



2023

**Sustainability
Report**

Contents

Message from the CEO
About this report

Governance structure
Management mechanisms
Risk management
Ethics and integrity
ESG management

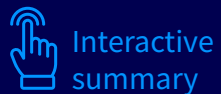
Processes
Solutions
Services
Fostering innovation

Who we are
Our strategy
Year 2023
Major weather event in 2024
Awards and recognitions

Relationship with stakeholders
Customers
Employees
Partner and supplier management
Government
Shareholders

Scenario
Operational
Financial

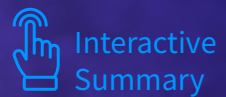
Sustainable products and services
Financial inclusion and education
Projects with the community
Eco-efficiency
Greenhouse-gas emissions



1

Introduction

Message from the CEO	4
About this report	6



Interactive
Summary



Message from the CEO

≡ GRI 2-22

During the preparation of this report, in May 2024, we were taken aback by an unprecedented extreme weather event in the history of the Rio Grande do Sul State. We begin this report by expressing our solidarity with the people of Rio Grande do Sul and informing that, during this period, we continued to serve our customers.

We have implemented actions and measures to support individuals and companies, as well as Rio Grande do Sul society, working on different fronts in the communities. We are present in almost every municipality of the State, and we understand the local reality and the challenges faced by productive sectors. At a time when we must join forces, our work is paramount for rebuilding our State,

by fulfilling our mission of fostering the economy and, thus, providing the conditions for people and businesses to get back on their feet.

Throughout 2023, we completed many positive changes and achieved excellent results. Part of these achievements have already reflected the change in our Board of Executive Officers, which took place in November and started the restructuring of our corporate management.

We have enhanced our commitment to applying sustainability criteria to our activities, in all three dimensions: environmental, social and corporate governance. We continued with our social projects, a sphere in which

We begin this report by expressing our solidarity with the people of Rio Grande do Sul and informing that, during this period, we continued to serve our customers and we have implemented actions and measures to support individuals and companies.

we are already recognized for our purpose of fostering the economic and social development of Rio Grande do Sul and being a financial and transformation agent in people's lives.

In the environmental front, we must highlight two important achievements: for the second consecutive year, we received the Gold Seal for the Greenhouse Gas (GHG) emission inventory; and we joined the Free Energy Market (ACL, in Portuguese) for clean and renewable energy, thus increasing our energy efficiency. In terms of governance, our continuous

evolution has aligned us with the best market practices. As proof of this, we fully comply with the requirements of the *Novo Mercado* listing segment, even though our shares are listed on B3's Level 1 of Corporate Governance.

We defined a new strategic plan in 2023, which focuses on the customer, either through excellence in service or by offering sustainable and strategic business, creating value for all stakeholders. Our activities are geared towards creating an ever-greater connection with customers, whether face-to-face or digital, through a

personalized experience capable of meeting the needs and objectives of each individual.

Technology and modernization marked the physical changes this year, with the streamlining of back-office services and the renovation of workstations in the branch network and in administrative departments, which made customer service more user-friendly, agile and efficient. To complete this evolution, improvements were also made in the digital environment. Our App and Internet Banking brought new features with access to the main banking products, including the Pix *Saque* service, and a new layout of products and services available on Office Mobile.

Investments in technology also covered transaction security, which is a constant focus of our attention.

We have implemented improvements in this area, including expanding the range of transactions covered by the Anti-Fraud System and, among other advantages, the possibility of customizing financial transaction limits in the Office Banking and Office Mobile solutions, offering our customers more autonomy.

Reaffirming the strategy of devoting our efforts to technology and innovation, we created the Financial Innovation Unit, aimed at fostering innovative thinking for the internal stakeholders and encouraging the creation of innovative products and business models. We also optimized our operational efficiency and entered into strategic partnerships by investing in big data, machine learning and artificial intelligence, mindful of market demands; in addition to delivering consistent performance of Banritech's open

innovation program, focused on accelerating startups.

More than ever, in 2024, we will continue to work alongside Rio Grande do Sul's productive sector, especially with micro, small and medium-sized enterprises, covering the sectors that drive the state's economy. Today, we are a strong Bank, open to the world and new trends, without losing sight of our mission to maintain and foster the growth of Rio Grande do Sul companies, contribute to generating jobs and income and help rebuild our State.

I would like to thank our human capital for their partnership in 2023, which strengthened our decisions, and all our stakeholders for their support.

Enjoy your reading!



**Fernando
Guerreiro de Lemos**
Banrisul CEO

About this report

≡ GRI 2-1, 2-2, 2-3, 2-5, 2-6, 2-14

Banco do Estado do Rio Grande do Sul S.A. (“Banrisul”, “Institution”, “Bank”) presents its Sustainability Report to its stakeholders and society. This document, annually published, encompasses all companies in the Banrisul conglomerate and covers the period from January 1st to December 31st, 2023. The report also mentions relevant events occurring between the end of the fiscal year and its actual publication. Such events are indicated by their date.

The report, analyzed and approved by the Board of Directors, presents Banrisul’s guidelines, strategies, policies and perspectives, aimed at clearly and concisely disclosing our performance in environmental, social and economic aspects, impacts created, results and the development of our activities to create value for all stakeholders.

For the third consecutive year, the sustainability report has been prepared using the Global Reporting Initiative (GRI) standards, in the “based on the standard” reporting option, and incorporated the Sustainability Accounting Standards Board (SASB) indicators.

In order to confirm the credibility of its information, this report has been subjected to an external and independent to the Bank Limited Assurance, carried out by the auditing firm Deloitte Touche Tohmatsu Auditores Independentes Ltda.

The Sustainability Report is submitted for approval to the Board of Directors and the Social, Environmental and Climate Responsibility Committee.

The consolidated financial statements, which have been externally audited, include the Bank’s operations carried out in Brazil and the consolidation of its foreign branch (Grand Cayman), its subsidiaries and investment fund quotas in which Banrisul assumes or substantially retains risks and benefits.



Questions may be sent to the Investor Relations team through the following channels:

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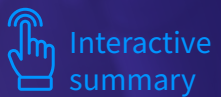
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2

Banrisul

Who we are	08
Our strategy	11
Year 2023	14
Major weather event in 2024	15
Awards and recognitions	20



Interactive
summary





Who we are

≡ GRI 2-1, 2-2, 2-6, 2-8

A mixed-capital, publicly traded corporation, Banrisul trades its shares on Level 1 of Corporate Governance of B3 (the Brazilian stock exchange) and with shares traded on the over-the-counter market under the tickers BRSR3, BRSR5 and BRSR6.

The Bank is an indirect public administration body controlled by the Rio Grande do Sul State and linked to the Rio Grande do Sul State Finance Department. Headquartered in the city of Porto Alegre, the Institution was founded in 1928 and has a strategic position in the regional economy, which enables Banrisul to promote its purpose of fostering the State's economic, social and technological development.

Banrisul has a strategic position in the regional economy and its mission is to maintain and foster the growth of Rio Grande do Sul's companies, generating jobs and income.

The Institution strives to be a financial and transformation agent in people's lives in the regions where it operates. Its mission is to maintain and foster the growth of Rio Grande do Sul's (RS) companies, thus contributing to creating jobs and generating income.

Banrisul serves the public and private sectors in all economic segments, including civil servants, private sector employees, self-employed professionals and farmers.

In its commercial portfolio, Banrisul grants credit lines to various segments, including to small businesses. For the Rio Grande do Sul's local governments, it offers credit lines with its own funds to finance capital goods, and on-lending lines of the Brazilian Development Bank (BNDES, in Portuguese) for companies' and industries' installation and expansion projects.

Banrisul is currently among the top twenty largest banks in terms of loan operations, total deposits, shareholders' equity and net income, amongst other indicators. At the end of 2023, it had a team of 9,089 employees (+5.0% compared to 2022) and 1,986 interns (+9.7 compared to 2022). Present in practically every municipality in Rio Grande do Sul, the Bank has 471 branches in that State, 17 in the State of Santa Catarina and four in the states of São Paulo, Rio de Janeiro, Paraná and the Federal District. As regards foreign operations, in May 2023, the Board of Directors approved the voluntary closing of the Grand Cayman Island branch, with the investment being written off in 2023.



471 branches

in that State, 17 in the State of Santa Catarina and four in the states of São Paulo, Rio de Janeiro, Paraná and the Federal District



9,089 employees

Banrisul's operations cover the individual and corporate segments and offer commercial, real estate and rural financing. Banrisul and its group companies offers its customers a broad range of financial products and services, including credit cards, securities brokerage, pool group management, means of payment, insurance, private pension plans, savings bonds and intermediation of variable and fixed income and foreign exchange transactions.

The conglomerate is comprised of Banco do Estado do Rio Grande dos Sul and the following subsidiaries and affiliates: Banrisul Armazéns Gerais S.A.; Banrisul S.A. Corretora de Valores Mobiliários e Câmbio; Banrisul S.A. Administradora de Consórcios; Banrisul Soluções em Pagamentos S.A.; and Banrisul Seguridade Participações S.A.

On the social front, the Institution has been involved in environmental, cultural and community support initiatives and programs, mainly in the education, sports, culture and technological innovation segments.



Banrisul Armazéns Gerais

In February 2024, the Brazilian Securities and Exchange Commission (CVM, in Portuguese) announced that it had granted the request for registration of the public tender offer for shares issued by our subsidiary Banrisul Armazéns Gerais S.A. (Bagergs) aimed at the cancellation of its registration as a publicly held company. Banrisul filed the request in August 2023, since the benefits from keeping Bagergs as a publicly held company were no longer proportional to the related obligations and Bagergs shares were not listed for trading on B3.

¹The variation is due to the length of the trainee contract, which is valid for up to two years. Another reason was the increase in the number of employees hired as a result of the public tender, which resulted in a reduction in the number of trainees in the period.



879
Banripontos



1,032
Service stations,
namely:



492
Branches



413
ATMs



127
Service stations



Our strategy

Barinsul's purpose is to promote the economic and social development of the State as a financial and transformation agent in people's lives. Its management is supported by three main pillars:



Pillar 1: an open-minded company

To be a bank that is open to the world and to new trends in order to learn, improve, evolve and create solutions. To be recognized in the domestic market as a solid and profitable institution, increasingly competitive and connected to the communities where it operates.



Pillar 2: a smart company

To strategically use data, analysis, automation and emerging technologies to improve efficiency, innovation and decision-making in the Institution allowing new digital transformation possibilities to result in a better customer experience.



Pillar 3: Banrisul on the road to another 100 years

To focus on a strategy for the future based on five pillars:

1. Sustainability;
2. Improving the customer experience;
3. Promoting digital transformation and a culture of innovation;
4. Improving operational efficiency;
5. Mindset to create a digital and learning attitude.



Sustainability

Banrisul values the prosperity of all and is dedicated to raising the governance level, boosting processes, improving management practices and targeting sustainable and strategic businesses to leverage growth and profitability, creating value for customers, employees and shareholders.



Promoting digital transformation and culture of innovation

In a context where transformations are increasingly frequent, Banrisul constantly values its organizational culture and encourages innovation, as a way of optimizing the Institution's business and fostering partnerships that add value to the perception of the Bank by its various stakeholders.



Improving customer experience

Customers are Banrisul's greatest asset; thus, the Bank maintains its purpose of providing excellent service and generating a greater connection, whether face to face or digital, through a customized experience capable of meeting the needs and objectives of each customer.



Improving operational efficiency

Through synergy in the efforts of employees and business partners, the Bank seeks to maximize operational efficiency through solid and measurable results, communicating the goals achieved in a clear, constant and objective way.

