsApp channels that resolves frequent questions and provides support for operations, enriching the cooperative members' relationship experience. In more complex cases, it forwards the user to the Sicoob Call Center, ensuring efficient and personalized service through our professionals.





OUR PEOPLE

GRI 2-7 | 2-8



Our pillars for human development

Our responsibility to our employees is based on three pillars of our 2030 Sustainability Plan: People, Innovation and Performance. Focused on the sustainability of the business and people, these pillars foster the integration between a culture of constant innovation, high performance standards and a rewarding work experience. This approach positions us collaboratively and proactively to defend the rights and interests of all our employees. Recognizing and prioritizing human development helps to drive the success and well-being of the 60,528 people who worked at Sicoob in 2023. During this period, we generated 4,222 jobs, which were allocated in all regions of the country, an increase of 7.5% compared to 2022.

NUMBER OF EMPLOYEES BY REGION, GENDER AND EMPLOYMENT CONTRACT	PERMANENT (FULL TIME)			APPRENTICES AND INTERNS (PART-TIME)			TOTAL BY REGION	
	FEMALE	MALE	TOTAL	FEMALE	MALE	TOTAL	BY REGION	REPRESENTATION BY REGION
Central-West	6,524	5,709	12,233	228	173	401	12,634	20.9%
Northeast	1,201	970	2,171	114	81	195	2,366	3.9%
North	1,691	992	2,683	98	29	127	2,810	4.7%
Southeast	15,381	11,826	27,207	905	483	1,388	28,595	47.2%
South	8,165	5,261	13,426	441	256	697	14,123	23.3%
Total	32,962	24,758	57,720	1,786	1,022	2,808	60,528	100.0%
Representation by gender	57.1%	42.9%	100.0%	63.6%	36.4%	100.0%		

Permanent and Non-Permanent Employees

Our permanent employees are those hired under the full-time Consolidation of Labor Laws (CLT) regime and covered by collective bargaining agreements and benefits related to the employment contract. Our staff also includes managers, statutory members of the Executive Board, the Board of Directors and Fiscal Council.

Our non-permanent employees are those hired on an internship basis, young people enrolled in educational institutions that provide for practical activities through this category, in addition to apprentices, young people enrolled in apprenticeship programs that provide professional training. These contracts are structured by the CLT and have different rules regarding age and working hours.

Some of our essential activities are conducted by outsourced workers, mostly hired directly by cooperatives in their regions of operation, and to date, we do not have consolidated information available. These workers include professionals in information technology, call centers, security services, transportation of valuables, pantry, and cleaning. At the CCS, at the end of 2023, 1,138 workers who are not employees worked full time.

Organizational climate and diversity

Our People area leads initiatives aligned with the 2020–2030 Strategic Plan, which aims to improve the organizational climate and strengthen our cooperative culture. As part of these actions, we encourage women to hold executive and non-executive positions in Sicoob cooperatives. We believe that greater diversity in management positions strengthens our teams and enhances our potential to meet the diverse needs of our members and communities.

To this end, when available, our vacancies for technical managers, as well as for other management positions, are equally open to all people who wish to participate in the selection processes. To date, we do not have systemic goals for gender equality, however, the topic is included in our Sustainability Plan, which includes initiatives to be agreed upon jointly with Sicoob cooperatives.

Sicoob is advancing on its journey towards diversity and inclusion, foreseeing the creation of the Systemic Diversity and Inclusion Committee and the institution of a Diversity and Inclusion policy in 2024. These measures demonstrate Sicoob’s continuous effort to promote an organizational culture that values and respects diversity and inclusion in all its forms.

Benefits

The benefits we offer our employees are reviewed regularly to ensure they are in line with everyone’s expectations. They currently include medical and dental care; group life insurance; supplementary pension; food and meal allowance; daycare and nanny allowance; physical activity plan and profit sharing.

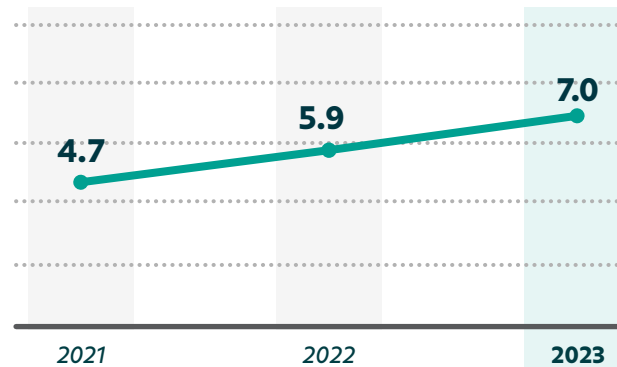
We also offer a pension plan administered by Sicoob Bank, available to employees upon membership by cooperatives. The plan has a defined contribution feature, and the sponsor’s monthly contributions are recognized as expenses in the income statement for the period.



Investment in people

Investments in human resources include fees paid to directors and advisors, salaries, overtime, provisions for the 13th salary and vacations, provisions for INSS and FGTS for employees, health care benefits, transportation vouchers, meal vouchers, training and compensation for interns added to the PLR/statutory profit sharing of the combined entities. In 2023, we invested R\$ 7 billion in our human resources.

Investment in person (R\$ billions)



Developing people

We invest heavily in training through our own educational platform designed to meet the specific training and development needs of our staff. We offer a broad portfolio of courses through both recorded classes and live virtual classes. This flexibility allows our cooperatives to select educational content aligned with local strategies, encouraging participation according to the individual needs of each professional.

SICOOB – CORPORATIVE EDUCATION	2021	2022	2023
Number of trained professionals	54,985	60,201	61,174
Number of training courses successfully completed	1,356,416	1,564,033	1,533,700
Number of participations	1,439,598	1,620,708	1,590,937

Note: Participation refers to the total number of course completions, regardless of whether they were successful or not. Training is related to successful course completions with a score equal to or greater than 70%.

Human rights

All our relationships with employees, including third parties, are guided by the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. In addition, we encourage our partners and partners to act in a way that prevents any violations and mitigates and/or eliminates possible negative impacts that may result from our direct and indirect business activities.



CORPORATE EDUCATION FOR OUR PROFESSIONALS AND COOPERATIVE MEMBERS

Our Corporate Education area is structured as a corporate university and aims to promote knowledge, improve management and adopt the best corporate governance practices. Thus, it broadly meets the needs of the cooperative business model evolution and the execution of the cooperatives' strategy. It offers training programs and actions that are available 24 hours a day. Access for the internal public (managers and employees) is available on our learning platform and for the external public (cooperatives) through the Education Portal and Moob app.

The content and methodology adopted in the training of professionals aim to meet the demands for knowledge and specialization of the entire staff, including directors, executives, and board members. Currently, 126 virtual (live) educational solutions and 475 online options are offered that address topics aimed at improving skills, training new leaders, and improving service to cooperative members. For communities, we provide financial education and entrepreneurship activities.

PARTNER INSTITUTIONS IN CORPORATE EDUCATION

The scope of the Corporate Education area includes coordinating activities such as meetings, seminars, training and development programs, certification programs and exchanges, in addition to structuring educational solutions according to demand, including those aimed at offering postgraduate courses (Lato Sensu). Short or medium-term courses and postgraduate courses are educational activities offered in partnership with relevant institutions in the area of education.

PARTNER INSTITUTIONS

- **Getúlio Vargas Foundation:** Partner institution for the Executive Education Program, which is aimed at developing managers and leaders, and for the Sicoob Summit Program, which is aimed at developing managers.
- **Dom Cabral Foundation:** Partner institution for the Executive Education Program, which is aimed at developing managers and leaders.
- **World Council of Credit Cooperatives (Woccu):** The World Council of Credit Cooperatives is a partner of Sicoob for executive exchange programs in international institutions linked to credit cooperativism.
- **Central Bank of Brazil:** BCB is a partner in making the training course for Facilitators in Personal Finance Management and the Development of Financial Education viable.
- **Go Sync:** Partner institution for Sicoob's leadership development program.
- **Institute of Administration Foundation (FIA):** Partner institution for the Sicoob Summit Program, which is aimed at developing leaders.
- **Confédération Internationale des Banques Populaires (CIBP):** International Confederation of People's Banks.



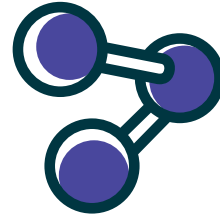
SICOOB COMMITMENTS TO SUSTAINABLE DEVELOPMENT



**Our priority
topics in
sustainability
management.**



MATERIALITY AND STAKEHOLDERS' ENGAGEMENT



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

Constant monitoring of our material topics drives the creation of shared value with all stakeholders and promotes sustainable development.

The materiality analysis was carried out for the first time in 2018 and, since then, we have annually assessed our priority material topics by listening to the main groups of stakeholders (regulatory bodies, sector entities, members of the Executive Board and the Board of Directors of Sicoob) in order to confirm their continued relevance in our sustainability agenda.

Stakeholder engagement in three steps

For the purposes of defining and periodically evaluating our material topics, we segment stakeholders into three strategic categories:

- people with regulatory and economic relationships.
- people related to the social dimension of the business.
- people related to Sicoob's governance and management.

Based on this definition, the segmentation process took place as follows:

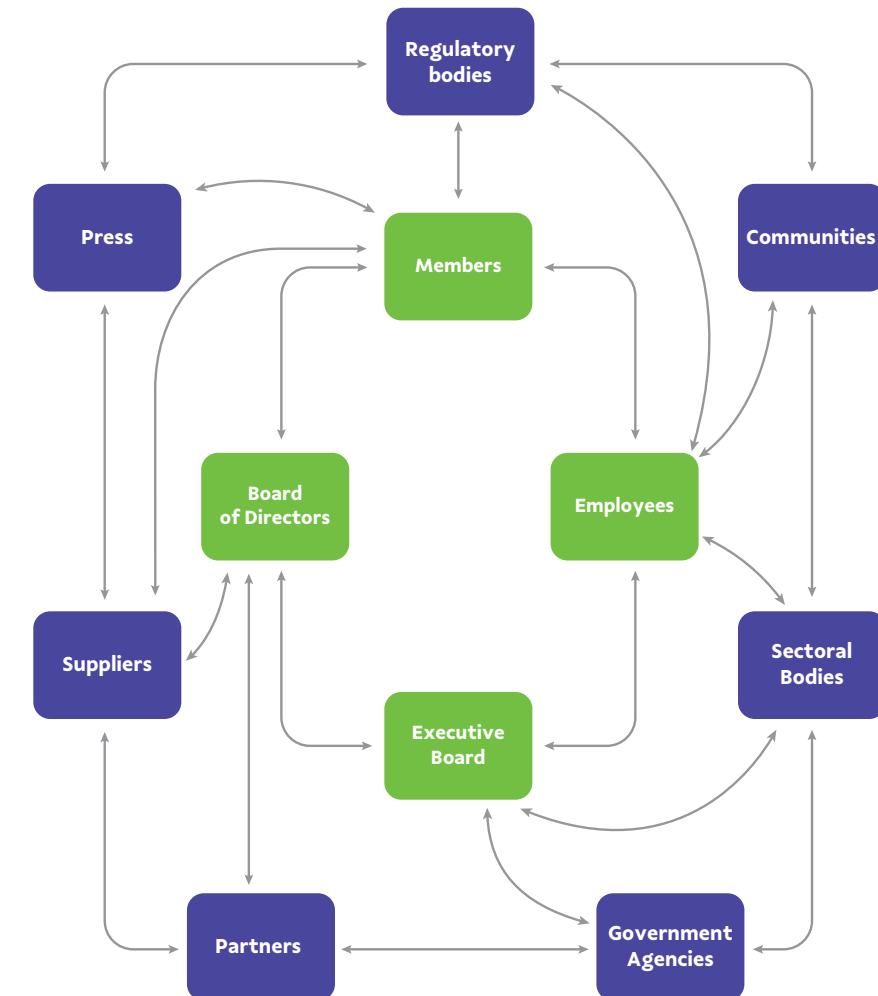
Identification: mapping is based on the potential impact of the business on these groups and their influence on our operations when it comes to regulatory and sectoral interest groups.

Selection: analysis and approval of the groups selected by Sicoob's internal leaders, who elected 11 of them as priority stakeholders, that is, those who may be impacted by Sicoob's activities or influence our strategies.

Dialogue: submission of relevant sustainability topics for analysis by stakeholders. These topics were identified through sectoral benchmarking, internal surveys and the stakeholders' own views on relationships and interactions with Sicoob.



Stakeholder groups engaged in Materiality Analysis



Prioritization through analysis of risks, opportunities, and impacts

The prioritization of Sicoob's material topics was based on the significance of the impacts and the resulting risks and opportunities associated with them. In addition to the topics proposed in the stakeholder consultation, participants were encouraged to express their opinions on any other topics they considered relevant. However, no additional topics were added. At the end of the dialogue stage, six relevant topics were prioritized to define the scope of sustainability management at Sicoob. The limits of the topics were defined in the same materiality consultation process and are revisited in the annual assessment.

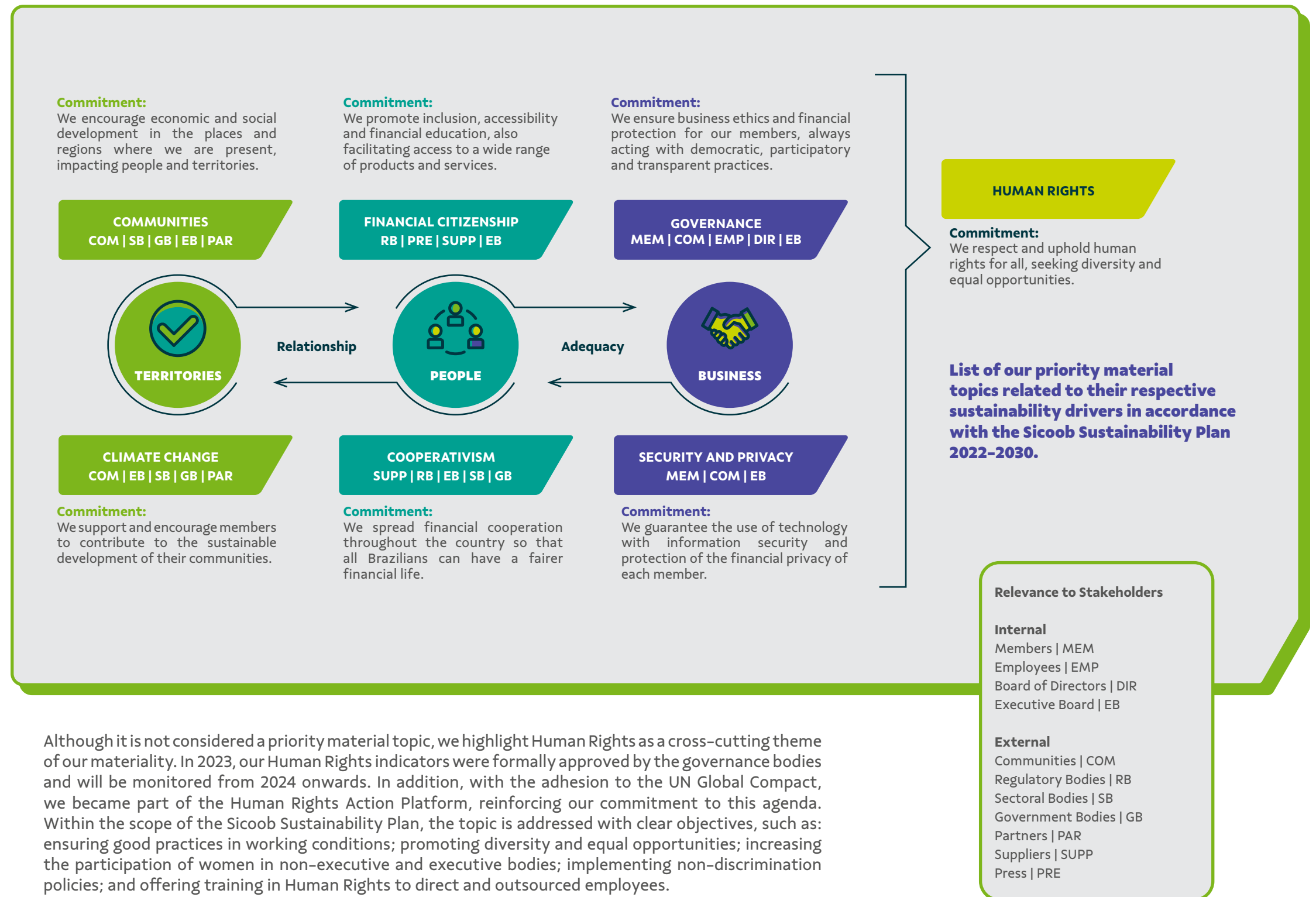


OUR PRIORITY MATERIAL TOPICS

- Governance
- Security and Privacy
- Financial Citizenship
- Cooperativism
- Communities
- Climate Change

Our priority material topics comprise three strategic Sustainability drivers:

- **People:** reflects Sicoob's purpose of promoting financial justice and prosperity for all people, generating shared value for all stakeholders.
- **Business:** Sicoob believes that its key role in sustainable development is through the provision of services, that is, through the allocation of resources for local socioeconomic development via sustainable finance.
- **Territory:** aims to strengthen community ties and the local economy, adapting products and services to local economic vocation and sustainable development.





STRATEGIC SUSTAINABILITY PLAN



The integration of strategy and materiality has enabled us to address relevant sustainability issues. The Plan was developed in collaboration between the CCS, the cooperatives, and the participation of representatives of singular cooperatives, in addition to the engagement of Sicoob leaders at all levels. The joint work aims to strengthen our creation of economic, social, and environmental value and drive long-term transformations.

The Sustainability Plan is linked to the Citizenship and Sustainability dimension of Sicoob's 2020/2030 Strategic Planning. It was prepared in 2022, follows the same 2020–2030 cycle and brings together a set of initiatives and objectives linked to material topics and commitments that will contribute to the advancement of sustainability at Sicoob. The CCS is coordinated by the Citizenship and Sustainability area and with the participation of executives from the CCS itself and from the central and singular cooperatives that make up COSUS (Sicoob's Sustainability Committee). The Plan permeates our business in a transversal manner and is in convergence with Sicoob's strategies, policies, and practices. It is structured in seven commitments, which are divided into 24 objectives, 32 initiatives and 92 actions.

The CCS Governance approved the “institutional sustainability indicators” comprising 40 indicators to monitor Sicoob’s performance in its seven material sustainability topics. These indicators will be reported biannually to the CCS governance bodies starting in 2024.

Strategic guidelines of the Sustainability Plan

As we continue our sustainability journey, it is crucial that our systemic actions are guided by clear and strategic guidelines. As such, we have defined the guidelines that shape our material topics as a single approach that will lead us to collectively achieve the lasting positive impact we seek. These guidelines are designed to respond to immediate challenges and to establish a sustainable and resilient path for the future.

Additionally, we incorporate the cross-cutting theme of human rights as a fundamental layer that permeates all our guidelines and reinforces our commitment to the rights, dignity, and freedom of each individual.

By implementing these guidelines, we strive to maintain integrity, transparency, and accountability across all our operations, ensuring that every initiative and goal aligns with our corporate values and the well-being of the communities and environments we impact.

Material Topic Communities

We promote inclusion, accessibility, and financial education, while also facilitating access to a wide range of products and services. Sicoob's commitment to the theme of Communities is intrinsic to its vision of fostering local and regional development through the implementation of social investment policies. This approach is solidified by the continuous strengthening of the dialogue between Sicoob and the communities it serves. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Territorial vision:** restore/strengthen the territorial vocation of cooperatives, as well as the relationship and dialogue with communities.
- **Local socioeconomic impact:** direct resources to key sectors of the local economy, adapting products to the cooperative member's profile.
- **Social responsibility:** investing in initiatives that represent the real demands of the community.
- **Transparency:** consolidate investment in initiatives to meet the needs of the community in line with the provisions of the Cooperative Act.

Material Topic Financial Citizenship

We promote inclusion, accessibility, and financial education, facilitating access to a wide range of products and services. Sicoob's Financial Citizenship topic stands out as a comprehensive initiative in which inclusion, accessibility and financial education converge to create a fairer, more equitable and educational financial environment. This approach, aligned with sustainability principles, seeks not only to meet immediate needs, but also to build solid foundations for a financially healthy and resilient future for the entire community. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Education:** strengthen financial inclusion associated with education in specific groups of cooperatives mapped in the membership structure in small municipalities with 20 to 50 thousand inhabitants and in less favored areas.
- **Adaptation:** adapt and/or structure products and services to the target audience for inclusion, people from classes C, D and E – municipalities with up to 50 thousand inhabitants, economically underdeveloped and/or less favored areas, self-employed workers and Micro and Small Enterprises (MSEs).
- **Accessibility:** improve accessibility in the physical service network and in digital channels for people with disabilities and other preferential groups.

Material Topic Governance

We ensure business ethics and financial protection for our members by always acting with democratic, participatory, and transparent practices. The topic of Governance at Sicoob stands out for being a foundation that promotes business integrity, the financial protection of members and the active and transparent participation of members in conducting the cooperative's activities, thus reinforcing the solidity and sustainability of the cooperative system. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Business ethics:** strengthen policies and systemic coordination.
- **Participation:** attract members to participate in the cooperative (assemblies and other forums) to increase and strengthen the bond between members and the cooperative.
- **Training:** establish and strengthen a training program for current leaders, including sustainability, ESG risks and opportunities.
- **Succession:** reformulate and improve the Planned Succession Program at Sicoob with a long-term vision.



Material Topic Climate Change

We support and encourage our members to contribute to the sustainable development of their communities. Within the scope of Sicoob's Climate Change topic, the cooperative's commitment to promoting awareness and effective actions to face the challenges related to climate change stands out. In addition to adopting sustainable internal practices, Sicoob acts as a catalyst to mobilize its members to actively contribute to the sustainable development of their communities.

This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Sicoob Framework:** classify sustainable projects and businesses in the credit portfolio.
- **Sustainable resources/line:** structure operations to grant credit to sustainable businesses/activities.
- **Agribusiness solutions:** structuring financial operations to promote sustainable agribusiness.
- **Solutions for Micro, Small and Medium Enterprises (MSMEs):** direct resources to encourage the circular and sustainable economy and MSMEs.

Material Topic Cooperativism

We promote financial cooperativism throughout the country so that all Brazilians can have a fairer financial life. Within the scope of Sicoob's Cooperativism topic, we highlight our commitment to disseminating the principles and benefits of financial cooperativism throughout Brazil. In this way, Sicoob seeks not only to expand its geographic presence, but also to disseminate cooperative values, such as democratic participation, equity, and solidarity. These fundamental principles not only guide the internal functioning of the cooperative, but also serve as a model that can inspire positive changes in the communities served. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Culture:** recover the cooperative DNA and nurture the internal culture regarding the business model and its benefits.
- **Value generation:** disseminate the cooperative model and its benefits in a manner consistent with the value generated by the business and highlight the benefits of being a cooperative member to strengthen the local competitive advantage.
- **Renewal:** promote portfolio renewal by working to attract, retain and include young people, a public with an affinity for the business model.

Material Topic Security and Privacy

We ensure the use of technology with information security and protection of the financial privacy of each member. The topic Security and Privacy in the context of Sicoob reflects the institution's commitment to providing the highest standard of information security and the protection of financial privacy for each of its members. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:


- **People:** establishing a culture of cyber risk and defense mechanisms that focuses on people.
- **Culture:** adoption of programs that aim to establish and nurture a culture of awareness about cyber risks.
- **Investments:** adoption of tools that effectively contribute to strengthening cybersecurity and privacy practices and behaviors of cooperative members.

Cross-sectional topic Human Rights

We respect and uphold human rights for all, seeking diversity and equal opportunities. By integrating Human Rights as a sustainability topic, Sicoob not only complies with ethical and legal requirements, but also demonstrates a genuine commitment to the fundamental principles that guide socially responsible action. This holistic and sensitive approach to Human Rights helps to strengthen Sicoob's reputation as a financial institution that values dignity, diversity, and equality in all aspects of its operations. This strategic guideline reflects the following key objectives of the Sicoob Sustainability Plan:

- **Social compliance:** ensuring good practices in the working conditions of all direct and outsourced employees.
- **Diversity and equal opportunities:** increase the participation of women in Non-Executive Bodies and Executive Bodies (managers +).
- **Non-discrimination and corrective measures taken:** structure policies and procedures for non-discrimination in the workplace, as well as for the inclusion of racial minorities and people with disabilities.
- **Human Rights:** train direct and outsourced employees in Human Rights.

Click here or access via QR Code to learn about our Sustainability Plan







MATERIALITY – SYSTEMIC ORIENTATION

Sicoob's materiality analysis is applicable to all its central and singular cooperatives. The systemic integration of Sicoob's material Sustainability topics is essential for the process of coordinating and aligning sustainable practices throughout the System. In this context, the CCS plays a strategic role and coordinates the Plan, with the following responsibilities:

- **Identify strategic priorities for sustainability:** the CCS is responsible for identifying the main sustainability issues that are relevant at a national level, considering the social, environmental, governance and climate impacts that affect the System as a whole.
- **Promote coherence and consistency with strategic objectives:** by leading the development of systemic materiality, the CCS ensures that priority concerns are aligned with the strategic objectives of Sicoob as a whole. This promotes coherence and consistency in sustainable practices at all levels.
- **Engage stakeholders:** the CCS plays a key role in engaging relevant stakeholders at a national level (internal and external), as well as in identifying and prioritizing materiality topics. This contributes to a more comprehensive and inclusive approach in defining sustainability priorities.
- **Standardize material topics:** establishing a unified materiality facilitates the comparability of information between distinct levels of Sicoob cooperatives, in addition to contributing to consolidated communication at a national level of Sicoob's efforts to promote sustainability, ensuring uniqueness.
- **Monitor and evaluate the performance of material topics:** the CCS plays a supervisory role in the ongoing monitoring of performance in relation to materiality. This involves regularly evaluating the effectiveness of the strategies implemented and adjusting, as necessary. By performing these functions, the CCS contributes to the construction of an organizational culture aligned with sustainable principles, promoting effectiveness and cohesion in sustainability practices throughout the organization.

Deployment of the sustainability strategy in central cooperatives

In 2023, Sicoob took important steps towards the systemic consolidation of the Sustainability Plan. The period was dedicated to the deployment of sustainability strategies in the central cooperatives, an action that marked the beginning of the Plan's execution. Sustainability workshops were held in all 14 central cooperatives and at the Sicoob Cooperative Center (CCS). The meetings aimed to promote the entities' engagement and commitment to the Sicoob Sustainability Plan, in addition to training members of the central cooperatives' governance, senior management executives and other professionals working on the issues. The approach included training in Sustainability and ESG, Sector Benchmarking, Sicoob Materiality, Sustainability Action Plans, Sustainable Finance and Risk Management, with a focus on the Institutional Policy for Social, Environmental and Climate Responsibility (PRSAC). In these meetings, the central cooperatives had the opportunity to align the initiatives of the Sustainability Plan with their strategies, refining the actions from a territorial perspective. In addition to this practical activity, the Centrals subsequently received 28 hours of mentoring.



Sicoob Cooperative Center (CCS) | Brasilia



Sicoob Central BA | Salvador



Sicoob Central Cecremge | Belo Horizonte



Sicoob Central Cecresp | Sao Paulo



Sicoob Central Crediminas | Belo Horizonte



Sicoob Central ES | Vitoria



Sicoob Central NE | Joao Pessoa



Sicoob Norte | Porto Velho



Sicoob Central Rondon | Cuiaba



Sicoob Central SC/RS | Florianopolis



Sicoob SP | Ribeirao Preto



Sicoob Uni | Goiania



Sicoob UniMais Rio | Rio de Janeiro



Sicoob Nova Central | Goiania



Sicoob Central Unicoob | Maringa

PUBLIC COMMITMENT TO SUSTAINABILITY

In line with the Sustainability Plan Sicoob released a public statement on its commitments to sustainable development to share with all interested parties the Institution's main guidelines to increase the positive impact on society, the economy, and the environment.

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 really matters: the future of people and the planet. Thus, we were born with the goal of caring 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 with specific guidelines and actions to make this invaluable care for the community increasingly present in all stages of what we do. 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 greatest 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.

It is also our duty to 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 privacy protection. We guarantee investments in technologies and ongoing training of people to protect the financial well-being of our members.

Finally, we respect and ensure the observance of human rights for all people, always aiming to increase 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 cooperatives, singular 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 AND AGREEMENTS FOR SUSTAINABLE DEVELOPMENT



GRI 2-23



Our commitment to sustainable development is strengthened and endorsed by participating in pacts and agreements that promote collaboration and mutual learning. By joining forces with other companies and entities that share the same values, we contribute to responsible business conduct and connect with a network of stakeholders engaged in promoting sustainability. Sicoob is currently a member of the following pacts and agreements:

Brazilian Business Council for Sustainable Development (CEBDS): CEBDS promotes sustainable development through partnerships with governments and civil society, representing the Brazilian business sector in the most important global discussions on sustainability. In Brazil, it represents the World Business Council for Sustainable Development (WBCSD) network. Sicoob actively participates in the sustainability forums of this Council, acting in the working groups (WGs) on Food, Amazon and Advocacy and in the thematic chambers (CTs) on Water, Biodiversity and Biotechnology, Energy and Climate Change, Sustainable Finance and Social Impact, in addition to being a member of the Leaders Council, a CEBDS body that brings together CEOs of large Brazilian companies.

Global Reporting Initiative (GRI): Since 2018, we have adopted the Global Reporting Initiative (GRI) standards for the annual publication of our sustainability reports as a way of reporting to stakeholders on our responsible business conduct. GRI is the set of standards most used by organizations to report their performance and develop management strategies focused on social, environmental, economic and governance issues.

COMMITMENTS MADE IN 2023

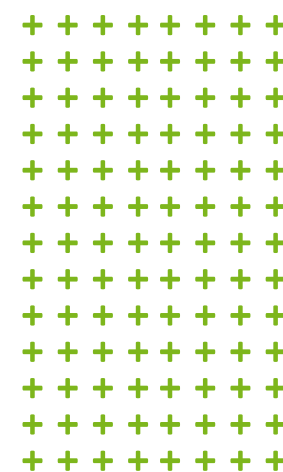
Brazilian Philanthropy Commitment on Climate Change: during COP28 (28th United Nations Climate Change Conference), held in 2023 in Dubai, through the Sicoob Institute we joined the commitment promoted by GIFE (Group of Institutes, Foundations and Companies) with the purpose of serving as a common platform for action, learning and coordination of efforts of Brazilian philanthropy in climate action. The document is part of the international movement #PhilanthropyForClimate, which includes countries such as Canada, Spain, France, Italy and the United Kingdom, and Brazil is the first country in the Global South to launch its commitment.

Amazonia Finance Network: Launched during COP28, this is a group of 24 private financial institutions from seven countries in the Legal Amazon committed to strengthening sustainable impact in the Amazon. Sicoob is one of the founding members of this network for mobilizing private sector resources that aims to simultaneously promote improvements in quality of life and environmental preservation in the Amazon region. It is an initiative of IDB Invest and the International Finance Corporation (IFC).

Sustainability Manifesto, a value of cooperative and popular banks: launched during the 30th CIBP Congress (International Confederation of Popular Banks) in 2023 in Paris, the manifesto consists of eleven strategic objectives segmented into three areas: Cooperative Social Model, Model Dedicated to the Development of Territories and the People Who Live There with an Entrepreneurial Approach, Proactive and Sustainable Environmental Policy. This is an initiative of the CIBP.

Global Compact and Sustainable Development Goals (SDG): the world's largest corporate sustainability initiative, the Global Compact encourages companies to align their strategies and operations with the Ten Universal Principles in the areas of Human Rights, Labor, Environment and Anti-Corruption and to assume responsibility for contributing to the achievement of the 17 Sustainable Development Goals (SDGs) proposed in the 2030 Agenda. We know that the private sector has an essential role in the effort to ensure the implementation of the 2030 Agenda for sustainable development, engaging the most diverse audiences (governments, suppliers, employees, and consumers) and implementing the 17 SDGs worldwide.

Sicoob has joined the largest voluntary corporate sustainability initiative in the world. In 2022, it joined the UN Global Compact in Brazil, an initiative by the United Nations (UN) to mobilize the business community to adopt and promote, in their business practices, Ten Universally Accepted Principles in the areas of human rights, labor, the environment and anti-corruption. With the creation of the Sustainable Development Goals (SDGs), the Global Compact also took on the mission of engaging the private sector in this new agenda.



ADHERENCE OF SICOOB'S PRIORITY MATERIAL TOPICS TO THE GLOBAL COMPACT



Dimension (Global Compact)	Commitment (Global Compact)	Sicoob material topic
 HUMAN RIGHTS	Businesses should support and respect the protection of internationally proclaimed human rights.	Human rights
	Make sure that they are not complicit in human rights abuses.	Human rights
 LABOUR	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Human rights Governance
	The elimination of all forms of forced and compulsory labour.	Human rights Governance
	The effective abolition of child labour.	Human rights Governance
	The elimination of discrimination in respect of employment and occupation.	Human rights Governance
 ENVIRONMENT	Businesses should support a precautionary approach to environmental challenges.	Climate change
	Undertake initiatives to promote greater environmental responsibility.	Climate change
	Encourage the development and diffusion of environmentally friendly technologies.	Climate change
 ANTI-CORRUPTION	Businesses should work against corruption in all its forms, including extortion and bribery.	Governance

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

As a special initiative of the UN Secretary-General, the United Nations Global Compact is a call for companies around the world to align their operations and strategies with ten universal principles in the areas of human rights, labor, environment, and anti-corruption. Launched in 2000, the Global Compact guides and supports the global business community in advancing the goals and values of the UN through responsible business practices. With more than 21,000 participants distributed across 65 local networks, it brings together 18,000 companies and 3,800 non-business organizations based in 101 countries, making it the largest corporate sustainability initiative in the world, with reach and engagement in 162 countries.

By joining the Global Compact, we committed to reporting annually on our progress in relation to the Ten Principles. In this way, the initiative encourages the constant evolution of internal sustainability practices.

The UN Global Compact in Brazil was created in 2003 and is now the second largest local network in the world, with more than 1,900 participants. The more than 50 projects conducted in the country cover the following themes: Water and Sanitation, Food and Agriculture, Energy and Climate, Human Rights and Labor, Anti-Corruption, Engagement and Communication.

For more information about the UN Global Compact, click here or access via QR Code

Click here or access via QR Code for more details about our Pacts and Agreements



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



1



GOVERNANCE

OUR COMMITMENT: To ensure ethics in business and the financial protection of our members.

PRIORITY FOR: Members | Communities | Employees | Directors | Executive Board | Partners | Regulatory Agencies

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



RELEVANCE OF THE TOPIC

GRI 3-3

Ethical conduct is a fundamental characteristic of effective leaders at the helm of responsible organizations. They are committed to impacts that go beyond their current decisions and to the future of all their stakeholders. Business ethics presupposes considering and recognizing that business decisions and activities impact the economy, society and the environment and that adopting good management practices favors ethical action, sustainable economic development, and the well-being of society.