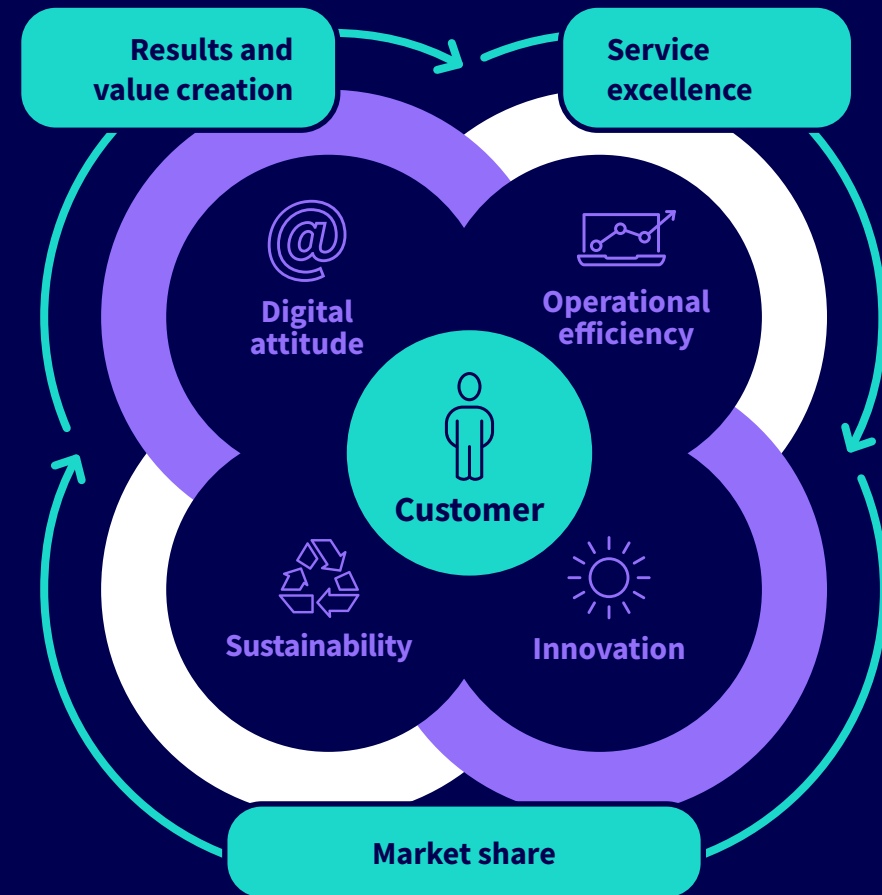
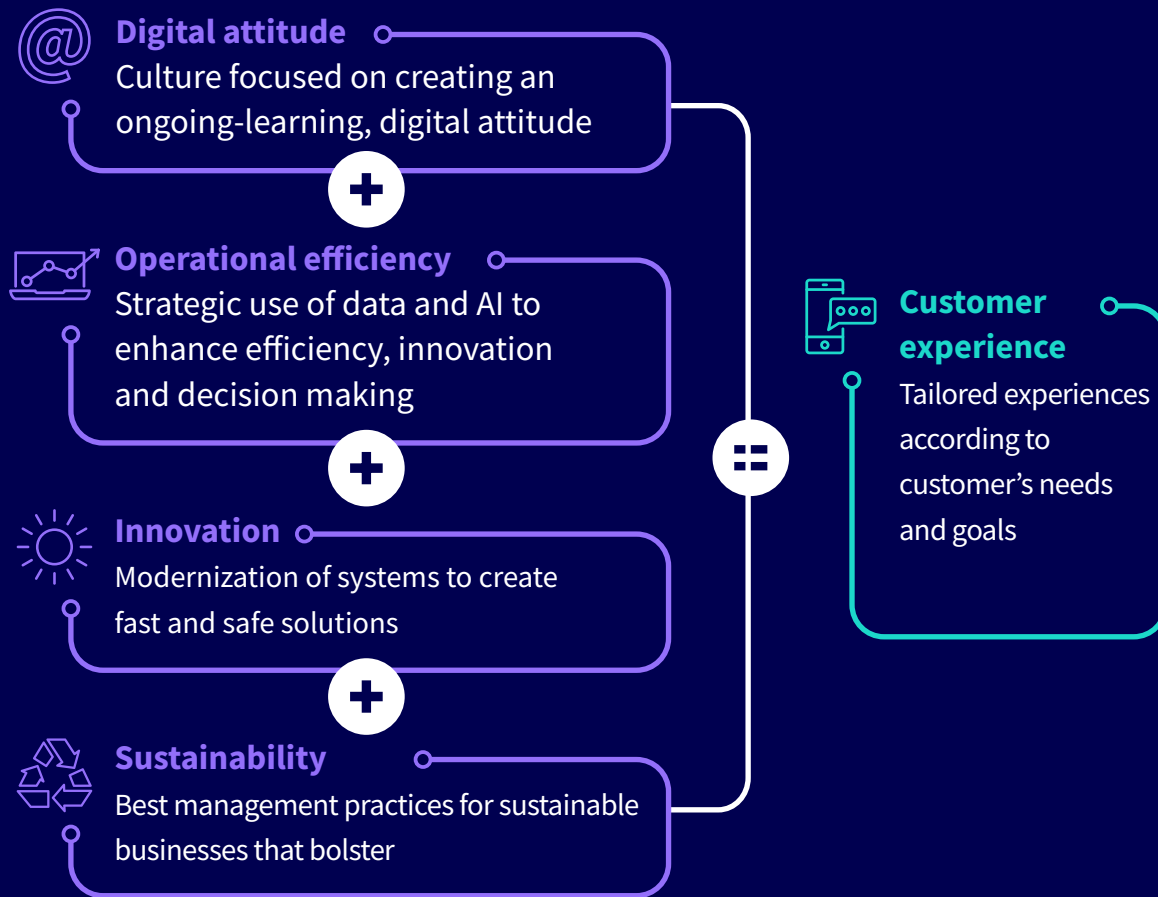


Changing the mindset to create a digital and learning-driven attitude


The Bank encourages employees to have a digital mindset and to be open to continuous learning, experimentation, collaboration, creativity and solving complex problems, in order to provide greater adaptability to ongoing technological and market changes.

Strategic update


An open, smart Bank on the road to another 100 years




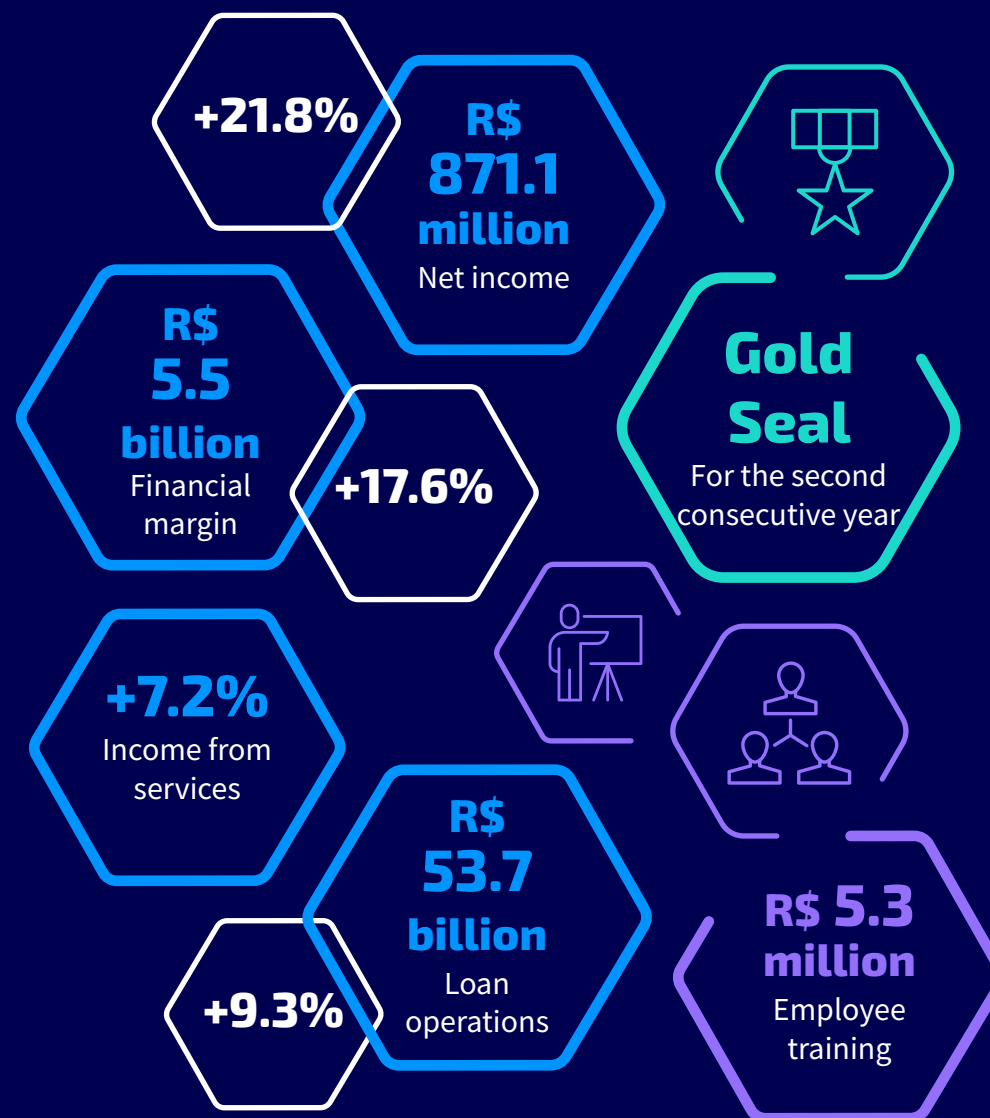
Year 2023

 **Net income** reached R\$ 871.1 million in 2023, up by 21.8%, or R\$ 155.7 million, versus 2022 net income.

 **Financial margin** amounted to R\$ 5,5 billion in 2023, moving up by 17.6%, or R\$ 819.9 million, vis-à-vis 2022.

 **Income from services** increased by 7.2%, or R\$ 149.4 million, in 2023 versus 2022.

 **Loan operations** reached R\$ 53.7 billion in December 2023, up by 9.3%, or R\$ 4.5 billion, versus December 2022.



ESG

- **Renewable Energy Project**, which includes transitioning energy consumption from traditional to **100% renewable sources**. By joining the Free Energy Market, the Bank seeks to reduce its dependence on non-renewable sources and opt for non-pollutant ones, such as wind, solar, biomass or hydropower. In addition to the Bank's Headquarters, the Margarete Fenner Data Center and 87 branches are also supplied by renewable energy.
- In 2023, for the second consecutive year, Banrisul received the **Gold Seal** for its greenhouse gas inventory.

People

- **New talents at the Bank:** in 2023, 244 employees joined the IT areas and 898 employees joined the branch network.
- In 2023, **R\$ 5.3 million** was invested in employee training.



Major weather event in 2024

During the preparation of this report, Rio Grande do Sul was hit by the biggest climate tragedy in its history, when 476 out of the 497 municipalities in the State, were devastated by major floods, with severe consequences such as landslides, destruction of roads and displaced people.

Faced with this situation, Banrisul has adopted several actions to support its employees — who were also affected —, its customers and society, through the Banrisul *Reconstruir RS* (Rebuilding the State) Program. Below are the main actions offered to clients and companies, as well as support for employees and culture.

Biggest climate tragedy
in Rio Grande do Sul's history

Initiatives targeted at people:



Payroll-deductible Loans for State Civil

Servants: allowing installments for May, June, July and August were carried forward to the end of the contract, and customers to decline this benefit via the Banrisul App.



Municipal Payroll-deductible Loans: allowing customers to refinance the following 4 monthly installments and repay them over up to 36 months.



Non Payroll-deductible Personal Loan: allowing customers to refinance the following 4 monthly installments and repay them over up to 12 months.



Rural Credit: loan extension, as allowed by government decisions in force during the period.



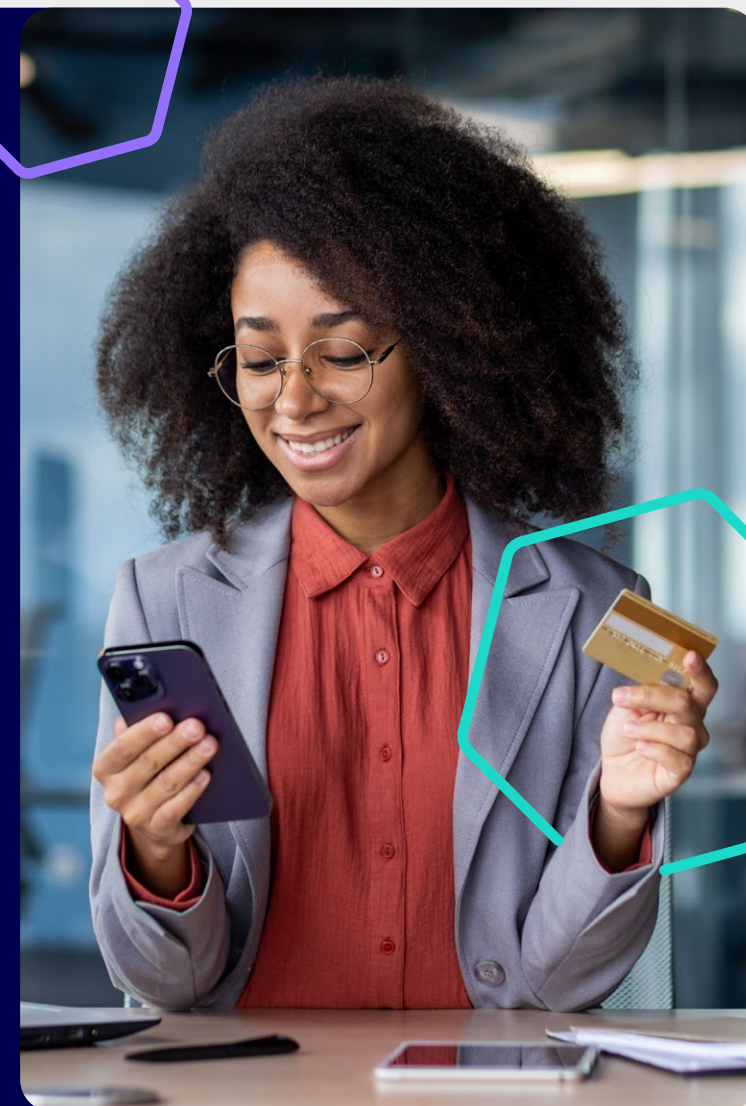
Real Estate Loans: allowing customers to refinance the next 3 installments of their contract.



Credit Card: individual customers had their May and June invoices extended and were able to pay in full in 12 installments. Contract and conditions should be checked directly at the card Call Center. Corporate customers had their May bill extended by up to 30 days.



Banriclub: miles earned on purchases made with Banrisul credit cards could be converted into donations for those affected by the floods in the State. Customers could buy vouchers for R\$ 15, R\$50, R\$ 100, R\$ 200 and R\$ 500 and donate them to Pix SOS Rio Grande do Sul.



Initiatives targeted at companies:



Development Credit: as authorized by government decisions and the BNDES.



Credit for Legal Entities: allocation of R\$ 7 billion in working capital credit, through *Conta Única* Banrisul, with a term of up to 60 months, with monthly interest payments and payment of principal according to the company's cash and cash equivalents or when the operation matures.