In a cooperative organization, ethics encompasses the roles of governance agents and good practices adopted in all business processes: care for people; the financial integrity of cooperative members; the structuring, communication and sale of products and services; the form of remuneration of employees and directors; the allocation of financial resources and investments made.

For our stakeholder groups, ensuring business ethics is related to strengthening the governance structure and adopting best practices at all levels, such as preventing conflicts of interest, practicing transparency, integrity in all attitudes and effective controls in all processes of the System.

In terms of business impacts, ethics (or the lack thereof) has the potential to create (or destroy) economic, social, and environmental value, as well as reduce (or increase) exposure to risks and protect (or make vulnerable) the sustainability of the System. Good governance is the vector of appropriate practices and ethical behavior, which ensures the sustainability of businesses and act to mitigate economic, social, and environmental risks that could financially harm cooperative members and society.

HOW WE DEAL WITH THE TOPIC AT SICOOB

When analyzing the impacts of the Governance topic and our commitment to ensuring business ethics and the financial protection of cooperative members, we consider adherence to the United Nations SDG 16, which aims to promote peaceful and inclusive societies, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. The emphasis on ethics and financial protection reflects the importance of operating under principles of transparency and accountability, essential for the sustainability of any society.

In relation to Human Rights, the topic Governance, centered on the commitment to ensure business ethics and the financial protection of cooperative members, emphasizes the importance of fair and transparent practices that guarantee financial security and respect for the dignity and fundamental rights of individuals. Ethical governance promotes equity and justice within the organization and in our external interactions, strengthening integrity and trustworthiness while supporting the development of a more just and egalitarian society.



Governance in cooperative society

Cooperatives, by their very nature as partnerships of individuals, are governed by members democratically elected in assemblies, who make up the governing bodies and are responsible for ensuring that social and economic objectives are achieved in line with the interests of the cooperative members.

The essence of cooperative governance lies in consolidating best practices to ensure that executive and non-executive bodies are committed to meeting the expectations and objectives of the cooperative members, always prioritizing the common good. Cooperative leaders must act on behalf of the members, promoting ethics and transparency in all operations, in addition to ensuring the operational efficiency and financial security of the cooperative members. These responsibilities are based on mutual trust, which is the core of the cooperative model.

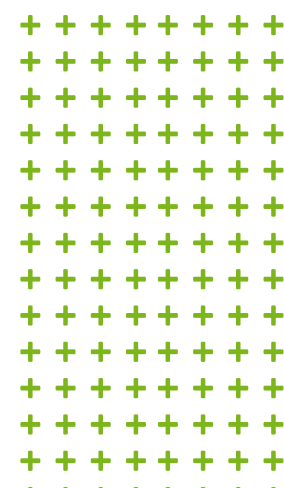
At Sicoob, the continuous improvement of governance is a central concern, involving all levels of the organization, from the Sicoob Cooperative Center (CCS) to the singular cooperatives. Under the coordination of the CCS, instruments, policies, standards, and control mechanisms are established to prevent and correct deviations and risks that may affect the interests of cooperative members.

Furthermore, good governance practices aim to strengthen the inclusion and participation of cooperative members in decision-making processes, as well as to provide transparent access to relevant information about the cooperative. The Corporate Education area plays a fundamental role in this process, offering educational programs that train cooperative managers and leaders while promoting the formation of leaders who are aware of cooperative identity and values.

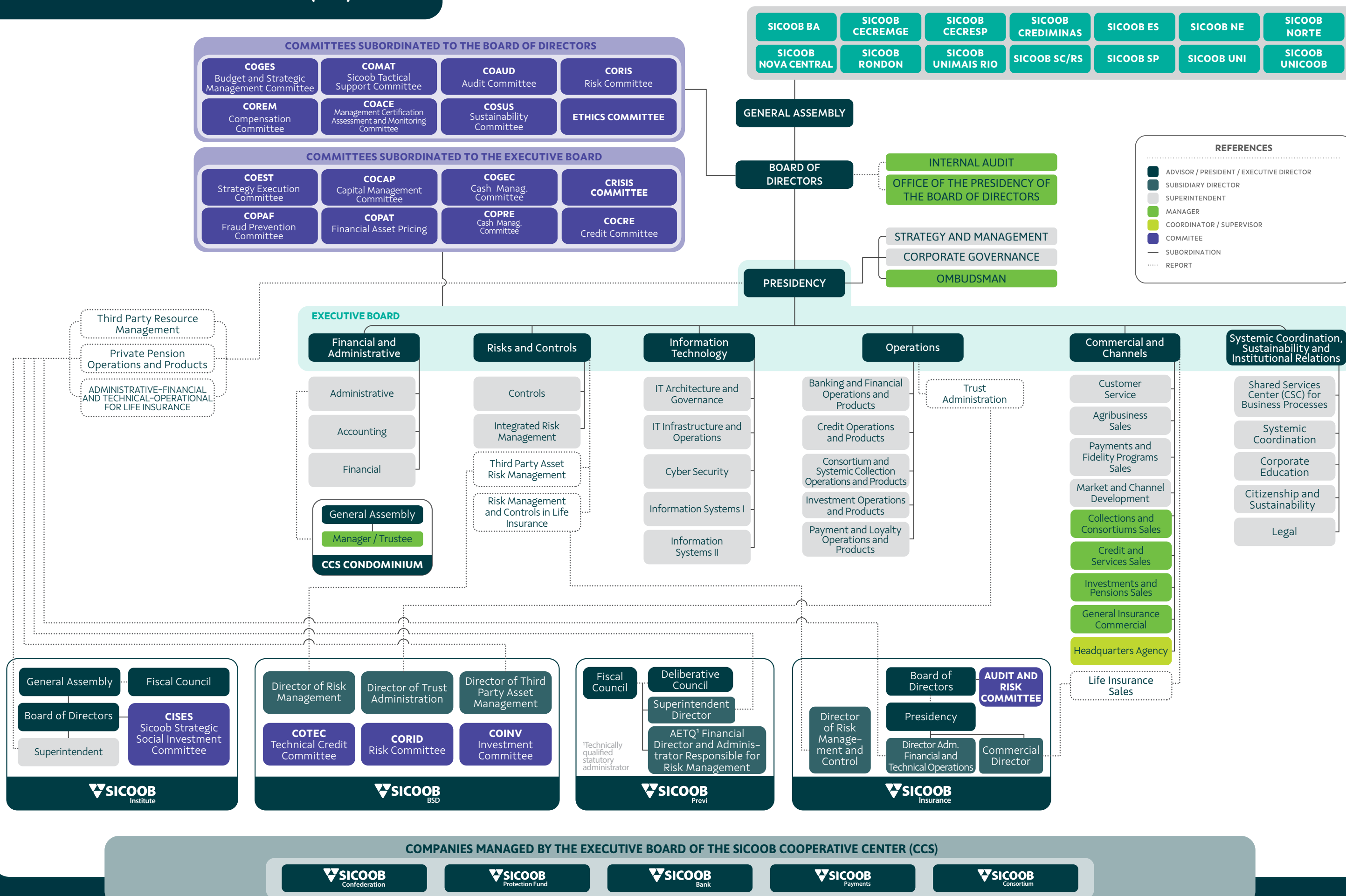
Improving governance is an ongoing and essential process to ensure the financial security of cooperative members, the trust of society and the achievement of sustainable economic results. Each Sicoob credit cooperative has its own governance structure, which is subject to supervision by the Central Bank of Brazil (BCB), while members' deposits are protected by the Credit Cooperative Guarantee Fund (FGCoop) in accordance with applicable regulations.

COOPERATIVE GOVERNANCE AT SICOOB

The Sicoob Cooperative Center (CCS) brings together third-level entities and has a Single Governance (Board of Directors and Executive Board). The model aims to promote greater agility in processes, increase efficiency, foster synergy between areas, reduce costs and strengthen the internal commitment to resource optimization. The purpose is to improve governance and the systemic organizational structure, mitigate possible conflicts of interest and implement strategic policies and guidelines developed together with the leaders of Sicoob cooperative.



SICOOB COOPERATIVE CENTER (CCS)





Cooperative Governance structured under the principles of best practices

Transparency: guarantee of access to information for all interested parties, making all relevant data available, if it complies with current legal restrictions and requirements.

Accountability: governance agents must be accountable for their actions, fully assuming the consequences of their acts and omissions.

Equity: fair treatment for all members and other interested parties, with discriminatory attitudes or policies being totally unacceptable.

In addition to the economic aspect and the social and environmental dimensions: governance agents must ensure the sustainability of cooperatives and other Sicoob entities, aiming at the longevity of the institution and the incorporation into the definition of business and operations, in addition to the economic aspect, the social and environmental dimensions.

Acting with integrity generates value for the business and all related parties.

SYSTEMIC GUIDELINES AND DEMOCRATIC PARTICIPATION OF MEMBERS

As a credit cooperative, our governance structure sets us apart from other business models. Our governance is based on cooperative principles and specific mechanisms that ensure participation and protect the interests of Sicoob members and other relationship groups. In 2023, we will have 7.7 million members in our membership, and all members are guaranteed the right to participate in the decisions of the cooperative to which they belong.

We follow the cooperative governance guidelines set out in our Institutional Corporate Governance Policy, which are adopted by all our cooperatives (singular, central and CCS) as approved at their respective general meetings, ensuring a unified approach across the System. This governance policy sets out guidelines on the following aspects: a) Representation and participation; b) Strategic management; c) Executive management,

supervision, and control; d) Principles of segregation of functions in administration; e) Transparency, equity, ethics and cooperative education; f) Corporate responsibility and accountability of Sicoob entities.

The CCS is responsible for coordinating, updating, reviewing and, when necessary, adjusting policies in response to new developments, statutory changes or suggestions submitted by our entities. Our Institutional Corporate Governance Policy establishes the internalization of a culture of sustainability and the consideration of economic, social, and environmental dimensions in administrative and business practices for all our entities. This Policy also addresses guidelines related to the processes and results of internal, independent, and cooperative audits, as well as the qualifications required for members of governance bodies in all Sicoob entities.

TRANSPARENCY PRINCIPLES

Compliance with the principles of transparency in governance and business conduct in our entities must be referenced in the following requirements:

- strengthening Sicoob's credibility and image by ensuring that any information is transmitted in an objective, clear, dependable and timely manner.
- protection of information of a restricted nature and protected by law through the adoption of risk mitigation mechanisms.
- broad and timely disclosure of financial and non-financial information, allowing interested parties to monitor and clearly understand the entity's economic fundamentals and result.

COOPERATIVE GOVERNANCE STRUCTURE

GRI 2-9

Sicoob's governance structure is based on the Mission, Vision, Values, and Ethics Pact as per our Institutional Regulation Manual. These premises are applied consistently across all Sicoob entities. However, it is important to note that the composition of the executive bodies in the governance structure of cooperatives may vary according to current legislation, which defines the requirements according to the size of each cooperative.

We emphasize that the maximum principle of equal participation of all members in the decision-making processes of cooperatives and the full exercise of their rights and duties are always respected, regardless of the configuration adopted by the governance model. At Sicoob, the right to vote and to directly participate in assemblies is guaranteed by statute to all cooperative members, whose participation may occur through representation by means of delegates, who are democratically elected by the members themselves as their representatives in collective forums.

Strengthening participatory mechanisms is an important part of the ongoing process of improving our governance. To this end, the CCS, together with the central and singular cooperatives of Sicoob, carries out initiatives aimed at systemic guidelines that strengthen the bond between members and cooperatives, especially in relation to the implementation of representation by delegates. Among these initiatives, we highlight the awareness of members about the importance of their engagement with cooperatives to exercise their rights and duties in assemblies, meetings with delegates, forums and groups organized by cooperatives, in addition to other local and regional agendas.

At the same time, we emphasize the development and dissemination of training programs for members for elected positions in accordance with the statutory and regulatory guidelines of each cooperative. Sicoob's Corporate Education area coordinates technical training programs and preparatory courses for members who wish to join the management of their cooperatives and participate effectively in Governance. The courses, which provide certification, are designed to train board members and auditors.

In 2023, 84.6% of Sicoob cooperatives conducted actions to engage members to participate in assemblies.

(Sicoob ESG Census 2023)

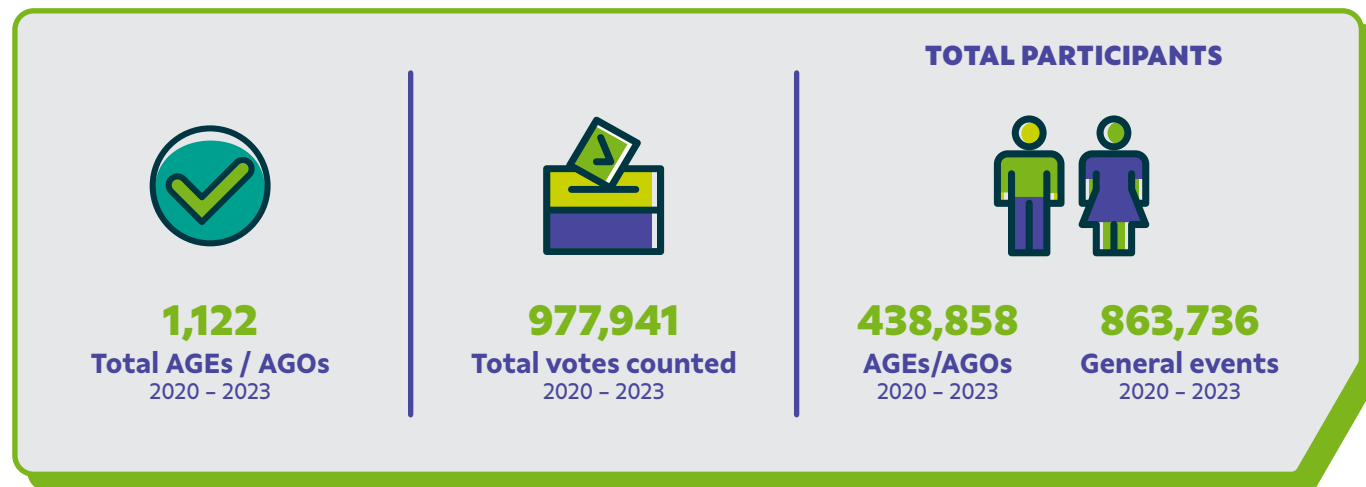
The Sicoob ESG Census is an inventory of Sicoob's sustainability practices. Central and singular cooperatives are invited to participate in the survey, which consolidates the systemic impact on the topic. In 2023, 100% of cooperatives participated.



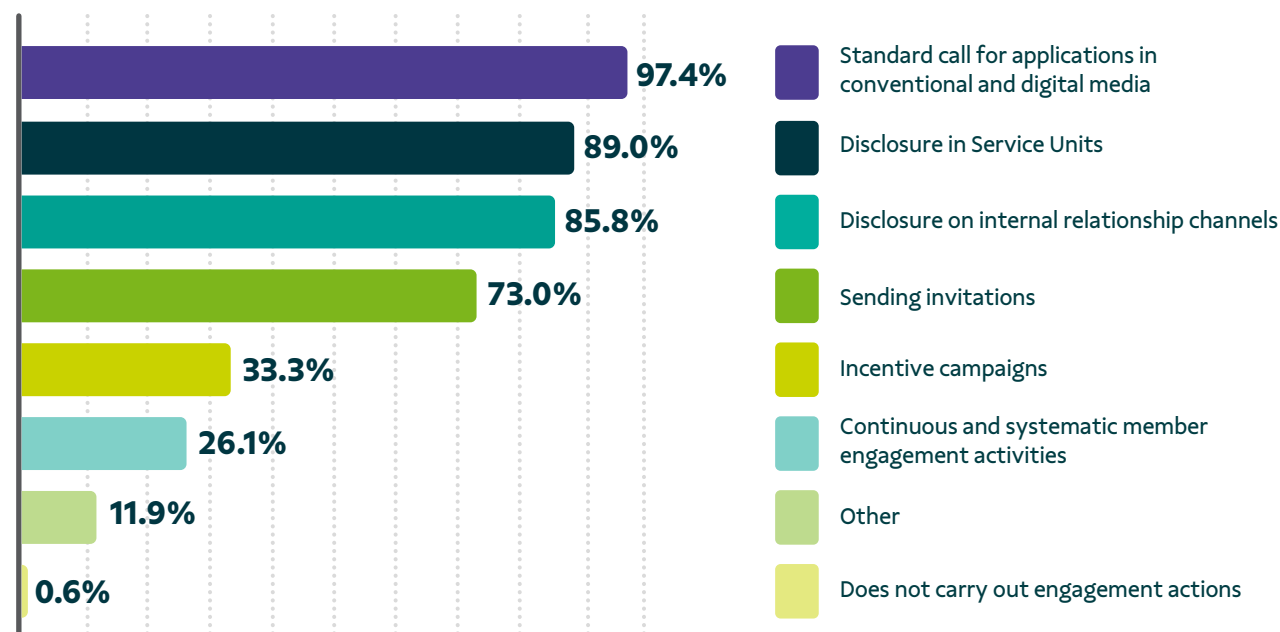
Our mobile relationship platform Sicoob Moob offers our members remote access to educational solutions on diverse topics, news and economic and financial data on the cooperative's performance and event schedule, in addition to access to the participatory process of digital elections and voting in assemblies.

Moob – Democratizing the participation of cooperative members in the Assemblies

Our Moob app has established itself as the institutional digital communication channel between cooperatives and members and has democratized their participation in assemblies, being responsible for 1,122 events (Ordinary General Meetings, AGOs, and Extraordinary General Meetings, AGEs) and almost 1 million votes counted in the period from 2020 to 2023.



MAIN ACTIONS CARRIED OUT BY SICOOB COOPERATIVES TO ENGAGE COOPERATIVE MEMBERS IN THE ASSEMBLIES



Sicoob ESG Census 2023

COLLECTIVE PARTICIPATION BODIES

General Assembly: The highest body of cooperative governance has the power to make all decisions of social interest, always in accordance with the limits established by law and the Articles of Association. These meetings may be ordinary or extraordinary, and the decisions taken are binding on all members, including those who are absent or dissenting. At the Ordinary General Meetings (AGOs), matters such as the following are dealt with: the rendering of accounts by the management bodies together with the opinion of the Fiscal Council; the allocation of surpluses or the apportionment of losses; and the election of members of the Board of Directors, the Fiscal Council and other management bodies, when applicable.

Pre-meeting: These are local informational meetings held by singular cooperatives before the General Assemblies with the aim of submitting to the members for analysis the matters that will be discussed at the assembly. They are called by the Board of Directors with advance provision of the agenda. When it is not possible to hold

these assemblies with the participation of all cooperatives due to the substantial number of members or geographical distance, delegates assume the responsibility of meeting locally with smaller groups and leading the discussion of the issues at hand.

Delegates: Delegates are representatives elected by the cooperative members to deal with all issues to be decided at the General Assembly. In addition to representing the membership, delegates have the role of contributing to improving the dialogue between the cooperatives and the cooperative members. All of them go through a training process and receive support from the Board of Directors and the Executive Board to adequately perform their functions. At Sicoob, representation by delegates occurs mainly when the number of cooperative members exceeds three thousand members or when some of them live more than 50 km from the headquarters. The number of delegates is defined by the cooperatives to guarantee a proportional representation of the cooperative members at the General Assemblies.

The assembly electoral processes of central and singular cooperatives may be organized and monitored by committees set up to ensure impartiality, transparency, and compliance.





INTERNAL GOVERNANCE BODIES

GRI 2-10 | 2-11 | 2-18



NON-EXECUTIVE BODIES

Board of Directors of the Sicoob Cooperative Center (CCS): plays a fundamental role as the highest administrative body of both Sicoob Confederation and Sicoob Bank, reporting to the General Assembly. Composed of 14 members elected at General Assemblies for three-year terms, it does not have independent members, and the members also hold elected positions within the central cooperatives. The body establishes guidelines for systemic action in collegiate deliberation with the objective of promoting efficiency, economy, utility, and other relevant principles. Its mission is to define the general direction of the business of the entities of the System, as well as of the controlled entities and the sponsored foundation by defining strategic and normative attributions and supervising the executive management. The Board does not perform operational or executive functions, focusing on strategic and governance aspects. Performance evaluation is conducted annually, following the guidelines established in the Policy and in the Succession Plan for Administrators. For the 2023 fiscal year, the criterion adopted was the self-assessment questionnaire. The results were compiled and presented for analysis by the Board of Directors itself to define action plans and implement opportunities for improvement. Thus, the Executive Board of the Sicoob Cooperative Center plays a strategic role in directing and supervising the System, constantly seeking to improve practices and ensure the best performance of the associated entities and companies.

Board of Directors of the Central Cooperative and the Singular Cooperative: it is the highest administrative body of both the central cooperative and the singular cooperatives. Composed of members elected at the General Assembly, it acts in a collegial manner and has several responsibilities, such as the general

direction of the business, the election of the Executive Board, and the monitoring and supervision of management in relation to business, risks, and people. It does not interfere in executive activities but has the power to establish and remove the Executive Board, in addition to requesting all information necessary for the performance of its functions, including opinions from external experts, if necessary. This segregation of functions aims to protect the interests of the cooperatives, which prevail over any other interests. In the absence of the Board of Directors, the cooperative may be managed by the Directors, provided that they comply with the Corporate Governance rules established in the current regulations and the guidelines of the Institutional Governance Policy. The structure, composition and competence of the Board of Directors are defined in the Bylaws of the cooperative, while the operating rules are established in the Internal Regulations. The term of office of the Board Members lasts up to four years as stipulated in the Bylaws and in accordance with Complementary Law No. 196/2022. The replaced members remain in office until their substitutes take office, always after the election has been approved by the Central Bank of Brazil.

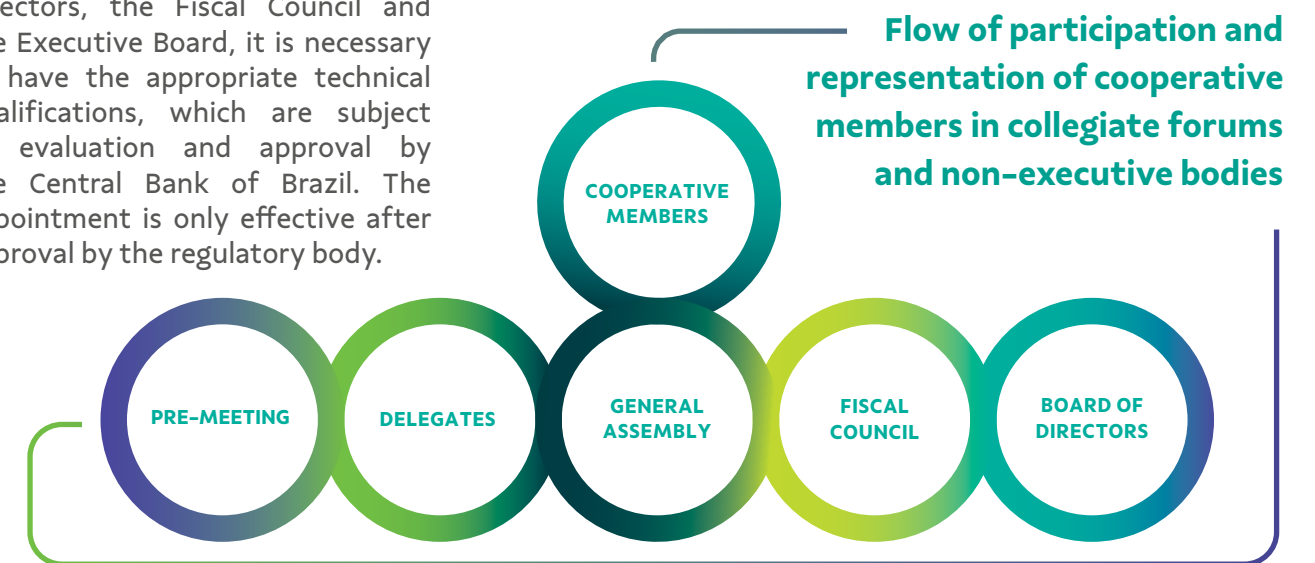
In 2023, 87.4% of Sicoob cooperatives had a Board of Directors with a four-year term, 8.6% with a three-year term and 2.0% with a two-year term. Only 2.0% of Sicoob cooperatives did not have a Board of Directors.

(Sicoob ESG Census 2023)

Fiscal Council: It is the technical council that regularly and thoroughly monitors the management of cooperatives. It is made up of three effective members and three alternates, and all members are elected at a General Assembly for a three-year term, with the renewal of at least two members at each election, one effective and one alternate. On August 24, 2022, Complementary Law No. 196 was published, amending Complementary Law No. 130 of April 17, 2009, making the constitution of the Fiscal Council optional for credit cooperatives managed by a Board of Directors and an Executive Board, as well as for service confederations constituted by central credit cooperatives and managed by a Board of Directors and an Executive Board (art. 6, § 2).

Technical training for filling statutory positions

To hold positions on the Board of Directors, the Fiscal Council and the Executive Board, it is necessary to have the appropriate technical qualifications, which are subject to evaluation and approval by the Central Bank of Brazil. The appointment is only effective after approval by the regulatory body.



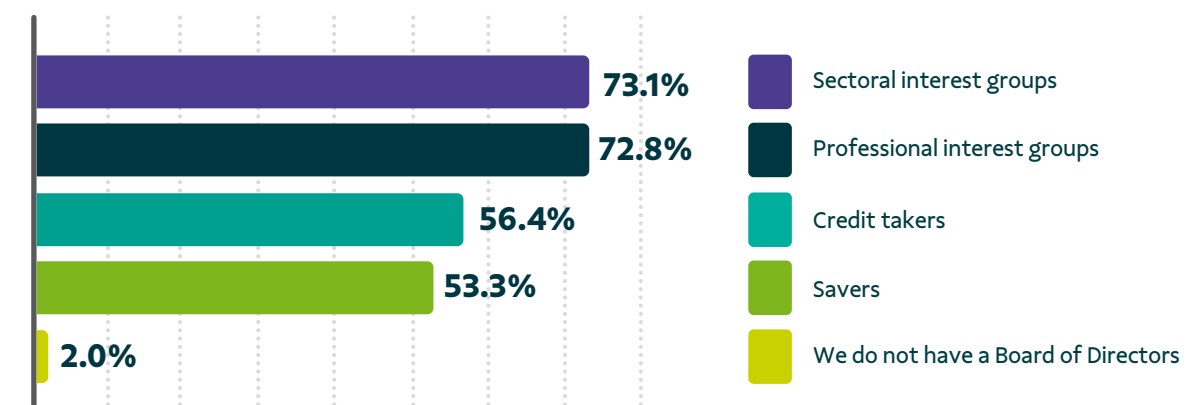
Representation of cooperative members on the Board of Directors

To balance interests and strategic decisions, Sicoob cooperatives have sought fair representation of members by diversifying the composition of the boards, a practice that is also beneficial for the sustainability of the business.

In 2023, 8.37% of Sicoob cooperatives acted to favor the representation of different interest groups on the Boards of Directors.

(Sicoob ESG Census 2023)

Groups represented on the boards of singular cooperatives



Sicoob ESG Census 2023



EXECUTIVE BODIES

Executive Board of the Sicoob Cooperative Center (CCS): It is composed of seven directors, including the Chief Executive Officer, who is responsible for the executive management of all CCS operations (Risks and Controls, Financial and Administrative, Information Technology, Operations, Commercial and Channels, and Systemic Coordination, Sustainability and Institutional Relations). The members of the Executive Board are appointed by the Board of Directors for a three-year term. The performance evaluation process is conducted annually, following the guidelines contained in the Policy and the Management Succession Plan. For the 2023 fiscal year, the same criteria adopted was used for CCS employees, with the Chief Executive Officer being responsible for evaluating the directors and the Chairman of the Board of Directors coordinating the evaluation of the Chief Executive Officer.

In 69.6% of Sicoob cooperatives, the performance of the Board members is assessed annually by the Board of Directors (or by the Assembly, in cases where there is no Board); in 12.6%, it is assessed monthly; in 6.3%, biannually; in 1.2%, biennially. In 10.3% of Sicoob cooperatives, the performance of the Directors is not yet assessed. (Sicoob ESG Census 2023)

Executive Board of the Central Cooperative and the Singular Cooperative: It is responsible for the executive management of each central cooperative and each singular cooperative. In its absence, management is conducted by another executive body within the organizational structure whose function is to comply with and enforce the Articles of Association and the resolutions of the General Assembly and the Board of Directors, performing executive and/or operational duties. It is composed of managers responsible for running the business and is responsible for implementing strategies and achieving the goals defined by the Board of Directors.

At the executive level, our cooperatives are structured to enable the technical and effective management of the business, maintaining the segregation between executive and non-executive functions to avoid conflicts of interest and preserve the integrity and efficiency of Sicoob. The evaluation of the Executive Board is carried out by the Board of Directors in accordance with the Policy and the Management Succession Plan, which monitors the performance of the executive body in relation to compliance with the outlined policies, objectives and established goals, recording the conclusions in a specific document at least once a year.

Internal Controls and Compliance: It is the area dedicated to proposing guidelines and procedures to support the achievement of strategic objectives. Additionally, it aims to verify whether the laws and regulations applicable to the activities of Sicoob entities are complied with, as well as assist in correcting deviations. Sicoob has an Institutional Policy of Internal Controls and Compliance, with each entity having its own independent and autonomous structure and reporting to the governance bodies of the

In 2023, 26.9% of Sicoob cooperatives considered environmental and social topics in the Board's performance evaluation processes, in addition to economic and financial aspects. (Sicoob ESG Census 2023)

cooperative in relation to the results of the inspections conducted in accordance with the established policies. The Board of Directors is the body responsible for ensuring the independence and autonomy of the area. The CCS is responsible for coordinating and guiding the implementation of its structure in the Sicoob entities, in addition to supervising the central cooperatives, which, in turn, are responsible for maintaining the functional structure for monitoring the Internal Controls and Compliance System of their affiliated singular cooperatives. At the same time, they conduct supervision commensurate with the size and complexity of the operations of each cooperative, considering the characteristics of the structure, risk profile and business model they represent. Although concentrated in the central cooperatives, the singular cooperatives are responsible for maintaining adequate internal controls consistent with the nature, compliance, complexity, and risk of their operations.

Internal Audit: Maintaining an independent vision, the area is responsible for contributing to the ongoing improvement (efficacy, efficiency, and effectiveness) of systems, internal control processes and risk management and governance, thus assisting Senior Management in achieving its stated objectives. To this end, the Internal Audit's work generally includes the following activities: detection and prevention of errors, omissions and acts contrary to internal and external policies and regulations; identification of risks that may adversely affect the achievement of Sicoob's objectives; assessment of risk management and the validity of the areas' performance measures in relation to their respective processes; consultancy in processes that have recognized and consolidated best market practices.

SUPPORT AND ADVISORY BODIES

Audit Committee (COAUD): A permanent statutory body that reports directly to the CCS Board of Directors. Its purpose is to advise the Board of Directors, providing opinions on financial statements and the effectiveness of the internal control system, risk management, and internal and independent audits. The Board of Directors appoints the members to serve a five-year term, with two independent members and one member who also serves on the CCS Executive Board. All documents and information intended for the members of the Committee are made available on the Corporate Governance Portal (PGov). At the end of the semesters ending June 30 and December 31, the Committee prepares the Audit Committee Report, which contains the activities conducted during the period, as well as assessments and recommendations. It also exercises its powers and responsibilities in the third-tier entities of Sicoob that adopt the single audit committee regime.

Compensation Committee (COREM): Permanent statutory body reporting directly to the CCS Board of Directors, which provides advice on the implementation, operation, and management of the CCS Executive Board's Compensation Policy. The members serve a three-year term, with one member being a member of the Board of Directors, one member of the Executive Board and two CCS superintendents, with no independent members. It exercises the duties and responsibilities of the third-tier entities of Sicoob that adopt the single compensation committee regime. Regular meetings are held quarterly and extraordinary meetings when necessary. All documents and information intended for its members are made available on the Corporate Governance Portal (PGov). Another function is the annual preparation, within a maximum period of 90 days from the end of the fiscal year on December 31, of the Remuneration Committee Report, containing, among other information, the activities carried out in the period, the processes adopted in establishing the policies, the main characteristics of the Policy, the description of the changes in the Policy and the consolidated quantitative information on the remuneration structure of the administrators.

Risk Committee (CORIS): Permanent body reporting directly to the CCS Board of Directors, which advises on issues related to risk and capital management in accordance with current regulations. The members of CORIS are appointed by the Board of Directors to serve a three-year term, with one member being independent, one member also serving on the Board of Directors and two members also serving on the CCS Executive Board. This committee also exercises the powers and responsibilities of Sicoob's third-tier entities. The meetings are held every two months and, in addition to other duties arising from the legislation and regulations in force and from instruments published by the Central Bank of Brazil, CORIS is responsible for establishing the operational rules for its own functioning, proposing, at least once a year, recommendations to the Board of Directors and preparing, at the end of the semesters ending on June 30 and December 31, the Risk Committee Report, containing a brief description of the activities carried out within the scope of its duties during the period as a way of presenting the accountability to the Board of Directors.

Sicoob Tactical Support Committee (COMAT): advisory body subordinate to the CCS Board of Directors, its purpose is to evaluate and express an opinion on proposals that are submitted for deliberation by the CCS Board of Directors related to organizational development, business support, information technology and supervision and monitoring of risk management and which, according to the assessment of the Board of Directors, require preliminary technical analysis by this Committee. It is composed of a board member,

responsible for coordinating the meeting, at least one representative of the Executive Board and a representative formally appointed by each of the central cooperatives.

Budget and Strategic Management Committee (COGES): advisory body, formed entirely by members of the CCS Board of Directors with overlapping terms of office for both terms. Its scope of action is related to budget execution, management of systemic projects and investments in technology, with the purpose of evaluating and expressing opinions on the annual budget proposals of Sicoob Bank and the Confederation, as well as on proposals for periodic reviews submitted for deliberation by the CCS Board of Directors, assessing the impacts resulting from strategic projects.

Management Certification Assessment and Monitoring Committee (COACE): a deliberative body subordinate to the CCS Board of Directors whose purpose is to analyze the documentation presented by the candidate for the purpose of obtaining Certification by Proven Experience/Qualification, issue an opinion on the required evidence and deliberate on granting certification to the candidate, propose the Institutional Plan for Training of Executives for the following year, monitor the progress of the systemic training process and monitor the status of the certifications of executives, as well as renewals and revalidations. The Committee is composed of a board member, a representative of the Executive Board, a representative of the Corporate Education area and a representative of the Corporate Governance area of the CCS.

GRI 2-12 | 2-13

Sicoob Sustainability Committee (COSUS): is a permanent advisory body that reports directly to the CCS Board of Directors. It is composed of a Board member, two representatives of the Executive Board, a CCS superintendent, the Superintendent of the Sicoob Institute, a Sicoob cooperative director and an independent member. The members serve a three-year term. Their responsibilities include: proposing recommendations to the CCS Board of Directors on reviews and improvements to Sicoob's Social, Environmental and Climate Responsibility Policy (PRSAC); proposing means for the effective integration of the PRSAC into Sicoob's other policies, strategies, processes, practices and procedures; understanding, in a comprehensive and integrated manner, the risks and opportunities that may impact Sicoob's business in the area of sustainability; monitoring the implementation of initiatives related to sustainability practices, including the achievement of the objectives of Sicoob's Sustainability schedule; propose ways for the Sicoob Sustainability schedule to permeate Sicoob's business in a transversal and organic manner at all systemic levels; assist in defining, evaluating and monitoring sustainability performance indicators; coordinate, monitor and participate in the processes of preparing and disseminating Sicoob's Sustainability Report; suggest solutions for disseminating knowledge and stimulating awareness on sustainability-related topics and practices, fostering the creation of a culture in favor of the topic. COSUS complies with Art. 6 of CMN Resolution No. 4,945/2021, which provides for the Social, Environmental and Climate Responsibility Policy (PRSAC).

Based on recommendations from COSUS and the Executive Board, the Board of Directors approves sustainability deliveries and processes. Strategic sustainability issues are reported at meetings of the Social Investment Committee (CISES), the Strategy Execution Committee (COEST) and the Sicoob Tactical Support Committee (COMAT).

Click here or access via QR Code to learn about the Regulations of the Sicoob Sustainability Committee



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





Ethics Committee: The purpose of this committee is to promote the management and development of ethics in the entity in accordance with the individual and systemic principles defined by the Ethics Pact. Appointed by the CCS Board of Directors to serve a three-year term, the committee is composed of two representatives of the Board itself, one representative of the Executive Board, one representative of the CCS People area, one representative of the CCS Legal area and four representatives of the CCS employees, who, in a collegial manner, seek to promote the management and development of ethics in the CCS in accordance with the principles defined by the Sicoob Ethics Pact. It is linked to and reports to the CCS Board of Directors, which deliberates on the proposals. Its responsibilities include: proposing the Three-Year Action Plan with actions for education, guidance, dissemination and promotion of the Ethics Pact and monitoring its implementation and development; proposing studies and research to assess the level of knowledge of the Ethics Pact; proposing actions to diagnose areas of ethical risk; propose the creation or updating of internal standards of conduct; verify the admissibility, investigate and possibly propose processing cases of conduct that are not in accordance with ethical principles and behaviors; propose disciplinary measures of counseling or warning or ethical censure; monitor the records of receipt and processing of complaints of ethical transgressions; propose the formation of study or work groups, when necessary, to support the activities and decisions of the Commission; act as a forum for studies and reflections; exercise the role of a higher authority in arbitrating doubts or conflicts of interpretation regarding the Ethics Pact; and propose updates to the Ethics Pact and deal with actions that demonstrate conduct that is not in accordance with the Sicoob Integrity Program. It has its own regulations approved by the Board of Directors and meets regularly every two months.

Sicoob Strategic Social Investment Committee (CISES): an advisory body subordinate to the Board of Directors of the Sicoob Institute, composed of a board member of the Sicoob Institute, who is the coordinator, a superintendent of the CCS, the Superintendent of the Sicoob Institute and an executive from each of the central cooperatives of Sicoob designated as their representatives to the Sicoob Institute. The purpose is to advise the Board of Directors of the Sicoob Institute in establishing systemic guidelines related to social investment according to the environmental, economic, and social dimensions. The responsibilities of the Committee are: to share knowledge among the executives designated by the supporting members about the practice of Private Social Investment, considering, among other things, the applicable trends and regulatory standards, as well as the strategies and dynamics of the Sicoob Institute; to promote high-level debate on the work of the Sicoob Institute and the impact on business, taking into account the strategic positioning of generating shared value; to promote intercooperation and exchange of experiences among the supporting cooperatives with regard to the practice of actions related to Private Social Investment; create an environment for listening to demands, suggestions, ideas and possible difficulties experienced by central and singular cooperatives with the aim of providing support for the executive management of the Sicoob Institute in the construction of actions, innovations and improvements in its practices.

Local governance structures follow systemic policies and have the autonomy to create their own bodies that contribute to the coordination and monitoring of management in accordance with local or regional needs and within the provisions of Brazilian laws, without prejudice to the essential structures for the coordination, verification, monitoring and internal and external oversight of activities. The management of Sicoob entities may also use their own committees to make technical and business decisions to ensure agility, quality, and safety in the processes for which they are responsible, in accordance with internal and systemic regulations.



Legal standards relating to the establishment and functioning of governance in cooperatives

The constitution and operation of credit cooperatives are currently regulated by CMN Resolution No. 5,051/2022, in accordance with Article 9 of Law No. 4,595/1964, and based on Article 4, items VI, VIII and XI, of said Law, 1, § 1, and Article 12 of Complementary Law No. 130/2009. In addition to legal and sub-legal standards, the Bylaws (approved by the General Assembly) address the Cooperative Governance Policy with regard to aspects of representation and participation, strategic direction, executive management and supervision and control, as well as rules for applying the principles of segregation of functions in administration, transparency, equity, ethics, cooperative education, corporate responsibility and accountability.

Remuneration policies

GRI 2-19 | 2-20

At the Sicoob Cooperative Center (CCS), executive compensation is determined as described in the Systemic Job and Salary Plan, which guides all other entities. This plan includes: a Compensation and Career Management Manual, which establishes clear guidelines for compensation; a Job Catalog, containing a matrix of job structures, detailed descriptions, salary scales and the Brazilian Occupational Classification (CBO); in addition to the Recognition and Reward Practices Manual and updated Salary Reference Tables to ensure equity and transparency in the compensation process.

Under the CCS, executives receive a benefits package compatible with the market, which includes medical and dental assistance, group life insurance, regular medical evaluations (annual or biannual), supplementary pension, food and meal assistance, daycare and nanny assistance, physical activity plan, profit sharing or results.

TRAINING OF MANAGERS

GRI 2-17

The Management Certification Policy and the Institutional Management Training Plan are the instruments for the training and development of our management, compliance with regulatory guidelines and policies and support for the sustainability of Sicoob's activities.

The nature of the training is established according to the learning needs of each target audience, and course schedules are made available annually to meet the needs of future leaders, both new and re-elected. The main topics covered are: Cooperativism, Financial Cooperativism, Financial Market and Banking Sector, Governance, Accounting Concepts, Economics, Finance and Budget, Risk Analysis, Ethics Pact, Statutes and Regulations, Legal and Regulatory Environment, Strategic Planning, People Management, and others that are relevant to the performance of the functions. Regarding Sustainability, educational trails on the topic are made available on our educational platform. At the same time, Sicoob provides opportunities for members of Senior Management and other managers to participate in thematic events and forums, in addition to participating in spaces for dialogue with entities to which we are affiliated that are involved with relevant topics in the context of Sicoob's sustainability.

Sicoob also has partnerships with the World Council of Credit Cooperatives (WOCCU), the International Confederation of People's Banks (Confédération Internationale des Banques Populaires, CIBP) and the Academy of German Cooperatives (Akademie Deutscher Genossenschaften, ADG) to promote international exchanges for CCS and central cooperative leaders and managers. This program aims to provide participants with opportunities to gain experience about different governance models and organizational structures and to exchange experiences and learning with international institutions of significant importance in the global credit cooperative movement.



In 2023, the WOCCU conference was held in Canada with the participation of 119 Sicoob leaders, and the 30th CIBP Congress with a total of 123 participants.

EXCHANGE	NUMBER OF PARTICIPATIONS		
	2021	2022	2023
Annual Conference WOCCU	70	109	119
30th CIBP Congress			123

Institutional Policy for Certification of Managers

Established in 2021 by the CCS Board of Directors, Sicoob’s Institutional Policy for Certification of Managers was updated in 2022 and is mandatory for executive directors and optional, but recommended, for board members. The objective is to certify the knowledge and experience considered essential to perform activities within Sicoob, in compliance with the provisions of the governing legislation, especially Law No. 5,764 of December 16, 1971, and the relevant regulation.

Institutional Plan for Training Sicoob Executives

At Sicoob, managers receive training on Cooperativism and Cooperative Management, considering that exercising their functions in governance bodies requires extensive knowledge of the business model they run.

To this end, Sicoob has a specific training plan for managers called the Sicoob Institutional Management Training Plan. This plan establishes mandatory paths to be taken, training and development programs, as well as the certification of managers. The Sicoob Management Certification Program is conducted in partnership with the Getúlio Vargas Foundation (FGV).

In 2023, Sicoob Corporate University offered training programs for board members and directors with the purpose of supporting the development of Cooperative Governance at Sicoob. The program is composed of sequential and connected modules and was developed by Sicoob Corporate University with external partners. The training covers topics related to Cooperativism, Credit Cooperativism, Financial Market and Banking Sector, Governance, Accounting Concepts, Economics, Finance and Budget, Risk Analysis, Ethics Pact, Statutes and Regulations, Legal and Regulatory Environment, Strategic Planning, Human Resources, and others that are relevant to the performance of their duties. At the same time, the Sicoob Summit, the Meeting with Leaders, the Net Worth Seminar, the Auxiliary Supervision Seminar, and the Preparatory Courses for the Certification of Sicoob Directors are held, an action for developing Sicoob leadership that aims to bring reflections/insights on current issues and their applications in the cooperative business model.

CERTIFICATION OF MANAGERS	NUMBER OF PARTICIPATIONS		
	2021	2022	2023
Board of Directors	423	357	215
Fiscal Council	155	171	120
Directors	167	236	118
Total	745	764	453

SICOOB MANAGERS’ SUCCESSION POLICY AND PLAN

Sicoob Policy for the Succession of Managers

The Succession Policy aims to establish principles and guidelines for the execution of the Management Succession Plan according to the nature of the entities that are part of the System. The policy applies to: CCS entities, observing the particularities related to the composition of the Senior Management of each CNPJ (National Registry of Legal Entities), and to Sicoob’s central and singular cooperatives. It is reviewed at least every five years based on a proposal from the area responsible for Sicoob’s Management Succession Plan or because of relevant facts and suggestions forwarded by Sicoob entities, with the last review being conducted on June 28, 2023. All standards and operational procedures that regulate the Succession Plan complement and are subordinate to the Policy.

Within the scope of the central and singular cooperatives of Sicoob, it is approved by their respective General Assemblies, and the respective Boards of Directors are responsible for approving, supervising, and controlling the processes related to the planning and operation of this Policy. In the succession process of Sicoob entities, the conditions for exercising the position established in the legislation and regulations in force are observed.

Our Succession Policy is aligned with CMN Resolution No. 4,878 of December 23, 2020, and considers Senior Management to be the positions held by members of the Board of Directors and the Executive Board. All Sicoob cooperatives, although autonomous in defining their policies as set forth in their bylaws, follow the systemic succession guidelines proposed by the CCS.

Sicoob Succession Plan for Managers

The Sicoob Succession Plan for Managers was updated on June 28, 2023, and aims to comply with the Sicoob Policy for the Succession of Managers and can be adjusted to regional specificities and criteria at the initiative of the respective central cooperative.

Aimed at the Senior Management of the System’s entities, including alternate members and potential successors, it establishes actions for the transition of command, ensuring regular business continuity. Its objectives are a) to follow the guidelines of Sicoob’s Management Succession Policy; b) to align with best corporate governance practices; c) to ensure the identification, development, retention and qualified renewal of Senior Management members; d) to be a strategic tool for the development, sustainability and longevity of the cooperative. The premises are to consider in its formulation the Bylaws, Internal Regulations, the Management Remuneration Policy, and the regulations that regulate the electoral process, in addition to Sicoob’s Ethics Pact and Integrity Program.

Stages of the Succession Plan for Board Members

- ✓ Indication (identification) of potential members
- ✓ Verification of prerequisites for exercising the role
- ✓ Performance assessment
- ✓ Knowledge update

Stages of the Succession Plan for Directors CEO and Directors

- ✓ Identification/selection
- ✓ Verification of prerequisites for exercising the role
- ✓ Performance assessment
- ✓ Knowledge update
- ✓ Retention – Directors



RISK MANAGEMENT

Sicoob's risk management structure is conducted centrally by the Sicoob Cooperative Center (CCS) based on policies, strategies, processes, and limits and seeks to identify, measure, evaluate, monitor, report, control and mitigate the risks inherent to its activities. The Institutional Policy for Integrated Risk Management, as well as the risk management guidelines, are approved by the CCS Board of Directors.

Integrated risk management covers, at a minimum, credit, market, interest rate variation, liquidity, operational, cyber, image, business discontinuity, social, environmental and climate risks and ensures, in a continuous and integrated manner, that risks are managed in accordance with the levels defined in the Risk Appetite Statement (RAS).

The risk management process is segregated, and the organizational structure involved ensures specialization, representation, and rationality, with adequate dissemination of information and a culture of risk management at Sicoob. Procedures are adopted for timely reporting to governance bodies of information in normal and exceptional situations in relation to risk policies, in addition to 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 extent of the risk exposure of Sicoob entities and does not relieve the responsibilities of the cooperatives.

Operational risk: The guidelines for operational risk management are recorded in the Institutional Operational Risk Management Policy, approved by the Board of Directors, which provides for 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, evaluation, treatment, documentation, and storage of information on operational losses and recovery of operational losses, in addition to evaluation tests of control, communication and information systems.

Credit risk: The guidelines for credit risk management are set out in the Institutional Credit Risk Management Policy, which is approved by the Executive Board and by the CCS Board of Directors and provides for standardized procedures, metrics, and actions for all Sicoob entities. To mitigate credit risk, the CCS has risk analysis and classification models based on quantitative and qualitative data to support the process of calculating the counterparty's risk and credit limits, with the aim of maintaining the excellent quality of the portfolio.

Market and interest rate risk: The guidelines for managing market and interest rate risk are set out in the Institutional Market Risk Management Policy, which is approved by the Executive Board and the CCS Board of Directors and provides for standardized procedures, metrics and actions for all Sicoob entities. The system for measuring, monitoring, and controlling market and interest rate risk adopted by Sicoob is based on the application of widely used tools based on best risk management practices, covering all positions of Sicoob entities.

Liquidity risk: The guidelines for liquidity risk management are set out in the Institutional Policy for Financial Centralization Management and the Institutional Policy for Liquidity Risk Management, which are approved by the Executive Board and the Board of Directors of the CCS and provide for standardized procedures, metrics and actions for all Sicoob entities. The liquidity risk management of Sicoob entities complies with the aspects and standards set out in the regulations issued by regulatory bodies and is permanently improved and aligned with good management practices.

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 protect Sicoob entities against threats in the cyber environment. The cycle of identification, assessment, treatment, and monitoring of cyber risk is carried out at least every two years.

Image risk: image risk management is carried out by monitoring institutional communication channels to measure satisfaction and quality of service (Ombudsman, SAC), compliance with regulatory deadlines of the Central Bank of Brazil (Citizen Demand Registration System – RDR) and reputational classification in the market by the general public (Reclame Aqui and social networks).

Business Discontinuity risk: The guidelines for business continuity management are recorded in the Institutional Business Continuity Management Policy, which is approved by the Board of Directors of Sicoob Confederation and provides for standardized procedures, metrics, and actions for all Sicoob entities.

Impact Analysis (AIN)
The CCS performs the Impact Analysis (AIN) to identify critical systemic processes with the aim of defining strategies for the continuity of these processes and thus protecting the business from prolonged interruptions that could threaten continuity. The result of the AIN is based on the financial, legal and image impacts.



Click here or access the QR Code to access the Sicoob Centralized Risk and Capital Management Structure Report





SOCIAL, ENVIRONMENTAL AND CLIMATE RISKS

GRI 2-25



The guidelines for managing social, environmental and climate risks are designed to identify and mitigate significant risks that may impact stakeholders, as well as Sicoob's products and services. 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 (PRSAC). Based on the guidelines established, it is possible to guide the principles and guidelines aimed at contributing to the appropriate implementation of the relevance of the 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, evaluating and measuring the positive and negative impacts and possible losses that may affect Sicoob's reputation.

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

Climate risk: The climate risk management process consists of conducting systemic assessments considering the probability of the occurrence of events that may cause damage of climate origin and observing transition and physical risks.

Social, environmental and climate risks are observed in Sicoob's business lines following the eligibility criteria (described below) and assessment criteria developed and disclosed in internal manuals in accordance with current standards and regulations:

- a. sectors of activity with greater exposure to social, environmental and climate risks.
- b. loan and financing lines with greater exposure to social, environmental and climate risks.
- c. value of outstanding balance in credit operations with greater exposure to social, environmental and climate risks.

Regarding the identification of social, environmental and climate risk events, Sicoob has functions for assessing information of this nature from self-declaration and integrated consultations with accredited bodies in their spheres of activity. Among the entities mentioned, the following stand out: the Brazilian Institute of the Environment and Renewable Natural Resources (IBAMA), the State Secretariats of the Environment, the Chico Mendes Institute for Biodiversity Conservation (ICM-Bio), the Ministry of Labor and Employment (MTE), the National Indian Foundation (FUNAI), the National Institute of Historical and Artistic Heritage (IPHAN), the Deforestation Monitoring Project (PRODES), the National Institute of Colonization and Agrarian Reform (INCRA) and the Ministry of Science, Technology and Innovation (MCTI).

Social, Environmental and Climate Risks and Opportunities Report – GRSAC

In June 2023, the first volume of the Sicoob Social, Environmental and Climate Risks and Opportunities Report – GRSAC 2022 was released, revealing the RSAC management structure in the institution together with the respective strategic objectives.



Click here or access via QR Code to learn more about our Social, Environmental and Climate Risks and Opportunities Report – GRSAC 2023



Eligibility of Social, Environmental and Climate Risks (RSAC)

The eligibility process considers the principles of relevance and proportionality by combining higher-risk sectors and portfolio exposure values. This flow is observed in the granting of credit operations with the aim of mitigating potential social, environmental and climate damage. Eligibility is selected through variables, credit line, outstanding balance, and registration record that allows the assessment of social, environmental and climate risks and their management. The result of this assessment makes it possible to identify events that may promote or restrict the relationship between cooperative members and Sicoob.

Sectors of activity sensitive to social, environmental and climate risks

Activities in sensitive sectors tend to have a greater tendency to generate significant impacts on the social, environmental and climate environment due to the nature of the activity. It is important to consider the risks of these activities in business and in the relationship with stakeholders, as well as to identify new opportunities for sustainable business operations. In search of constant improvement in internal processes, Sicoob has established a concentration limit that allows for the assessment of credit risk and the management of social, environmental and climate risks in the portfolio of sensitive sectors.

The following activities are considered sensitive sectors:

- a. agriculture and aquaculture.
- b. water, sewage, waste management and decontamination activities.
- c. cement, manufacturing of non-metallic mineral products.
- d. professional or amateur football clubs.
- e. trade and repair of motor vehicles and motorcycles.
- f. civil construction.
- g. religious entities.
- h. extraction of radioactive minerals.
- i. extraction of precious metal ore.
- j. manufacturing heavy military equipment, firearms and ammunition.
- k. manufacturing of food products, beverages, tobacco, textiles, rubber, plastic materials, refrigerators, leather goods (preparation), manufacturing of footwear and travel goods.
- l. generation/installation of non-renewable energy and hydroelectricity.
- m. naval industry.
- n. chemical industry and manufacturing.
- o. political parties or associations.
- p. production of forestry, wood, paper, cellulose and other forest products.
- q. metallurgy.
- r. oil, gas and mining.
- s. production and/or sale of firearms.
- t. hospitals, clinics and laboratories.
- u. rail and metro-rail transport, road freight transport, pipeline transport, water transport and air freight transport.

**Loan and financing lines sensitive to social, environmental and climate risks:**

- a. rural credit.
- b. personal credit.
- c. working capital.
- d. real estate financing.
- e. revolving credit.
- f. discounted securities.
- g. construction.
- h. FCO – Constitutional Fund for Financing the Central–West.
- i. FNO – Constitutional Fund for Financing the North.
- j. BNDES Finame – Machinery and Equipment Financing of Brazilian Development Bank.
- k. advance of receivables.
- l. rural producer certificate.
- m. machinery and equipment.
- n. vehicles.
- o. letter of guarantee and exchange.

Exclusion Sectors

Sicoob does not conduct operations with counterparties that:

- a. have absolute restrictions, as defined in the internal regulations.
- b. have been convicted in a final court ruling, unless the imposed reparation/penalty has been complied with, which must be documented by the applicant of the credit operation, in the following situations:
 - environmental crime.
 - slave or child labor.
 - sexual exploitation.
 - administrative impropriety.
 - corruption; and/or
 - money laundering or illicit activity.
- c. are included in the Employer Registry, published by the Ministry of Labor and Employment, who have subjected workers to conditions analogous to slavery.
- d. have failed to comply with the Adjustment and Conduct Term (TAC) signed with the respective competent body(ies) in any of the situations provided for in paragraph b above.



POLICY COMMITMENTS

GRI 2-23

**Social, Environmental and Climate Responsibility Policy**

Aiming to ensure the sustainability of its business, Sicoob aligned its policy with the purpose of improving climate risk management rules, focusing on mapping, projecting and treating losses for the institution related to climate change and seeking solutions that facilitate the adoption of new technologies for greater efficiency in the use of resources, energy generation, circularity and sustainable agriculture practices.

Our Institutional Policy on Social, Environmental and Climate Responsibility (PRSAC) establishes the principles and guidelines that guide actions related to social, environmental and climate aspects in business and in relations with stakeholders. PRSAC is the update of the Social and Environmental Responsibility Policy (PRSA) in accordance with CMN Resolution No. 4,945 of September 15, 2021, and aims to collaborate in the realization of the contribution of cooperativism to sustainable development.

Regarding credit operations eligible from the point of view of social, environmental and climate risk, we apply the Precautionary Principle, now integrated into the PRSAC. The analysis is conducted within the scope of specific risk management and consists of identifying, classifying, assessing, and treating risks with the possibility of losses resulting from socio–environmental and climate damage. To assess the potentially negative impacts that these risks represent, we use the following criteria as the basis for eligibility analysis:

- individuals (individuals or legal entities) charged with environmental crimes.
- employers involved in acts of exploitation of workers or subjecting them to conditions analogous to slavery.
- exploitation of child labor or child exploitation of any nature.
- business sectors with greater exposure to socio–environmental and climate risk.
- lines of loans and financing with greater exposure to socio–environmental and climate risk.
- value of outstanding balance in credit operations with greater exposure to social, environmental and climate risk.

In search of constant improvement in internal processes involving climate risk management and observing the actions conducted in the sector in which it operates, Sicoob has strengthened relationships with partners that manage systemic tools for consulting socio–environmental data with the purpose of understanding the developments and limitations concerning climate change. In view of this, aiming to automate the process of assessing and monitoring social, environmental and climate risks, Sicoob has teams specialized in the subject to conduct 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.



Social, environmental and climate risks are considered in Sicoob's business lines based on eligibility and assessment criteria established and disclosed in internal manuals in accordance with applicable standards and regulations and include:

- sectors of activity with greater exposure to these risks.
- lines of loans and financing with greater exposure to these risks.
- value of outstanding balance in credit operations with greater exposure to risks.

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

Click here or access the Sicoob Institutional Policy for Social, Environmental and Climate Responsibility (PRSAC) via QR Code



Other Policy Commitments

Human Rights

Since 2022, Sicoob Bank has been a signatory and committed to the UN Global Compact, committing to align its strategies and operations with the Ten Universal Principles in the areas of Human Rights, Labor, Environment and Anti-Corruption. Since then, Sicoob has focused its efforts on protecting human rights and cultivating positive relationships with stakeholders to ensure socially fair business and strengthen the social license to operate.

The observance of human rights at Sicoob encompasses business relations and is applicable to all people, including labor relations, direct and outsourced employees, and interactions with associates. We recognize the importance of extending these commitments beyond the internal environment, ensuring that our business practices and external partnerships are also aligned with the standards we adopt in respect of human rights.

All Sicoob commitments were ratified by a senior executive and the CEO of CCS. They were subsequently endorsed by the Executive Board, the Sustainability Committee, and the Board of Directors. This approach ensures formal adherence to the commitments and the support of Senior Management for the integration of these commitments into Sicoob's strategies and operations.

The policy commitment is publicly and permanently available on the Sicoob website. Click here or access it via QR Code



Our public commitments to Human Rights are shared with society in general through publications on Sicoob's social media (LinkedIn, Instagram, Facebook). In addition, they are regularly communicated in Sicoob's Sustainability Report and in the Sicoob Institute's Annual Report.

Sicoob's commitment to human rights is based on the Ten Universal Principles advocated by the Global Compact, which are derived from the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption. Sicoob is committed to integrating these principles into its daily operations. As part of its Sustainability Plan, established in 2022, Sicoob recognizes the importance of providing special attention to vulnerable and at-risk groups. Among these groups, the following stand out: employees (direct and outsourced), women, minority racial groups, and people with disabilities (PWD). Sicoob is dedicated to implementing specific measures to ensure respect for human rights and to promoting inclusion and equity within the organization and in its relations with the community at large.

Furthermore, by joining the UN Global Compact, Sicoob is part of this institution's Human Rights Action Platform, further strengthening its commitment to the promotion and protection of fundamental rights in all its operations.

In 2022, Sicoob joined the Brazilian Business Council for Sustainable Development (CEBDS), strengthening its commitment to sustainability. As a member, it had the privilege of actively participating in its Thematic Chambers, multisectoral forums that promote the dissemination of best practices. One of these chambers is the Social Impact Chamber, in which Sicoob engages to discuss contemporary and relevant issues related to Human Rights and positive social impact.

The exchange of experiences and knowledge arising from these debates is essential to keep

Sicoob professionals up to date and qualified to apply these concepts in their daily work. Furthermore, in 2024 Sicoob will launch a course on Human Rights, accessible to all its employees through its Distance Learning Platform (DLP), aiming to promote a broader and more practical understanding of these essential principles.

Sicoob Sustainability Plan

In 2022, Sicoob instituted its Sustainability Plan, which, among several topics addressed, includes Human Rights. The implementation of the Plan's actions began in 2023 and follows an execution schedule expected to be completed by 2030. The Plan brings together the following objectives:

- social compliance: ensure good practices in the working conditions of all direct and outsourced employees.
- diversity and equal opportunities: increase the participation of women in non-executive and executive bodies (including senior management positions).
- non-discrimination and corrective measures: structure policies and procedures for non-discrimination in the workplace, including, but not limited to, the inclusion of minority racial groups and people with disabilities.
- training in human rights: train direct and outsourced employees in Human Rights.





Climate

During COP28, held in Dubai in 2023, the Sicoob Institute signed the Brazilian Philanthropy Commitment on Climate Change, promoted by the Group of Institutes, Foundations and Companies (GIFE), an association of private social investors in Brazil. The commitment aims to serve as a common platform for action, learning and coordination of efforts by Brazilian philanthropy in climate action. The document is part of the international movement #PhilanthropyForClimate, in which countries such as Canada, Spain, France, Italy and the United Kingdom participate. Brazil is the first country in the Global South to launch its commitment, an instrument to support, induce and facilitate the engagement of national philanthropy and private social investment in the climate change agenda.

Sustainable Finance

During COP28, held in 2023 in Dubai, Sicoob became a founding member of the Financial Network for the Amazon, whose objective is to mobilize private sector resources to simultaneously promote the improvement of quality of life and environmental preservation in the Amazon region. The Network brings together 24 financial institutions from seven countries in the Legal Amazon to strengthen the sustainable impact in the Amazon.

In 2023, the Manifesto – Sustainability, a value of cooperative and popular banks, was launched in Paris at the 30th CIBP Congress (<https://www.cibp.coop/>). The congress brought together popular and cooperative banks to discuss topics such as sustainability, digitalization, regulation, and relationships with members. Sicoob was one of the signatory institutions, committing to fulfill the objectives listed in the Sustainability Manifesto, which includes 11 strategic objectives in the following areas:

- cooperative social model.
- model dedicated to the development of territories and the people who live in it and focus on an entrepreneurial approach.
- proactive and sustainable environmental policy.

Incorporation of commitments

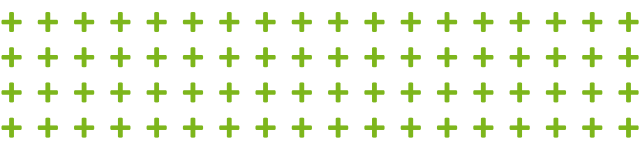
GRI 2-24

Regarding RSAC and PRSAC, Sicoob has governance bodies that act in the management of social, environmental and climate risks and are responsible for identifying, classifying, evaluating, monitoring, mitigating, and controlling such risks, given their relevance to the institution's operations and activities. The bodies responsible for incorporating these commitments are Board of Directors; Risk Committee (CORIS); Sustainability Committee (COSUS); Executive Board; Director of Risks and Controls – responsible for Social, Environmental and Climate Risks; Superintendence of Integrated Risk Management; and Management of Social, Environmental and Climate Risks.

Regarding other commitments, the incorporation is conducted through people management practices and policies that fully observe Human Rights. The collaboration between the People, Culture and Innovation and Corporate Education areas contributes to establishing a safe and inclusive work environment that positively promotes the quality of life of employees. In 2023, the Human Rights indicators were formally approved by the governance bodies, which will start monitoring them from 2024.

Education and awareness actions on socio-environmental risks

Sicoob's Corporate Education area works on producing courses that address different Sustainability topics. In 2023, through the Moob app and the Education Portal, we registered 1,490 training sessions for cooperative members and 1,533,700 training sessions for employees and managers on the learning platform.



EDUCATIONAL SOLUTIONS OF THE LEARNING PLATFORM FOR INTERNAL PUBLIC – SUSTAINABILITY THEME	NUMBER OF TRAININGS IN 2023
4 Minutes of Sustainable Education	433
SIGEF Property Analysis – Amazon Biome Embargo	1,235
Manual Analysis of Ecological Economic Zoning – ZEE	1,387
Manual Socio-Environmental Analysis	1,409
Member and his Cooperative	8,174
Cooperativism and Entrepreneurship	354
Financial Cooperativism and Socioeconomic Development	134
Financial Cooperativism, Our Business	10,844
Sustainable Development Axis	226
Financial Cooperativism and Social and Environmental Responsibility	1,719
Socio-environmental Risk and Sicoob	32,036
Sustainability Thematic Plan	567
Cooperativism and Entrepreneurship Axis Program	454
Financial Citizenship Axis Programs	1,394
Sustainable Development Axis Programs	417
Sustainability report	95
Sisbr – Environmental Analysis Tool	1,265
Sustainability of the Sicoob System – Risk Director	183
Sustainability of the Sicoob System – Executive Director	187
Sustainability of the Sicoob System: an integrated vision – Risk Director 2023	35
Sustainability of the Sicoob System: an integrated vision – Executive Director 2023	73
Sustainability in Practice	847
Webinar: RSA Flow Update	987
Webinar: Accounting for Social Investments	159
Webinar: Regulatory Developments of Climate Risk at Sicoob	313
Webinar: New RSA Assessment Flow	857
Total number of trainings	65,784



FINANCIAL COOPERATIVISM AND SOCIOECONOMIC DEVELOPMENT COURSE - EDUCATION PORTAL	NUMBER OF TRAININGS IN 2023
Members and their Cooperative	362
Cooperativism and Entrepreneurship	94
Financial Cooperativism and Socioeconomic Development	49
Total number of trainings	505

FINANCIAL COOPERATIVISM AND SOCIOECONOMIC DEVELOPMENT COURSE - MOOB APPLICATION	NUMBER OF TRAININGS IN 2023
4 Minutes of Sustainable Education	31
Members and their Cooperative	662
Financial Cooperativism and Socioeconomic Development	292
Total number of trainings	985



MANAGEMENT OF RISKS RELATED TO CORRUPTION

GRI 205-1

Corruption has the potential to negatively impact the operations and results of Sicoob entities. Failure to preserve reputation and brand can affect credibility and, consequently, the negotiation of products and services by Sicoob. Therefore, the fight against corruption is ongoing in all entities that are part of the System through processes/ systems around Money Laundering and Terrorism Financing Prevention (PLD/FT), Fraud Prevention and Combat, and internal and external audits. The criteria used to evaluate and analyze operations include information from the entire Sicoob base, including employees, and the process of raising awareness about the importance of diagnosis, adequate risk monitoring, and reporting to the appropriate agencies is ongoing.

The cycle of identification, assessment, and treatment of the risk of harmful acts against public administration is carried out together with the cycle of identification, assessment, and treatment of operational risks. For Sicoob, risks to integrity are related to all events involving any form of corruption, fraud, irregularities and ethical and conduct deviations that compromise the values or image of Sicoob entities.

To preserve our image and brand, we value compliance with legal and regulatory provisions, in addition to the principles, mission and values that represent the institution's commitments to its associates, customers and society.

At the same time, the Ethics Pact and the Sicoob Integrity Program provide standards of behavior and values based on legal, ethical, moral precepts and good customs. The internal policies and manuals, especially the Money Laundering and Terrorism Financing Prevention Policy (PLD/FT), the Prevention and Combating of Fraud, Integrated

Risk and Capital Management and Internal Controls and Compliance, reaffirm the guidelines of the Ethics Pact and the Integrity Program in the form of procedures and guidelines to be undertaken to mitigate risks, carry out controls related to possible illicit acts and, mainly, preserve the image, reputation and brand of Sicoob.

The Sicoob Integrity Program establishes rules for entities to reaffirm their commitment to integrity in relationships with compliance with laws, standards, and guidelines applicable to business and with the fight against corruption under any pretext or in any form, especially regarding the practice of harmful acts against national or foreign public administration.

The institution of the program, the rules and guidelines are based on Law No. 12,846/2013 and Federal Decree No. 8,420/2015, which provide for the liability of legal entities for the practice of acts against the public administration and are aligned with CMN Resolution No. 4,595/2017, which deals with the compliance policy of financial institutions and other institutions authorized to operate by the Central Bank of Brazil.

All our entities have the ongoing strategy of improving governance, increasing efficiency, and offering and improving technological solutions that meet the needs of the System, providing financial services with the goal of being a reference in cooperatives and promoting the economic and social development of people and communities with ethics and integrity. At the same time, we value compliance with legal provisions, regulations, principles, mission, and values that summarize the commitments of Sicoob entities to members/clients and society.



The set of educational and informative actions regarding corruption prevention in 2023 included:

- the development of control tools in processes related to PLD/FT and indirectly to the anti-corruption topic.
- the provision of distance learning courses on the Corporate Education educational platform.
- dissemination of the Sicoob Ethics Pact.
- provision of the Integrity Program, which addresses corruption prevention.
- participation in the FEBRABAN Corruption Prevention Program.
- provision of PLD/FT Courses.

Corruption risk assessment and criteria

The Sicoob Cooperative Center, the central cooperatives and the singular cooperatives constantly carry out internal and systemic communication campaigns related to the prevention of crimes covered by Law No. 9,613/1998, which cover situations related to the prevention of corruption and internal and systemic training with the objective of fostering the qualification of employees, including managers and members of governance bodies. At the same time, we provide guidance on applicable concepts and methodologies described in the operational manuals and maintain a computerized system that allows for the adequate monitoring and recording of all operations of Sicoob entities.