Hospitals postponement of 12 installments to the end of the contract, but with interest payments during the grace period.



Exemption of the contract issuance fee for working capital lines.



Six-month exemption on the fee package for companies opening a checking account.



12-month exemption on the fee package for companies opening a checking account with Vero accreditation.



No charge for issuing/registering bank slips for newcomers, including a reduced fee starting at R\$ 0.30 on settlement.

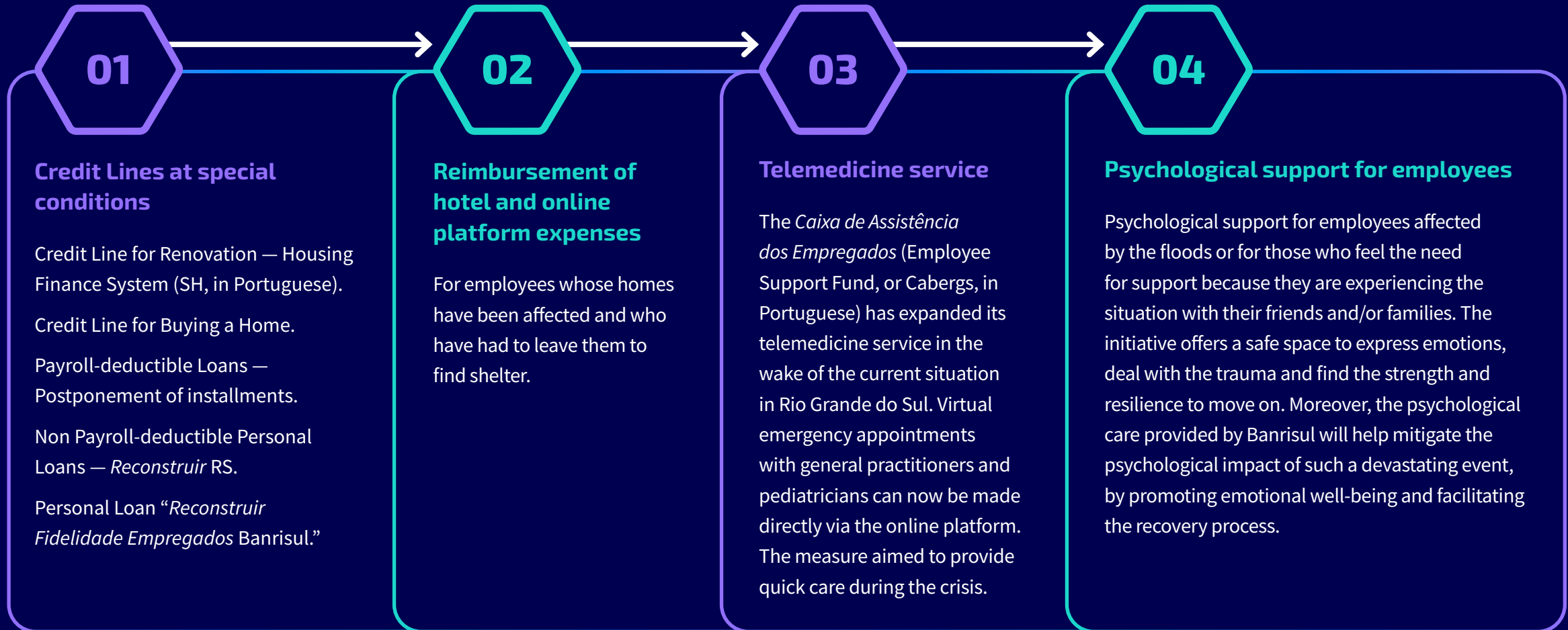


Exemption on the monthly fee package and reduction in the overdraft interest rate for customers with financial investments.



Support to employees:

Considering the calamity faced by the State of Rio Grande do Sul and aware of the hurdles that also affected its employees, Banrisul has made a number of actions available to all active Banrisul employees, and Group Companies, such as:

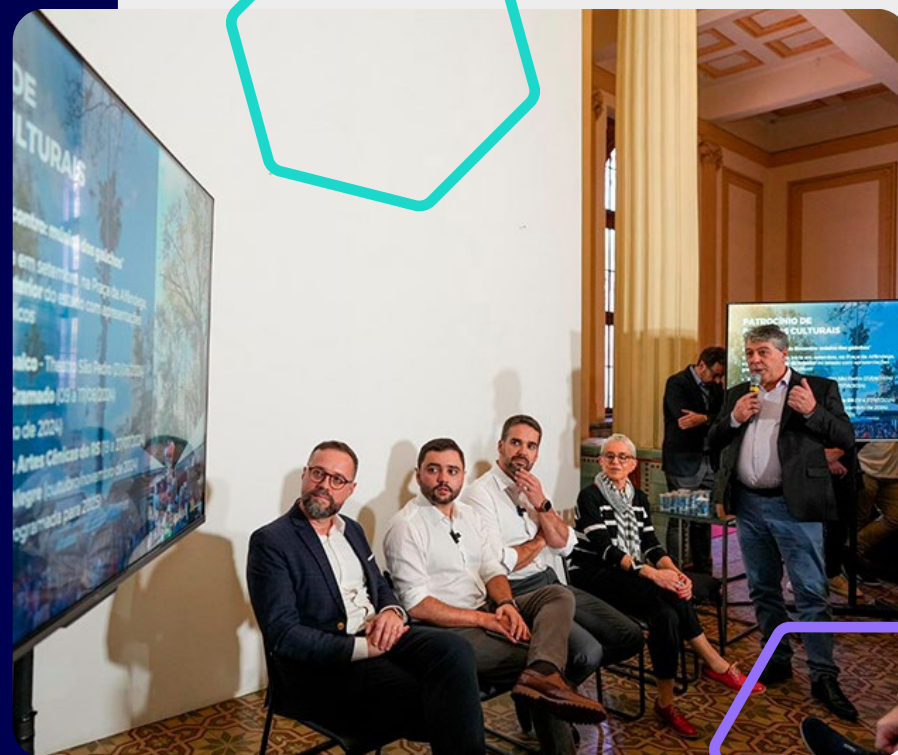


Support for culture:

The Rio Grande do Sul State Government and Banrisul announced a new stage of the *Reconstruir RS* Program, aimed at the cultural segment. Banrisul formalized the transfer of R\$ 15 million for the recovery of cultural buildings that had their structures hit by the floods, including the Rio Grande do Sul Museum of Arts (Margs), the State Coal Museum (in Arroio dos Ratos/RS), the Mario Quintana Culture House (CCMQ), the Hipólito José da Costa Museum of Communication (Musecom), the Rio Grande do Sul Memory Museum and the Porto Alegre Symphony Orchestra (Ospa, all acronyms and initialisms in Portuguese).

In the second half of 2024, Banrisul opened a complementary call for sponsorship for events and projects in the sector, scheduled to take place in 2024, which made R\$ 10 million available, of which R\$ 5 million in resources exclusively for cultural projects carried out in municipalities in Rio Grande do Sul and by bidders based in the State, and R\$ 5 million in sponsorship for traditional and solidarity events, such as the Gramado Film Festival, the Porto Alegre Book Fair, the Mercosur Biennial, the *Música Urgente no Palco* Festival and the Solidarity Caravan.

Banrisul formalized the transfer of R\$ 15 million for the recovery of cultural buildings that had their structures hit by the floods.



Awards and recognitions



BANRISUL'S OMBUDSMAN OFFICE IS RECOGNIZED WITH A BRAZILIAN NATIONAL AWARD

Strengthening bonds between the Institution and its customers, ensuring transparency and quality of services provided is the motto guiding Banrisul's Ombudsman. In recognition of works developed, for the third time, the Ombudsman Office received the Brazil Ombudsman Award in the Best Cases category, promoted by the Brazilian Association of Company-Customer Relations (ABRAREC, in Portuguese), in São Paulo, with the case "*A criação da Gerência de Qualidade como mecanismo de acompanhamento de melhorias e de mitigação de registro de demandas nos canais da Ouvidoria*" ("The creation of Quality Department as a mechanism to monitor improvements and mitigate the registration of complaints at the Ombudsman channels"), which stood out in innovation.

March



TOP 5 IN THE CENTRAL BANK OF BRAZIL'S FOCUS REPORT

In the February 2023 edition, Banrisul was ranked No. 1 in short-term projection for the Selic benchmark interest rate. The Focus survey collects projections from various economic indicators of more than 140 financial, academic and advisory institutions; and it is a key factor for the Central Bank of Brazil's monetary policy decisions.



BANRISUL STANDS OUT IN VARIOUS CATEGORIES OF THE MARCAS DE QUEM DECIDE (BRANDS OF WHO DECIDE) AWARD

Banrisul stood out amongst the top five most recalled and preferred brands of Rio Grande do Sul citizens in the "Bank," "Rio Grande do Sul State-Owned Company," "Sales Poll Group," and "Private Pension" categories. This award was bestowed at the 25th edition of the *Marcas de Quem Decide* event, promoted by *Jornal do Comércio* in partnership with the Polling Institute (IPO). Banrisul was also ranked amongst the top 10 brands in the Year's Great Brand category.

April



TOP 5 IN THE CENTRAL BANK OF BRAZIL'S FOCUS REPORT

For the second month in a row, in the March 2023 edition, Banrisul was once again ranked on the top in Selic interest rate short-term projection and also was ranked No. 1 in the Extended Consumer Price Index (IPCA) projection.



BRAZIL'S 6TH BEST BANK, ACCORDING TO FORBES IN PARTNERSHIP WITH STATISTA, A MARKET RESEARCH FIRM

Among the 415 financial institutions listed by this publication, only 10 Brazilian companies were recognized in a survey conducted with 48,000 banking customers in 32 countries. This survey took into account categories such as digital services, customer services, financial advisory services, and reliability – the latter named by the organizers as one of the most important pillars in the relationship between a bank and its users.



TOP OF MIND 2023: THE BANK MOST RECALLED BY RIO GRANDE DO SUL STATE'S CITIZENS

The Grupo Amanhã hosted the event Top of Mind 2023, which awarded the businesses most recalled by Rio Grande do Sul state's citizens. Banrisul was ranked No. 1 in the Services – Banks category and third in the Large Company category. In the Love Brands special category that awards the most beloved and admired companies, Banrisul was ranked second among the banks analyzed. This survey was conducted by *Engaje Pesquisas*.

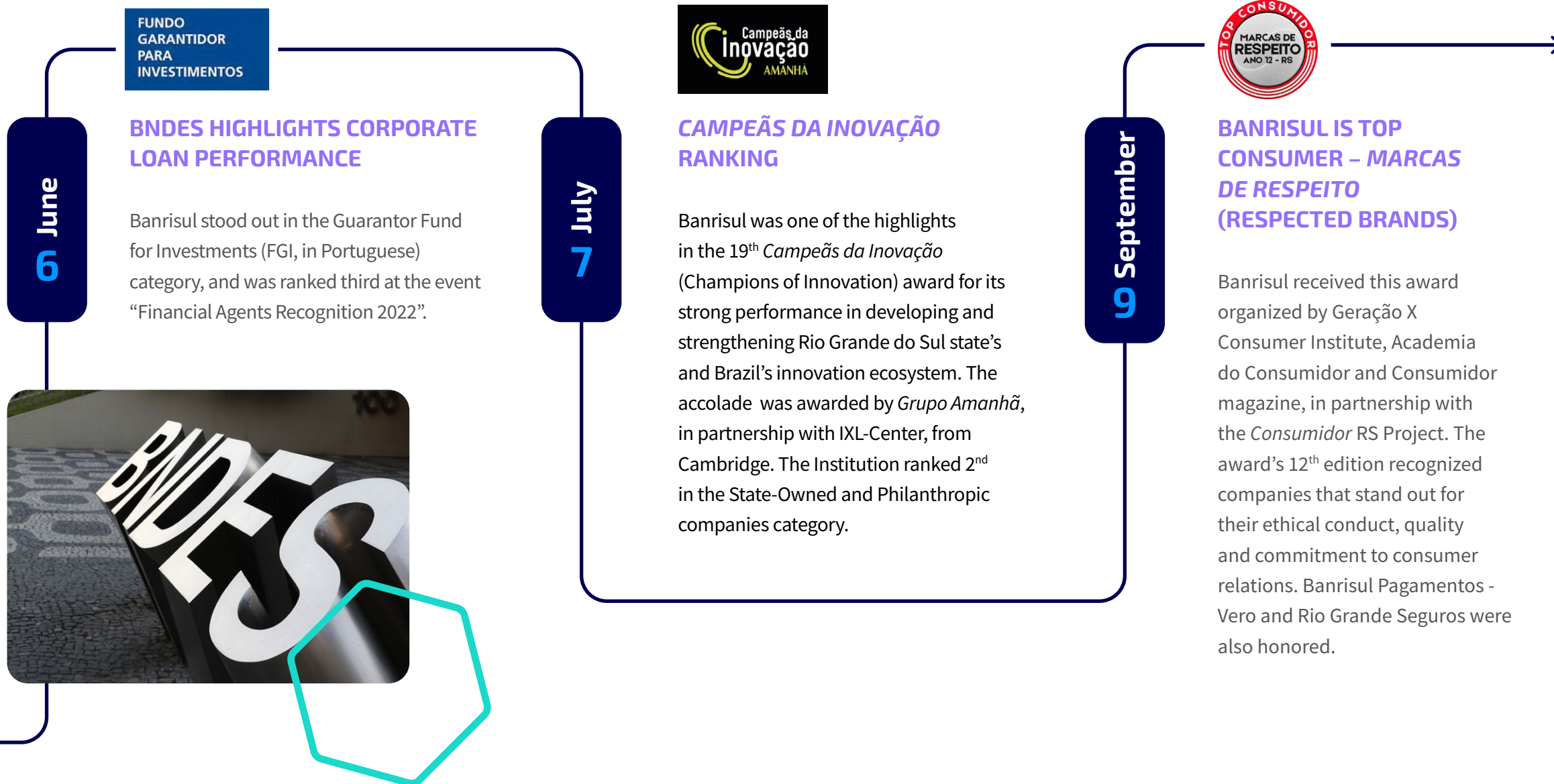


INVESTMENT FUNDS STAND OUT IN THE NATIONAL RANKING

Banrisul's investment funds stood out in *Guia Valor de Fundos de Investimento* (Investment Funds Valor Guide), specialized in economics and finance. The *Fundo Banrisul Índice* is ranked amongst the 25 best funds in the Stock Index category, over the past five years; and the *Fundo Foco IDKA* won two positions in the Fixed Income Real Interest Rate category, among the top 10 most yielded funds and the top five with the highest equity.

5 May

4 April





TOP MARKETING 2023 FROM ADVB/RS

Banrisul was awarded by the Brazilian Association of Marketing and Sales Managers/Rio Grande do Sul branch (ADVB/RS, in Portuguese) in the Social Media category with the *Planeta Atlântida* case, submitted by the Bank to showcase the success of its communication strategy on social media, through a special coverage of the event, aiming for greater connectivity and interaction with young audiences, showing modernity and reaffirming the Institution's presence.

October
10



BANRISUL IS AMONG THE STATE'S LARGEST COMPANIES

Banrisul is among Rio Grande do Sul's largest companies, according to the 500 *Maiores do Sul – Grandes & Líderes* (500 Largest Companies in the South Region – Large Companies & Leaders) ranking, prepared by Grupo Amanhã and the consultancy firm PricewaterhouseCoopers. The Institution also ranked 16th among the 500 largest companies in the South region.



GOLD SEAL FOR THE 2ND CONSECUTIVE YEAR

For the second consecutive year, Banrisul has been awarded the Gold Seal in the Brazilian GHG Protocol Program – 2023 Cycle, showing the advancements in its environmental and climate strategy. The achievement is based on Banrisul's Greenhouse Gas (GHG) emissions inventory, assured by an independent institution. Results refer to 2022 emissions and were published on Fundação Getulio Vargas' Public Emissions Record platform, which gathers GHG inventories from various organizations adhering to the program.



BANRISUL *CONSÓRCIO* STANDS OUT IN CUSTOMER SATISFACTION SURVEY

Banrisul *Consórcio* was recognized with the Experience Certificate in the Financial Pool Groups category, awarded by SoluCX, a leader in satisfaction and NPS surveys in Brazil. The accolade highlights companies that offer the best customer experience, using the Net Promoter Score (NPS), the most popular customer satisfaction metric on the market. The award recognizes all companies with an above-average NPS in their category.



BANRISUL'S CREDIT CARD APP TOPS NATIONAL SURVEY


Banrisul's credit card app has been recognized as the best app in the "essential and distinguished services in the domestic market" category, for the fourth consecutive year, according to a survey conducted by CardMonitor, a company based in São Paulo. With eight new additional features, Banrisul reached first place in the total number of available features ranking. Compared to the 34 main industry players, Banrisul maintained first place in the essential and distinguished features category, offering more than 70% of them, ensuring quality services and showing commitment to its customers.



3

Performance

Scenario	26
Operational	27
Financial	30

 Interactive summary

EVOLUTION	METRIC	ACTUAL VS TARGET
	REVENUE	
	PROFIT	
	ONTIME DELIVERY	
	AVG. ORDER SIZE	
	NEW CUSTOMERS	
	MARKET SHARE	
	CUSTOMERS SATISFACTIONS	

Scenario

In 2023, the international scenario was marked by extended interest rate hiking cycles in advanced economies, in response to the resilience seen in the economic growth pace, as well as in the labor market, especially in the United States (US).

In Brazil, agriculture and cattle raising reached record growth figures in the first half of 2023, which led to positive impacts in

The Extended National Consumer Price Index (IPCA, in Portuguese – Brazil’s official inflation rate) rose by 4.6% in the last 12 months to December 2023, and the National Consumer Price Index (INPC, in Portuguese) came close to the central target of 3.3%.

other economic sectors, such as services, for example. The Extended National Consumer Price Index (IPCA, in Portuguese – Brazil’s official inflation rate) rose by 4.6% in the last 12 months to December 2023, and the National Consumer Price Index (INPC, in Portuguese) came close to the central target of 3.3%, which was considered formally met, since the index fluctuated between 1.8% and 4.8%.

Expansionary fiscal policies, coupled with the gradual cut of the country’s basic interest rate, contributed to a GDP growth of 2.9%, above what was projected at the start of the year. The interest rate (Selic) ended 2023 at 11.8% per year.



GDP growth of
2.9%

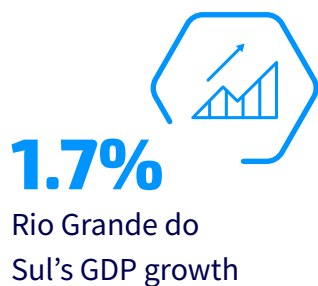


Rate (Selic) of
11.8%
per year

Credit volume in Brazil further slowed down, ending the year with an average total balance up by 10.5% compared to 2022 – especially in the individual segment, which grew by 13.7% over the same period. The average delinquency ratio was 3.4% in 2023, slightly higher than the 2.8% recorded at year-end 2022.



Regionally, drought effects were less severe than those seen in 2022. It is worth noting that the Rio Grande do Sul economy underperformed the Brazilian economy in the period, further impacted by a lower share of the service and mining sectors in the state's economy. Rio Grande do Sul's GDP increased by 1.7% in 2023 compared to the previous year, reaching R\$ 640.3 billion, accounting for 5.9% of Brazil's GDP.



Operational

The Bank devotes its best efforts to foment regional development on all fronts, ensure the Institution's sustainable growth, bolster innovation and deliver its commitment to improving customer experience both in the physical and digital environments. This stance enabled Banrisul to end the year

Banrisul closed the year with net income of R\$ 871.1 million (up by 11.5% from 2022) and reached total assets of R\$ 125.0 billion in December 2023, an increase of 10.5% versus December 2022.

with net income of R\$ 871.1 million (up by 11.5% from 2022) and reach total assets of R\$ 125.0 billion in December 2023, an increase of 10.5% versus December 2022.

Treasury investments (securities, derivative financial instruments, short-term interbank investments and cash equivalents) amounted to R\$ 50.3 billion in December 2023. Treasury investments deducting repurchase agreements were up by R\$ 2 billion year on year, mainly reflecting a 9.3% increase in funding; a 2.3% increase in credit operations; and compliance with reserve

requirements at the Central Bank of Brazil (Bacen, in Portuguese).

Banrisul remained focused on expanding its loan portfolio, with lower-risk operations, especially payroll-deductible loans to civil servants and retirees, prioritizing a closer commercial relationship with its customers, in order to ensure the best experience possible. The gradual reduction in the Selic

interest rate leads to a challenging scenario, and the Bank is devoting its efforts to offer solutions that allow this public to balance their ability to pay.

Real estate loans have consolidated as a strategic portfolio for Banrisul, both in terms of customer loyalty and because of their important role in the state's economic development.

Agribusiness is another important portfolio, where the Bank offers credit lines with its own funds, BNDES on-lending lines and funds equalized by the Brazilian National Treasury Department to all segments — from

large agribusiness companies to small family producers in the Rio Grande do Sul State. The Bank has remained very close to rural producers to understand their demands, which, at times, enabled the Institution to offer an additional credit limit for some of its customers, in a timely manner.

Credit operations performed better than expected, exceeding the market average, and reached R\$ 53.7 billion in December 2023, moving up by 9.3% from December 2022, reflecting the expansion of the rural, real estate and commercial loan portfolios.

Banrisul remained focused on expanding its loan portfolio, with lower-risk operations, for both funding and investment purposes.



Credit operations performed better than expected, exceeding the market average, and reached

R\$ 53.7 billion

in December 2023



The 90-day delinquency ratio increased by 0.4 pp in the year, to 1.95% in December 2023, and the balance of the loan operations overdue for over 90 days grew by 34.6% in 2023. As a result, the balance of allowance for loan losses grew by 5.4% in the year, reflecting the rolling over of the portfolio by rating levels and the increase in overdue loans and in credit operations.

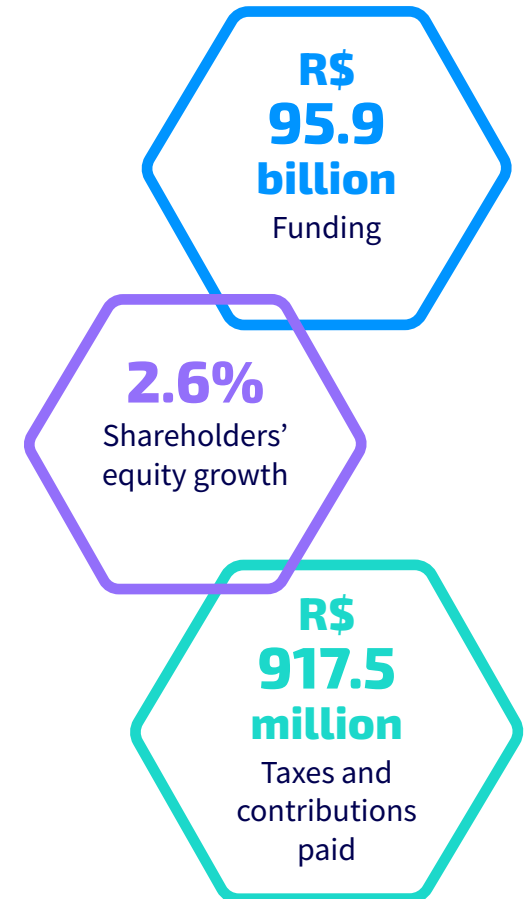
Funding, consisting of deposits, funds in bank notes, subordinated debt and third-party assets under management, amounted to R\$ 95.9 billion in December 2023, up by R\$ 8.0 billion year on year, mainly due to two factors: the review of rates for Real Estate and

Agribusiness letters of credit, which expanded the competitive potential of these products, and the strategic restructuring of some Bank Deposit Certificate (CDB, in Portuguese) products, with a reduction in maturities and the replacement of yield indexed to the Interbank Deposit Certificate (CDI, in Portuguese) rate with a pre-fixed rate.

In 2023, shareholders' equity came to R\$ 9.7 billion, moving up by 2.6% from 2022, mainly reflecting the incorporation of results delivered in the payment of interest on equity, dividend provisioning in the actuarial liability referring to post-employment benefits (CPC 33 – R1), and the reclassification of forex variation from the write-off of investments abroad.

Taxes and contributions paid and provisioned amounted to R\$ 917.5 million in 2023. Taxes withheld and passed on, directly levied on financial intermediation and other payments, totaled R\$ 1.2 billion in the year.

In 2023, shareholders' equity came to R\$ 9.7 billion, moving up by 2.6% from 2022, mainly reflecting the incorporation of results delivered in the payment of interest on equity, dividend provisioning in the actuarial liability referring to post-employment benefits (CPC 33 – R1), and the reclassification of forex variation.





Net income reached of

R\$ 871.1 million



21.8%

of growth from the adjusted net income recorded in 2022



7.2%

of growth in fee and commission income

Financial

Even given Brazil's challenging macroeconomic scenario, Rio Grande do Sul's economic performance exceeded 40% of GDP, while Banrisul ended 2023 with profitability within the projected range.

Net income reached R\$871.1 million in 2023, an increase of 21.8% compared to net income in 2022, reflecting an increase in financial margin, a higher flow of expenses from provisions for credit losses, an increase in income from services rendered, an increase in administrative expenses, a reduction in expenses from labor, tax and civil provisions, an unfavorable result from other operating income and expenses

and the consequent tax effect, and the Profit Sharing Program - PPR.

Net interest income on profitable assets for 2023 was up by 0.46 pp compared to 2022, as a result of funding, which recorded a slight increase above expectations, leading to a net interest income slightly below expectations but still at higher levels than the previous year.

Expenses with allowance for loan losses rose 37.3% in 2023 vis-à-vis 2022, amounting to R\$ 1.3 billion, due to the rollover of the portfolio by rating levels and an increase in overdue loan operations, in a scenario of rising credit operations.

It is important to mention the settlement of loan operations in the fourth quarter, fully provisioned, and the revision of the provisioning policy for rural credit operations.

In 2023, fee and commission income was up by 7.2% from 2022, driven by an increase in Banrisul *Pagamentos* revenue and credit card income, minimized by a drop in revenue from checking account fees.

The Bank continued with its policy to control administrative expenses, consisting of personnel expenses and other administrative expenses. As a result, these expenses remained within the expected

levels in 2023, increasing by 2.8% compared to the administrative expenses for 2022.

Personnel expenses rose by 1.2% compared to personnel expenses for the year 2022, impacted by collective bargaining agreements and new hires, in an environment of dismissals of employees opting for the Voluntary Dismissal Program (PDV); while other administrative expenses were up by 4.7% in the period, because of higher expenses with specialized technical services, advertising, promotions and marketing, coupled with amortization and depreciation expenses. For 2024, the Bank expects to make greater investments aimed at the continuity and improvement of business and processes, especially those related to technological modernization projects.