These actions make it possible to identify, according to specific parameters, the operations conducted by entities that are considered atypical and that are potentially related to corruption. Measures related to the Know Your Associate/Customer and Know Your Employee/Manager practices, regulated in an operational manual, are also applied. The information inherent to the process is identified in analyses of complaints through the Sicoob Illicit Channel and the generation of PLD/FT occurrences, which may eventually involve cases with suspected corruption.

Regarding criteria for hiring and guiding employee conduct, we have adopted the Ethics Pact, a systemic document that sets out the guidelines, standards of behavior and recommended values, which are based on legal, ethical, moral precepts and good customs. There were no registered cases involving acts of corruption in our operations during the period of this report.

Conflict of interest management

GRI 2-15

The Sicoob Cooperative Center has policies and processes in place to ensure impartiality in decisions and to avoid conflicts of interest throughout Sicoob's organizational structure. According to the Internal Regulations of the CCS Board of Directors, board members are prohibited from voting on resolutions in which there is a conflict of interest, although they are permitted to participate in debates to ensure a comprehensive discussion. In addition, eligibility to serve as a board member is subject to adherence to the Sicoob Ethics Pact, which stipulates ethical behaviors and professional and personal conduct to be followed.

The Ethics Pact addresses the management of conflicts of interest, prohibiting practices that may compromise the integrity of decisions. This includes avoiding the accumulation of conflicting activities, the development of private businesses that interfere with professional responsibilities, and intervention in decisions in which personal interests may influence impartial judgment. According to the Ethics Pact, it is forbidden to provide services or engage in activities that compete directly or indirectly with those of the institution and hire suppliers, service providers or individuals related to employees of the same entity, among other situations. Sicoob Bank's Bylaws reinforce these guidelines by prohibiting members of the Board of Directors and the Executive Board from participating in any transaction or deliberation in which there is a conflicting interest. These members are required to inform their colleagues of any impediments and record in the minutes the nature and extent of the interest.

Additionally, the institution has an Institutional Policy on Related Parties, reviewed annually or when necessary, which clearly defines who the related parties and people are and the guidelines for their relationship with financial products and services. This policy ensures that all transactions are conducted in a fair and transparent manner to avoid conflicts of interest that could affect the integrity of the organization's operations. These measures are essential to maintain trust and credibility and to ensure that our operations are conducted in accordance with ethical and governance standards.

Integrity Program

Our Integrity Program advises that everyone: perform their duties impartially, refraining from using their employment status to obtain an advantage for themselves or third parties; immediately report any conflict of interest or the presumption of its existence to their superior; do not deliberate on matters involving conflicting interests or business decisions with companies in which they are directors or partners, spouses or partners, and relatives up to the third degree; declare themselves prevented from conducting business or conducting business with public officials with decision-making power within government agencies and entities with whom they have a direct or collateral family relationship, by consanguinity or affinity up to the third degree.

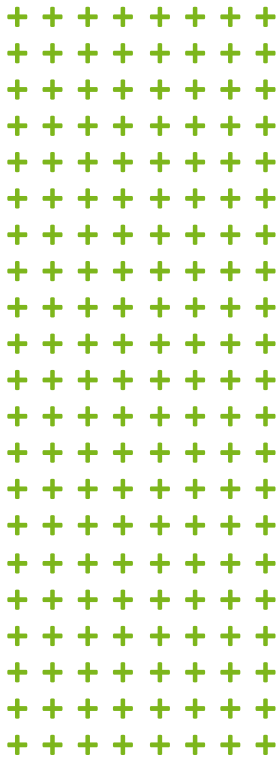
Donations and sponsorships

When granting sponsorships or donations and entering into partnerships, the people who make up our organizational structure are committed to improving the prestige and recognition of the brand, ensuring that the parties declare their intended intention, certifying that the related party meets the requirements of honesty and professional probity, ensuring the ethical principles and virtues contained in the Ethics Pact and the Integrity Program, refraining from sponsoring or donating to political parties, candidates for public office or political campaigns and entering into partnerships with reputable entities that share the ethical principles of integrity. Sponsorships, donations and advertisements must be presented

to the Board of Directors of the respective entity and submitted for approval by its members, as well as the formalization in a contract of sponsorships and professional activities containing clauses that reinforce compliance with the anti-corruption commitments assumed by Sicoob entities. In addition, the matter is the subject of guidance for the staff and for the PLD area during negotiations when related cases are observed or covered in the investigations conducted.

Information and Reporting Channel

An electronic channel is available on the Sicoob website to record indications of illegal activities and receives communications from all stakeholders (employees, members, customers, users of products and services, partners, and suppliers, among others) related to the activities carried out by our entities. The electronic form can be filled out without identifying the complainant, and all communications and records are received by the Sicoob Bank Ombudsman and forwarded to those responsible for the analysis and adoption of necessary measures in accordance with current regulations.



COMMUNICATION AND TRAINING ON ANTI-CORRUPTION POLICIES AND PROCEDURES

GRI 205-2

Our learning platform offers several courses related to corruption in the following subjects: Ethics; Fraud Prevention and Combat; Sicoob Integrity Program; Operational Risk Management; Information Security; and Money Laundering Prevention.

These training courses are offered according to the target audience: for members of governance bodies, we provide the Always alert – Advisors and Always alert – Managers learning paths, and for other employees, the Always alert path, containing more than 10 courses each. The training courses are mandatory and differ in level of complexity and language appropriate to the target audience. In addition, lectures and communication activities are held annually to strengthen understanding of the topic.

TRAINING ON ANTI-CORRUPTION IN 2023						
	CENTRAL- WEST	NORTHEAST	NORTH	SOUTHEAST	SOUTH	BRAZIL
Board Member						
Target Audience	463	222	134	1,347	401	2,567
Trained Target Audience	249	131	81	679	205	1,345
% Trained	54%	59%	60%	50%	51%	52%
Fiscal counselor						
Target Audience	223	127	78	931	232	1,591
Trained Target Audience	121	64	42	438	113	778
% Trained	54%	50%	54%	47%	49%	49%
Director						
Target Audience	159	63	49	583	137	991
Trained Target Audience	99	52	31	394	97	673
% Trained	62%	83%	63%	68%	71%	68%
Employees						
Target Audience	12,430	2,501	2,949	25,010	12,491	55,381
Trained Target Audience	9,139	2,331	2,651	21,218	10,347	45,686
% Trained	74%	93%	90%	85%	83%	82%

CORRUPTION PREVENTION COURSE – ASYNCHRONOUS ONLINE	TRAININGS		
	2021	2022	2023
System (total)	803	59,602	83,389

All training for target audiences takes place through these platforms. Monitoring is conducted by the Internal Controls, Internal Audit and Corporate Education Superintendence areas through Sisbr Analytic. In the case of managers, monitoring is conducted by COACE (Management Certification Assessment and Monitoring Committee), which reports to the CCS Board of Directors periodically. This monitoring helps to identify unqualified individuals, and the respective cooperative is designated to take measures regarding training.

This monitoring process also includes inspections conducted by external auditors (regulatory body and independent auditors). At Sicoob, there is no bonus program established as a way of recognizing and encouraging training.



COURSES AND ANNOUNCEMENTS BY POSITION IN 2023			
Total number and percentage of members of governance bodies, employed and non-employed workers to whom the anti-corruption policies and procedures adopted by the organization have been communicated			
GOVERNANCE BODY	MEMBERS OF THE GOVERNANCE BODY	NOTIFIED	TRAINED
Board of Directors	total number of members in the year		2,567
	Total number of members notified/trained		1,345
	percentage of members notified/trained		52%
Executive Board	total number of members in the year		991
	total number of members notified/trained		673
	percentage of members notified/trained		68%
Collaborators	Workers who are employees	Notified	Trained
Operational	total number of members in the year		55,381
	total number of members notified/trained		45,686
	percentage of members notified/trained		82%
Collaborators	Workers who are not employees	Notified	Trained
Intern	total number of members in the year		1,852
	total number of members notified/trained		1,514
	percentage of members notified/trained		82%
Young apprentice program	total number of members in the year		956
	total number of members notified/trained		761
	percentage of members notified/trained		80%
Third-party	total number of members in the year		-
	total number of members notified/trained		559
	percentage of members notified/trained		-

NUMBER OF TRAINING COURSES CARRIED OUT BY THE AREAS OF PLD/FT, FRAUD PREVENTION AND COMBAT, OPERATIONAL RISK MONITORING AND BCM UNDER THE COORDINATION OF THE CORPORATE EDUCATION AREA					
COURSE	2021	2022		2023	
	ONLINE	IN PERSON	ONLINE	IN PERSON	ONLINE
Credit and Socio-Environmental Risk	2,803		5,892	1,397	17,271
Market and Liquidity Risk			9	1,386	195
Capital Management	513	864		532	7
Systemic Rating, Operational Risk and Business Continuity Management	712		75,096		60,262
Fraud Prevention and Combat	2,123	1,867	59,602	3,358	64,028
PLD (Prevention of Money Laundering) and FT (Counter-Terrorism Financing))	950	2,670	44,358	3,006	53,078
Total	7,101	5,401	184,957	9,679	194,841

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





INTERNAL AUDIT

GRI FS9



Internal Audit plays a strategic role in carrying out risk-based audits, ensuring that the most important issues for Governance are assessed independently, issuing impartial recommendations on the adherence of processes, controls and systems to the standards and regulations of supervisory bodies and directly advising the Board of Directors, the Fiscal Council and the Audit Committee in supervising the management of Sicoob entities.

The scope of action includes the Sicoob Cooperative Center, where it is headquartered, and the 54 cooperatives that have joined the centralized Internal Audit structure. The team is made up of professionals specialized in areas related to the financial sector, in the regulatory environment, IT governance, cybersecurity, and internal controls.

Sicoob entities are audited in accordance with the standards of the main regulators of the National Financial System (SFN), including normative demands from various regulatory bodies, such as BCB, CVM, SUSEP, and PREVIC, and from Sicoob's component institutions to ensure compliance with their practices and compliance with Senior Management's due diligence regarding the provision of services and the offering of appropriate, fair and safe products to members.

In 2023, within the scope of the Sicoob Cooperative Center (CCS), the focus of the work was on the assessment of Sicoob's adequacy to CMN Resolution No. 4,945/2021 (which provides for the Social, Environmental and Climate Responsibility Policy - PRSAC - and on actions aimed at its effectiveness), the assessment of the adequacy of the Social, Environmental and Climate Risks and Opportunities Report (provided for in BCB Resolution No. 139/2021) and the prior assessment of the potential negative socio-environmental impacts of new types of products and services, including in relation to reputational risk. As for Sicoob cooperatives, the assessment of the management of Social, Environmental and Climate Risk was within the scope, covering aspects

related to Governance and actions to monitor said risk, as well as those related to monitoring credit operations exposed to this risk.

Planning and execution of audits

The Internal Audit Department prepares the Annual Internal Audit Plan (PAAI) annually, covering mandatory work to meet internal and external regulatory demands and work requested by the CCS Senior Management, in addition to work resulting from assessments by the Internal Audit department itself, which performs these work because they are concentrated in areas that represent greater risk. The audit results are presented at bimonthly meetings to the Corporate Governance bodies.

Internal audit performance with a focus on social, environmental and climate compliance

Within the scope of the CCS, since 2022, the scope of the Internal Audit also includes the evaluation of the Administration's action plans to adapt Sicoob to CMN Resolution No. 4,945/2021 (which provides for the PRSAC and actions aimed at its effectiveness), the evaluation of compliance with the training policy related to Social, Environmental and Climate Responsibility by CCS employees and the evaluation of the compliance of the releases of credit operations for cooperatives and customers with notes related to environmental, social and climate risks.

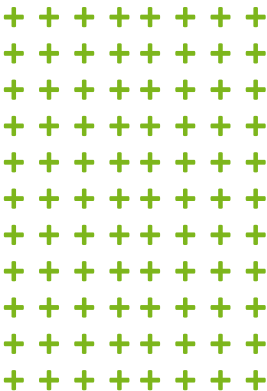
Within the scope of cooperatives, the actions are related to the assessment of socio-environmental risk management, covering aspects related to governance and actions to monitor this risk, as well as aspects related to procedures in credit operations exposed to this risk, with assessment by competent authorities, the release of resources to cooperative members without restrictive socio-environmental issues and verification of the adequate recording of any losses.



Integrated Corporate Protection

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

First line of defense	Composed of administrators, who are responsible for controls and management of processes in all entities of the System.
Second line of defense	Formed by the Risk and Capital Management and Internal Controls and Compliance Management areas, which are responsible for implementing effective management practices, monitoring exposure to risks, assessing the compliance of processes with current standards and verifying the application of controls.
Third line of defense	Internal Audit is the last line of defense. It evaluates the processes and controls performed by the other two lines and communicates its independent opinion to Senior Management through timely and accurate recommendations on opportunities to increase security levels, implement best practices in processes and opportunities to increase the operational efficiency of processes.





ETHICS PACT



The Sicoob Ethics Pact is a document that encompasses individual and collective commitments and inspires the best decisions and conduct to follow. It aligns personal and professional values with the standards of conduct and ethical, moral, legal, and regulatory values that are an essential part of Sicoob's corporate identity. Upon joining Sicoob, new employees, directors and board members assume the same commitment and receive the same training. Outsourced workers and business partners are not subject to the Ethics Pact or training courses.

Ethics Committee of the Sicoob Cooperative Center (CCS)

The Ethics Committee is the main body for managing the issue in Sicoob entities and offers several communication channels (e-mail, telephone, physical and digital ballot boxes) to internal and external audiences. Through these channels, it is possible to send reports in an identified or anonymous manner, which are analyzed and processed by the Ethics Committee, ensuring confidentiality of the registered occurrence, as well as protection of the identity and information related to the investigation of the occurrences. In the case of occurrences forwarded through the Digital Ballot Box, whether anonymous or identified, a response is sent to the sender with the analyses conducted by the Ethics Committee through a protocol generated at the time the occurrence was registered. Ethics Week is held annually, with several lectures and actions that aim to strengthen the ethical culture, and an internal survey is conducted every two years with the aim of identifying and evaluating the knowledge, adherence, and perception of the ethical climate in the entity.

ETHICS	NUMBER OF TRAININGS		
	2021	2022	2023
4 Minutes of Ethics	16,691	9,425	1,946
Sicoob Ethics 1 ¹	1,865		
Ethics Pact ²	5,973	38,675	44,818
Total	24,529	48,100	46,764

¹ Discontinued in 2021 | ² Started in 2021

Click here or access via QR Code to learn about our Ethics Pact



Click here or access via QR Code to learn about the Communication Channel with the Sicoob Ethics Committee



SICOOB OMBUDSMAN

GRI 2-16 | 2-26



The Sicoob Ombudsman Channel is available to members, customers and other interested parties who wish or need to express their views, and its statutory purpose is to supervise the activities of all Sicoob entities, at all levels. Regulated by CMN Resolutions No. 4,860/2020, CVM Resolution No. 43/2021 and CNSP Resolution No. 445/2022, the structure is shared by Sicoob entities and maintained at Sicoob Bank. Complaints, requests for information and other occurrences are received and managed. The service's responsibilities are to provide clarifications, inform about measures to be taken and inform response deadlines. A report is issued to the Board of Directors on the handling of occurrences every six months. The process is submitted to Internal Audit. In 2023, the ombudsman's office received 121,228 calls, of which 18,649 were classified as effective complaints and, of these, 9,223 were classified as valid.

Channel for Reporting Evidence of Illegality

Available to stakeholders, this is an electronic form on the Sicoob website for reporting situations with signs of illegality. The channel allows the person responsible for the communication to register the situation anonymously, and the messages receive a response from the institution involved.

Click here or access via QR Code to learn about our Ombudsman channel



Click here or access via QR Code to learn about our channel for Reporting Evidence of Illegality





2



SECURITY AND PRIVACY

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

PRIORITY FOR: Members | Communities | Executive Board

RELEVANCE OF THE TOPIC

GRI 3-3



Security and privacy, including cyber risks, are highly relevant topics for Sicoob due to the context in which it operates. This is due to the potential negative economic and social impacts that may arise for both the organization and its stakeholders in the event of incidents related to data, whether personal or financial. Given its importance, the topic has influenced the creation of laws and regulations to ensure the adoption of appropriate information control and management protocols, with sanctions provided for in the event of non-compliance by organizations.

At the same time, the continuous advancement of technology and the growing use of digital tools, including the growing use of artificial intelligence, impose an ever-increasing responsibility on companies and citizens to recognize the importance of this topic and the impacts that may occur, both positively and negatively, for individuals and businesses.

At Sicoob, this topic has been categorized as one of the six Material Topics due to the risks that a violation may pose to the continuity of operations, as well as the possible administrative and judicial sanctions arising therefrom. Furthermore, such incidents have the potential to cause considerable damage to the organization's reputation and directly affect its financial results and relationships with members.

HOW WE DEAL WITH THE TOPIC AT SICOOB

When addressing data security and privacy, Sicoob considers the potential negative impacts in economic, social, and human rights terms. This analysis recognizes our commitment to data management and governance practices since they can significantly influence the fundamental right to privacy and protection of personal data of all individuals. Any violation of these rights can compromise people's dignity and freedom and cause adverse consequences in both their professional and personal lives. In parallel, we also consider the relationship with SDG 16 regarding the promotion of effective, accountable, and transparent institutions. In addition, we understand that data security and privacy are crucial aspects to create sustainable, fair, and technologically advanced societies, aspects that we consider to be in line with SDG 9 regarding the construction of resilient IT infrastructure. In our business, this is essential to protect the data of cooperative members and other stakeholders from cyber threats, as well as to sustain innovation and strengthen trust in emerging technologies.

Strategy and management

Sicoob adopts a solid strategy for managing the issue, including adequate investments in technology, training of people, raising awareness among members and implementing efficient controls that aim to guarantee the integrity of operations, compliance with regulations and the confidence of members in the institution.

Strategic and under the responsibility of Senior Management – directors, Presidency, Board of Directors and, also, representatives of Sicoob's central and singular cooperatives – the matter is analyzed in internal and external discussion forums and is included in Sicoob's 2020–2030 Strategic Planning.



In line with the dimensions foreseen in the planning and approved by Senior Management, Sicoob's Information Technology area approved in 2023 the Technological Plan for the next three years (2024 to 2026) with the objective of guiding actions related to information technology to provide the best financial experience to members. Among the strategic indicators of the IT Plan, we have those with a direct impact on the effectiveness of the management of the material topic in terms of effectiveness in cybersecurity, cyber resilience and governance and compliance.

We will also launch the Systemic Risk Management and Cybersecurity Project in 2023. The goal is to raise the level of maturity in the management of these issues at Sicoob through the implementation of systemic solutions, processes, and technologies to mitigate risks and contribute to the financial protection of members. The project, approved by Sicoob's Board of Directors, aims to improve security, efficiency and reliability, and provide faster services.

Information Security and Data Privacy Management

GRI 418-1

Information security and data privacy management at Sicoob is the responsibility of the Information Technology Department, which has two specific areas: one responsible for cybersecurity and the other dedicated to information security and privacy management. This operational division allows for a specialized and focused approach to each aspect and, as support for management, has policies and manuals that establish clear guidelines for actions to be taken in adverse situations, an incident handling plan, a service outsourcing manual, access management, identity management, change management, among other internal documents and protocols. Among these management components, the Information Security Policy, the Personal Data Protection and Privacy Manual, compliance audits and compliance with legal requirements stand out. The areas also work to establish controls that are effectively executed in the assessment of risks related to data processing involved in Sicoob's operations, in addition to ensuring the necessary measures for continuous improvement and compliance with legal and regulatory provisions, such as those

recommended by the General Personal Data Protection Law (LGPD) (Law No. 13,709/2018).

Sicoob continually invests in technological improvements and information and cybersecurity, in addition to acting proactively to ensure that all employees are committed to the privacy and protection of personal data of all stakeholders. Advanced technologies are adopted to monitor, signal, and manage risks and detect exposure to cyber breaches that pose risks to the security and privacy of members' information. In addition, there is an exclusive channel for receiving and responding to calls made by Sicoob cooperatives and to reports from regulatory agencies. Open calls generate reports that are subject to internal and external audits.

Privacy management involves a comprehensive security technology framework, a specific monitoring rule in the data loss prevention tool and Sicoob's Data Protection Management System. In addition to the adoption of technologies, we are continuously making efforts to raise employee awareness on the topic at all organizational levels. Knowledge is disseminated through lectures, training and courses held in person or online, which are conducted directly by the Information Technology area or made available on Sicoob's Corporate Education Platform, including those that are mandatory for all employees. Regular training in Security and Privacy is part of the internal risk management process and is available in the set of mandatory training tracks.

Since 2019, the Sisbr Platform has been integrating and managing data across all Sicoob cooperatives, providing security and agility in responding to market changes and the needs of members. Sisbr has advanced security features, such as authentication, operations auditing, data encryption and anti-fraud controls. In addition to being processed in a secure environment, the data is used exclusively for the purposes for which they were collected. To this end, technical and organizational measures are applied to ensure compliance with internal management components, sectoral regulations, laws, and fundamental rights related to the topic. Institutional policies that address the topic are published and updated whenever necessary and are freely accessible to all employees – and, in some cases, to partners and people who may have some type of relationship with Sicoob.

Technology has been one of the pillars of digital transformation and innovation at Sicoob. Proof of this is the constant investment in technology, which in 2023 had a total expenditure (costs and investments) of R\$ 814 million, enabling, in addition to business growth and increased operational efficiency, the expansion of cybersecurity and risk management. Thus, over the years, the management model adopted by Sicoob has been successful and we have once again recorded no proven complaints regarding violations of privacy and loss of customer data in 2023.

Compliance with laws and regulations

As part of a highly regulated sector, Sicoob operates in compliance with the laws and regulations established by regulatory and supervisory entities in all business activities. The competent areas ensure compliance with mandatory security, privacy, and cyber risk requirements, responding to internal and external audits that periodically assess the activities and controls of the areas. Improvements are implemented in the form of action plans by the areas involved.

Sicoob Privacy and Personal Data Protection Program

Sicoob's Privacy and Personal Data Protection Program aims to ensure compliance with personal data management policies, promoting continuous improvement measures. In accordance with the General Personal Data Protection Law (LGPD), the program ensures that controls are executed effectively. Thus, risk assessments related to new products, services, or organizational changes, ensuring appropriate measures for continuous improvement and compliance with legal regulations. Each of Sicoob's central cooperatives designates employees to occupy the position of Data Officer, known as DPOs (Data Protection Officers), to supervise and ensure the protection of personal data.

In 2023, Sicoob's Data Protection Management System was made available to all entities, as well as operational training and retraining on the tool. Monthly meetings were also held to monitor the LGPD, including changes and developments, with all DPOs appointed in the central cooperatives.

Within the scope of the CCS (Sicoob Cooperative Center), in 2023 we structured the SOC (Security Operation Center), which acts preventively and proactively in monitoring the cyber environment, dedicated to protecting the organization's assets and ensuring security and data protection.

Security and privacy training on our educational platform

As part of the internal risk management process, we provide regular training for employees and managers at all hierarchical levels on the topics of Security and Privacy. The content covers aspects related to the business environment, the regulatory environment and routine procedures in all functions and roles, reinforcing the ethical use, confidentiality of information and the protection of our members' information. Training for target audiences is conducted on the Moob app and on Sicoob's educational platform. The platform offers courses aimed at training the workforce (employees + managers) on the topics of Information Security and LGPD. The actions are aimed at adopting preventive practices in relation to data held under the responsibility of Sicoob member entities.

In 2023, we had an increase of approximately 100,000 training sessions on the topic, totaling 162,007, a fact observed to meet the corporate project of structuring the systemic management of cybersecurity risks.

INFORMATION SECURITY	NUMBER OF TRAININGS		
	2021	2022	2023
Information security	19,083	38,625	132,538
General Personal Data Protection Law	25,326	22,783	29,469
Total	44,409	61,408	162,007



OPPORTUNITIES THAT ARISE FROM TECHNOLOGICAL CHALLENGES

Aware of the opportunities that technology presents for our business, we have been actively participating in innovation initiatives in the sector since 2022. Of note are those focused on Pix and Open Finance, both led by the Central Bank of Brazil in collaboration with financial institutions. In this field, we have captured several opportunities to transform the way people deal with financial transactions and services.

Opportunities related to Open Finance and Pix include those that drive innovation in the sector, enabling a better user experience in their transactions, in addition to providing access to financial services for an increasing number of people. With Pix, cooperative members can conduct financial transactions quickly, securely, and 24 hours a day. It can be used by anyone with a bank account or digital wallet without the need for a credit or debit card. Open Finance provides autonomy and freedom for users of financial services to share data and information between the financial institutions with which they have a relationship. This data sharing is called consent, and Sicoob has already registered more than 740 thousand consents received or transmitted since the implementation of the system in 2022 by the end of 2023.



SECTOR ENGAGEMENT AND CERTIFICATIONS RELATED TO DATA PROTECTION

As in previous years, in 2023 we actively participated in discussion forums with financial institutions and events organized by the Brazilian Federation of Banks (FEBRABAN), such as the Cyber Security Working Group, the Data Legal Subcommittee, the Legal Affairs and Data Compliance Subcommittee, the Information Security Subcommittee, the Biometrics Working Group and the Electronic Fraud Working Group.

Furthermore, over the years, we have achieved and renewed important certifications that reinforce the safety, reliability and excellence of our products and services.

- **PCI DSS Certification (Payment Card Industry Data Security Standard):** standardized set of rules that guarantee greater security in the processing of payment card data, protecting establishments and consumers in the fight against fraud.
- **ISO/IEC Certification 27001:** 2013 for the process of backing up business and corporate data: offers the best in information security, providing clear, secure, and reliable information for use and decision-making.
- **ISO/IEC Certification 27001:** 2013 for the server security update management process: helps to increase the level of security, service reliability control and operational efficiency.
- **Security Certification FAPI Relying Parties – Open Banking:** the FAPI Relying Parties Security – Open Banking and Security – Financial Grade API (FAPI) – Open Banking certificates guarantee the confidentiality, authentication and integrity of the communication channel and the sharing of financial services of the institutions participating in Open Finance.
- **Security Certification – Financial Grade API (FAPI) – Open Banking.**
- **Functional Certification Open Banking – Phase 2.**
- **Functional Certification Open Banking – Phase 3.**



In 2023, Sicoob was recognized among the 100+ innovative technology companies by IT Forum magazine.



3



FINANCIAL CITIZENSHIP

OUR COMMITMENT: We promote inclusion, accessibility, and financial education, while also facilitating access to a wide range of products and services.

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



RELEVANCE OF THE TOPIC

GRI 3-3



According to the World Bank Group (World Bank and International Finance Corporation – IFC), financial inclusion is a foundation for reducing inequalities and generating opportunities for economic growth, since lack of access to financial services and limited knowledge about finance can perpetuate economic exclusion and inequality.

Financial citizenship is an essential tool for empowering individuals to make responsible financial decisions, contributing to reducing financial exclusion and promoting economic inclusion. Furthermore, financial citizenship goes beyond access to financial services, as it involves understanding rights and responsibilities, the ability to effectively manage money, and understanding financial risks and opportunities.

Therefore, it is necessary to ensure that all people have access to basic services, such as bank accounts, digital payments, insurance, and loans, enabling them to participate fully in the economy and have access to financial opportunities. Financial education complements this inclusion, providing knowledge and skills so that people can use these services consciously and responsibly.

Individuals who are empowered to make informed and conscious decisions about their personal or business finances are more likely to achieve financial stability, seize opportunities for growth, and contribute to a stronger and more equitable economy. Financial citizenship promotes financial empowerment, raises awareness of economic issues, and helps reduce vulnerability to poverty, as well as fostering the sustainable development of society.

Expanding the reach and access to financial products and services, especially in underdeveloped areas and among economically disadvantaged groups, is a challenge that directly involves financial institutions, which have the role of ensuring that individuals and companies, regardless of their limitations, have access to education and a variety of appropriate services according to their profile and needs.

HOW WE DEAL WITH THE TOPIC AT SICOOB

Regarding the Financial Citizenship material topic, we consider the impact of our initiatives on the SDGs, specifically the most direct ones, such as 1, 3, 5, 8 and 10. These goals are related to poverty eradication, good health and well-being, gender equality, sustainable economic growth and reduced inequalities. Our initiatives provide people with essential skills for effective economic management, strengthening the basis for sustainable development and contributing to the eradication of poverty. Financial education reduces stress and anxiety linked to financial instability, which contributes to mental and physical health. For women, in particular, it provides tools for informed financial decisions, reinforcing gender equality by supporting greater economic autonomy for this group. Additionally, the inclusion and financial education provided by Sicoob stimulate sustainable economic growth by encouraging entrepreneurship and decent jobs, and are also essential in reducing inequalities, ensuring that everyone has equal access to financial opportunities, regardless of socioeconomic status. Financial citizenship, therefore, has the potential to transform the social fabric of communities, preparing them for a prosperous and resilient future.



Regarding the impacts on Human Rights, we consider their relationship with Financial Citizenship, especially regarding the right to education and the principle of equal opportunities. By equipping individuals with the knowledge and tools necessary to manage their finances, our financial citizenship initiatives strengthen personal autonomy and promote human dignity by reducing economic vulnerability. The inclusion we promote enables everyone to fully participate in the economy and benefit from its opportunities. By acting on this agenda, we are contributing to strengthening human rights and enabling each individual to have the ability to influence and improve their own life and community.

To consolidate these contributions, since 2022 Sicoob has been operating based on the corporate project called Structuring the Sicoob Financial Citizenship Systemic Agenda, approved by the Board of Directors. The objective is to monitor the financial education and inclusion actions of Sicoob cooperatives in an integrated manner with Sicoob's Systemic Strategy Pact, Communiqué No. 34,201/2019 of the Central Bank of Brazil, Joint Resolution No. 8, CMN-BCB, of 12/21/2023, and the Sicoob Sustainability Plan. The guidelines that guide the promotion of education, financial inclusion and prevention of over-indebtedness were formally approved in 2023 by Sicoob's Board of Directors and are set out in the following documents:

- Sicoob Financial Citizenship Policy.
- Sicoob Commitments to Financial Citizenship.
- Assessment and Monitoring Plan for the Systemic Financial Citizenship Agenda.

As a next step, within the Assessment and Monitoring Plan of the Systemic Agenda for Financial Citizenship, it is expected to consolidate data that will support the development of a Financial Education Score model for Sicoob Members, with implementation scheduled for June 2024.

At Sicoob, Financial Citizenship is therefore a commitment made by Senior Management that aims to connect people to promote financial justice and prosperity. To fulfill this commitment, Sicoob provides a broad portfolio of accessible solutions, products, and services, as well as financial education programs. In addition to implementing systemic financial education initiatives locally, Sicoob cooperatives conduct their own initiatives in their regions, which are guided by Sicoob's policy and commitments to the topic. Regarding financial inclusion, Sicoob has a Systemic Coordination Board at the CCS that, among other attributions, is dedicated to strategic coordination with cooperatives in the occupation of territories, considering the expansion of the coverage area, the expansion of access in the communities where we operate and, mainly, in those where we are not yet present.

Territorially, we cultivate proximity with various actors in the local economy to maintain and strengthen the adherence of our products and services to the needs of our members and to expand financial inclusion. These dialogues and adherence to the communities are conducted by the Sicoob cooperatives that operate there and are encouraged and structured in initiatives provided for in the action plan for the topics Communities and Financial Citizenship and in the systemic Sustainability Plan. This proximity enables the increasing release of credit to strategic sectors of the local economies, the promotion of entrepreneurship, the expansion of microcredit and the offer of products and services with reduced rates compared to those practiced in the market. As a result, we have expanded our service network, our member base and the volume of operations conducted, especially for our inclusion audience.

Institutionally, Sicoob participates in partnerships with relevant external stakeholders, both public and private, who are related to the topic to expand inclusion initiatives and financial education.

Sicoob's Financial Citizenship Systemic Agenda aims to monitor the financial education and inclusion actions of Sicoob cooperatives in accordance with Sicoob's Systemic Strategy Pact and the regulations of the Central Bank of Brazil.

The promotion of financial education is essential for the stability and efficiency of the National Financial System, as highlighted by the strategic agenda of the Central Bank of Brazil (Agenda BC#), which seeks to raise awareness among citizens about the importance of participating in the financial market and cultivating the habit of saving. The relevance of this topic was reinforced by the enactment of laws, such as the Over-Indebtedness Law in 2021 and the Desenrola Brasil Law in 2023, which guarantee access to financial education and impose preventive measures on financial institutions.

Finally, Joint Resolution No. 8, of 12/21/2023, of the National Monetary Council and the Central Bank of Brazil, establishes guidelines for the implementation of financial education policies by financial institutions, including Sicoob.



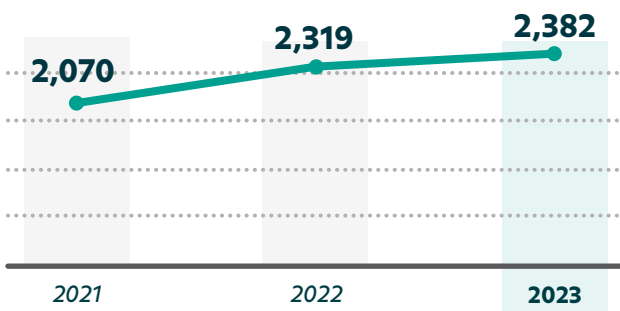


FINANCIAL INCLUSION



In an increasingly digital world, we recognize the importance of the physical network to complement digital channels, enrich the cooperative member experience, and facilitate accessibility and financial inclusion. Our Service Units (branches) offer a space for personal interaction, which is essential for cooperative members who value direct contact with their cooperative and for those who face barriers to digital access or need specialized guidance on their finances. In addition, these spaces strengthen the relationship of trust and promote the well-being of cooperative members. To this end, we have a broad physical service network, currently the largest network in operation in Brazil, present in 2,382 municipalities, of which 1,859 are municipalities with up to 50,000 inhabitants.

Number of municipalities in which Sicoob is present



The cooperative base of classes C, D and E in 2023 showed a positive difference of 163,304 cooperative members compared to 2022, reaching a total of 3,116,971 associates in the profile. At the same time, 78% of the municipalities where we are present have up to 50 thousand inhabitants. In the year, we added 61 municipalities to this profile (up to 50 thousand inhabitants).

MUNICIPALITIES 0-50 THOUSAND INHABITANTS	2022	2023	VAR. %
Central-West	234	240	2.6%
Northeast	92	94	2.2%
North	79	79	0.0%
Southeast	863	888	2.9%
South	530	558	5.3%
Total 0-50 thousand inhabitants	1,798	1,859	3.4%
Other Municipalities	521	523	0.4%
Quota % 0-50 thousand inhabitants	77.5%	78.0%	0.7%
Total municipalities	2,319	2,382	2.7%

Our presence in small municipalities, including those outside metropolitan areas, promotes financial inclusion and stimulates territorial economic development. In these locations, we offer essential services so that individuals and local companies can effectively manage their finances, invest in their businesses and plan, such as bank accounts, savings, credit and insurance, consortium, and payment methods. In addition, as a credit cooperative, we contribute to keeping resources in circulation in areas with lower urban density and in rural areas. This strengthens the economic resilience of these communities, making them less exposed to economic shocks. Our presence in these regions reflects our commitment to the equitable distribution of financial services and the promotion of more inclusive and balanced growth.