The Bank expects to make greater investments aimed at the continuity and improvement of business and processes in 2024, especially those related to technological modernization projects.

The efficiency ratio reached 58.4% in 2023, compared to 63.5% in 2022, which reflects the 17.6% increase in net interest income; the 7.2% increase in fee and commission income; the unfavorable performance of other operating

expenses, net of other operating revenue; and the 30.0% decrease in expenses with civil, tax and labor contingencies, while adjusted administrative expenses were up by 6.0%.

— Direct economic value generated and distributed (R\$ thousands) ¹

≡ GRI 201-1

	2021		2022		2023	
Added value for distribution	3,855,929	100%	3,534,307	100%	4,049,304	100%
Added value for distribution	3,855,929	100%	3,534,307	100%	4,049,304	100%
Economic value distributed	3,289,343	85.3%	3,179,300	90.0%	3,613,146	89.2%
Personnel (salaries and benefits)	1,753,667	45.5%	2,033,022	57.5%	2,118,313	52.3%
Taxes, fees and contributions	1,024,560	26.6%	649,833	18.4%	917,546	22.7%
Third-party capital	128,897	3.3%	136,099	3.9%	142,361	3.5%
Interest on equity and dividends	382,219	9.9%	360,346	10.2%	434,926	10.7%
Retained economic value	566,586	14.7%	355,007	10.0%	436,158	10.8%

¹Banrisul's operations are focused on Brazil's Southern region.

– Income statement (R\$ million)¹

	Year			2022/2021		2023/2022	
	2023	2022	2021	Change (%)	Variation in amount	Change (%)	Variation in amount
Financial Margin	5,488.7	4,668.8	4,845.6	-3.6%	(176.8)	17.6%	819.9
Expenses with allowance for loan losses	1,330.5	968.7	787.8	23.0%	180.9	37.3%	361.8
Income from services and banking fees	2,232.9	2,083.5	1,972.2	5.6%	111.3	7.2%	149.4
Administrative expenses	4,145.9	4,031.6	3,665.7	10.0%	365.9	2.8%	114.3
Operating result	1,211.5	767.8	1,356.0	-43.4%	(588.3)	57.8%	443.7
Net income	871.1	715.4	948.5	-24.6%	(233.1)	21.8%	155.7

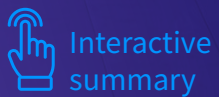
¹ Access 2023's complete financial statements here: [access here](#).



4

Governance

Governance structure	34
Management mechanisms	43
Risk management	45
Ethics and Integrity	52
ESG Management	56



Interactive
summary





Governance structure

≡ GRI 2-9

Banrisul has consistent and consolidated corporate governance, with well-defined responsibilities. The Institution is constantly improving its methods, policies and decision-making processes to follow the best market practices.

As a publicly held company, the Bank has been listed on B3's Corporate Governance Level 1 since 2007. It is worth noting that Banrisul has been fully complying with the requirements of this listing level and additional aspects required from companies with shares listed in the *Novo Mercado* segment, resulting in greater transparency, equity, and accountability to create value for its shareholders and reinforce its credibility with investors and customers.

The corporate rating is proof of the Bank's financial strength and ability to meet its financial obligations. Banrisul's financial health is monitored by the three main credit rating agencies in the market: Moody's, Standard & Poor's e Fitch Ratings, with ratings of A+.br, brAA+ and AA-(BRA), respectively, all with a stable outlook.

It is worth noting that Banrisul has been fully complying with the requirements of the Level 1 and additional aspects required from companies with shares listed in the *Novo Mercado* segment, resulting in greater transparency, equity, and accountability to create value for its shareholders and reinforce its credibility with investors and customers.

Board of Directors

GRI 2-9, 2-10, 2-13, 2-18, 3-3 DIVERSITY AND INCLUSION

The Board of Directors, an independent joint decision-making body, composed of a minimum of seven and a maximum of eleven members, elected by the Shareholders' Meeting and removable by it at any time, for a unified term of office of two years, with up to three consecutive reappointments permitted.

The Board of Directors currently has 11 members, of whom (i) eight are appointed by the controlling shareholder, in accordance with the current legislation (Federal Law 13,303/16; Federal Law 6,404/46 and Rio Grande do Sul State Decree 54,110/18), (ii) one is appointed by the common minority shareholders, (iii) one is appointed by the preferred minority shareholders and (iv) one is a representative of employees, elected internally in accordance with regulations. Through this composition, the Board is in compliance with article 22 of the Bylaws, which determines, among other things, that 30% of the appointed members are independent, a criterion considered by Banrisul when selecting the members of the highest governance body.

The Board of Directors is responsible for steering the Bank's business, guidelines and institutional goals. It is advised by the Audit, Risk, Eligibility and Compensation, and Social, Environmental and Climate Responsibility Committees, all of which operate on a permanent basis.

The Board of Directors is subject to a formal performance evaluation every year, anonymously, individually and not independently, with the aim of gauging effectiveness and improving Banrisul's governance — an evaluation similar to the one applied annually to the Board of Executive Officers and the Chief Executive Officer. The evaluation process complies with Law 13,303/16 and State Decree 54,110/18, covering self-evaluation and comparison of the results obtained with the targets set, among others. The responses to the evaluations are compiled in the form of a report, made available to the Eligibility and Remuneration Committee for prior analysis, and then presented to the Board of Directors for consideration. The body itself suggests improvements in the execution of its duties.



Independent joint

composed of a minimum of seven and a maximum of eleven members



Annual trainings

offered by the Bank

To reinforce its public commitment to diversity, the Organization is responsible for ensuring that, by 2030, at least 30% of the seats in Senior Management, the Fiscal Council and the Statutory Committees are allocated to diversity, a commitment that extends to the Group's Subsidiaries, as stipulated in article 111 of the Bylaws.

Every year, pursuant to the law, the Bank offers its Management training in mandatory topics that are important for the Institution, an initiative that leads to greater diversity of thought and more informed decision-making.

Its activities are defined by Law 13,303/2016 (State-Owned Company Law) and other laws in force, in addition to the duties described in the Bylaws and Internal Regulations.

— BOARD OF DIRECTORS ≡ GRI 2-9

Name and Gender (M/F)	Executive or non-executive position	Independence	Tenure	Number of other positions and commitments held by the member and the nature of the commitments
Itanielson Dantas Silveira Cruz (M)	Chairman - non-executive position	No	2023 - 2025	-
Fernando Guerreiro de Lemos (M)	Vice chairman - executive position	No	2023 - 2025	Chief Executive Officer
Irany de Oliveira Sant'Anna Junior (M)	Director - executive position	No	2023 - 2025	Risk Executive Office
Luiz Gonzaga Veras Mota (M)	Director - executive position	No	2023 - 2025	Deputy Chief Executive Officer and Chief Financial and Investor Relations Officer
Jorge Luís Tonetto (M)	Member - non-executive position	No	2023 - 2025	Coordinator of the Social, Environmental and Climate Responsibility Committee
Eduardo Cunha da Costa (M)	Member - non-executive position	No	2023 - 2025	-
Ramiro Silveira Severo (M)	Member - non-executive position	Yes	2023 - 2025	-
João Verner Juenemann (M)	Member - non-executive position	Yes	2023 - 2025	Coordinator of the Audit Committee
Rafael Andréas Weber (M)	Member elected by common minority shareholders - non-executive position	Yes	2023 - 2025	-
Adriano Cives Seabra (M)	Member elected by preferred minority shareholders - non-executive position	Yes	2023 - 2025	-
Marcelo Willmsen (M)	Member - appointed by the employees - non-executive position	No	2023 - 2025	-

Fiscal Council

The Fiscal Council is composed of four members and five alternates, elected by the Annual Shareholders' Meeting (ASM) for a two-year term of office, with two consecutive reappointments permitted.

It is a permanent, independent body that oversees Management's activities. Its mission is to examine and issue opinions and a quarterly report on the financial statements, among other duties set out in the current legislation.

Its activities are defined by Law 13,303/2016 (State-Owned Company Law) and other laws in force, in addition to the duties described in the Bylaws and its Internal Regulations.

— FISCAL COUNCIL¹ ≡ GRI 2-9

Name and Gender (M/F)	Executive or non-executive position	Independence	Tenure
Pedro Capeluppi (M)	President, sitting member, elected by majority shareholders - non-executive position	Yes	2023 - 2025
Pricilla Santana (F)	Sitting member, elected by majority shareholders - non-executive position	Yes	2023 - 2025
Artur José de Lemos Júnior (M)	Sitting member, elected by majority shareholders - non-executive position	Yes	2023 - 2025
Eduardo Ludovico da Silva (M)	Sitting member, elected by common minority shareholders - non-executive position	Yes	2023 - 2025
Reginaldo Ferreira Alexandre (M)	Sitting member, elected by preferred shareholders - non-executive position	Yes	2023 - 2025
Micheli Tassiani Petry (F)	Alternate, elected by majority shareholders - non-executive position	Yes	2023 - 2025
Paulo Roberto Franceschi (M)	Alternate, elected by preferred shareholders - non-executive position	Yes	2023 - 2025
Carlos Alexandre Souza e Silva (M)	Alternate, elected by common minority shareholders - non-executive position	Yes	2023 - 2025
Paulo Roberto Dias Pereira (M)	Alternate, elected by majority shareholders - non-executive position	Yes	2023 - 2025

¹Members have no other functions or commitments to report.

Audit Committee

The Audit Committee is composed of three members, at least one of whom must have proven accounting expertise, elected by the Board of Directors after the ASM. They serve a two-year term of office and can be removed at any time, with reappointed permitted up to the maximum period legally allowed, according to the Bylaws.

It is a permanent body, which is shared with the Group's Subsidiaries.

Its activities are defined by the State-Owned Company Law, CMN Resolution 4,910/2021 and other laws in force, in addition to the duties described in the Bylaws and its Internal Regulations.

— AUDIT COMMITTEE¹ ☰ GRI 2-9

Name and Gender (M/F)	Executive or non-executive position	Independence	Tenure
João Verner Juenemann (M)	Coordinator - non-executive position	Yes	2022 - 2024
Carlos Biedermann (M)	Member - non-executive position	Yes	2023 - 2025
Eraldo Soares Peçanha (M)	Member - non-executive position	Yes	2023 - 2025

¹Members have no other functions or commitments to report.

Eligibility and Compensation Committee

☰ GRI 2-9, 2-10, 2-20

The Eligibility and Compensation Committee is composed of three members, elected by the Board of Directors after the ASM. The Committee members serve a three-year term of office and can be removed at any time, with reappointed permitted up to the maximum period legally allowed, according to the Bylaws.

Pursuant to CMN Resolution 3,921/10, the Committee is responsible for assisting the Board of Directors in determining compensation by analyzing future internal and external scenarios and their possible impacts on the compensation policy for the Bank’s Management and the Group’s Subsidiaries. To prepare the Compensation Proposal, this committee analyzes the Institution’s figures vis-à-vis market practices in order to identify significant discrepancies in relation to similar organizations and propose the necessary adjustments.

During the eligibility process, the Management of Banrisul and the Group’s Subsidiaries, as well as the members of the Statutory Committees, have their skills assessed, according to the information presented in their CVs, in compliance with the Internal Nomination and Succession Policy, revised at the beginning of 2024. To check the specific competencies of each member of the

governance bodies to deal with the Company’s impacts, see pages 130 to 148, respectively, of the [Reference Form](#).

Its activities are defined by the legislation in force, in addition to the duties described in the Bylaws and its Internal Regulations.

— ELIGIBILITY AND COMPENSATION COMMITTEE¹ ☰ GRI 2-9

Name and Gender (M/F)	Executive or non-executive position	Independence	Tenure
Arnaldo Bonoldi Dutra (M)	Coordinator - non-executive position	Yes	2021 - 2024
José Luiz Castro Mendel (M)	Member - non-executive position	Yes	2021 - 2024
Giuseppe Lo Russo (M)	Member - non-executive position	Yes	2021 - 2024

¹Members have no other functions or commitments to report.

Risk Committee

The Risk Committee shall be composed of a minimum of three and a maximum of five members, elected by the Board of Directors after the ASM. Committee members serve a two-year term of office and can be removed by the Company’s Board of Directors at any time, under the terms set out in the rules of the National Monetary Council.

Among its duties, the Risk Committee must assess the risk appetite levels set out in the Company’s Risk Appetite Statement (RAS) and the strategies for managing them, considering risks individually and jointly.

Its activities are defined by CMN Resolution 4,557/17 and other laws in force, in addition to the duties described in the Bylaws and its Internal Regulations.

— RISK COMMITTEE¹ ≡ GRI 2-9

Name and Gender (M/F)	Executive or nonexecutive position	Independence	Tenure
Carlos Eduardo Schonerwald da Silva (M)	Coordinator - non-executive position	Yes	2022 - 2024
José Luis Campani Lourenzi (M)	Member - non-executive position	No	2022 - 2024
Danielle Santos de Souza Calazans (F)	Member - non-executive position	No	2022 - 2024
Paula Bicudo Magalhães (F)	Member - non-executive position	No	2023 - 2025
Luiz Carlos Caio Tomazeli (M)	Member - non-executive position	No	2023 - 2025

¹Members have no other functions or commitments to report.

Social, Environmental and Climate Responsibility Committe (CRSAC, in Portuguese)

≡ GRI 2-14

The Social, Environmental and Climate Responsibility Committee shall be composed of a minimum of three and a maximum of five members, elected by the Board of Directors after the ASM. The Committee members serve a two-year term of office and can be removed at any time, with reappointment permitted by the Company’s Board of Directors at any time, under the terms set out in the rules of the National Monetary Council.