NUMBER OF SICOOB SERVICE UNITS (AGENCIES) IN SMALL MUNICIPALITIES IN THE INTERIOR OF THE COUNTRY LOCATED OUTSIDE METROPOLITAN REGIONS				
TYPE	REGION	2021	2022	2023
SU	Outside metropolitan areas	1,831	2,172	2,296
SU	In metropolitan areas	1,277	1,863	1,978
Total number of Sicoob service units		3,108	4,035	4,274
Representation of SU (branches) outside metropolitan regions		59%	54%	54%

Note: classification according to the IBGE Metropolitan Region concept: Metropolitan Regions (RMs), Integrated Development Regions (RIDEs) and Urban Agglomerations defined by state governments and the Cooperative.





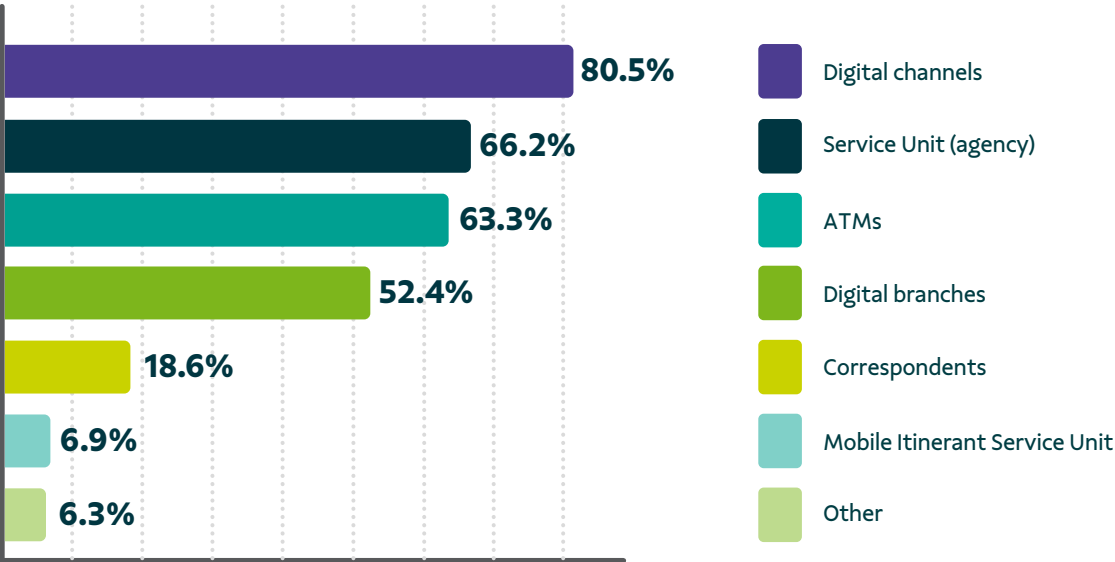
We are currently the only financial institution in 401 municipalities, a number that increases every year as we expand our coverage to provide access to financial products, services and knowledge to many communities that previously lacked a full structure.

NUMBER OF MUNICIPALITIES WHERE WE ARE THE ONLY FINANCIAL INSTITUTION – BY REGION			
	2021	2022	2023
Southeast	220	257	269
South	34	34	36
North	25	21	18
Central-West	29	38	38
Northeast	28	36	40
Brazil	336	386	401

Note: The exclusive presence methodology only considers municipalities where Sicoob is present and where there is no other form of banking service network, such as branches or Banking Service Points (PABs), nor the presence of other financial cooperative systems, including individual cooperatives and Cooperative Service Points (PACs).

Our various channels facilitate and contribute to local inclusion strategies adopted by Sicoob cooperatives in their territories. According to the 2023 Sicoob ESG Census, in small towns with up to 50,000 inhabitants, digital channels, service at the Service Unit (SU) itself and ATMs are the means most used by Sicoob cooperatives to provide access in this profile of municipalities.

Channels most used by Sicoob cooperatives to provide access in small towns – up to 50 thousand inhabitants



Censo ESG Sicoob 2023

ACCESS POINTS IN ECONOMICALLY DISADVANTAGED AREAS



GRI FS13

Regarding access points in economically disadvantaged municipalities, we are improving the use of tools to provide more in-depth analyses of the socioeconomic profile of these locations. Having a profile map of the locations allows us to conduct an in-depth analysis of the local market and consequently identify the main needs of the population involved, as well as the existing opportunities for creating businesses that are aligned with local demands. By conducting these studies, Sicoob cooperatives can identify the opportunities and challenges that exist when establishing themselves in economically disadvantaged municipalities or areas. In addition to developing strategies to overcome these challenges, the model will help the cooperative to consolidate and prosper in the region, sustaining the continuity of service to the population in the long term.

Currently, we define our presence map in economically disadvantaged municipalities by considering locations with HDI (Human Development Index) below the average for Brazilian municipalities (0.727) and we use the average HDI as a comparison measure in the analysis. All physical access points in each location were considered (SUs + own ATMs + Correspondents).





NUMBER OF PHYSICAL ACCESS POINTS IN ECONOMICALLY DISADVANTAGED AREAS				
2023				
REGION	TYPES OF ACCESS POINTS	QUANTITY OF ACCESS POINTS	QUANTITY AND % IN UNDERDEVELOPED AREAS	
North	SU (branch + headquarters)	245	162	66%
	Own ATMs	473	321	68%
	Correspondents	76	74	97%
	Subtotal	794	557	70%
Northeast	SU (branch + headquarters)	271	215	79%
	Own ATMs	316	293	93%
	Correspondents	78	78	100%
	Subtotal	665	586	88%
Central-West	SU (branch + headquarters)	553	257	46%
	Own ATMs	755	40	5%
	Correspondents	14	11	79%
	Subtotal	1,322	308	23%
Southeast	SU (branch + headquarters)	2,477	956	39%
	Own ATMs	4,383	1,817	41%
	Correspondents	223	172	77%
	Subtotal	7,083	2,945	42%
South	SU (branch + headquarters)	1,063	360	34%
	Own ATMs	1,963	199	10%
	Correspondents	556	100	18%
	Subtotal	3,582	659	18%
Brazil	SU (branch + headquarters)	4,609	1,950	42%
	Own ATMs	7,890	2,670	34%
	Correspondents	947	435	46%
	Total	13,446	5,055	38%

Note: Brazilian municipalities with a United Nations (UN) Human Development Index (HDI) below 0.727 are considered economically disadvantaged areas (vulnerable municipalities).

Financial Inclusion through Digital Channels

According to the World Bank Group, the intersection of technology and finance is a vector for transforming and promoting financial inclusion. At Sicob, digital channels help expand our territorial coverage, reaching remote and less-served areas. This technological expansion also favors the provision of more accessible products and services due to the economies of scale it enables.

OUR COOPERATIVES

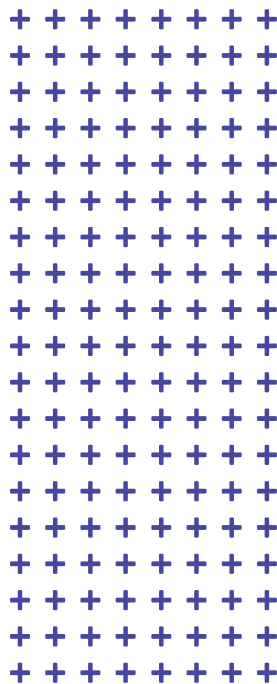
We ended 2023 with 7.7 million members. The growth compared to the previous year reflects the effectiveness of our strategies to expand access to financial services, especially in traditionally underserved areas. The composition of our members in terms of age groups and the representation of female members demonstrates a balanced profile, with diversity and equity in financial access.

In the corporate segment, the inclusion of more than 1.54 million companies as cooperative members highlights our support for business development, which is essential for local and regional economic dynamics. These efforts are particularly important in regions outside large urban centers, where financial institutions are less present, reinforcing our commitment to reducing financial inequalities and promoting sustainable development.

COOP. MEMBERS	31/12/2021	31/12/2022	31/12/2023	
Individual	4,738,089	5,577,609	6,228,167	80.1%
Legal Entity	1,165,739	1,375,183	1,544,861	19.9%
Total	5,903,828	6,952,792	7,773,028	100.0%

PROFILE OF COOP. MEMBERS	
Representation of individuals by gender	
Men	56.5%
Women	43.5%
Total	100.0%
Representation of individuals by age group	
Up to 18 years old	2.7%
Between 18 and 30 years old	20.8%
Between 30 and 50 years old	44.4%
Between 50 and 70 years old	25.8%
More than 70 years old	6.3%
Total	100.0%

NEW COOP. MEMBERS INDIVIDUALS		
Representation by region	2022	2023
Southeast	53%	53%
South	23%	23%
Central-West	11%	12%
North	7%	7%
Northeast	6%	5%
Brazil	100%	100%





+ 1.8 million
of non-cooperative customers

Sicoob's non-cooperative customers are savers with salary accounts who are not members. On 12/31/2023, they totaled 1,846,735 individuals.

NEW LEGAL ENTITY COOPERATIVE MEMBERS

Representation by region	2022	2023
Southeast	53%	53%
South	22%	22%
Central-West	14%	14%
North	5%	5%
Northeast	6%	6%
Brazil	100%	100%

SUPPORTING SMALL BUSINESSES WITH FAIR AND COMPETITIVE RATES AND TARIFFS

At Sicoob, micro, small, and medium-sized entrepreneurs are more receptive when seeking support to invest in their businesses. In 2023, we reached a volume of R\$ 45.9 billion in credit granted to companies of varied sizes, registering an increase of 8% compared to 2022. Of this amount, 43% was allocated to micro and small companies. To medium-sized companies, the credit granted represented 42% of the total. The results reaffirm our contribution to local economic resilience and job creation. According to Sebrae, with data from the General Registry of Employed and Unemployed Persons (CAGED), in 2023 small businesses accounted for eight out of every 10 jobs created in the year: MSEs accounted for 1.18 million jobs (80.1% of the total for the year), while medium and large companies were responsible for 209,990 vacancies (14.2%).

REPRESENTATION OF THE LEGAL ENTITY CREDIT PORTFOLIO BY SIZE

PORTE	2021	2022	2023
Small business	40%	39%	37%
Medium-sized business	39%	38%	39%
Small/medium business portfolio	79%	77%	76%
Micro enterprise	14%	12%	12%
Big company	7%	11%	12%
Total	100.0%	100.0%	100.0%

+++++
+++++
+++++

Oriented Productive Microcredit

Sicoob offers lines of credit in the Oriented Productive Microcredit modality, operations granted using a specific credit granting and control methodology that are adapted to the financing objective and the borrower's payment capacity. Aimed at individuals and legal entities in the industry, commerce, and services sectors with an annual income of up to R\$ 360 thousand, excluding rural activities, it is offered at the discretion of Sicoob cooperatives and based on the local conditions and needs of the communities. Sicoob Microcredit is flexible, simplified, low-cost and does not require proof of income. Operations can also be contracted through digital channels. In addition, the lines granted under Oriented Productive Microcredit have tax benefits and are exempt from IOF.

MICROCREDIT OPERATIONS		PORTFOLIO BALANCE (IN R\$ 1.00)		
SUBMODALITY BCB	SIZE	31/12/2021	31/12/2022	31/12/2023
Microcredit	Micro enterprise	5,832,665	4,427,007	3,235,576
Microcredit	Small-sized business	237,266	115,377	136,079
Microcredit	Other	6,237,185	9,892,783	8,704,209
Total		12,307,116	14,435,167	12,075,864

In 2023, there was a 16.3% decrease in the balance of the productive and targeted microcredit portfolio compared to 2022. The effect may be due to the update of Pronampe for Individual Microentrepreneur (MEI), micro and small companies, which had an extension of amortization terms and grace periods, in addition to issues of high default rates and greater indebtedness of families and companies. Even with the perceived reduction, we remained among the main financial institutions in serving this public, being the Cooperative System that granted the most operations under the FGI PEAC program in the year.

In 2023, 34.7% of Sicoob's singular cooperatives operated with microcredit based on CMN Resolution No. 4,854 of September 24, 2020, which provides for microcredit operations, including Oriented Productive Microcredit, conducted by financial institutions and the allocation of resources for these operations. At the same time, 22.5% of singular cooperatives have goals to increase the granting of microcredit. (Sicoob ESG Census 2023)

Microcredit Sicoob app: Developed to support the granting of microcredit and for the exclusive use of credit agents at cooperatives, the application makes the granting process more agile and practical with instant simulation of scenarios for the borrower, thus facilitating the offering of microcredit.



Acquisition for MEI [Individual microentrepreneur]

Developed by Sicoob to meet the needs of microentrepreneurs, Sipaguinha offers simplified access to electronic card payments. By sending receipts only via SMS and email, its use eliminates the need for paper printing. Unlike traditional card machines, this solution adapts to the low volume of transactions and revenue, compatible with the profile of individual microentrepreneurs (MEIs) and self-employed professionals. Often, these segments do not have access to conventional card machines due to the high rental costs and transaction fees associated with them. In addition, Sipaguinha allows the option of anticipating receivables at affordable rates, providing more efficient and flexible financial management for these entrepreneurs.

Since the beginning of the operation, we have had a total of 39,251 Sipaguinhas sold, 5,499 of which in 2023. In the year, 6,723,182 transactions were conducted, totaling R\$ 593,540,078.80.



RESPONSIBILITY AND CITIZENSHIP IN THE OFFER OF FINANCIAL SOLUTIONS

GRI FS15

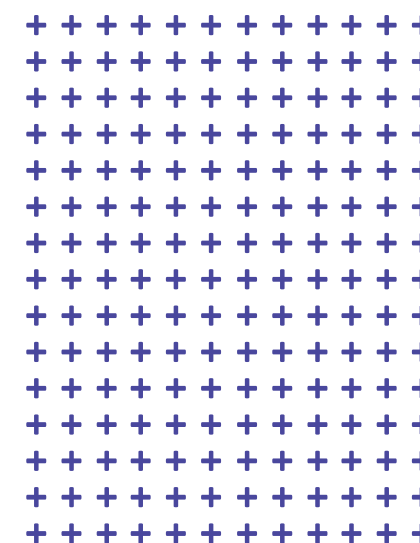


Our Ethics Pact governs the consensual codes of corporate citizenship adopted by Sicoob to ensure that the performance of employees and leaders is aligned with the interests of the members, avoiding conflicting situations. This Pact seeks to harmonize the personal and professional values of teams in all entities and addresses standards of conduct, ethical, moral, legal, and regulatory values to be followed. In addition, we rely on solid credit risk analysis, auditing, and internal controls to ensure uniformity in processes and decisions, the integrity of assets, and the risk and return relationship at sustainable levels, always meeting legal requirements. We also invest in ongoing training programs to strengthen our organizational guidelines, as well as to understand and apply our Ethics Pact in responsible service practices.

Additionally, all products and services we offer to our members are strictly aligned with legal and market requirements and are subject to fair commercial conditions, cooperative efficiency parameters and internal and external regulations. Market disclosure is conducted transparently and in accordance with the standards set by the competent bodies. Transparency is also adopted in communication about products and services in personal customer service by cooperatives. All customer service professionals can advise members on any risks involved in their financial transactions, especially those related to personal loans, financing, use of overdrafts and credit cards.

To preserve the financial integrity of our members, 40.6% of our cooperatives have regulatory instruments to raise awareness among members about the risks involved in all financial transactions, and 16.2% have regulatory instruments to clarify the risks involved when it comes to granting credit. Another 12.4% of cooperatives have different practices with the same purpose.

(Sicoob ESG Census 2023)





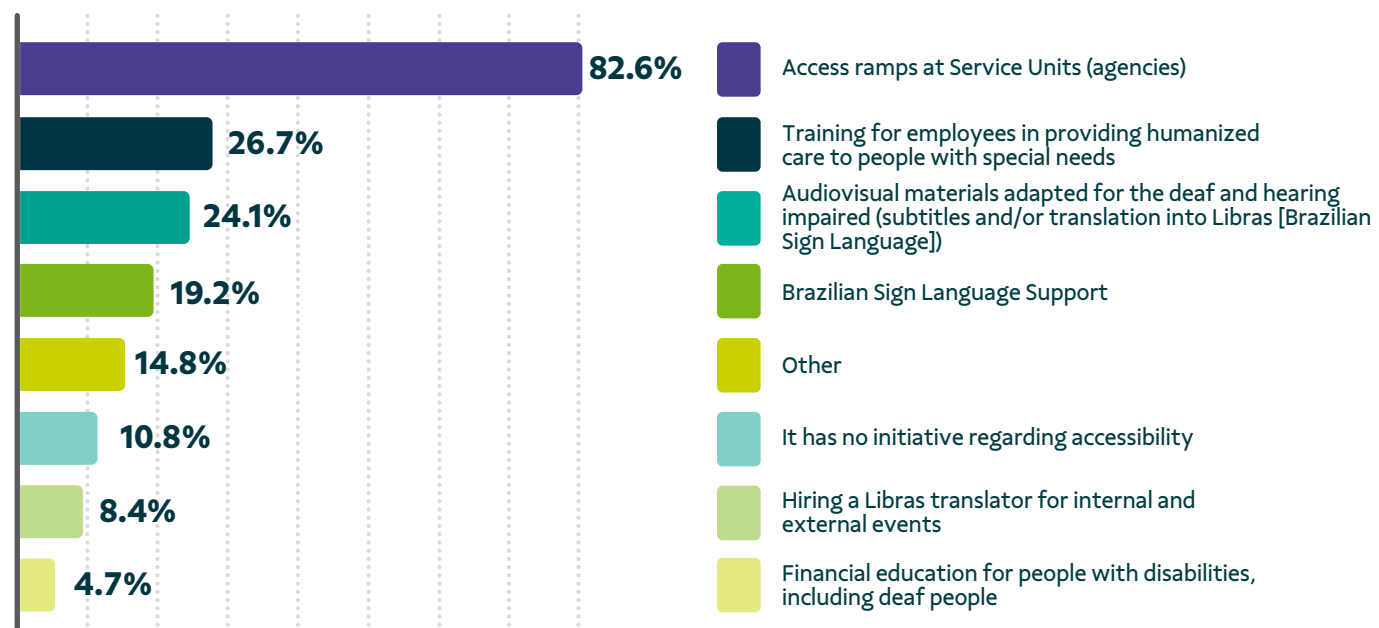
ACCESSIBILITY

GRI FS14



We work to ensure that all people with disabilities or reduced mobility have guaranteed access to our physical network and digital service channels in an ongoing effort to achieve more satisfactory levels of accessibility across all channels.

Means used by Sicoob cooperatives to provide greater accessibility



Sicoob ESG Census 2023

Service Units (SUs): operate in compliance with local, state, and federal accessibility laws, including access ramps, when applicable, preferential parking and trained and oriented personnel to assist.

ATMs: certified in accordance with NBR nº 15,250/2005, which deals with access to bank self-service teller machines and establishes the criteria and technical parameters for accessibility, they allow access safely and independently without restrictions on age, height, or any other type of limitation on mobility and characteristics.

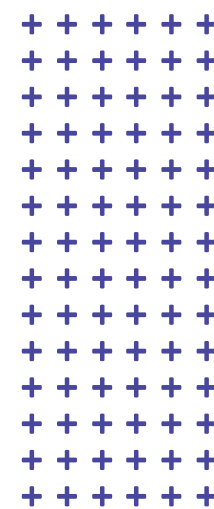
Internet and Mobile Banking: The Electronic Government Accessibility Model (eMAG), which provides recommendations and accessibility standards for websites and portals, is applied in all web environments in which we operate. Internet banking follows the Institutional Regulation Manual, which guides and defines systemic guidelines on minimum accessibility rules for this type of operation. In the mobile environment, the Sicoobnet Celular app meets accessibility requirements and protocols.

Website and social medias: provides a virtual interpreter in Brazilian Sign Language (Libras) and voice with the service performed by the character Helen, a virtual assistant. On social media, we use the inclusive hashtag #PraTodosVerem, which describes the images to be reproduced in audio description applications and helps the visually impaired in accessing the content.

Chat: The Sicoob App's digital service has a virtual assistant to aid members, including via voice or Libras. This artificial intelligence service is also available on the WhatsApp and Telegram messaging apps.

0800: Although there is a growing reduction in the number of users, we maintain active telephone service, Relationship Centers, and SAC, in addition to the Ombudsman's Office, which has accessibility resources for people with hearing or speech impairments.

Inclusive communication: in specific actions of high relevance to users, we adopt inclusive communication for dissemination.





FINANCIAL EDUCATION

GRI FS16



We believe that financial education is essential to strengthen our cooperative base, promote the inclusion of new members and empower them with autonomy and security to purchase products and use services in a conscious manner. Financial education reduces credit risk for the cooperative and prevents debt for the cooperative member. Our commitment to financial education and to the dissemination of knowledge about finance throughout Brazil is aimed at protecting the most vulnerable groups from the negative impacts that may arise from the inappropriate use of financial products and services.

Financial Education is a matter for Senior Management at Sicoob and is addressed within the scope of our strategies. It is currently included in the Systemic Strategy Pact, in the Sicoob Sustainability Plan and has a systemic project in progress approved by the Board of Directors.

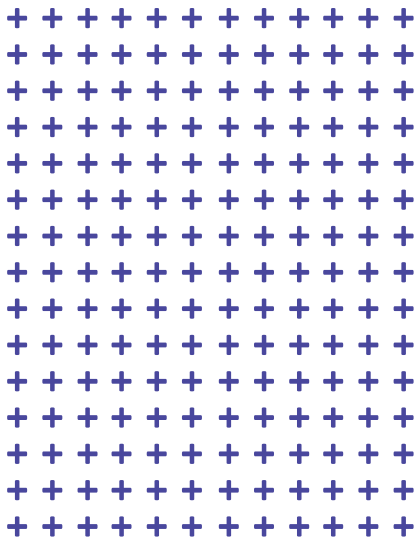
Our educational initiatives, within the scope of strategic social investment, are led by the Citizenship and Sustainability area. Implementation is the responsibility of the Sicoob Institute, a social entity linked to the area that works in the relationship with communities through programs aimed at sustainable development, including a complete systemic portfolio of financial education initiatives. The Institute focuses on developing exclusive methodologies, defining, and structuring processes and preparing teaching materials appropriate for each target group, in addition to coordinating external cooperation partnerships and working to mobilize all Sicoob entities to promote financial education throughout Brazil. The implementation and operational models developed are made available to Sicoob cooperatives so that they can implement the programs and projects in their territories with the support of local volunteer collaborators trained by the Institute.

In addition, Corporate Education offers learning paths and educational solutions for employees through the Moob app and the Education Portal for the external public – including cooperative members.

Financial education for cooperatives and employees

In 2023, with the aim of expanding financial education for members, we expanded the portfolio of courses offered by the Corporate Education area, including the tracks How to organize your financial life and avoid debt, Conscious credit: guiding your choices, Debt and over-indebtedness: everything you need to know, Education and Sicoob – connection that transforms and Sustainable Finance. Financial education solutions for members are made available on the Education Portal and through the Moob app, our mobile platform for relationships with members.

We also offer online financial education courses to employees of all Sicoob entities. The aim of these courses is to raise awareness among employees about the importance of financial planning. They cover a balanced relationship with finances, income management, investment decisions and the conscious use of money.



FINANCIAL EDUCATION	SUCCESSFUL TRAINING IN 2023
How to organize your financial life and avoid debt	699
Understanding Financial Citizenship	1,347
Conscious Credit: Guiding Your Choices	5
Debt and over-indebtedness: everything you need to know	738
Education and Sicoob – a connection that transforms	3
Financial Education	1,806
Financial Education and Credit Cooperatives	122
Tax Education	1,009
Pension Education	1,550
Security Education	1,046
Understand the National Financial System	542
Sustainable Finance	386
Personal Finance Management	593
National Financial System and Financial Cooperativism	32
Webinar: Fraud Prevention and Combat Actions	11,470
Webinar: Privileged Access Awareness	343
Total number of successful trainings	21,691

FINANCIAL EDUCATION – EDUCATION PORTAL	SUCCESSFUL TRAINING IN 2023
How to Avoid Over-Indebtedness	9
Understanding Financial Citizenship	46
Financial education	123
Tax Education	48
Pension Education	42
Security Education	60
Personal Finance Management	73
Cooperative member and Credit	109
Total number of successful trainings	510



FINANCIAL EDUCATION – MOOB	SUCCESSFUL TRAINING IN 2023
How to Avoid Over-Indebtedness	44
Personal Finance Management	301
Total number of successful trainings	345

The Sicoob Education Portal uses the LMS (Learning Management System) tool and is open to members, employees, third parties and communities, offering training on the following topics:

For employees

- Cooperative Member and Credit
- Learning about Financial Citizenship
- Financial Education
- Tax Education
- Personal Finance Management
- Pension Education
- Security Education
- Financial Education and Credit Cooperativism
- Financial Mathematics
- The Importance of Financial Planning for Fundraising
- Financial Cooperativism, Our Business

For members and the community

- Cooperative Member and Credit
- Learning about Financial Citizenship
- Financial Education
- Tax Education
- Personal Finance Management
- Social Security Education
- Security Education
- Financial Education and Credit Cooperatives

SICOOB INITIATIVES TO STRENGTHEN FINANCIAL EDUCATION

Sicoob Guide to Financial Citizenship: Meets the objective of communicate theoretical premises of programs, projects, and other actions on the topic of Financial Citizenship and is aimed at engaging children, young people, adults, and communities in learning about financial citizenship. In addition to internal use, it is available to other social actors and can be used for the benefit of society as a reference in financial citizenship initiatives in Brazil.

Educational solutions to empower volunteers: Since 2021, we have been training employees to work as volunteers for the Sicoob Institute in financial education programs for communities. With them, in addition to being able to work in the dissemination of knowledge, employees also become more qualified in financial matters.

Financial education for communities: Our financial education initiatives aimed at communities make up the portfolio of programs of the Financial Citizenship Axis of the systemic agenda of the Sicoob Institute, which implements them with the support of Sicoob's central cooperatives and the respective singular cooperatives.

Click here or access via QR Code to learn about the Sicoob Guide to Financial Citizenship.



In 2023, our systemic financial education programs directly benefited **757 thousand people.**

FINANCIAL EDUCATION INITIATIVES AVAILABLE ON THE SICOOB LEARNING PLATFORM						
FINANCIAL EDUCATION TRACKS	2021		2022		2023	
	Number of trainings	Trained Professionals	Number of trainings	Trained Professionals	Number of trainings	Trained Professionals
"Me and my money" series ¹	2,230	2,128	263	258	57	
Personal Finance Management – BCB ¹	27	21	954	932		
BC Notebooks – Educational Series ¹	2,453	2,039	302	270		
Financial Citizenship Notebook ¹	2,597	2,231	305	280		
Personal Finance Management ²					1,172	
Understanding Financial Citizenship ²					1,401	
Sicoob Ambassador: Financial Educator ²						18
Total number of successful trainings	7,307		1,824		2,630	

¹ Discontinued in 2023 | ² Released in 2023 | BCB: Central Bank of Brazil





FINANCIAL LITERACY INITIATIVES TO EDUCATE GROUPS OR COMMUNITIES ON FINANCIAL PLANNING AND MANAGEMENT

INITIATIVE	INITIATIVE DESCRIPTION	OBJECTIVES OF INITIATIVE, INCLUDING SEGMENTED THEMATIC AREAS	MAIN ACTIVITIES RELATED TO THE INITIATIVE	TARGET GROUP BENEFICIARY
Cooperative member and Credit	Understand how the value of money over time, interest rates, and fees influences the financial health of the member. Present the types and purposes of credit, knowing how to differentiate which one best suits the member's needs. Help the member understand how to use the lines of credit, seeking to adapt the best conditions that enable the payment of the borrowed resource. Explain how the Credit Score logic works so that the member can better organize his/her behavior with the financial market and particularly with his/her cooperative.	Relationship between money and time in the context of credit. How credit scores can help with access to credit, understanding the types of credit operations, credit lines to meet consumption needs, credit lines for productive activities and investments. Understanding the importance of guarantees in the context of credit viability. I am realizing that I won't be able to pay a loan on time... what should I do?	Financial education	Employees, Cooperatives and Community
Understanding Financial Citizenship	Explain and differentiate the foundations and concepts related to Financial Citizenship. Describe the pillars for Financial Citizenship at Sicoob, encouraging financial education, self-knowledge, and a sense of community. Demonstrate how individual decisions affect collective development in communities. Support the construction 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, Cooperatives and Community
Financial education	Understand the relevance of financial education. Understand the importance of budgeting and financial reserves for healthy financial planning. Identify the key factors of self-knowledge and their relationship with behavioral change for financial management. Investigate the factors that affect consumer behavior. Learn about the principles of credit and investments, as well as the main financial solutions available.	Why talk about financial education? After all, what is financial education? What does Cooperativism have to do with this story? Budget: whether we like it or not, it exists! Let's get to work making dreams come true! How to make appropriate financial choices? How does behavior impact finances? How does the brain impact financial decisions? How do economic aspects impact finances? How can we use credit consciously? How can we invest surpluses better?	Financial education	Employees, Cooperatives and Community.
Tax education	Know the organization and functioning of the State from a fiscal perspective. Know the role of the citizen and the influence of public accounts on their daily lives. Raise awareness so that citizens can participate more actively in the management of public accounts.	Tax Education: What does this have to do with my life? The relationship between the State and the Society; Taxes: What does it have to do with me?; Social control of public spending and fiscal balance.	Financial Citizenship	Employees, Cooperatives and Community.
Personal Finance Management	Demonstrate the essential concepts for good personal finance management. Identify the tools for building personal budgets and controlling them. Use/apply the knowledge acquired according to your reality. Relate financial concepts to a healthy use of financial products and services.	The importance of personal finances. What is needed to prosper. Family assets. Family budget. Ability to save. Importance of saving. Debts, how to pay them off. Overdraft. Credit cards. Loans and financing. Consortiums. Housing financing. Balance is necessary.	Financial Citizenship	Employees, Cooperatives and Community.
Pension Education	Describe the essential concepts about pensions and present the options available for developing a retirement plan, emphasizing the importance of a long-term vision for building a dignified and sustainable future.	Retirement: dream or reality? Retirement Planning: a long-term vision; Brazilian Social Security System; Closed Supplementary Pension; Open Supplementary Pension; And now, where to go?	Financial Citizenship	Employees, Cooperatives and Community.
Security Education	Understand the main risks and their impacts on people's lives in the context of security; present financial solutions for protecting people and their relevance for the well-being of society; 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, Cooperatives and Community.
Financial Education and Credit Cooperatives	Demonstrate the importance of Financial Education for a healthy relationship with money and present Credit Cooperatives and how this business model can help the financial lives of people and communities.	Why talk about Financial Education? After all, what is Financial Education? What does Cooperativism have to do with this story? Budget: whether you like it or not, it exists! Let's get to work making dreams come true! How to make appropriate financial choices? How to use credit consciously? How to invest surpluses better? And what else does Sicoob offer?	Financial education	Employees, Cooperatives and Community.



SYSTEMIC FINANCIAL EDUCATION PROGRAMS

FOR CHILDREN

PROGRAMA
FINANCINHAS

PROGRAMA FINANCINHAS (Small Finance Program): The Small Finance Program is aimed at children and young people aged 6 to 12 and was developed by the Sicoob Institute for two fronts of action: Small Finance Collection and Small Finance in Schools Program.

Click here or access via QR Code to download versions of the Small Finance Collection

Coleção Financinhas (Small Finance Collection): The Small Finance Collection consists of four books and an animation. These materials highlight topics such as saving to make dreams come true, compulsive consumption, the need for financial planning and organization, in addition to emphasizing sustainability and conscious consumption. Captivating characters narrate the concepts included in each book and give names to the publications. The examples include 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. The books are enriched with practical activities, finger puppets and banknote cutouts, making learning more interactive and engaging.



Main results in 2023

395,022 people benefited (children and young people) | **3,390** actions carried out

Programa Financinhas nas Escolas (Small Finance Program at Schools): It is aimed at children aged 6 to 12 in Elementary School. The goal is to instill financial education from childhood, which is done by encouraging behaviors that promote good financial and citizenship habits. This is facilitated by the integration of values such as cooperation, participation, self-knowledge, and a sense of community. The program uses a unique and comprehensive methodology to support teachers and facilitate discussions about finances with children, in line with the National Common Curricular Base (BNCC), which considers financial education a cross-cutting theme.



Main results in 2023

25,375 people benefited (students) | **722** people benefited (certified Educators)

FOR YOUNG PEOPLE



SE LIGA FINANÇAS (Connect Finances): Aimed at young people in general in both in-person and online versions, the Connect Finances Program helps in understanding the consequences that financial choices can have in the short, medium, and long term. When in-person, it is conducted through workshops that prioritize the practical aspect and interactivity between participants.

On the **Se Liga Finanças ON (Connect Finances ON) platform**, the interactive Distance Learning (DLP) format facilitates the expansion of financial citizenship in the virtual environment. This resource is aimed at young people and individual microentrepreneurs who seek a stable financial life. The goal is to promote the conscious use of money and awareness of the importance of good financial management, essential for the success of small businesses. The virtual classes include practical activities that encourage online interaction and help in understanding the topics covered. Currently, courses are available in Personal Finance, which covers financial planning, debt and investment, and Finance for MEI, in which the Individual Microentrepreneur learns how to effectively manage the finances of his/her business.



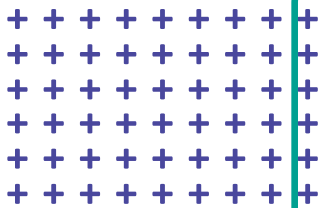
Main results in 2023

13,242 people benefited

199 actions conducted

34,993 people enrolled

15,241 people benefited (certified)





FOR ADULTS



CLÍNICAS FINANCEIRAS (Financial Clinics): The Financial Clinics Program is conducted through public events called Financial Clinics and through the Virtual Financial Clinics platform. The events called Financial Clinics are open, free of charge and offer direct assistance to citizens who seek to understand their relationship with money and seek guidance and tools to support the improvement of this relationship. In these events, qualified and experienced volunteer financial educators provide individualized assistance on budgeting, investments, how to deal with and avoid debts and other topics related to financial education.

Main results in 2023

8,587 people benefited (in person consultations) | **846** actions carried out

Clínicas Financeiras Virtuais (Virtual Financial Clinics): The Virtual Financial Clinics Platform aims to connect Sicoob financial advisors with individuals and microentrepreneurs for free and individual financial advice. Through the platform, the user schedules an appointment and, on the scheduled day, receives guidance via video call. Currently, virtual services cover the following topics: personal and family budget, debt, renegotiation, income tax, investments, and entrepreneurship.