Its main duties include making recommendations to the Board of Directors on the drawing up and revision of the Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese) and assessing the degree of compliance of the implemented actions with the PRSAC and, where necessary, making recommendations for improvement.

CRSAC is responsible, along with the Board, for approving the Materiality, which the current version was prepared in 2022, and the Sustainability Report. It is also worth noting that the report will be sent for validation by the Board of Directors.

— SOCIAL, ENVIRONMENTAL AND CLIMATE RESPONSIBILITY COMMITTEE ≡ GRI 2-9

Member and Gender (M/F)	Executive or non-executive position	Independence	Tenure	Number of other positions and commitments held by the member and the nature of the commitments
Jorge Luís Tonetto (M)	Coordinator - non-executive position	No	2023 - 2025	Member of the Board of Directors
Gabriel Ribeiro Fajardo (M)	Member - non-executive position	Yes	2023 - 2025	-
Marilene de Oliveira Ramos (F)	Member - non-executive position	Yes	2023 - 2025	-

Social, Environmental and Climate Risks

With regard to initiatives relating to Social, Environmental and Climate (SAC, in Portuguese) Risks, the Corporate Risks Unit prepares the Social, Environmental and Climate Risk and Responsibility Report every year to report to Senior Management and the Social, Environmental and Climate Responsibility Committee how the risk and opportunity management process and list

the main results and activities carried out relating to this topic during the period. Risk exposure is monitored using RAS indicators, coordinating activities with the Institution’s Risk Committee.

Its activities are defined by CMN Resolution 4,995/22 and other laws in force, in addition to the duties described in the Bylaws and its Internal Regulations.

Board of Executive Officers

With executive functions, the Board of Executive Officers is composed of a Chief Executive Officer, a Deputy Chief Executive Officer and a minimum of five and a maximum of seven officers. The Chief Executive Officer took office in August 2023, and the other officers, in November 2023. All officers were assessed by the Eligibility and Compensation Committee and approved in accordance with the law.

It has the duty to comply with and enforce the Bank's fundamental laws and implement the resolutions of the Shareholders' Meeting and the Board of Directors, among others.

The activities of the Executive Board are defined in the Institution's Internal Regulations and Bylaws.

— EXECUTIVE BOARD ≡ GRI 2-9

Name and Gender (M/F)	Executive or non-executive position	Independence	Tenure	Number of other positions and commitments held by the member and the nature of the commitments
Fernando Guerreiro de Lemos (M)	CEO - executive position	No	2023 - 2025	Vice Chairman of the Board of Directors
Luiz Gonzaga Veras Mota (M)	Deputy Chief Executive Officer and Chief Financial and Investor Relations Officer - executive position	No	2023 - 2025	Member of the Board of Directors
Irany de Oliveira Sant'Anna (M)	Risk Officer - executive position	No	2023 - 2025	Member of the Board of Directors
Fernando Postal (M)	Distribution and Retail Officer - executive position	No	2023 - 2025	-
Carlos Aluísio V. Malafaia (M)	Technology, Innovation and Digital Transformation Officer - executive position	No	2023 - 2025	-
Adriana Celestino (F)	Customer Service and Channel Operations Officer - executive position	No	2023 - 2025	-
Ivanor Antonio Duranti (M)	Credit Officer - executive position	No	2023 - 2025	-
Gaspar Saikoski (M)	Commercial and Distribution of Products and Services Officer - executive position	No	2023 - 2025	-
Elizabete Rejane S. Tavares (F)	Administrative Officer - executive position	No	2023 - 2025	-

Management mechanisms

≡ GRI 2-17

The management mechanisms are based on the Law 6,404/1976. Every year, Management takes specific courses on topics such as corporate and financial market laws, data disclosure, internal controls, the

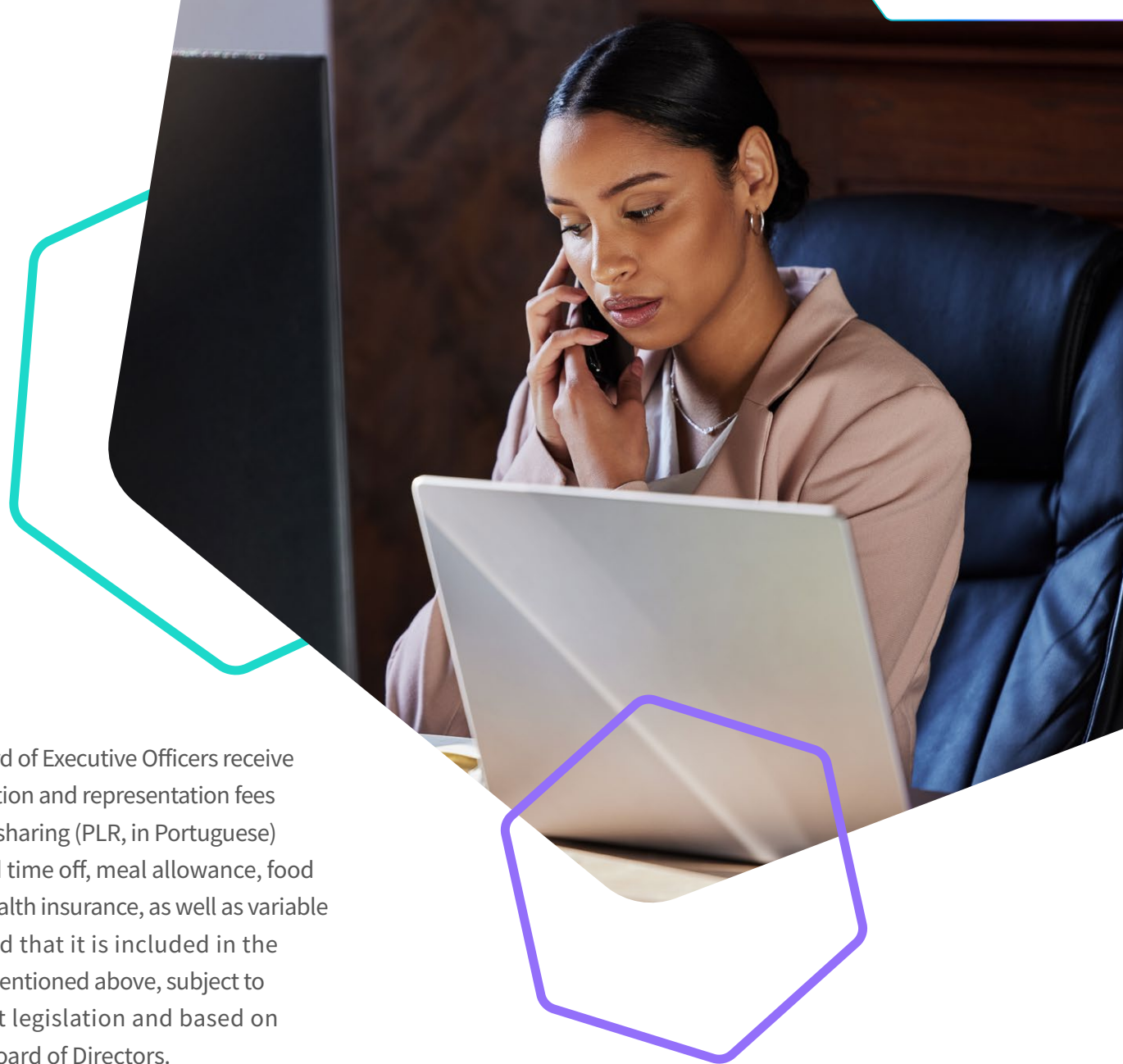
Code of Ethics, the Anti-Corruption Law and other subjects related to Banrisul's activities. In 2023, sustainability and ESG Guidelines were included in the lectures, as requested by Management.

Compensation ≡ GRI 2-19, 2-20, 2-21

The overall compensation of Senior Management and the Statutory Committees is set annually by the Shareholders' Meeting, and the Board of Directors is responsible for defining the individual compensation of each body.

The members of the Board of Directors receive a fixed monthly fee, with no variable compensation or benefits.

The members of the Board of Executive Officers receive fixed monthly compensation and representation fees and are entitled to profit sharing (PLR, in Portuguese) and benefits such as paid time off, meal allowance, food basket allowance and health insurance, as well as variable compensation, provided that it is included in the overall compensation mentioned above, subject to the limits set by current legislation and based on criteria defined by the Board of Directors.



Officers can also join private pension and insurance plans. These benefits may vary according to the specific profile of each professional. Officers who were Banrisul employees before taking office will be covered by the benefit plans they had when they were employees.

The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for the other employees is 10%. The ratio of the percentage increase in the annual total compensation for the highest-paid individual to the median percentage increase in the annual total compensation for the other employees is 1.2%.

Total compensation included salaries, bonuses, job commission, full-time dedication bonus and length of service bonus, overtime, signing bonus, relocation bonus, executive officer bonus, retirement bonus and incentivized retirement plan.



Conflict of interests

≡ GRI 2-15

Banrisul recognizes and manages conflicts of interest in all activities, including in relation to the Board of Directors, in accordance with the applicable legal rules, including the Corporate Law and the Bylaws.

In addition to the legal regulations, it has a Code of Ethics and Conduct and a Conflict of Interest Booklet for all those involved in the Banrisul Group, both of which are widely disseminated.

When it comes to credit transactions, compliance also includes the Related-Party Transaction Policy, which defines the conditions for these and other transactions to be carried out.

Risk management

≡ GRI G4-DMA

Risk mapping and monitoring

≡ GRI G4-DMA

Corporate risk management includes the identification, measurement, assessment, monitoring, reporting, control and mitigation of credit, market, IRRBB, liquidity, operational, social, environmental and climate risks associated with the Prudential Conglomerate.

The Capital Management process includes monitoring, control, evaluation, target planning and capital requirements. Reports are made periodically to the governance bodies.



Risk management

≡ GRI 2-12, 2-13, 2-23

In line with its responsibility for steering the Bank's business, guidelines and goals, the Board of Directors reviews and approves risk management policies, strategies and limits, and sets risk appetite levels in the Risk Appetite Statement (RAS), documented for Banrisul's Prudential Conglomerate. The RAS is reviewed annually with the help of the Risk Committee, the Board of Executive Officers and the Chief Risk Officer (CRO).

To analyze the effectiveness of the processes, the Board of Directors meets periodically in order to assess, annually, changes to capital and corporate risk management policies, as well as, monthly, the management reports on the main risks to which the Institution is exposed.

The Corporate Risk Executive Superintendent reports to the CRO on the Institution's risk management. The executive is responsible for the Corporate Risk Unit and for coordinating capital management and credit, market, IRRBB, liquidity, operational, social, environmental and

climate risks, covering all the institutions in the Prudential Conglomerate. The management process considers the possible impacts of risks associated with other companies controlled by Conglomerate companies and other significant risks identified.

Risk appetite is defined by the Basel Committee on Banking Supervision (BCBS) as the level of aggregate and individual risk that an institution is willing to assume, within its capacity to achieve its strategic goals and follow its business plan.

The Institution has developed a series of indicators and flags to monitor its risk appetite, which are periodically

Risk appetite is defined by the Basel Committee on Banking Supervision (BCBS) as the level of aggregate and individual risk that an institution is willing to assume

monitored and reported to Senior Management by means of reports and a dashboard. The risk matrix is updated dynamically, with attention to the risks with the greatest exposure. Processes are monitored according to the frequency and impact of their respective risks.

Senior Management evaluates and approves, on an annual basis, the Internal Capital Adequacy Assessment Process (Icaap), the Stress Test Program and the indicators of the Risk Appetite Declaration (RAS). These documents bring together information on the identification, management and measurement of risks, as well as the need for capital to cover possible losses in a severe crisis scenario. The Social, Environmental and Climate Risk Report aims to inform Senior Management, annually, about the management of these risks and impacts, addressing the regulatory context and listing the main activities carried out during the period. Senior Management also receives a monthly report on risk indicators, which allows constant monitoring and deliberation for corrections, if any non-compliant indicator is identified, as well as

suggestions for scenarios and changes to RAS indicators.

With the support of external consultants, the structure of the lines of defense was revised in 2023, and inspection activities were transferred from the Internal Audit to the second line of defense. Processes, tools and methodologies for managing risks, controls and auditing were also reviewed. With greater synergy and sharing of information and tools between the second and third lines, it was possible to improve risk management and internal controls.

In 2023, the Risk Office incorporated sustainability into the Social, Environmental and Climate Risk Department, with the intention of reinforcing the importance of sustainability and promoting integrated action on related risks and opportunities. Thus, the management of the Social, Environmental and Climate Responsibility Policy is aligned with the risk guidelines, integrating processes and directing the focus of its risk and responsibility initiatives.

Audit of Social, Environmental and Climate Risk and Responsibility Processes

In its organizational structure, the Bank has an Internal Audit area, which reports directly to the Board of Directors, whose scope considers all the functions of the Bank and the other companies that make up the conglomerate, observing the guidelines of CMN Resolution 4,879/2020.

Audit actions to comply specifically with CMN Resolutions 4,945/2021 and 4,557/2017, related to the implementation of PRSAC and SAC Risk Management, are carried out periodically and brought to the attention of Senior Management.



Social, environmental and climate risk strategy

≡ GRI 3-3 ON THE TOPIC OF ENVIRONMENTAL, SOCIAL AND CLIMATE RISK STRATEGY, 201-2, 2-13

The organization has a formal Risk Management Policy, described in a document called “Institutional Structures and Policies for Capital Management and Corporate Risks”. It covers capital management and credit, market, IRRBB, liquidity, operational, social, environmental and climate risks.

In addition to the regulatory guidelines, the Bank operates in line with the regulations issued by the Brazilian Federation of Banks (Febraban) in the Self-regulation System, including Standard 14/2014 (social and environmental responsibility policy and social and environmental risk management) and Standard 26/2023 (management of the risk of illegal deforestation in the beef chain).

Risk analysis is carried out over different time horizons, providing appropriate management for each exposure.

- **Short-term physical climate risk:** customers' reduced payment capacity in the event of extreme weather events, such as heavy rains and periods of drought, including risks related to climate vulnerability in agribusiness credit transactions.
- **Medium-term physical climate risk:** concentration of the loan portfolio in economic sectors most likely to suffer impacts related to extreme weather events, with the risk of compromising the Bank's liquidity and competitiveness.

- **Climate transition risk:** Business relationship with sensitive and carbon-intensive industries. In the long term, by maintaining business relationships with these sectors, we can be negatively affected by changes in consumer preferences, as well as by restrictions, limitations and even bans on financed production processes.



With each significant change or development of new products and services, a Social, Environmental and Climate Risk (RSAC, in Portuguese) analysis is carried out, based on the information provided by the requesting business area, and recommendations for improvement are made to mitigate possible risks, if necessary.

In the granting of agricultural credit, in 2023, Banrisul began monitoring the areas by remote sensing and hired a specialized company to carry out a social and environmental compliance study of the financed areas, a process that is constantly being improved. Another practical measure has already been put into practice: a half-point reduction in the interest rate on loans to rural

producers for areas that have had their Rural Environmental Registry (CAR, in Portuguese) analyzed.

Throughout 2023, numerous measures were adopted to manage risks or opportunities, such as: technical consultancy for the preparation of strategic sustainability management and the Greenhouse Gas Emission Reduction and Mitigation Plan; starting the implementation of the sustainability agenda; keep participating in the Brazilian GHG Protocol program; joining the CDP; and acquiring carbon credits and renewable energy certificates. The costs of the measures taken to manage these risks or opportunities linked to climate issues and sustainability amounted to R\$ 348.3 thousand in 2023.



Information security and privacy

≡ GRI 2-24, 3-3 ON THE TOPIC OF DATA PRIVACY AND SECURITY, SASB FN-CF-230A.1, 418-1

Data privacy and security are well-established themes at Banrisul and fundamental topics for a retail bank with a significant social impact in Brazil's Southern region. In 2019, the Data Management and Analytics Unit was created, in line with the strategy adopted by large Brazilian banks. Since then, the processes have been maturing, also focused on preventing money laundering and external fraud.

In 2023, with the implementation of the Financial Wrongdoing Prevention and Privacy Governance Unit, the structuring of our security ecosystem was completed. The Unit is made up of the Personal Data Management and Protection, External Fraud Prevention and Anti-Money Laundering departments, expanding its power to act.

Meanwhile, the Data Privacy and Protection Governance Program was set up this year, comprising several fronts, including:



Mapping of all activities involving personal data processing, identifying the data life cycle, from collection to deletion, and the appropriate legal framework.



Creation of a customer service channel for holders of personal data, ensuring the full exercise of all the rights set out in the Brazilian General Data Protection Law (LGPD, in Portuguese).



Formalization, in a standard of a flow of adjustments of contracts with third parties to comply with the LGPD, including the definition of a methodology to help identify the Processor x Controller x Joint Controllers and define the flow for indicating LGPD clauses for business and administrative contracts.



Implementation of the Privacy by Design and Privacy by Default methodologies in order to ensure the privacy and protection of personal data in the design of new products and services.



Creation of specific guidelines for handling or responding to security incidents involving personal data, considering the requirements imposed by the LGPD in order to complement Banrisul's existing Information and Cyber Security Policy.



Development of internal training for all the staff on the main points addressed by the Law and their impacts on the workplace, as well as creation of a website featuring content that helps disseminate a culture of data privacy and protection in the Institution.

In 2023, Banrisul also created the Crisis Committee for Personal Data Incidents and approved the flow for reporting incidents related to data breaches, set out in the Guidelines for Preventing and Responding to Personal Data Incidents. The formalization of this process aims to guarantee the appropriate prevention, response and treatment of incidents involving personal data related to Banrisul and its customers, including the means/ processes that must be implemented to mitigate and/or remedy adverse impacts.

Meanwhile, in addition to the quarterly report to the Audit Committee, the Internal Audit assessed the procedures, rules and mechanisms adopted to ensure the protection and privacy of personal data, in compliance with the LGPD.

Seven customer complaints involving banking secrecy and/or the LGPD were filed with the Ombudsman's Office this year, including external bodies, and all were classified as unfounded. The Ombudsman's Office did not receive any complaints from regulatory agencies,

Seven customer complaints involving banking secrecy and/or the LGPD were filed with the Ombudsman's Office this year, including external bodies, and all were classified as unfounded.

only two from the Central Bank of Brazil, which were also dismissed, i.e., no data breach was identified while handling these complaints.

Every year, the Data Privacy and Protection Governance Program is reviewed to check that the goals set in the previous year have been achieved and to determine the goals for the following year, so that it operates on an ongoing basis. At the end of each year, the actions planned for the cycle are accounted for in order to identify which initiatives have had actual and potential

impacts. Stakeholder engagement is crucial to the success of this program, both in the role of Senior Management, with the consent and guarantee of implementation, and in the role of the units that comply with the program, in pursuit of compliance with the law.

In Data Governance, the Bank adopts a methodology applied in stages, as described in the Data Governance Program, which establishes rules, processes, procedures, roles and responsibilities in data management. The methodology, called Tombamento, provides for:



Information security and privacy, the principles set out in this Policy, especially with regard to the promotion of a Data Culture at Banrisul;



The adoption of a corporate data catalog with the definitions, rules and uses of the data generated in Banrisul's units/bodies;



The improvement of the quality and reliability of data as a result of the implementation of creation, documentation, organization and validation processes; and



The qualification of Banrisul's Corporate Bases.



The methodology is applied together with Banrisul's administrative units/bodies, according to the relevance and priority established with the respective managers and in line with the Bank's strategy.

Ethics and integrity

GRI 3-3 ON THE TOPIC OF CORPORATE GOVERNANCE AND INTEGRITY, 2-23, 2-24, 2-26, 2-27

The Ethics Committee, which reports to the Chief Executive Officer, is the body responsible for implementing, disseminating, training, reviewing and updating Banrisul's Code of Ethics and Conduct in order to ensure its efficacy and effectiveness, in addition to analyzing and judging the issues submitted to it, recommending correction of conduct or disciplinary sanctions. The Committee has autonomy and operates independently. In the event of a conflict of interest, the Board of Executive Officers takes the final decision.

In its relationship with the various sectors of society, Banrisul acts based on principles of institutional conduct designed to value people and respect human rights. These principles are described in a series of institutional policies, approved by the Board of Directors, which determine the conduct expected of employees, contractors and suppliers.

These policies are communicated by means of an Administrative Instruction, and all employees acknowledge they have received them by signing an Agreement to Comply. The policy commitments available to the public are:

-  **1**  **Social, Environmental and Climate Responsibility Policy**
-  **2**  **Banrisul's Anti-Corruption Policy**
-  **3**  **Code of Ethics and of Conduct**
-  **4**  **Annual Corporate Governance Charter 2023 - Fiscal Year 2022**



INTEGRITY PROGRAM

The Integrity Program includes the Anti-Corruption Policy, the Code of Ethics and Conduct, the Whistleblower Channel Policy, the Internal Control and Compliance Report, and institutional rules and regulations. Suspicions or evidence of non-compliance with these rules must be reported through the Whistleblower Channel, which receives reports of wrongdoing, with confidentiality, protection against retaliation and the option of anonymity.

The Policies related to Ethics and Integrity apply to Senior Management, directors, employees and interns who are part of the Banrisul Group, as well as business partners, suppliers and contractors. All employees receive training on the Code of Ethics and Conduct and the Anti-Corruption Code.

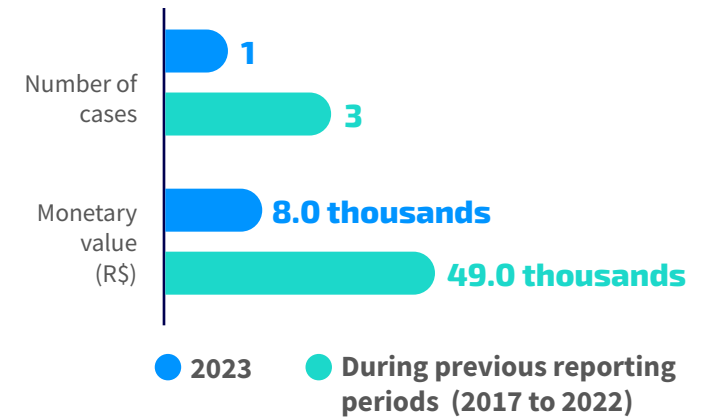
Cases of non-compliance with laws and regulations

≡ GRI 2-27

In 2023 there were no significant incidents of non-compliance with laws and regulations¹. Significant cases are those whose impact significantly affects the institution's results, or reputation.

Occurrences in the social, environmental and climate spheres related to inadequate practices or failures by the institution in carrying out its activities are monitored periodically.

In the last 5 years (between 2017 and 2022) there were 3 incidents totaling R\$49,000 in fines, while in 2023 there was only one case, with a fine of R\$8,000.



¹ For 2023, in an effort to improve information management, the scope of the indicator was limited to fines and sanctions imposed on the institution in relation to its direct conduct on these issues. In this period, non-compliance incidents that cause social, environmental or climate damage are considered. For this reason, figures published for previous years have been adjusted in this report. This reformulation has led to a decrease in the number of cases filed **GRI 2-4**



Whistleblower Channel

☰ SASB FN-CB-510A.2

The Bank has a Whistleblower Channel, available on the Corporate Intranet and on [Banrisul's website](#), under the Customer Service option. Aimed at employees, customers, users, partners or suppliers, the Channel receives complaints and communications about situations of alleged wrongdoing, of any nature, related to the Bank's activities, which affect the Institution's image and do not comply with internal controls and the compliance program.

The Channel is managed by an independent area, the Control and Compliance Unit, which sends a report every six months on the complaints received during the period to the Board of Directors.

Upon entering the Whistleblower Channel, the interested party accesses a specific form to register the complaint and has the option of filling it out completely anonymously. This communication mechanism is available 24/7.

The Channel is managed by an independent area, the Control and Compliance Unit, which sends a report every six months on the complaints received during the period to the Board of Directors, describing the number and nature of the communications received, the areas responsible for dealing with the situation, the average processing time and the measures adopted. If it is proven that employees engaged in wrongdoing, the complaints are brought to the attention of the Ethics Committee.

Corruption prevention policy

☰ GRI 205-1, FN-CB-510A.2

Banrisul's Corruption Prevention Policy sets out procedures, controls and preventive measures to inhibit acts of corruption and is updated according to changes in legislation, in order to improve controls and adhere to best market practices.

Managing operational risks includes identifying and assessing internal fraud events, including the possibility of employee misconduct that offers or results in undue advantage and operational flaws in developing processes to assess or identify suspicious transactions. In the event of non-compliance with this Policy and related regulations, actions are taken according to the offender's relationship with Banrisul:

- **If the offender is an employee**, the penalties set out for such non-compliance in the penalties section of the Personnel Regulations will apply;
- **If the offender is a member of the Board of Directors/Committee**, the non-compliance will be reported by the Internal Audit to the Board of Directors, observing the applicable provisions in Banrisul's Whistleblower Channel Policy;
- **If the offender is an intern or contractor**, the penalties provided for in their contract will apply. If managers, other employees and/or other related parties become aware of misconduct and do not report them to the Strategy and Personnel Unit or the Whistleblower Channel, they will also be held accountable.



Regardless of the degree of relationship with Banrisul and the penalty adopted, anyone who fails to comply with the organizational policies may be held civilly or criminally liable for proven misconduct.



ESG Management

≡ GRI 2-28, 201-2, SASB FN-CB-410A.2

The Bank has been working towards maturing governance in recent years, with policies and statutory adjustments.

Internally, the Bank has also made progress in environmental management, with the scope of the greenhouse gas emission inventory

and the migration to the free energy market, at a time when the capital market is aware of the potential savings from energy efficiency.

The Bank's very essence, which is to foster the social and economic development of the State, places the social aspect of the ESG tripod as the one in which the Institution has performed best and for the longest time. In this sense, the main challenge was flooding in various regions of the State, which had an impact on society and even Banrisul branches, leading the Bank to run campaigns and actions to support the affected population.

The Organization seeks to continuously improve its sustainable management and synchronize actions, processes, operational routines and strategies with the ten principles of the United Nations Global Compact, to which it is a signatory. The Bank also has projects and actions that contribute to the Sustainable Development Goals (SDGs) and has representatives in Febraban's Committees and squads, the ESG Committee of the American Chamber of Commerce (AMCHAM) and the Interinstitutional Committee for Environmental Education (CIEA, in Portuguese).



The Bank has been

working towards maturing governance in recent years, with policies and statutory adjustments.

In credit analysis, ESG aspects are part of the assessment carried out by risk analysts. Based on a questionnaire applied to clients, the ESG management practices reported are validated and weighted as aggravating or mitigating factors in the client's internal risk rating.