Main results in 2023

537 people benefited (services via platform)



CONHECIMENTO EM FOCO (Knowledge in Focus): As a result of the review and update of the Sicoob Institute Manual and the Sicoob Institute Portfolio, the Knowledge in Focus Program became part of the set of Cross-Cutting Programs and Solutions on 12/21/2023, comprising the lectures that are developed by the Sicoob Institute that contribute transversally to the three axes of action. To compile the 2023 results, within the scope of the Knowledge in Focus Program, the lectures on cooperative, entrepreneurial and financial education held since 1/1/2023 were considered.

Main results in 2023

FINANCIAL EDUCATION TALKS

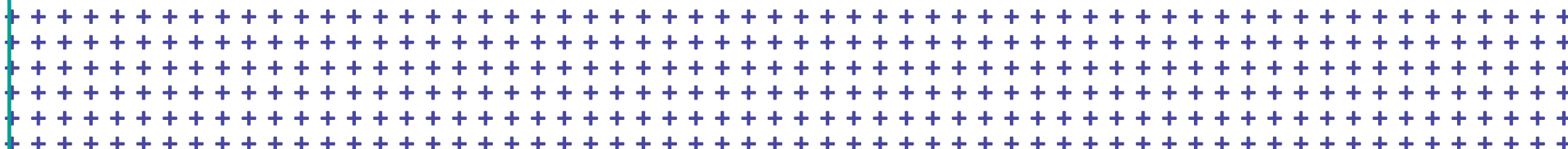
269,280 people benefited | **4,419** talks given



10ª SEMANA NACIONAL DE EDUCAÇÃO FINANCEIRA (10th National Financial Education Week): is an annual initiative of the Brazilian Financial Education Forum (FBEF). In 2023, the tenth Week took place from May 15 to 21 with the theme Financial Resilience. With a campaign disseminated to all CCS cooperatives and entities, Sicoob was present at the launch event at the headquarters of B3 (B3 S.A. - Brasil, Bolsa, Balcão) with the participation of Felipe Magalhães Bastos, coordinator of the Sustainability Committee, in the panel The role of sustainability in financial planning. In this edition, SNCC (National Cooperative Credit System) represented 94.4% of the financial education initiatives conducted during the Week.

Main results in 2023

89,088 people benefited | **2,025** actions carried out
2,570,641 people reached





In 2023, Sicoob participated in the **6th Global Investor Week**, an initiative promoted by IOSCO (International Organization of Securities Commissions) for more than 80 countries. In Brazil, the event is coordinated by CVM (Brazilian Securities and Exchange Commission). The theme was Investor Financial Resilience, Cryptoassets and Sustainable Finance. The Sicoob Institute supported the event with online and in-person financial education initiatives, and the cooperatives conducted educational activities such as courses, lectures, storytelling and interactive workshops with experts, thus offering free access to information and helping Brazilians on their journey towards financial health and economic growth.

Main results in 2023

98,618 people benefited

1,846,250 people reached

1,064 actions carried out



Promoted worldwide by the Organization for Economic Cooperation and Development (OECD) and nationally by the Securities and Exchange Commission (CVM), **Global Money Week (GMW)** is a movement to raise global awareness about the importance of ensuring that children, adolescents, college students and young adults become financially aware and gradually acquire knowledge, skills, attitudes and behaviors that enable them to make solid financial decisions that lead to well-being and resilience in this area.

With the theme Plan your money, plant your future, the 11th edition of GMW took place in March 2023, and Sicoob was present at yet another edition. To encourage the participation and engagement of the largest number of Sicoob central and singular cooperatives, the Institute published regulations with guidelines for participation, made materials available for dissemination on social media and recognized the cooperatives that benefited the largest number of people with the actions of the systemic portfolio of programs.

Main results in 2023

44,278 people benefited

3,140,677 people reached

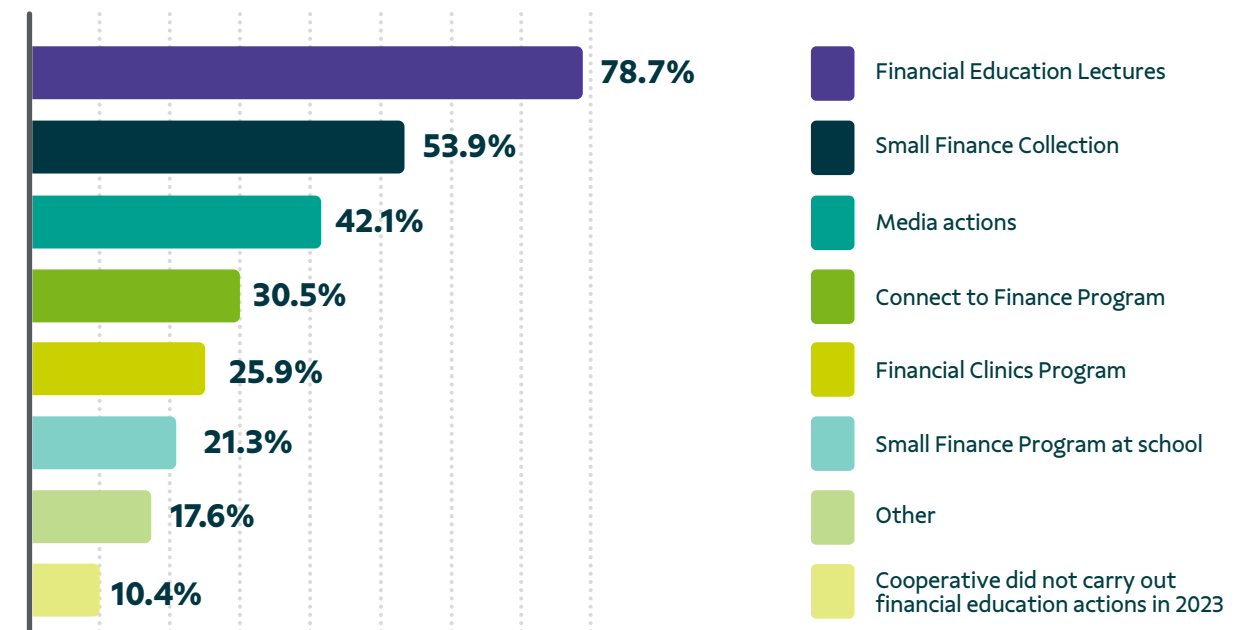
1,049 actions carried out



LOCAL FINANCIAL EDUCATION INITIATIVES

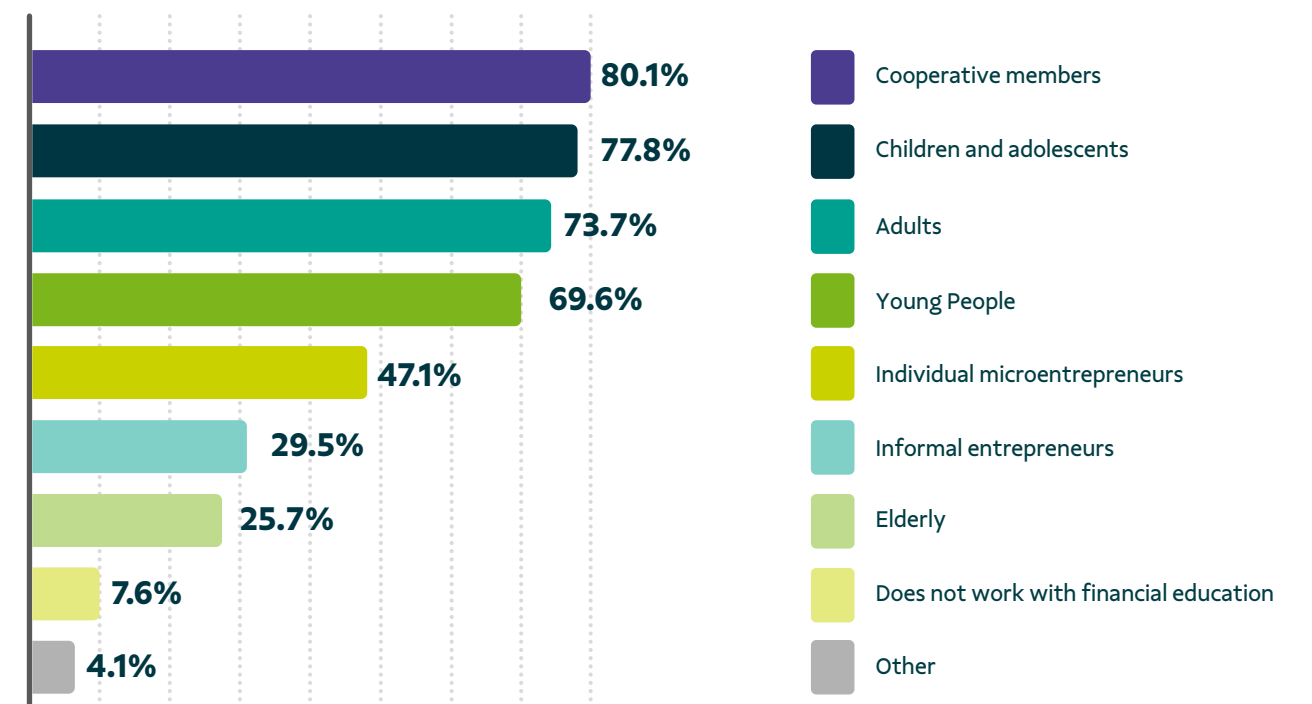
In 2023, 89.6% of Sicoob cooperatives implemented financial education programs, with 77.3% of them using activity and program methodologies developed by the Sicoob Institute. At the same time, 25.7% used their own methodology aligned with the BCB Financial Education Program, 16% used third-party methodology, and 13.7% of them did not use a structured methodology.

Main Financial Education activities carried out by Sicoob cooperatives



Sicoob ESG Census 2023

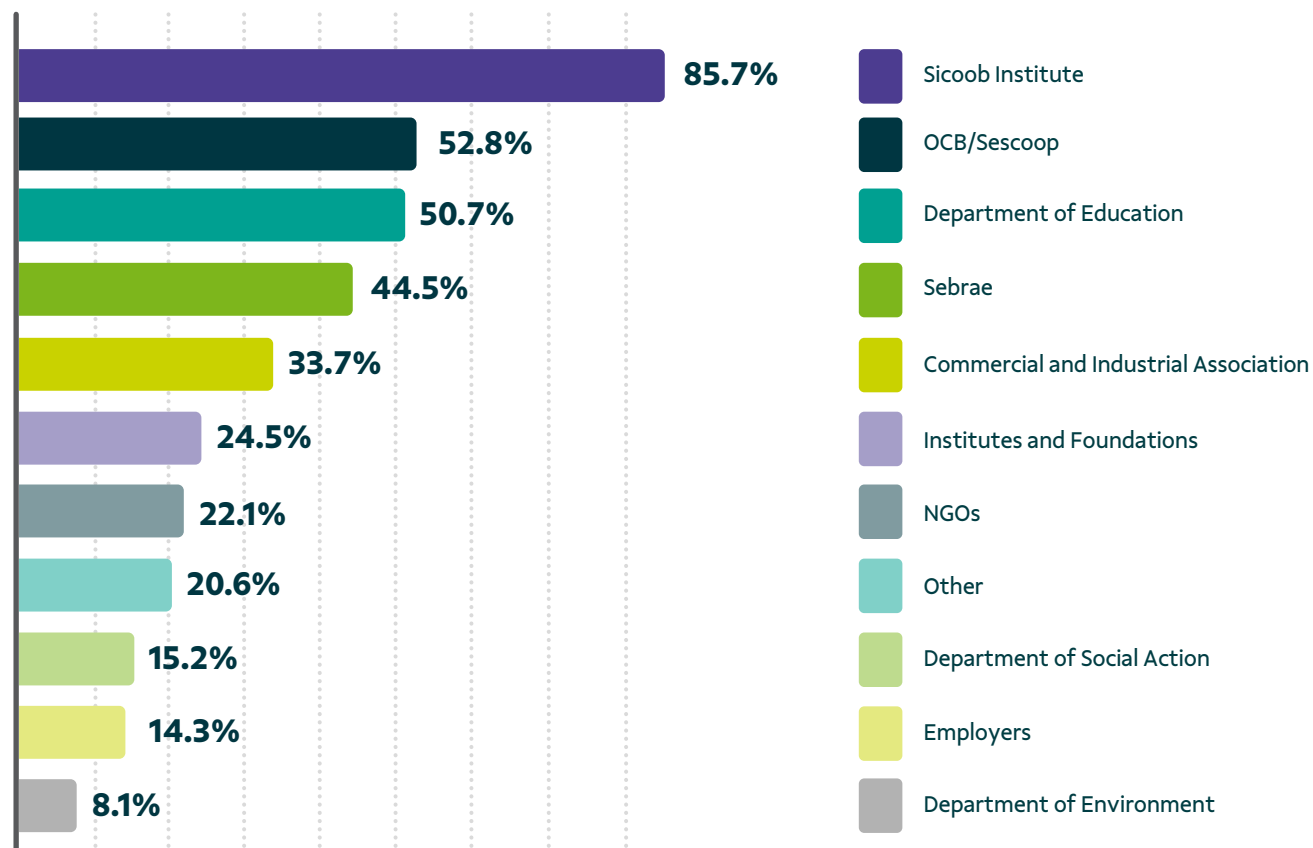
Audiences benefiting from financial education programs and actions carried out by Sicoob cooperatives



Sicoob ESG Census 2023



Actors who interact with Sicoob cooperatives to develop and implement financial education initiatives



Sicoob ESG Census 2023

Financial education for people with disabilities

We recognize that our financial education initiatives do not fully meet the needs of people with disabilities, and we are gradually improving our processes and practices. We currently offer subtitles and interpretation in Libras [Brazilian sign language] for online courses, and we rely on local partnerships and trained volunteers to ensure that deaf communities are properly served at in-person events.

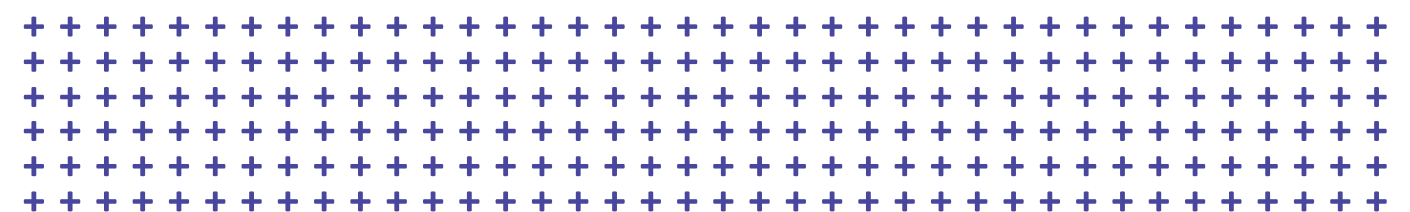
Financial education on digital channels

Our digital applications are designed to strengthen good financial habits among members. With the increase in online usage and transactions, these tools are increasingly relevant, offering resources for financial management, planning and simulation of investments and financing. In addition, we make the Sicoob Minhas Finanças application available free of charge to the public to promote financial education. In the Sicoobcard app, we encourage responsible use of credit cards with the possibility of controlling expenses, setting limits by category, and managing budgets.

CITIZENSHIP AND SUSTAINABILITY



Our Systemic Strategic Planning (2020/2030) and the Systemic Strategy Pact (2021/2023) incorporate the Citizenship and Sustainability dimension. It contemplates the challenges towards strengthening the positive economic, social, and environmental impact that we wish to achieve together with our members and the communities where we operate. In our organizational structure at the Sicoob Corporate Center (CCS), we have the Citizenship and Sustainability area. It is responsible for coordinating and executing the activities that contribute to facing these challenges and, consequently, achieving the objectives established in our Sustainability, Financial Citizenship and Strategic Social Investment Agendas, the latter being the responsibility of the Sicoob Institute. The Citizenship and Sustainability area is responsible for coordinating and preparing the Sustainability Report.





SICOOB INSTITUTE



A private, non-profit public utility institution, the Sicoob Institute is Sicoob's strategic social investment agency. Founded in 2004, it aims to contribute to the promotion of sustainable development in the communities where Sicoob is present and to disseminate cooperative culture.

From its headquarters in Brasilia, it operates in close collaboration with all central and singular cooperatives and entities that make up the Sicoob Cooperative Center (CCS) throughout the country through joint and integrated initiatives and the training of volunteers with the aim of promoting local development. This integration of initiatives and systemic strategic alignment enable the formation of a large collaborative and operational network that makes it possible to implement projects, programs, and other actions on a large scale in all locations where Sicoob is present.

OPERATION

The Sicoob Institute's portfolio of programs and projects is structured around three axes linked to our Systemic Pact for Strategy 2020/2030 and our purpose as a credit cooperative organization: Cooperativism and Entrepreneurship, Financial Citizenship, and Sustainable Development. These are the pillars that guide the Sicoob Institute's work in its mission to disseminate the cooperative culture and contribute to the sustainable development of communities. These three pillars form the basis for planning, developing, implementing, and investing in the initiatives that make up the portfolio of programs and projects in line with Sicoob's social commitment and are based on the 5th and 7th principles of Cooperativism, respectively: Education, Training, and Information; and Interest in the Community. The initiatives also adhere to external strategic agendas, such as those of regulatory agencies, specifically the National Strategy for Financial Education and the 2030 Agenda for Sustainable Development.

Encouraging corporate volunteering

Our corporate volunteer program is led by the Sicoob Institute and was named the Transformative Volunteer Program. It aims to engage and train the volunteer team and is open to the spontaneous participation of all Sicoob staff. Those already trained as volunteers also receive training to implement the initiatives of the Sicoob Institute portfolio in their communities. By the end of 2023, 11 thousand volunteers were registered, and, during the year, 44 thousand hours were dedicated to the programs (working on portfolio and extra-portfolio actions).

To learn more about the activities developed by Instituto Sicoob, click here or access via QR Code







4



COOPERATIVISM

OUR COMMITMENT: we spread financial cooperativism throughout the country so that all Brazilians can have a fairer financial life.

PRIORITY FOR: Regulatory Agencies | Executive Board | Sector Agencies | Government Agencies | Suppliers



RELEVANCE OF THE TOPIC

GRI 3-3

Credit cooperatives, non-profit social organizations, aim to promote economic and social benefits for their members and local communities. These institutions adopt a business model centered on people and proximity to communities, providing services that respond to the needs and expectations of their members. They promote financial inclusion and socioeconomic development in the communities where they operate, basing their actions on the 7th principle of cooperativism, Interest in the Community.

Credit cooperatives contribute to the redistribution of wealth and provide savings in financial transactions for members. However, despite the significant benefits of their business model, a substantial portion of society is still unaware of the advantages that cooperatives offer. There is, therefore, a large potential market to be explored by this movement. In addition, credit cooperatives operate in a highly competitive sector and, in this context, highlighting their differences becomes a competitive advantage for attracting new members and for strengthening and growth.

The credit cooperative model is particularly relevant to young people's perceptions of business and sustainability. By promoting cooperatives among young people and other potential members, cooperatives can position themselves as inclusive, transparent financial alternatives aligned with the ethical and community values demanded by the new generation. In the long term, the integration of young people can benefit the cooperative by creating a growing customer base with high potential for loyalty and engagement.

In this context, cooperatives were included as one of the relevant priorities' topics for Sicoob. The materiality analysis revealed that society's lack of knowledge of the business model can influence the future expectations of various stakeholders, presenting the potential for both positive and negative impacts on the business and communities.

As more people, especially young people, become aware of and join credit cooperatives, opportunities for growth arise for cooperatives. However, if little is known by society, major challenges may arise for renewing the cooperative's member base, with the potential to negatively impact the strengthening of the business model and its sustainability.

HOW WE DEAL WITH THE TOPIC AT SICOOB

When analyzing the impacts of the material topic Cooperativism, we also considered the impacts on SDGs 8, 10 and 17, which are linked to our activities and the principles that govern our performance as a credit cooperative. This analysis is essential to understand and expand our contribution to sustainable development. In relation to SDG 8, focused on sustainable economic growth and decent work for all, we evaluated the impact of accessible and fair financial services that support the development of small businesses and encourage local entrepreneurship. In this regard, our business model contributes to the creation of jobs and promotes a virtuous economic cycle, especially in communities that are often outside the coverage area of traditional institutions.



Regarding SDG 10, which aims to reduce inequalities within and between countries, our commitment is effective. We provide equal access to our financial services, allowing all members, regardless of their economic or social status, to have a voice and benefit from the advantages of credit cooperatives. This includes lower interest rates and reduced service costs, helping to level the playing field for all members. Additionally, SDG 17 highlights the importance of partnerships in achieving global goals. We cultivate strategic partnerships with a variety of stakeholders, including other cooperatives, public authorities and third sector organizations. Such partnerships allow us to share resources and knowledge, expanding our impact and contributing to a more collaborative and effective approach to addressing sustainable development challenges.

When analyzing the impacts of the Cooperativism topic on Human Rights, we identified our contributions regarding access to financial services and the democratic participation of members. We contribute to the Right to Equality and Non-Discrimination, ensuring equal access to financial services through free membership, which grants the right of all members to participate in its benefits. In addition, our structure promotes the Right to Effective Participation, allowing each member to exercise an active voice in the decisions and policies of cooperatives. These aspects are fundamental in promoting a more inclusive and fair society, being aligned with the principles of Human Rights.

Therefore, we are committed to spreading cooperativism and the business model in different areas of our strategies, and among them, we highlight actions aimed at attracting new members, especially young people, by disseminating the benefits of credit cooperativism and expanding our presence in the communities.

Within the scope of Sicoob’s Systemic Strategy Pact, cooperativism is linked to internal objectives and goals disseminated in the CCS, central cooperatives, and singular cooperatives for the 2020–2030 strategic cycle. The topic is linked to the Citizenship and Sustainability dimension and permeates the Cooperatives and Market and People, Innovation and Performance dimensions of the Systemic Strategy Pact.

The implementation of the actions foreseen in the Citizenship and Sustainability dimension of the Systemic Pact began with the launch of the Sustainability Plan in 2022, whose actions began to be implemented in 2023 and include a set of initiatives and objectives for the Cooperativism topic. The purpose is to fulfill the commitment we made to our stakeholders to disseminate cooperativism and the business model for growth based on systemic guidelines to be implemented by Sicoob cooperatives in their territories.

In the Cooperatives and Market dimension of the Strategic Systemic Plan, we want to consolidate our value proposition in the market with objectives and goals that strengthen our cooperative business model and the way we generate and distribute value to our members. The People, Innovation and Performance dimension aims to strengthen Sicoob’s organizational culture and reinforce our identity based on systemic people management guidelines that have the function of attracting, developing, engaging, and retaining those who maintain convergence with our cooperative principles and values.

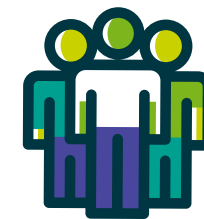


Strengthening cooperativism for employees and members

Among our initiatives, we highlight the educational programs for employees and cooperatives and the portfolio of programs and projects aimed at both the communities where we are present and society in general.

Our Corporate Education provides educational solutions on cooperatives and credit cooperatives in online format. For our workforce, educational solutions are available on our Educational Learning Platform. For our member base, the content can be accessed on our relationship app, the Moob App, and on the Education Portal.

COOPERATIVISM TRAINING IN 2023 EDUCATIONAL LEARNING PLATFORM FOR INTERNAL PUBLIC	NUMBER OF TRAININGS
Cooperative member and Credit	263
Members and theis Cooperatives	8,174
Cooperativism – A philosophy that transforms	11,701
Cooperativism and Entrepreneurship	354
Financial Cooperativism and Socioeconomic Development	134
Financial Cooperativism, Our Business	10,844
Cooperativism, Disruptive Innovation and Strategic Challenges	2,321
Cooperativism: Everything you need to know	11,905
Our World Sicoob	10,439
Financial Cooperativism and Social and Environmental Responsibility	1,719
Cooperative Purpose	9,981
Cooperativism Week 2021: Cooperativism and the Proposal for Society	35
Essence Seminar	322
Serve with Purpose	9,625
National Financial System and Financial Cooperativism	32
Webinar – Impacts of Complementary Law No. 196/2022 on Sicoob’s systemic models	168
Total number of trainings	78,017



COOPERATIVISM AND COMMUNITIES

Cooperativism and our 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. This portfolio is conducted by the Sicoob Institute in conjunction with the central and singular cooperatives of Sicoob with the mission of disseminating the cooperative culture.



The **Programa Cooperativa Mirim (Children's Cooperative Program)** encourages the formation of cooperatives in schools and institutions that serve children and adolescents between the ages of 8 and 17. It is an association of students who, under the guidance of a Teacher Advisor, voluntarily come together to meet the common needs (economic, social and cultural) of their environment using cooperative practices. It takes place in public and private schools and/or after-school institutions, such as CSOs (Civil Society Organizations), and involves teachers and social educators. The educational purpose is supported by the Statute of Children and Adolescents (Law No. 8,069 of July 13, 1990) and Law No. 5,764/71, which defines the National Cooperativism Policy. The cooperatives for children are directed and coordinated by the students themselves. The program is a permanent and systemic action with its own methodology available in the editorial Cooperative Journeys, developed with the support, monitoring and supervision of the Sicoob Institute and Sicoob cooperatives.



Main results in 2023

1,907 people benefited (impacted young associates)

128 people benefited (educators registered and certified on the platform)

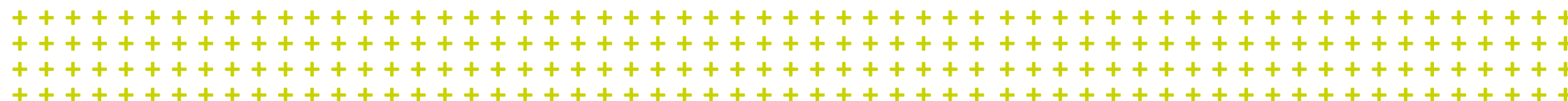
235 people benefited (educators trained in person)



COOPERATIVISM TRAINING IN 2023 EDUCATION PORTAL PLATFORM	NUMBER OF TRAININGS
Cooperative member and Credit	109
Members and theirs Cooperatives	362
Cooperativism – A philosophy tha transforms	36
Cooperativism and Entrepreneurship	94
Financial Cooperativism and Socioeconomic Development	49
Cooperativism: Everything you need to know	84
Financial Education and Credit Unions	42
Total number of trainings	776

COOPERATIVISM TRAINING IN 2023 MOOB APLICATION	NUMBER OF TRAININGS
BCB ¹ – What is a credit union?	153
Cooperative member and Credit	197
Members and theis Cooperatives	662
Financial Cooperativism and Socioeconomic Development	292
Cooperativism: Everything you need to know	506
Financial Education and Credit Unions	168
Essence	45
Cooperativism Week 2021: Cooperativism and the proposal for society	123
Total number of trainings	2,146

¹BCB: Central Bank of Brazil





CONEXÃO SICOOB

Offered in a hybrid format, the **Programa Conexão Sicoob (Sicoob Connection Program)** offers a free online track with content on entrepreneurship and cooperativism aimed at young people and university students. Students who complete the track can participate in an in-person, immersive and practical experience organized in partnership with Sicoob cooperatives called the Innovation Lab. Sicoob Connection promotes entrepreneurial and cooperative education with a focus on young people and contributes to the connection between the new generations, cooperativism and cooperation.

Main results in 2023

211 people enrolled

30 beneficiaries (certified)



The **Concurso Cultural (Cultural Contest)** is aimed at Elementary and Middle Schools with the purpose of promoting knowledge that generates more cooperative practices learned and experienced based on cooperative values and principles during school activities. As a basis, participants receive practical classes on the theme proposed in each edition and are encouraged to create textual productions aligned with and indicated in the National Common Curricular Base (BNCC).

In 2023, the 12th edition of the Cultural Contest for students in the 3rd, 5th, 7th, and 9th grades of Elementary/Middle School took place. Under the theme School that cooperates makes a better future, students were invited to participate, respectively, in the categories Drawings, Chronicles, Poems and Comic Strips. The contest was divided into three award phases – Local (by the Sicoob singular cooperative), Regional (by the Sicoob central cooperative) and, finally, National (by the Sicoob Institute).

Main results in 2023

296,752 people benefited (students)

2,772 participating educational institutions



CONHECIMENTO EM FOCO

As a result of the review and update of the Sicoob Institute Manual and the Sicoob Institute Portfolio, the **Programa Conhecimento em foco (Knowledge in Focus Program)** became part of the set of Cross-Cutting Programs and Solutions on 12/21/2023, comprising the lectures that are developed by the Sicoob Institute that contribute transversally to the three axes of action. To compile the 2023 results, within the scope of the Knowledge in Focus Program, the lectures on cooperative, entrepreneurial and financial education held since 1/1/2023 were considered.

Main results in 2023

COOPERATIVE EDUCATION TALKS

343,013 people benefited

5,145 talks given

ENTREPRENEURSHIP EDUCATION TALKS

29,551 people benefited

341 talks given



Semana do Cooperativismo (Cooperative Week) is an event that takes place between the end of June and the beginning of July each year with the purpose of spreading cooperative culture and giving visibility to good practices implemented by cooperatives in Brazil, in addition to highlighting their role as agents of economic and social transformation in the country. Sicoob's mobilization during this week is coordinated by the Sicoob Institute together with Sicoob cooperatives, which conduct several educational, philanthropic and outreach actions during the period. In 2023, the 3rd edition of Cooperative Week took place between June 26 and July 2.

Main results in 2023

700,596 people benefited

834,236 people reached

1,418 actions carried out





DIA C (C DAY – Cooperate Day) is a program that unites, celebrates, and gives visibility to the socio-environmental impact actions of Brazilian cooperatives. The actions are defined and executed throughout the year by cooperatives of all sectors and have the support of State Organizations and the National Unit of the OCB System for training, dissemination, and appreciation of practices. The movement, which began in 2009 at the Organization of Cooperatives of the State of Minas Gerais (OCEMG), has become a national mobilization of Brazilian cooperatives focused on volunteering, solidarity, and community involvement. The Dia C campaign, as well as the mobilization of Celebration Day, are connected to the Sustainable Development Goals (SDGs) of the United Nations (UN).

The Sicoob Institute actively participates in the mobilization and coordination of initiatives and other actions for C Day. It is celebrated on the first Saturday of July, and, in 2023, the celebration was on July 1st. On this date, Sicoob cooperatives conducted diverse and simultaneous volunteer actions throughout Brazil to benefit communities with financial education lectures, clothing drives, food donations, environmental preservation workshops, free health services, among others.



Main results in 2023

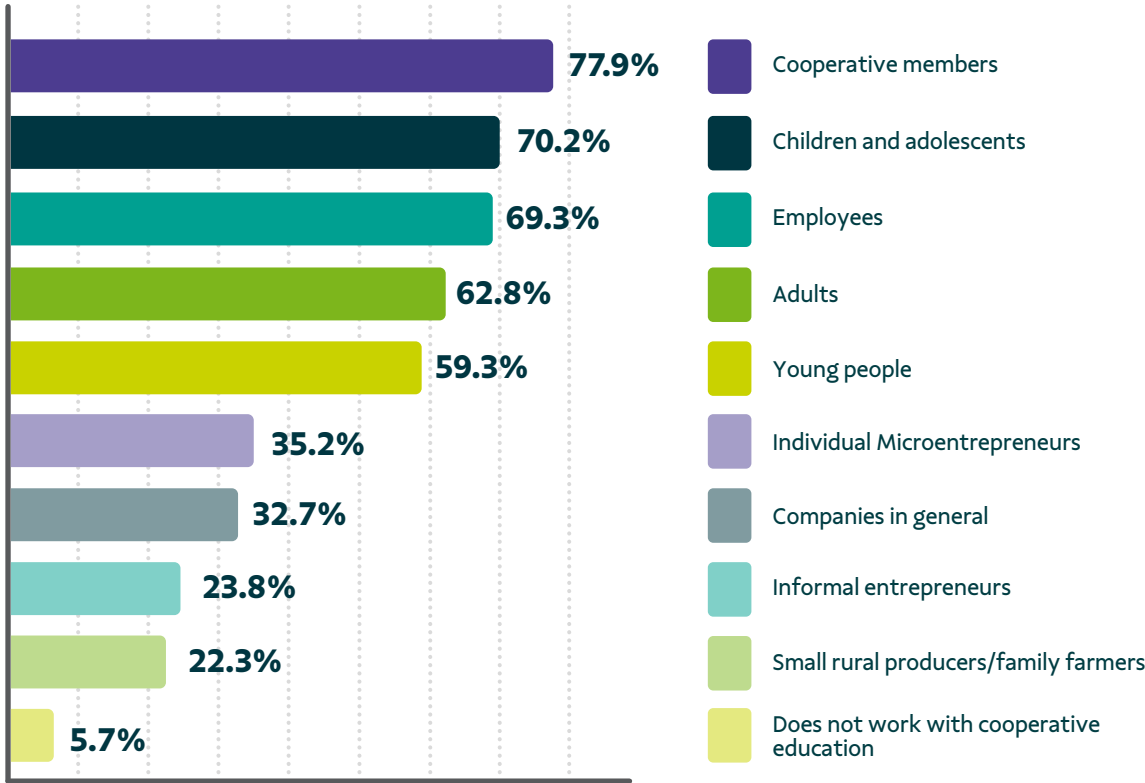
1,258,446 people benefited | **679** initiatives

LOCAL STRENGTHENING OF COOPERATIVISM

In the communities where we operate, Sicoob cooperatives work to promote education and training in cooperatives for members, elected representatives, employees, and local populations. These initiatives contribute to the development of cooperatives by disseminating the cooperative business model and the benefits it provides to members and the communities in which they operate.

In 2023, 95.9% of Sicoob cooperatives continuously disseminated the benefits of credit cooperativism to attract new members. At the same time, 98.3% of Sicoob cooperatives disseminated the benefits of credit cooperativism to their members. (Sicoob ESG Census 2023)

Cooperative education carried out by central and singular cooperatives by target audience



Sicoob ESG Census 2023

RESOURCES TO STRENGTHEN ASSOCIATIVISM, MUTUALISM AND THE PRACTICE OF COOPERATIVISM

In 2023, we allocated R\$ 474.5 million to Technical, Educational and Social Assistance Fund with the aim of contributing to strengthening associations, mutualism and the practice of cooperative principles, as provided for in Law No. 5,764/1971, is the fund intended for educational activities, providing assistance to members and their families and to the cooperative's employees.



At Sicoob, we allocate to the fund the results arising from non-cooperative acts and, at least, 5% of the net surplus for the year, as provided for in the bylaws.

In 2023, we will allocate R\$ 474.5 million to FATES.





5



COMMUNITIES

OUR COMMITMENT: we encourage economic and social development in the places and regions where we are present, impacting people and territories.

PRIORITY FOR: Communities | Sector Agencies | Government Agencies | Executive Board | Partners



RELEVANCE OF THE TOPIC

GRI 3-3

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Credit cooperatives are deeply integrated into the communities in which they operate, and their success depends directly on their ability to foster sustainable development in these areas, seeking mutual progress for business and society. This integration with the community gives cooperatives a competitive advantage, as it facilitates the customization and provision of financial solutions that specifically meet the needs of local production chains. Furthermore, genuine commitment to the community and active participation by members strengthen the exercise of citizenship, supporting local priorities and contributing to the strengthening of territories.

To maintain local relevance, credit cooperatives must remain aligned with the socioeconomic profile of the communities in which they operate, maintaining dialogue with local stakeholders to access relevant information that guides the formulation of social investment policies and appropriate financial solutions.

In the analysis conducted by stakeholders, the relevance of this topic was highlighted as a priority for sustainability in our business, considering that the connection with the community can have a positive or negative impact on both territories and businesses. This relationship, when optimized, builds, or strengthens relational capital, which is valuable to cooperatives and essential for business in a competitive and diversified market environment. Strengthening this capital is essential to minimize the risk of diluting cooperatives' participation in the financial operations of their members and to attract new members, especially young ones. Therefore, we are committed to acting in a coordinated manner with systematic policies and efficient dialogue mechanisms to maintain and strengthen these ties with people, businesses, and territories.

HOW WE DEAL WITH THE TOPIC AT SICOOB

When assessing the impacts of the Communities material topic, we also consider the relationship with the SDGs and Human Rights. We impact SDG 8, which deals with Decent Work and Economic Growth, by capturing, reinvesting, and redistributing financial resources locally. This strengthens the economies of the territories, maintaining the economic vitality and stability of communities. In addition, the savings generated, and the surpluses distributed among our members impact SDG 10 by mitigating inequalities and ensuring that the benefits of economic growth are broadly shared. The topic also impacts SDG 11 when we direct resources, through the granting of credit, to sustainable projects or when we voluntarily support community projects that strengthen the resilience and sustainability of urban and rural areas. In relation to Human Rights, we promote the right to work by offering fair and favorable conditions. We also provide economic security and a sustainable living environment by supporting every individual's right to an adequate standard of living.

BY STRENGTHENING TIES WITH COMMUNITIES, WE DRIVE THE GROWTH OF BUSINESSES FOCUSED ON PEOPLE'S NEEDS.

The Communities material topic is integrated into the Citizenship and Sustainability dimension of our Systemic Strategy Pact and our Sustainability Plan. Across the board, the Excellence and Operational Efficiency dimension establishes a set of initiatives that support the economic and financial strengthening of Sicoob, enabling us to maintain and expand our positive social and economic impact both directly and indirectly on the economies of the municipalities and regions where we are present.



FINANCIAL JUSTICE AND PROSPERITY

GRI 203-2

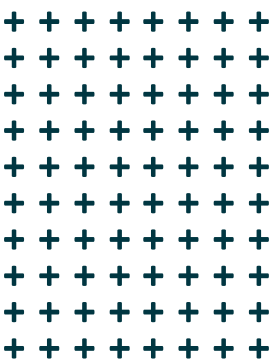


Our business model is centered on the mutual strengthening between cooperatives and members and translates into benefits for our millions of members. At Sicoob, these benefits are evidenced by the practice of fairer prices, below the market average, and by the distribution of part of the results to members. In 2023, we provided R\$ 25.7 billion in savings to our active members,

which benefited 5.7 million individuals and legal entities. These resources, saved and/or received as surplus, are directed by the cooperative members to their needs, investments, and personal achievements with an indirect positive impact on the economies of the communities and other production chains and sectors, thus contributing to the development of their regions.

In 2023, Sicoob provided **R\$ 25.7 billion** in savings to its members.

The savings provided to members refer to the gains and savings they obtained by operating with products and services offered by Sicoob to the detriment of other institutions of the National Financial System (SFN). The products included in the calculation of social gain are those that can be compared with SFN institutions (based on the rates and/or fees published by the Central Bank of Brazil).

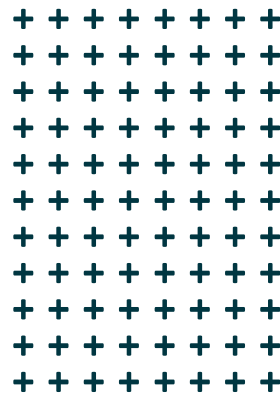


SOCIAL GAIN OF THE COOPERATIVE MEMBER IN 2023

The Social Gain of the Cooperative Member is a key indicator in our Systemic Strategy Pact and reflects Sicoob's commitment to continuously increase the economic and financial benefits generated. It is calculated considering the savings and surpluses generated during each fiscal year. In 2023, the average value of the Social Gain generated by Sicoob was R\$ 5,259.00 per active member, considering a total of R\$ 30 billion (Total Savings + Gross Surpluses available to the Ordinary General Meeting – AGO).

SOCIAL GAIN OF THE COOPERATIVE MEMBER	Values in R\$ 1.00		
	2021	2022	2023
Total savings on operations carried out by active members	R\$ 13,615,432,459	R\$ 20,917,835,993	R\$ 25,777,446,377
(+) Gross surplus available to the AGO (Ordinary General Meeting)	R\$ 4,572,920,604	R\$ 5,585,853,999	R\$ 4,342,488,653
(=) Total savings + gross surpluses available to the AGO	R\$ 18,188,353,063	R\$ 26,503,689,992	R\$ 30,119,935,030
(/) Number of active members in SICOOB (average number in the period)	4,329,000	5,380,516	5,713,826
(=) AMOUNT SAVED PER ACTIVE COOPERATIVE MEMBER (AVERAGE IN REAIS)	R\$ 4,202	R\$ 4,926	R\$ 5,271

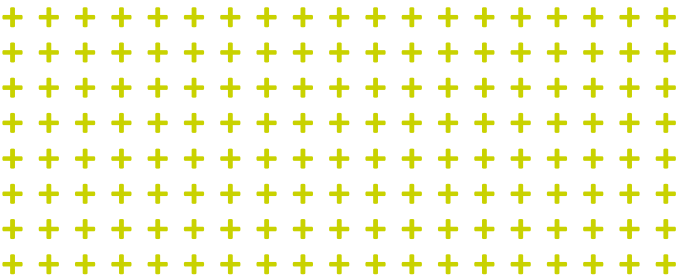
SOCIAL GAIN OF THE COOPERATIVE MEMBER PER SICOOB PRODUCT (IN RELATION TO SFN – AVERAGE MONTHLY RATE)			
Sicoob product	Compared component	Economic and social benefit for the cooperative member	How much less did they pay (save in %)?
Acquisition	MDR and Advance Rate	Paid less	37.1%
Special check for Individuals	Interest rate	Paid less	10.3%
Special check for Legal Entities	Interest rate	Paid less	62.2%
Consortium	Administration fee	Paid less	46.9%
Individual check discounting	Interest rate	Paid less	38.0%
Loans Individuals and Legal Entities	Interest rate	Paid less	40.8%
Rates for Individuals	Rate amount	Paid less	37.7%
Rates for Legal Entities	Rate amount	Paid less	71.4%
Sicoob product	Compared component	Economic and social benefit for the cooperative member	How much more did they earn (capitalize more in %)?
Term Deposit	Interest rate	Earned more	19.2%



Gross Surplus

Our surpluses totaled R\$ 8.4 billion in 2023. They are intended for reinvestment with the aim of expanding the set of benefits to cooperative members and society, distribution to cooperative members, creation of reserve funds and FATES, among other possible destinations, always approved by members in the General Assembly.

In 2023, surpluses totaled R\$ 8.4 billion.



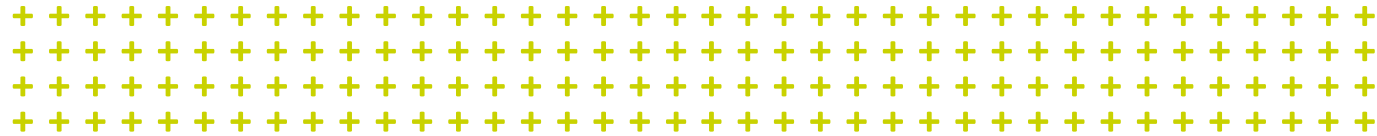
Social attributes in products offered to micro, small and medium businesses

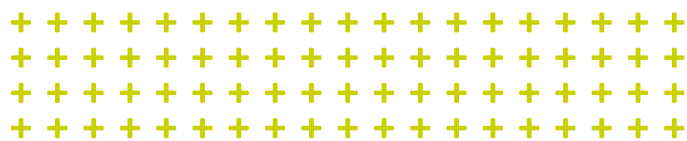
GRI FS7

Credit is vital to stimulate the socioeconomic development of our cooperative entrepreneurs and the communities in which we operate. Sicoob operates with support lines for micro, small and medium-sized businesses, such as the National Support Program for Micro and Small Businesses and the Emergency Credit Access Program, which significantly benefit smaller, less favored communities located in areas where traditional financial institutions have a smaller presence. The provision of credit through its own resources or through transfer lines plays a relevant role in preserving and generating jobs. In 2023, Sicoob transferred R\$ 8,524,927,687.95 in product lines with social attributes that enhanced the local socioeconomic impact.

In 2023, Sicoob transferred R\$ 8.5 billion through product lines with social attributes to enhance local socioeconomic impact.

In 2023, 95.2% of Sicoob cooperatives focused on offering financial solutions aligned with the profile of the local economy. (Sicoob ESG Census 2023)





PRODUCTS WITH SOCIAL ATTRIBUTES IN 2023

PRODUCT	SOCIAL BENEFIT	SOCIAL BENEFIT	OPERATIONS RELEASED	VALUES RELEASED IN 2023 (R\$)
National Support Program for Microenterprises and Small Businesses – FGO (Pronampe)	Micro and small businesses.	Develop and strengthen small businesses to finance business activity in its various dimensions.	33,184	2,096,604,621.33
Emergency Credit Access Program within the scope of the Investment Guarantee Fund (FGI PEAC)	Small and medium-sized companies, associations, private law foundations and cooperative societies, except credit societies.	Enable the service of potential borrowers in singular cooperatives by granting working capital credit (facing the Covid-19 calamity).	4,992	1,591,560,407.35
Constitutional Fund for Financing 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 thus contribute to economic growth and social development.	412	179,480,774.39
Constitutional Fund for Financing the Northern Region (FNO)	Mini, small, and small-medium rural producers (exclusively for projects and enterprises located in the North Region).	Contribute to promoting, inducing, and supporting the economic and social development of the Northern Region, constituting the main financial instrument of the National Regional Development Policy (PNDR) for reducing regional disparities.	407	79,672,688.49
BNDES ABC – ALL LINES	Rural producers (individuals and legal entities) and producer cooperatives.	Support financing for investments that contribute to reducing environmental impacts caused by agricultural activities.	30	55,302,433.68
BNDES PRONAF BIOECOLOGY	Family farmers and rural producers who are individuals and who present a valid PRONAF Eligibility Declaration (DAP).	Support investment in the use of renewable energy technologies, environmental technologies, water storage, small hydroelectric projects, forestry and the adoption of conservation practices and correction of soil acidity and fertility, aiming at the recovery and improvement of productive capacity.	400	35,408,863.51
Sicoob Microcredit	Individuals and legal entities, except in rural areas, in the industry, commerce and services sectors with annual revenue 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 to grow and generate income for their families.	1,381	11,332,167.18
National Program for Strengthening Family Farming (Pronaf)	Farmers and rural producers who make up family rural production units, rural family enterprises, family farming cooperatives who prove their qualification by presenting an active DAP or a valid CAF-Pronaf.	Promote sustainable development in rural areas through actions aimed at increasing production capacity, generating jobs, and raising income, with a view to improving the quality of life and exercising citizenship among family farmers. The program supports agricultural and non-agricultural activities through lines of assistance for investment, commercialization, and industrialization purposes.	61,623	4,475,565,732.02
TOTAL			102,429	8,524,927,687.95





VALUE GENERATION AND DISTRIBUTION IN 2023

Free and Voluntary Membership



COOPERATIVE OF PEOPLE

Sicoob is a credit cooperative formed by people who voluntarily join together to meet their financial needs. Accessible to everyone, without any distinction.

7.7 million
Of cooperative members

Autonomy and Independence



TROLLED BY COOPERATIVE MEMBERS

Credit cooperatives are autonomous organizations controlled by their members. The capital with which they operate is invested by the members for the purpose of mutual aid and benefit of their members, the communities and for the development of the cooperative itself.

R\$ 298.4 Billion in assets

Democratic management



ONE PERSON, ONE VOTE

Cooperatives are managed by their members, who are the "owners of the business", with each member having the right to one vote regardless of the value of their capital in the cooperative.

5,149
statutory directors

FINANCIAL JUSTICE AND PROSPERITY



Retained Economic Value

R\$ 8.4 billion
In surplus



At the end of the year, the surpluses are calculated and allocated according to the decisions of the cooperative members at the meetings. In addition to the surpluses, the cooperative members benefit from savings when carrying out their financial transactions at Sicoob, money that strengthens the local economy, small and medium-sized companies and the community itself.

R\$ 25.7 billion
in savings generated for our members

Interest in the Community



PEOPLE HELPING PEOPLE

Sicoob cooperatives work by implementing, supporting, promoting and stimulating social initiatives to meet the demands of communities locally and contribute to their development.

R\$ 4.2 billion
of payments to suppliers

R\$ 7.0 billion
To people

R\$ 783.4 million in taxes

55,379
employees

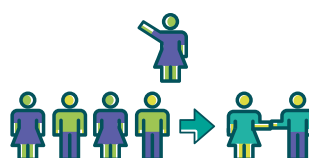
Intercooperation



COOPERATION WITHIN AND OUTSIDE THE SYSTEM

At Sicoob, we work to encourage cooperation between cooperatives in the System and other cooperatives, whether credit or other sectors, sharing services, products and business practices as a way of strengthening cooperativism and the business itself.

Education, Training and Information



TRAINING OF MEMBERS

Sicoob cooperatives work to educate and train their members to participate in cooperative activities in their localities and to spread cooperativism.

R\$ 474.5 million in FATES

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

GRI 201-1

The Statement of Added Value (SAV) prepared based on Sicoob's audited Combined Financial Statements. The evolution of the results of the last three fiscal years indicates significant growth in our revenues and in the net added value produced. This reflects our continuous contribution to socioeconomic development, demonstrating how the wealth generated is distributed among our members, employees, suppliers, government (society in general) and local communities.

SICOOB		In millions of BRL		
SAV – STATEMENT OF ADDED VALUE		2021	2022	2023
Revenues	18,346,274	31,896,390	40,213,693	
(-) Financial intermediation expenses	4,119,732	13,544,644	18,939,061	
(-) Supplies purchased from third parties (administrative expenses)	2,952,176	3,769,848	4,283,256	
(=) Gross value added	11,274,366	14,581,898	16,991,376	
(-) Depreciation and amortization	385,242	447,681	542,410	
(=) Net added value produced by the Entity	10,889,124	14,134,217	16,448,966	
(+) Added value received in transfer	82,960	168,853	229,242	
(=) Total added value to be distributed	10,972,084	14,303,070	16,678,208	
Distribution of added value:				
Staff	4,753,859	5,891,504	7,031,027	
Taxes, fees and contributions	724,928	753,524	783,488	
Remuneration of third-party capital	336,406	432,571	514,987	
Remuneration of own capital	5,156,891	7,225,471	8,348,706	
Interest on Equity	583,047	1,660,093	1,939,858	
Dividends	10,493	22,342	25,832	
FATES – Technical, Educational and Social Assistance Fund	352,007	503,189	474,533	
Retained Economic Value	4,211,344	5,039,847	5,908,483	



Direct and indirect economic impacts

In addition to the significant direct and indirect positive economic impacts resulting from the distribution and redistribution of savings and surpluses generated, we would like to highlight another relevant positive effect of our work, which occurs through the retention and reinvestment of financial resources in the same locations where they are collected. This contributes to a continuous cycle of prosperity that drives local socioeconomic development and the stability of community economies. From a broader perspective, by offering more affordable rates and fees, we also help to balance the market and influence the reduction of rates, fees and interest rates charged by the sector. In these aspects, there is no related negative impact, since Sicoob is a solid financial institution that generates and distributes value to its members, communities, and other stakeholders.

Other direct and indirect economic impacts identified could result from significant fluctuations in the hiring of labor (including outsourcing of services), hiring of local suppliers, changes or closures of operations, restrictions on credit to essential sectors in local economies, investments in sectors exposed to significant socio-environmental risks, or the exposure of people (especially low-income people) to high levels of debt. However, there are no occurrences of significant negative economic impacts in these aspects, and Sicoob acts in a coordinated manner among all cooperatives to ensure that they do not occur.

Dialogue with communities to get closer to their real needs

GRI 203-1 | 203-2 | 413-1

Sicoob recognizes the importance of sustainable economic development in areas with extreme poverty rates as an essential part of our mission to promote financial inclusion and prosperity for all. We are committed to playing an active role in strengthening underserved communities by contributing to job creation and improving living conditions through access to financial services. One of the ways we seek to promote economic development in these areas is by financing local entrepreneurs and small businesses. We offer affordable and targeted lines of credit to help micro and small businesses establish and expand their operations, thereby creating employment opportunities and stimulating local economic growth. In addition, we recognize that access to basic financial services is fundamental to sustainable economic development. Through our extensive network of branches and correspondent banks, we seek to bring essential banking services, such as checking accounts, savings accounts, and loans, to regions where these services were previously scarce or non-existent.

We broadly support the needs of the communities where we operate by investing directly in projects that complement public policies. Each cooperative is responsible for local investment with policies approved by its members. The social actions carried out by the cooperatives cover the territories in which they operate and occur in a homogeneous manner in the municipalities covered.

In line with the commitments and sustainable development covered by the Sicoob Sustainability Plan, as well as in relation to the purpose of consolidating the value invested in initiatives to help meet the needs of communities, in July 2023 we began implementing a systemic model of accounting account structure to determine and totalize the values allocated to social investment made by all entities that are part of the System.

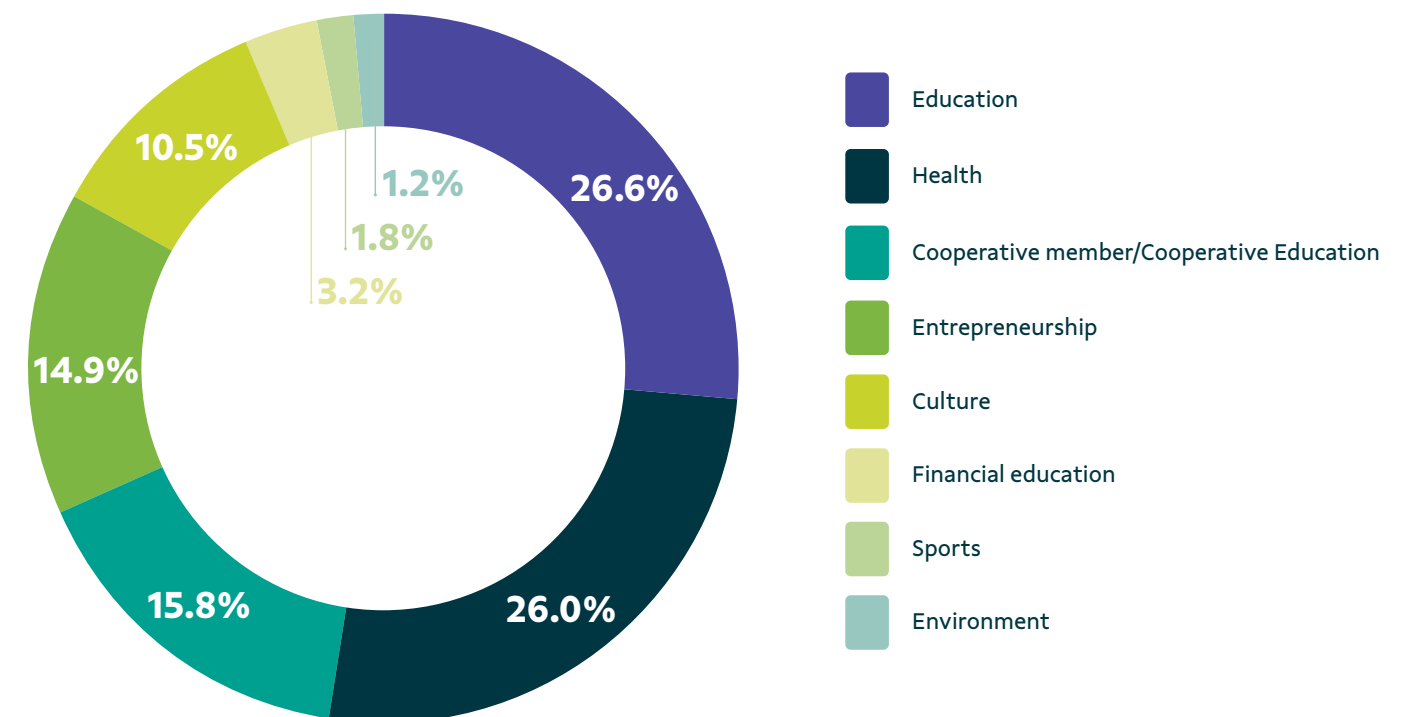
The objective is to demonstrate analytically the amounts allocated to social investment so that detailed information can be presented for all interested parties to understand. Thus, the total amounts invested by the System in the categories of Cooperative Education, Financial Education, Education, Entrepreneurship, Environment, Health, Sports and Culture will be determined, with resources coming from the following groups: FATES Reserve (Technical, Educational and Social Assistance Fund), donations, expenses with social responsibility, expenses linked to voluntary funds, incentive laws and Sicoob Institute.

For this edition of the Report, we consolidated the investments made by the System's entities.

SICOOB SOCIAL INVESTMENT		
Source of resources (Categories)	Values (R\$ 1.00)	Representativeness
FATES Reservation	232,038,861	82.2%
Social responsibility	11,604,311	4.1%
Donations	6,707,551	2.4%
Voluntary Fund	11,330,884	4.0%
Sicoob Institute*	7,846,583	2.8%
Incentive Laws*	12,724,664	4.5%
Total value of resources	282,252,854	100.0%

*The amounts related to the Sicoob Institute and incentive laws cover the period from January 1 to December 31, 2023. The other amounts correspond to the period from July 2023 to December 2023. Before July 2023, Sicoob did not calculate the value of social investment according to the categories described in the table.

SICOOB SOCIAL INVESTMENT - ALLOCATION OF RESOURCES





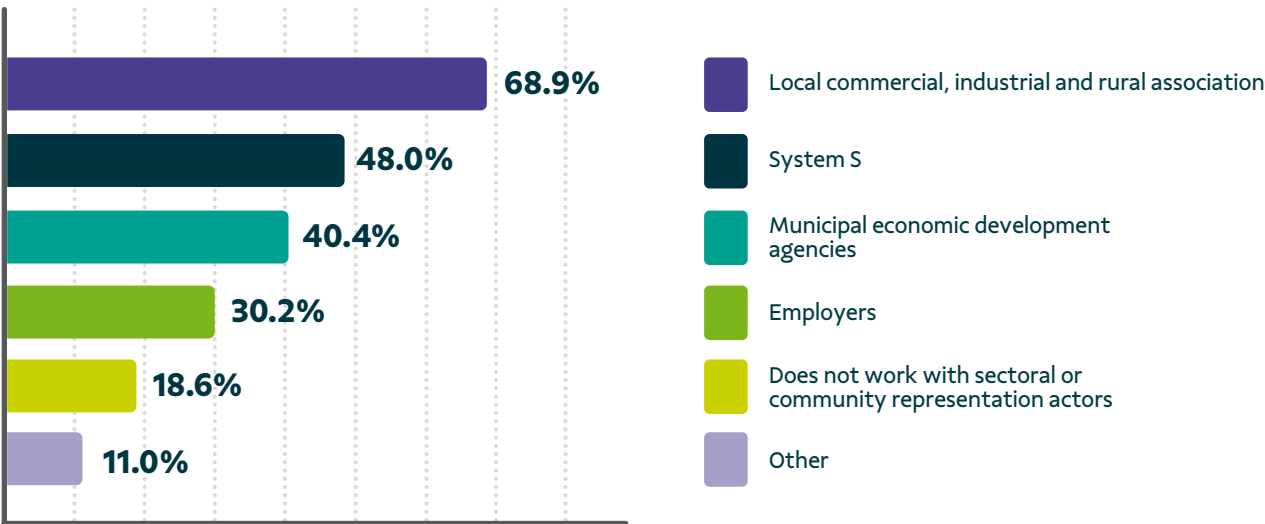
Constant dialogue with community representatives is the way we identify the most urgent needs, and this mechanism also contributes to mapping economic sectors and production chains to provide the necessary and adequate resources to drive development in the region. The 2023 Sicoob ESG Census indicates that these actors include local commercial, industrial, and rural associations, the S System (Senai, Sesc and Sesi), municipal economic development agencies and employers' associations.

According to the 2023 Sicoob ESG Census, 42.2% of cooperatives operate with a structured plan for the development of communities in the regions where they are located, and 48.7% of them already operate based on a plan to strengthen dialogue and support initiatives. The main articulations are conducted through public-private partnerships, collaboration with school administrations and municipal public management, participation in committees and forums of community interest, development of community leaders and participation in formulations of improvements to public policies.

42.2% of Sicoob cooperatives have a structured plan to work towards the development of communities in the regions where they are located, and 48.7% have a plan to strengthen dialogue and initiatives to support important causes.

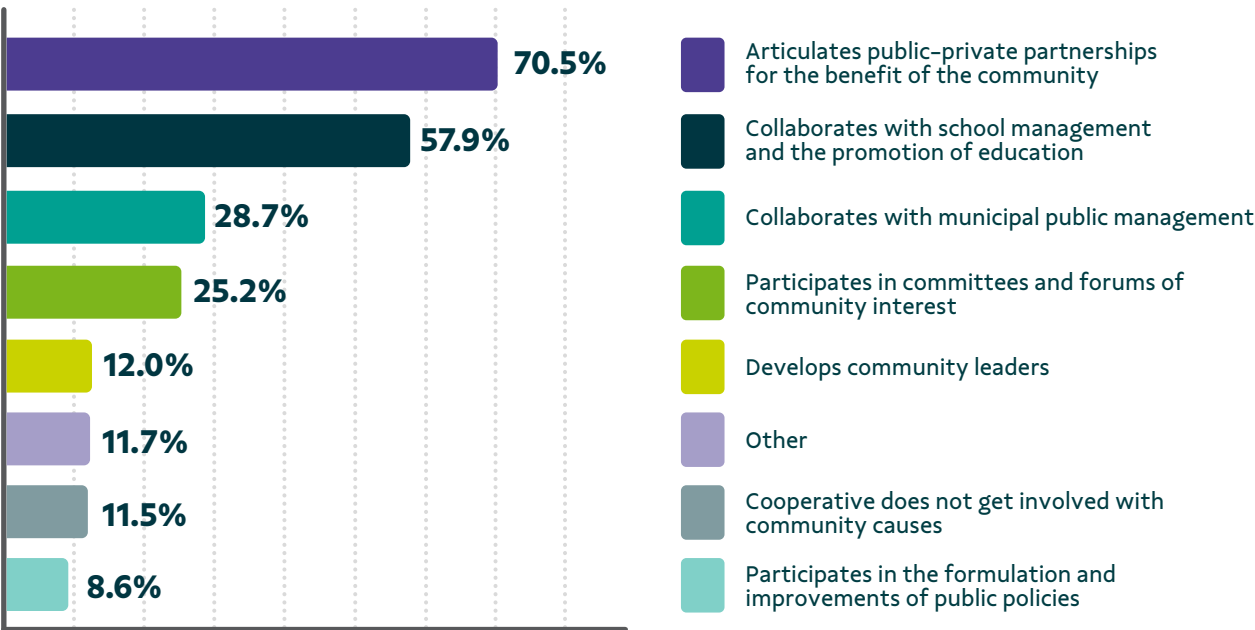
(Sicoob ESG Census 2023)

Key actors from sectoral and community representations with whom Sicoob cooperatives engage to promote local economic development



Sicoob ESG Census 2023

Ways of interaction between Sicoob cooperatives and local stakeholders



Sicoob ESG Census 2023

Sicoob does not yet have a systemic methodology for community engagement. The Sustainability Plan provides for the establishment of permanent community forums in the municipalities where Sicoob operates, as well as appropriate engagement methods and management processes.

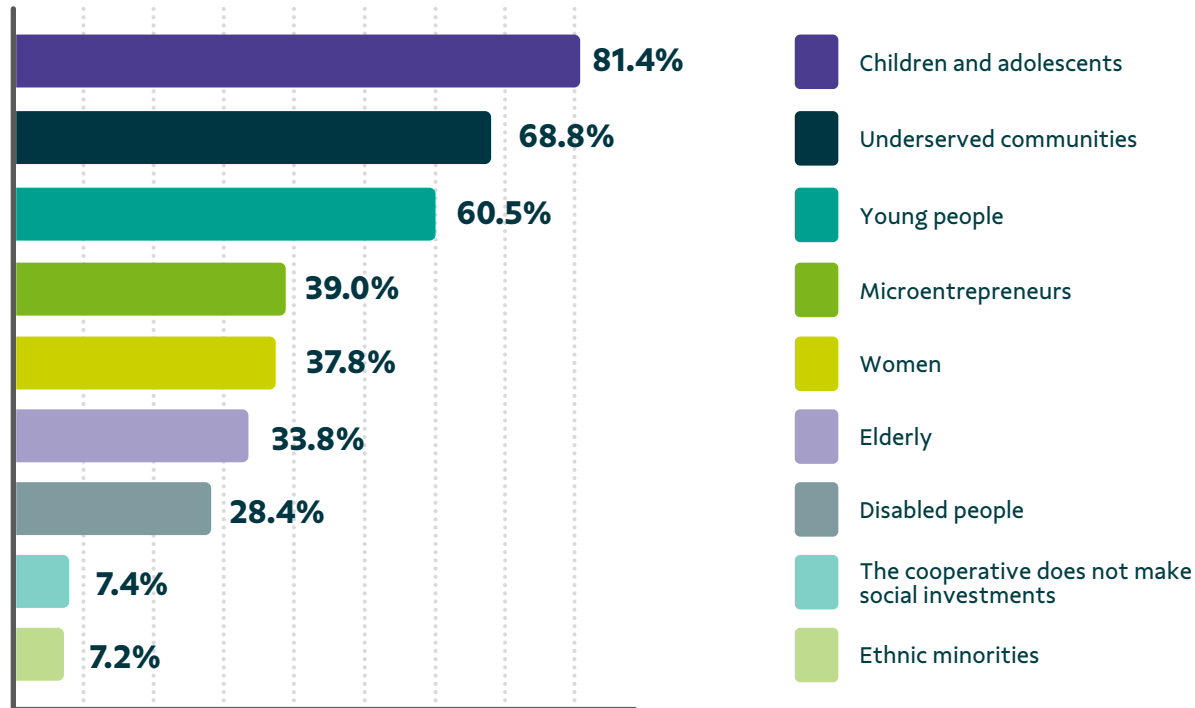
Regarding the suitability of products and services, our central and singular cooperatives structure their own credit lines that meet local interests according to the productive arrangements of their territories. We consider territory to be the set of municipalities and other community arrangements with close ties to Sicoob in geographic, economic, social, environmental, and cultural aspects. It is in these territories that our direct and indirect economic impacts occur.

In 2023, 50.1% of cooperatives distributed social investments equally or proportionally throughout their territory of operation, 42.1% of them directed their investments to the municipality where their headquarters are located, and 7.8% of our cooperatives did not make social investments. (Sicoob ESG Census 2023)



In 2023, we maintained the order of priority for our local investments and beneficiaries, namely: children and adolescents, deprived communities, young people, microentrepreneurs and women.

Main beneficiaries of local social investments



Sicoob ESG Census 2023



SYSTEMIC SOCIAL INITIATIVES

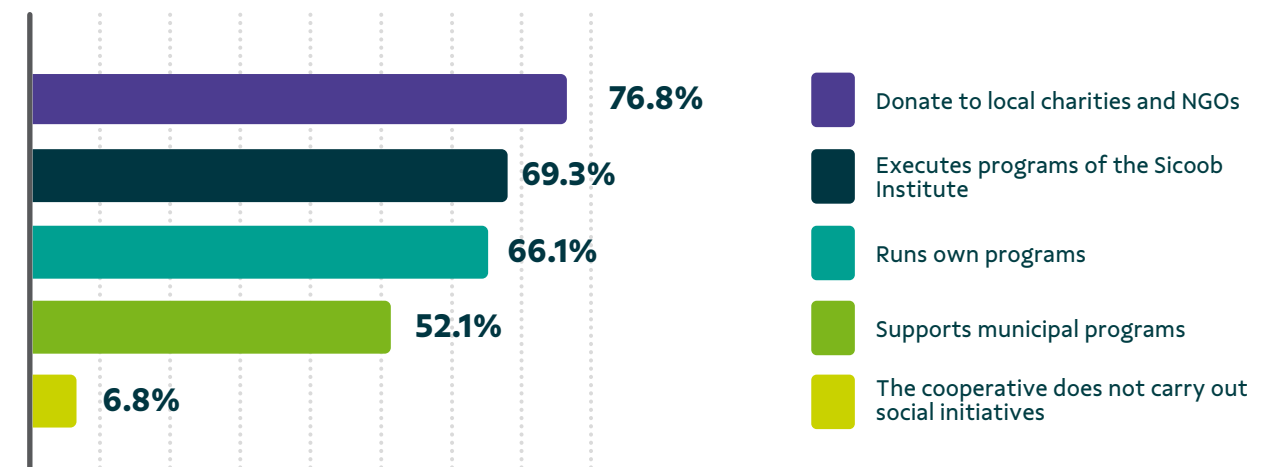


The implementation of our systemic agenda is conducted in an organized and strategic manner with specific methodologies and a team dedicated to technical support, professional training, knowledge sharing and volunteer mobilization. Sicoob cooperatives, being linked to the communities, identify the best ways for everyone to get involved.

To make our presence in the communities effective, the Sicoob Institute coordinates systemic and community engagement at all levels – from the Sicoob Cooperative Center to the central cooperatives, singular cooperatives and the group of volunteers employees of Sicoob. The systemic socio-environmental action is supported by the Strategic Social Investment Committee, a governance body composed of representatives of all central cooperatives of Sicoob and the CCS.

We currently map and monitor operations with local involvement through the Sicoob ESG Census, which has been applied to all cooperatives annually since 2018. This process, which will be completed by 100% of our cooperatives in 2023, allows us to continuously evaluate and strengthen socio-environmental responsibility initiatives across our entire network.

Social initiatives predominantly carried out by Sicoob's singular cooperatives



Sicoob ESG Census 2023





COMMUNITY PROJECTS ENCOURAGED



The **Programa Incentivo Sicoob para o Desenvolvimento Sustentável (Sicoob Incentive Program for Sustainable Development)** aims to sponsor projects forwarded by Sicoob cooperatives or allocate resources to institutional funds if they meet the requirements of the regulation on tax

incentives as provided for in the Sports Incentive. Law No. 11,438/2006), in the Childhood and Adolescence Fund (Law No. 8,069/90), in the Elderly Fund (Law No. 10,741/2003) and the Federal Law for Cultural Incentive (Art. 18 of Law No. 8,313/1991). The resources allocated to these projects come from Sicoob Bank, Sicoob Insurance, Sicoob Payments, Sicoob Consortium, and Sicoob BSD. The Sicoob Institute evaluates and operationalizes the sponsorship of the selected initiatives to contribute to the sustainable development of the communities. In 2023, 67 projects were incentivized in the areas of culture, sports, childhood and adolescence, the elderly, PCD health and oncology, totaling R\$ 12,724,664.00.

Incentive Laws

67 sponsored projects

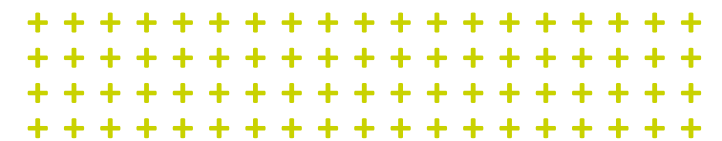
R\$ 12.7 million invested



Developed to integrate users of the **Sicoob Coopera** marketplace with the social causes of Civil Society Organizations (CSOs), the Donation Incentive Program provides users with the opportunity to get to know partner organizations and make donations using Coopera points, credit card, Pix, or points + credit card. Twenty-one social organizations are registered on the platform, representing all regions of the country and engaged in various causes, such as social assistance for children, adolescents, young people, families and the elderly, care for children and adolescents with disabilities and people with cancer, culture for hospitalized children, sports for children, adolescents and adults and health in general.

Main results in 2023

23 CSOs approved in the program

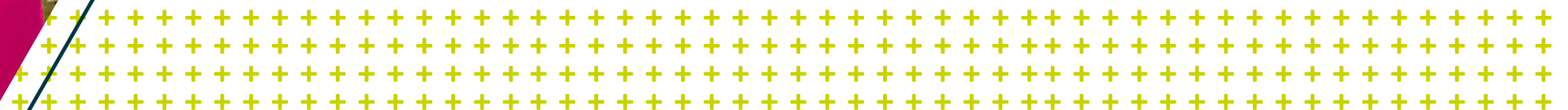


The **Selo Instituto Sicoob (Sicoob Institute Seal)** maps, recognizes, and endorses social, environmental, sports and health and well-being projects of Sicoob's central and singular cooperatives that are not part of the Institute's systemic portfolio and fall within one of the 17 Sustainable Development Goals (SDGs). It takes place annually and is open to all Sicoob cooperatives that have signed a membership agreement with the Institute and, therefore, access to the SINS Platform, where projects selected for submission to the Seal are registered. The recognized initiatives are those that, in addition to meeting the SDGs, promote the sustainable development of communities, the training of cooperative leaders and the dissemination of cooperative culture. In November 2023, the highlights of the 2023-2025 Seal were announced based on an assessment conducted by the technical team of the Instituto Sicoob and by consultants specialized in Social Impact and Project Management.

Main results in 2023

2,422,624 beneficiaries' people

135 approved projects





ITINERANT AND ONLINE VOCATIONAL EDUCATION FOR COMMUNITIES



EXPRESSO

Instituto Sicoob | Móvel



EXPRESSO

Instituto Sicoob | Em casa



EXPRESSO

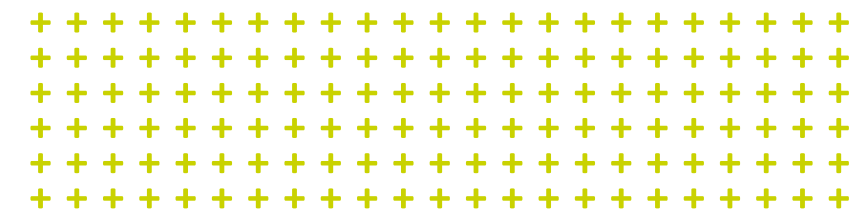
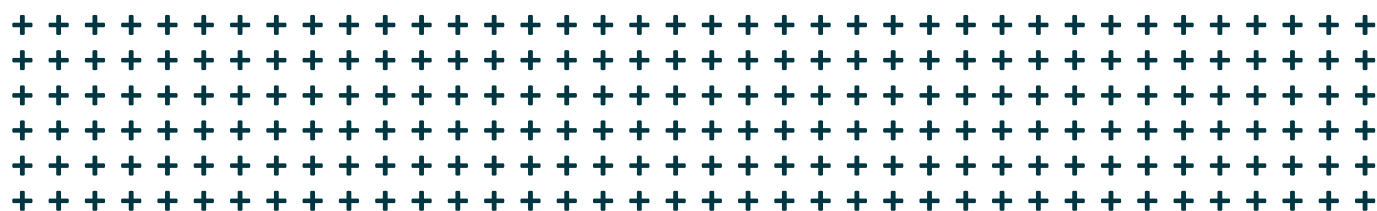
Instituto Sicoob | Estação

The **Expresso Instituto Sicoob (Sicoob Institute Express)** is aimed at the professional and civic training of beneficiaries, qualifying them for the job market in various areas of knowledge with online courses. It is free and intended for people aged 14 and over in communities where civil society organizations, cooperatives, university students and students from public and private schools are located. At the end of 2023, it was decided to discontinue the program (CCS Resolution No. 228, of 12/21/2023), integrating it into the range of solutions of the Sicoob Education Portal without prejudice to Sicoob cooperatives continuing to adopt local strategies for distributing the courses available on the Portal as a systemic tool and under the management of the Corporate Education area.

Main results in 2023

4,690 beneficiaries' people (certified)

3,012 certificates issued





6



CLIMATE CHANGE

OUR COMMITMENT: to support and encourage members to contribute to the sustainable development of their communities.

PRIORITY FOR: Communities | Executive Board | Sector Agencies | Government Agencies | Partners



RELEVANCE OF THE TOPIC

GRI 3-3



In response to global discussions on climate change and the urgency of the issue, the Central Bank of Brazil implemented measures in 2021 through CMN Resolutions No. 4,943/2021 and 4,945/2021, in addition to BCB Normative Instruction No. 222/2021. These regulations aim to manage social, environmental and climate risks in the financial sphere. Focusing specifically on climate risks, the rules propose assessing the impacts on the credit portfolios of financial institutions, considering both the risks of transition to a low-carbon economy and the physical risks associated with extreme natural events.

With the improvement of the regulatory environment to address the financial risks associated with climate change, financial institutions are, in turn, adapting to sustainable finance practices. This adaptation is necessary and urgent since institutions play a key role in allocating resources in the transition to a more sustainable economy and in managing climate risks in their operations.

In this context, financed activities gain importance, since investment in sustainable projects can have significant positive or negative impacts on the environment, society, and the economy in general.

HOW WE DEAL WITH THE TOPIC AT SICOOB

With climate change as a material topic for our business, we also assess how its impacts affect the achievement of the Sustainable Development Goals (SDGs). In our context of supporting and encouraging members to contribute to the sustainable development of their communities, the impacts are particularly related to SDGs 9 and 16. SDG 9 guides us to promote resilient and sustainable infrastructure by supporting inclusive industrialization and innovation. By focusing on climate change, we encourage members to adopt practices and technologies that reduce the environmental impact of their activities. This includes, for example, investing in renewable energy and energy efficiency solutions, which reduce the carbon footprint and promote greater economic and environmental resilience. At the same time, SDG 16 guides us to promote peaceful and inclusive societies, strengthen institutions and ensure justice for all. In this sense, when addressing climate change, we work to ensure that our members are engaged in transparent and responsible governance practices. This involves educating and training members, especially those holding elected positions, on how to manage the risks associated with climate change, promoting greater awareness and collective action in relation to this global challenge. In addition, we recognize that climate change has an impact on Human Rights and that it directly affects the right to a healthy environment, security, and well-being. By encouraging our members to adopt sustainable practices, we contribute to the protection of these fundamental rights and to the mitigation of the adverse impacts of climate change.

To mitigate climate risks, we have implemented preventive measures based on specific internal criteria and established standards and procedures for the centralized management of these risks. As for climate-related opportunities, we are developing, together with Sicoob cooperatives, strategies, and initiatives within the scope of our Sustainability Plan, the effective implementation of which began in 2023. These actions include the creation of financial solutions that meet the main demands of cooperative members, especially for small and medium-sized companies and agribusiness. We highlight the agricultural sector as a great growth potential for our green portfolio, given the relevance and business opportunities associated with sustainable production.

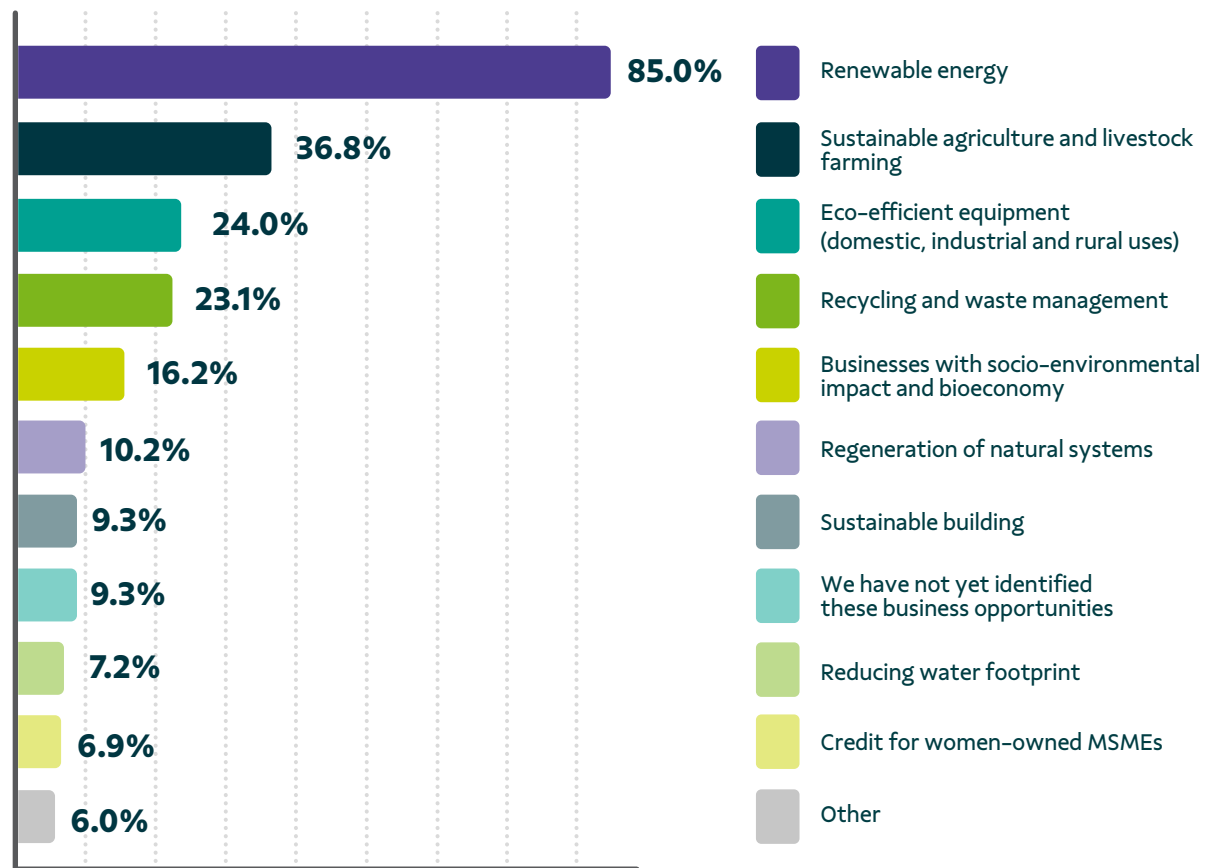


SUSTAINABLE FINANCIAL SOLUTIONS

Our sustainable credit lines are structured and offered directly by Sicoob cooperatives according to the needs of each territory. They are intended to finance clean energy projects, energy efficiency, sustainable buildings and technologies and equipment that reduce emissions and waste generation.

According to the 2023 Sicoob ESG Census, Sicoob cooperatives have allocated resources to credit lines for renewable energy projects, sustainable agriculture and livestock, eco-efficient equipment (domestic, industrial, and rural uses) and recycling and waste management. Still incipient, but growing, 16.2% of our cooperatives already serve the socio-environmental impact and bioeconomy business market, and 10.2% already provide resources for the regeneration of natural systems.

Sicoob cooperatives with financial solutions to encourage sustainable practices (by purpose)

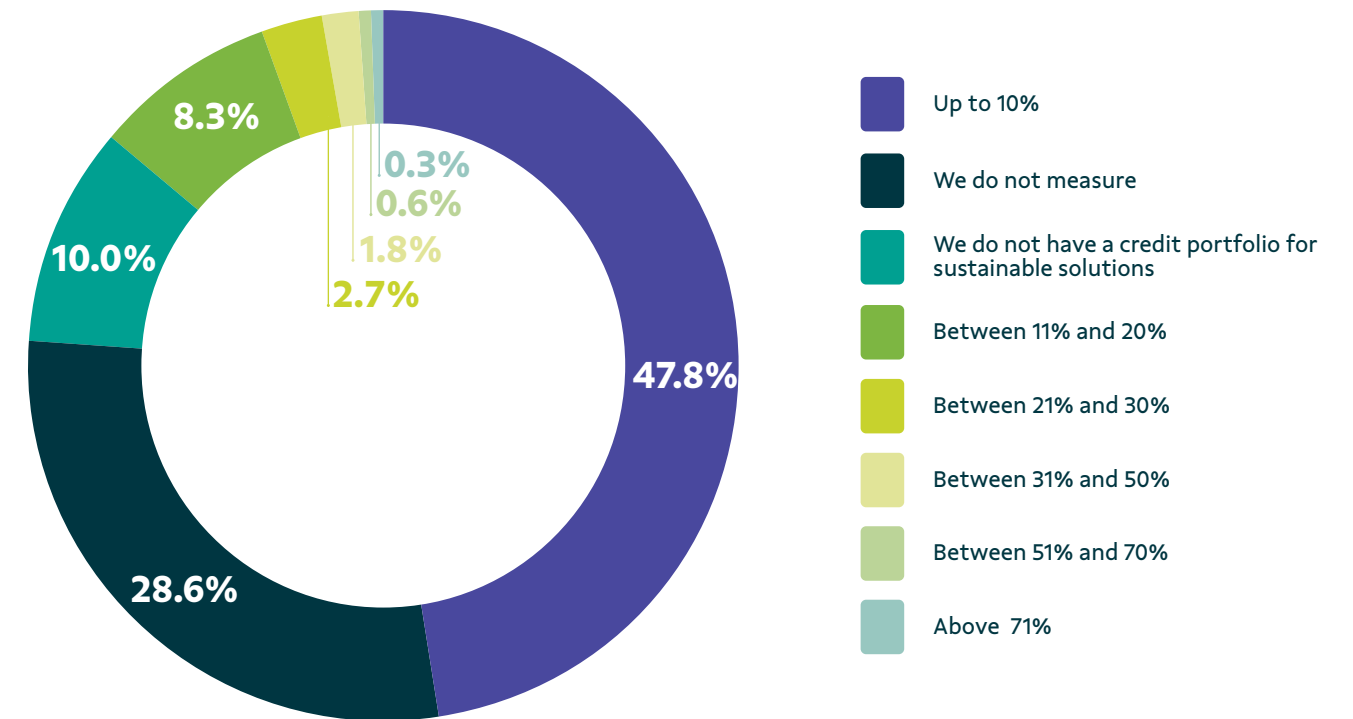


Sicoob ESG Census 2023

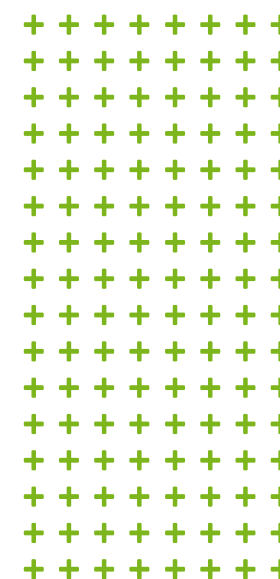
Sustainable Solutions Credit Portfolio

Of our cooperatives, 47.8% have a sustainable solutions credit portfolio representing less than 10% of the total portfolio value. Furthermore, 13.6% have a portfolio representing over 10%, 28.6% do not yet measure the portfolio's representativeness, and 10% have not yet developed this type of portfolio.

Representation of the sustainable solutions credit portfolio in relation to the total portfolio of Sicoob cooperatives on 12/31/2023



Sicoob ESG Census 2023





LINES OF TRANSFER FOR SUSTAINABLE AGRICULTURE

In agribusiness products, credit is mainly allocated to projects that include sustainable agriculture practices, such as direct planting, integrated crop-livestock-forestry (ILPF), among other soil management techniques. Resources are also directed to projects for the preservation of springs, reforestation, and recovery of degraded areas. The product portfolio is configured based on the needs identified locally through dialogue between our cooperatives and members and other stakeholders.

Small farmers and family farmers have access to the Pronaf Eco (National Program for Strengthening Family Farming of the Federal Government) line of funding, which is intended for sustainable projects that aim to restore and preserve the environment to improve the productive capacity of the property. Among the purposes eligible under the government’s criteria are renewable energy projects, sustainable agriculture and livestock farming, eco-efficient equipment, and recycling and waste management. Our cooperatives offer the Low Carbon Agriculture Program (ABC Plan) to finance sustainable production practices aimed at, for example, reducing greenhouse gas emissions and deforestation, increasing agricultural production on a sustainable basis, adapting rural properties to environmental legislation, and encouraging the recovery of degraded areas.

In relation to financing aimed at technological innovations in rural areas, we offer the Inovagro program for the implementation of alternative energy generation and distribution systems to conventional electricity for own consumption, such as wind, solar and biomass energy on properties.

Consortium for sustainable solutions

In the consortium option, Sicoob cooperatives provide access to resources for individual and legal entities members, rural producers and non-cooperative members to acquire sustainable goods, such as solar kits (photovoltaic panels, inverters and/or solar modules and solar mounting structures), electric bicycles, wind generators, water and sewage treatment equipment, solar water heaters and LED lighting, among other goods that help reduce negative environmental impacts. In agriculture, these modalities can be used, among other examples, to acquire drones used in precision agriculture and water capture and reuse equipment.

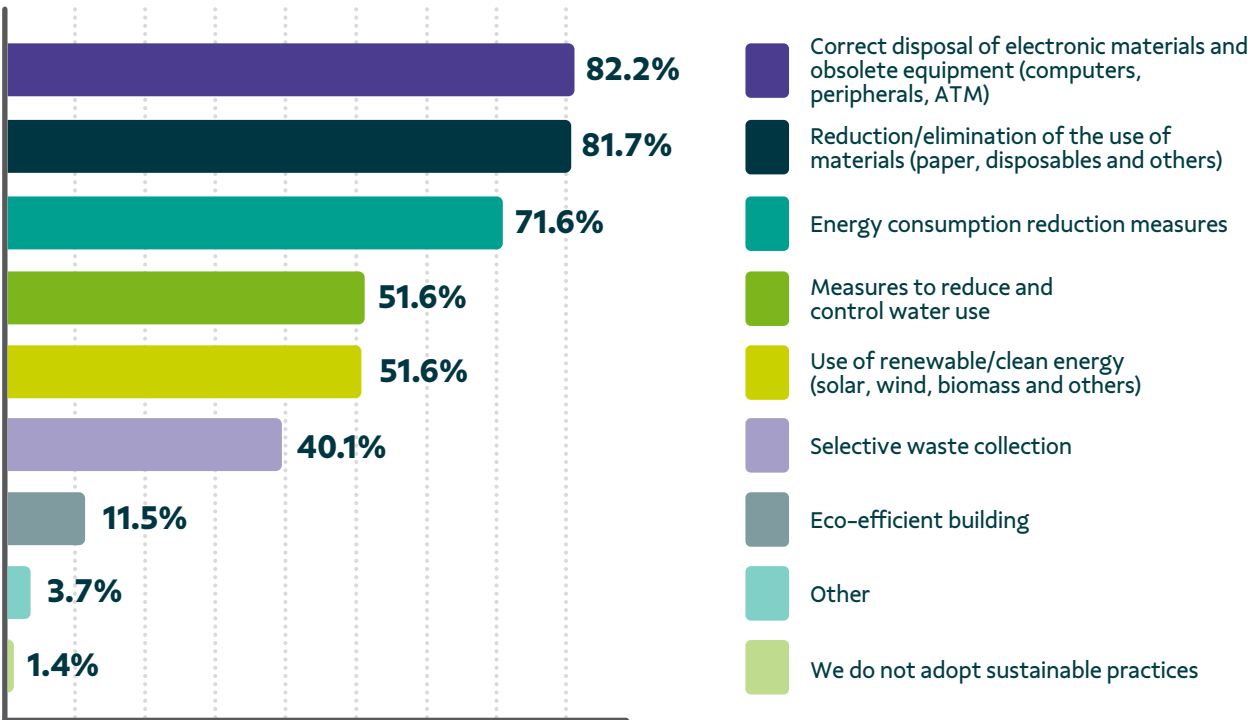
SUSTAINABLE PRACTICES IN OUR OPERATIONS

While we are advancing in supporting our members’ initiatives, we are also advancing in the consolidation of internal practices that aim to make our operations more sustainable. These practices include initiatives for the correct disposal of obsolete electronic materials and equipment, reduction/elimination of the use of materials, energy savings, use of renewable/clean energy, responsible use of water, selective waste collection and eco-efficient buildings.

The results indicated by the Sicoob ESG Census 2023 reaffirm our internal progress, reinforcing the continuous commitment to sustainability in all areas of Sicoob’s operations.



Internal practices adopted by Sicoob



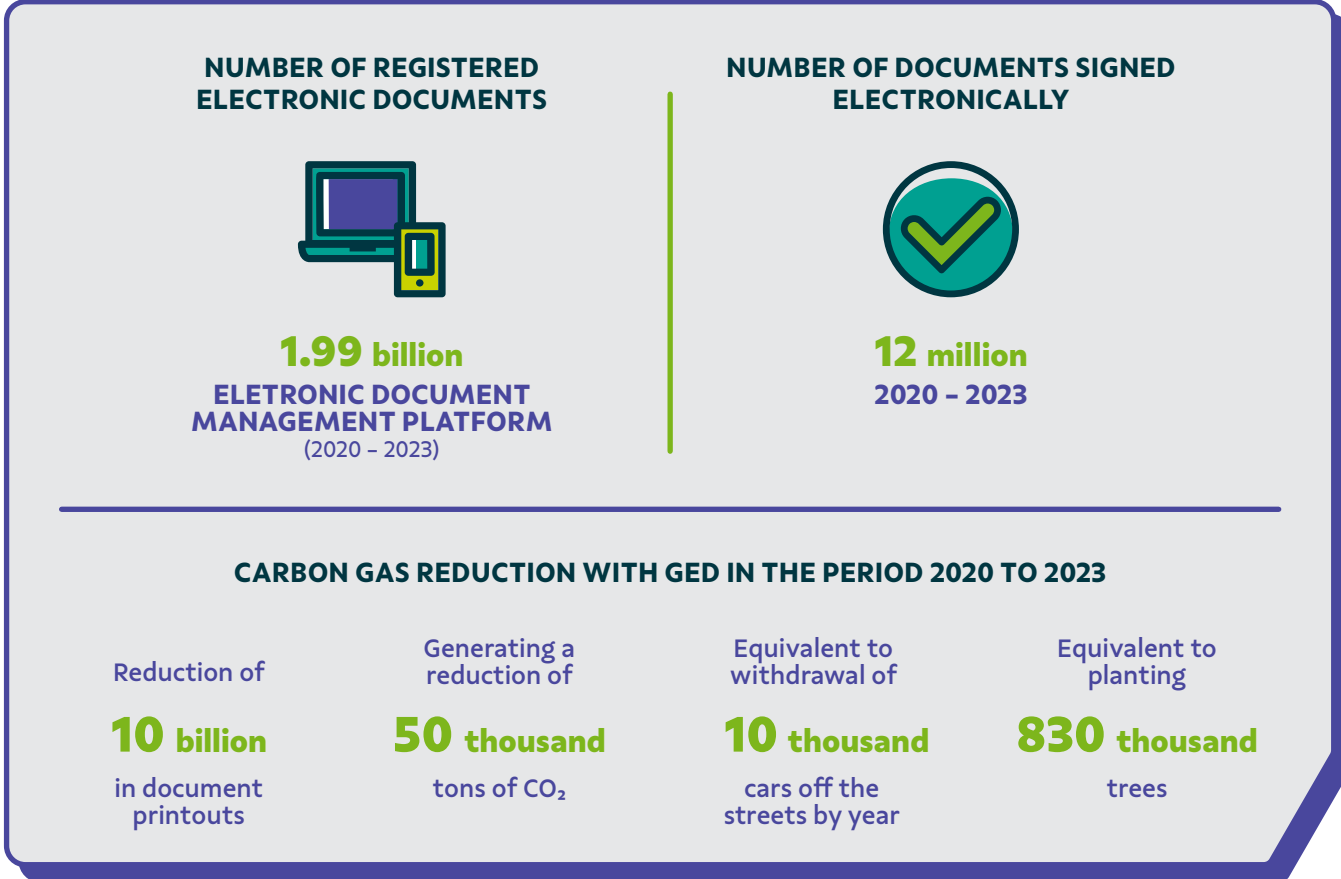
Sicoob ESG Census 2023

In 2023, we submitted the Sicoob Greenhouse Gas Inventory (GHG) project to the Central Bank with the aim of mapping the climate impacts of the institution’s activities. The project was accepted by the Central Bank and will be implemented in 2024 based on 2023. To ensure feasibility, a working group was formed at the CCS.





At the Sicoob Cooperative Center, in 2023, our photovoltaic plant (UFV) was built on top of the CCS Headquarters building I and spaces were created to refuel electric cars. The savings generated and the reduction in emissions are already being monitored for disclosure from 2024 onwards. Another action implemented that contributes to the reduction of carbon dioxide is the Electronic Document Management Platform (GED) and the adoption of electronic signatures in Sisbr. Since its implementation in 2020, 1.99 billion documents have been stored electronically and 12 million documents have been signed electronically, avoiding the printing of billions of copies of these files.



Education for sustainability and encouraging sustainable consumption

Aiming to raise awareness and promote internal practices regarding social, environmental and climate risks, the Sustainability Plan includes the development of educational solutions aimed at employees and managers with the aim of making them multipliers among cooperative members of the dissemination and guidance on topics that may impact the business. Likewise, in relation to cooperative members, especially legal entities and rural producers, educational and awareness-raising actions are disseminated.

Furthermore, through our Moob app, we offer our members a broad business relationship network and an environment in which users can negotiate used goods and, if they wish, use credit with facilitated conditions.

Socio-environmental and climate assessment of suppliers

The contracts signed between the Sicoob Cooperative Center (CCS) and the contracted suppliers provide for conditions that ensure commitment to the protection and preservation of the environment and prohibit practices that cause negative impacts on natural systems. The obligations also include that suppliers comply with the legal and regulatory standards in force at federal, state, and municipal levels. This practice is recommended for Sicoob's central and singular cooperatives.

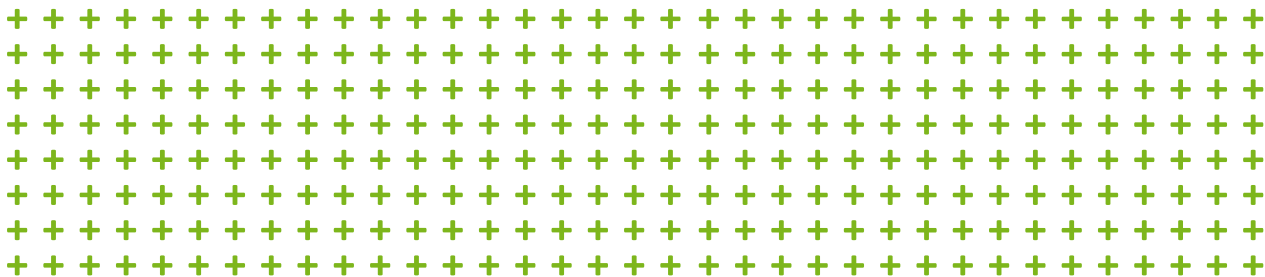
Regarding the evaluation of suppliers of Sicoob cooperatives, in 2023, 21.8% did not adopt evaluation mechanisms, and 13.8% did not yet have policies and procedures. However, 65.3% of the cooperatives adopted the criterion of full compliance with labor standards, 36.7% had human rights clauses, 34.4% had environmental clauses, and 28.9% adopted social criteria. This survey will support systemic initiatives to improve the adoption of practices related to these aspects. (Sicoob ESG Census 2023)





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, 2023.
















GRI used: GRI 1: Foundation 2021

GRI Standard	Disclosure		Location/Pages	Requirement(s) Omitted	Omission	
					Reason	Explanation
GRI 2: General Disclosures 2021	GRI 2-1	Organization details	10			
			Sicoob's legal system is regulated by Law No. 5764/71, which defines a credit cooperative as a corporation with its own legal personality, of a civil nature, not subject to bankruptcy, established to provide credit, capture deposits, and provide services to its members. As it is considered a financial institution by Complementary Law No. 130/2009, which establishes the National Cooperative Credit System and, therefore, a member of the National Financial System, its operation and regulations are defined by the National Monetary Council (CMN), and oversight is carried out by the Central Bank of Brazil (BCB).			
	GRI 2-2	Entities included in the organization's sustainability report	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	24			
	GRI 2-7	Employees	40			
	GRI 2-8	Workers who are not employees	40			
	GRI 2-9	Governance structure and its composition	71			
	GRI 2-10	Nomination and selection of the highest governance body	74			
	GRI 2-11	Chair of the highest governance body	74			
	GRI 2-12	Role of the highest governance body in overseeing the management of impacts	79			
	GRI 2-13	Delegation of responsibility for managing impacts	79			
	GRI 2-14	Role of the highest governance body in sustainability reporting	3			
	GRI 2-15	Conflicts of interest	96			
	GRI 2-16	Communication of critical concerns	105			
	GRI 2-17	Collective knowledge of the highest governance body	81			
	GRI 2-18	Evaluation of the performance of the highest governance body	74			
	GRI 2-19	Remuneration policies	81			
	GRI 2-20	Process to determine remuneration	81			
	GRI 2-21	Annual total compensation ratio	The organization's average annual compensation during the reporting period was 11% of the highest-paid employee's annual compensation. In 2023, all employees received a 4.58% increase.			
	GRI 2-22	Statement on sustainable development strategy	8			



GRI Standard			Disclosure		Location/Pages		Requirement(s) Omitted	Omission	
						Reason		Explanation	
	GRI 2-23	Policy commitments		58, 89					
	GRI 2-24	Embedding policy commitments		92					
	GRI 2-25	Processes to remediate negative impacts		86					
	GRI 2-26	Mechanisms for seeking advice and raising concerns		105					
	GRI 2-27	Compliance with laws and regulations	There are no significant cases of non-compliance with laws and regulations during the reporting period.						
	GRI 2-28	Membership associations	Through Sicoob Bank, we participate in associations and organizations related to the sector in which we operate. Among them, the following institutions stand out: FEBRABAN – Brazilian Federation of Banks ACREFI – National Association of Credit, Financing, and Investment Institutions OCB – Organization of Brazilian Cooperatives ABAC – Brazilian Association of Consortium Management ABDE – Brazilian Association of Law and Economics ANBIMA – Brazilian Association of Financial and Capital Market Entities ASBAN– Banking Association ABBC – Brazilian Banking Association ABRAPP – Brazilian Association of Closed Supplementary Pension Entities ABECS – Brazilian Association of Credit Card and Services Companies CIBP– International Confederation of People’s Banks ABBT – Brazilian Association of Worker’s Benefit Companies FenaPrevi – National Pension and Life Federation ABECIP – Brazilian Association of Real Estate Credit and Savings Entities FGCOOP – Credit Cooperative Guarantee Fund						
			Locally, our central and singular cooperatives also participate in associations and organizations that represent sectors of the local economy and/or civil society interests.						
	GRI 2-29	Approach to stakeholder engagement		46					
	GRI 2-30	Collective bargaining agreements	All our employees are covered by collective agreements.						
Material Topics									
GRI 3: Material topics 2021	3-1	Process to determine material topics		46					
	3-2	List of material topics		46					
Governance									
GRI 3: Material topics 2021	3-3	Management of material topics		65					
GRI 205: Anti-corruption 2016	GRI 205-1	Operations assessed for risks related to corruption		95					
		Communication and training in anti-corruption policies and procedures		98					
	GRI 205-3	Confirmed incidents of corruption and actions taken	There are no confirmed cases of corruption.						
GRI G4: Financial Services Sector Disclosures 2008	GRI FS9	Coverage and frequency of audits to assess the implementation of environmental and social policies and risk assessment procedures		102					
Security and Privacy									
GRI 3: Material topics 2021	3-3	Management of material topics		107					
GRI 418: Customer Privacy 2016	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		108					



GRI Standard		Disclosure	Location/Pages	Omission		
				Requirement(s) Omitted	Reason	Explanation
Financial Citizenship						
GRI 3: Material topics 2021	3–3	Management of material topics	113 			
	GRI FS6	Percentage of the portfolio for business lines by region, size (e.g.: micro/SME/large) and by sector	29 			
GRI G4: Financial Services Sector Disclosures 2008	GRI FS13	Access points in low–populated or economically disadvantaged areas by type	119 			
	GRI FS14	Initiatives to improve access to financial services for disadvantaged people	126 			
	GRI FS15	Policies for the fair design and sale of financial products and services	125 			
	GRI FS16	Initiatives to enhance financial literacy by type of beneficiary	128 			
Cooperativism						
GRI 3: Material topics 2021	3–3	Management of material topics	145 			
Communities						
GRI 3: Material topics 2021	3–3	Management of material topics	155 			
GRI 201: Economic Performance 2016	GRI 201–1	Direct economic value generated and distributed	163 			
GRI 203: Indirect Economic Impacts 2016	GRI 203–1	Infrastructure investments and services supported	164 			
	GRI 203–2	Significant indirect economic impacts	 156, 165 			
GRI G4: Financial Services Sector Disclosures 2008	GRI FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	158 			
GRI 413: Local Communities 2016	GRI 413–1	Operations with local community engagement, impact assessments, and development programs	164 			
			We consider as operations all units that involve the cooperatives’ headquarters and their respective service units (agencies). In municipalities with more than one service unit, we consider them as an operation since the actions benefit the entire municipality.			
Climate change						
GRI 3: Material topics 2021	3–3	Management of material topics	175 			

SICOOB ESG CENSUS 2023

The Sicoob ESG Census is a study conducted by the Sicoob Cooperative Center (CCS) and conducted by the Sicoob Institute together with all central and individual Sicoob cooperatives to map local and regional social initiatives. The results presented in this Report involve a sample of 100% of all our cooperatives. The study is conducted at each Sustainability Report issuance cycle and is continually improved.

PRODUCTION

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