Compliance with socio-environmental regularity by clients is also a concern for the bank, which stipulates contractual clauses to reinforce this obligation. Public lists of official bodies that indicate socio-environmental irregularities are also monitored, leading to credit restrictions, such as Ibama's Slave Labor and Embargoes lists.

As for suppliers, contracts are inspected and monitored based on labor, social security and environmental legislation.

Some sectors of activity are more likely to suffer or cause socio-environmental or climate damage and should undergo a more thorough analysis process. Based on a cut-off line, relevant operations are assessed in terms of their sectoral, locational, legal and managerial characteristics. Throughout 2023, 38 operations were submitted to this process.



The Bank prevents
negative impacts
which stipulates
contractual clauses



The approach to ESG aspects
is carried out
qualitatively by credit
risk analysts



The Bank monitors its agribusiness credit transactions with a Social and Environmental Compliance system, a tool that aims to identify possible restrictions on access to rural credit due to legal or infra-legal provisions relating to social, environmental and climate issues, as provided for in Rural Credit Manual 2-9 (MCR 2-9, in Portuguese) and other environmental legislation.

Banrisul monitors the risk of deforestation in the beef chain, in a commitment made as a signatory to Febraban's self-regulatory system, especially those located in the Legal Amazon region.

The Bank prevents actual negative impacts on operations and on the sale of products and services to the agricultural sector by regularly checking the documents of the enterprise to be financed under rural credit, including, where applicable, its inclusion in the Agricultural Climate Risk Zoning (ZARC, in Portuguese). Banrisul also monitors the risk of deforestation in the beef chain, in a commitment made as a signatory to Febraban's self-regulatory system (Febraban Standard SARB 26/2023), which provides for the monitoring of customers operating in the cattle slaughterhouse and meatpacking activities, especially those located in the Legal Amazon region. The Bank now requires these customers to adopt a traceability system for

their herds by December 2025 and to demonstrate that they do not purchase cattle associated with illegal deforestation from direct and indirect suppliers.

In other sectors with greater exposure to risk, the Institution identifies the SAC risks inherent in the economic sector of the activity, based on the CNAE code, according to the Green Taxonomy methodology developed by Febraban.

For smaller companies (average monthly revenue of up to R\$2 million) and individuals, the analysis is carried out using statistical models. The exception segments for legal entities are identified based on the company's main CNAE and apply to companies with seasonal activities. In addition



The Bank analyzes the credit granting process in order to avoid overexposure of the client and, consequently, possible indebtedness

to the statistical models used for credit risk assessment, which aim at mitigating the risk of default and supporting the credit granting process, the customer's exposure is controlled in order to avoid over-indebtedness by determining healthy levels of commitment based on the customer's risk rating, size and profile.

Banrisul adopts Febraban's Green Taxonomy to analyze the risk exposure profile, based on three dimensions: Contribution to the Green Economy, Exposure to Climate Change and Exposure to Environmental Risk.

The "Contribution to the Green Economy" indicator is monthly monitored to measure how much of the corporate credit portfolio is made up of economic sectors with a certain level of environmental and/or social contribution. The sectors that make up the Green Economy were defined based on the activities listed in the European Union Taxonomy, the Climate Bonds Initiative and the Social Bonds Initiative and later reviewed taking into account the sectors in the Green Bond Principles. This indicator is monitored by tracking the percentage variation of the active balance of the Corporate portfolio. The higher the percentage, the higher the active balance in financing to industries with a positive social and/or environmental impact, representing a higher contribution from the Institution.

In 2023, Banrisul hired a technical consultancy to analyze and diagnose its Sustainable Business Portfolio, using nationally and internationally recognized methodologies. The identification of lines with sustainable characteristics will make it possible to consolidate the company's strategy on the subject in a document aimed at the market, taking into account international standards. The Framework is a requirement for raising funds labeled sustainable, favoring the conditions for financing operations with a positive impact on clients. The diagnosis is underway and is scheduled to be completed in the second half of 2024.



In 2023, Banrisul hired a technical consultancy to analyze and diagnose its Sustainable Business Portfolio, using nationally and internationally recognized methodologies.

Material topics

≡ GRI 3-1, 3-2

To define material topics, in 2022, Banrisul conducted a complete materiality assessment, encompassing peer benchmarking, as well as analysis of the Company's internal documents and industry data, such as ESG ratings and standards. The next step was to compile a list of important topics for the industry, discussed with important stakeholders, followed by a topic prioritization stage using an online survey with a larger group of 1,315 stakeholder respondents.

Representatives of the following groups took part in the consultations to define materiality:

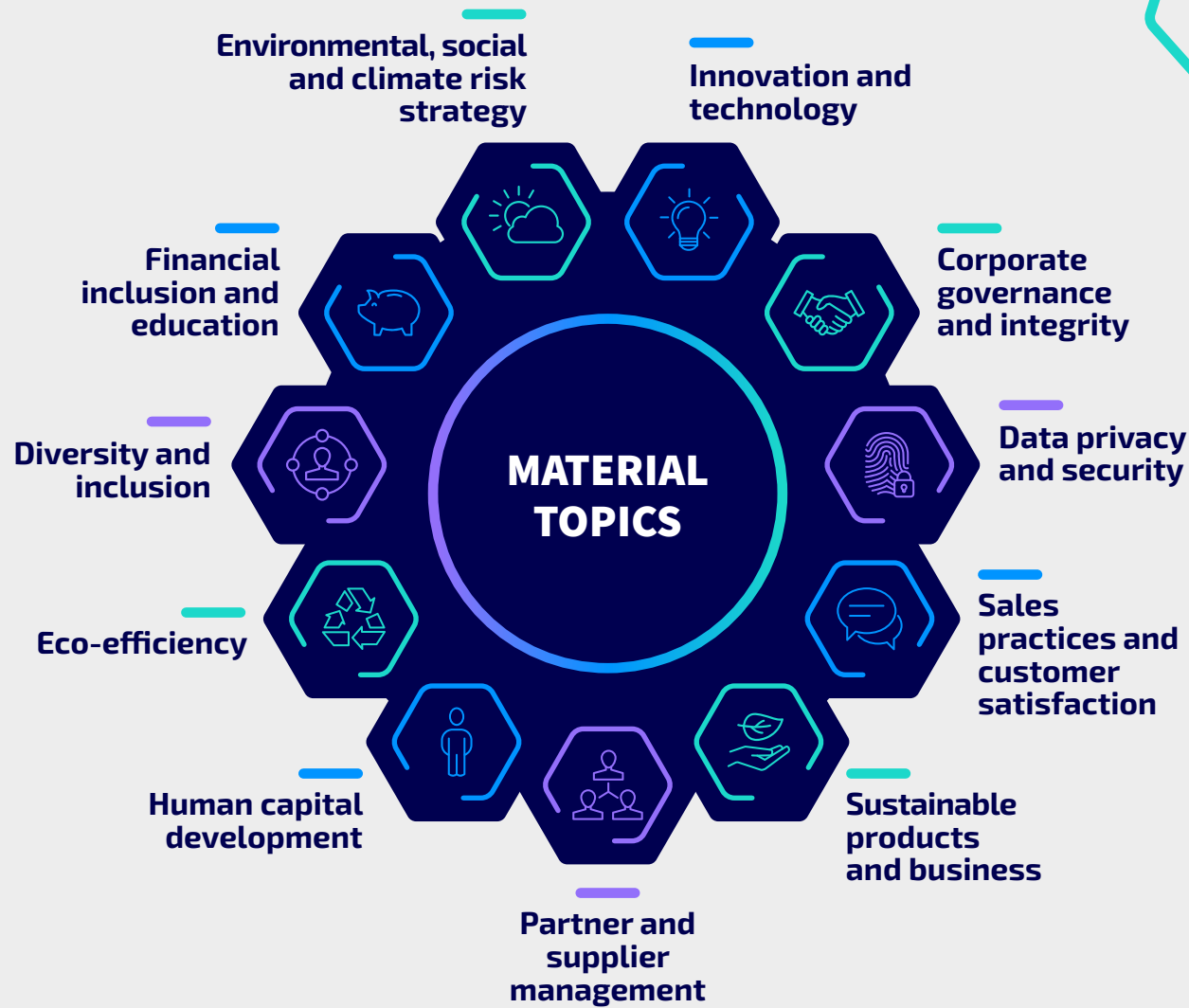


The results obtained were weighted according to each stakeholder group and consolidated together with the analysis of the impacts of the topics in question.

Based on the analysis of internal risk documents, possible impacts related to each topic were identified and duly classified as regards their nature and then added to the consolidated materiality results. As a result, the list of topics was redefined based on the impacts of the topics in question.

Based on the analysis of internal risk documents, possible impacts related to each topic were identified and duly classified as regards their nature and then added to the consolidated materiality results.

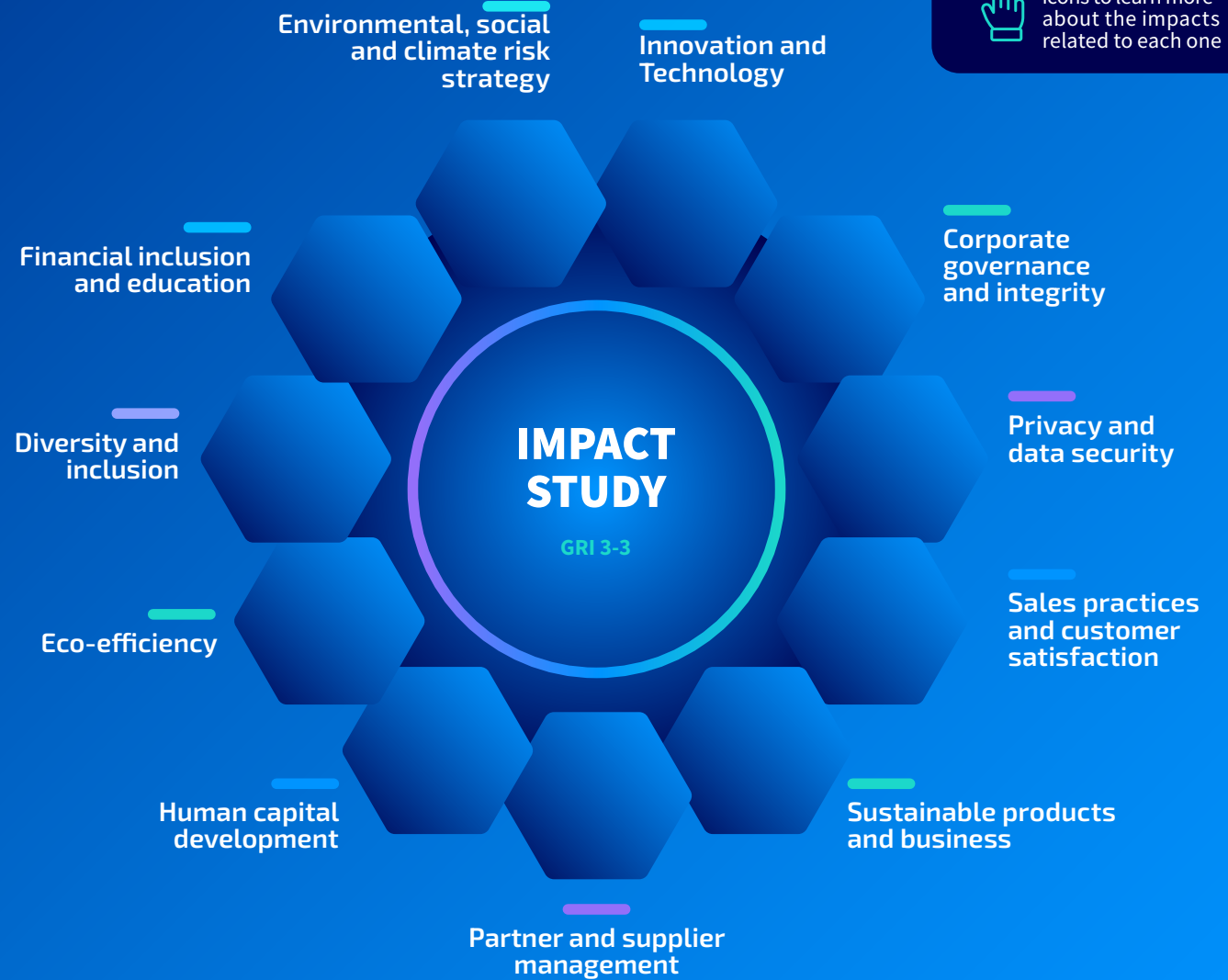
The Sustainability department, the Chief Executive Officer and the Board of Executive Officers approved the final material topics. The materiality results were also presented to the Social, Environmental and Climate Responsibility Committee.



The policies and commitments for material topics are mostly incorporated, among other corporate guidelines, into the Integrity Program, the Anti-Corruption Policy, the Code of Ethics and Conduct, the Whistleblower Channel Policy and the Internal Control and Compliance Report, in addition to the Whistleblower Channel Practices.



Click on the theme icons to learn more about the impacts related to each one



Social, Environmental and Climate Responsibility Policy

☰ GRI 2-12, 2-23

The Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese) establishes the guidelines for conducting responsibility actions for each area, in a manner compatible with the nature of its activities and the complexity of its products and services, balancing business opportunities, to contribute to the sustainable development of the regions in which Banrisul operates.

The principles of this policy include valuing people and respecting and protecting human rights, including the promotion of inclusion, diversity and financial education. The Bank does not have a specific human rights policy, but as a signatory to the Global Compact since 2013, it reaffirms its commitment to the well-being of its employees and seeks to guarantee the rights of its customers, suppliers and all stakeholders.

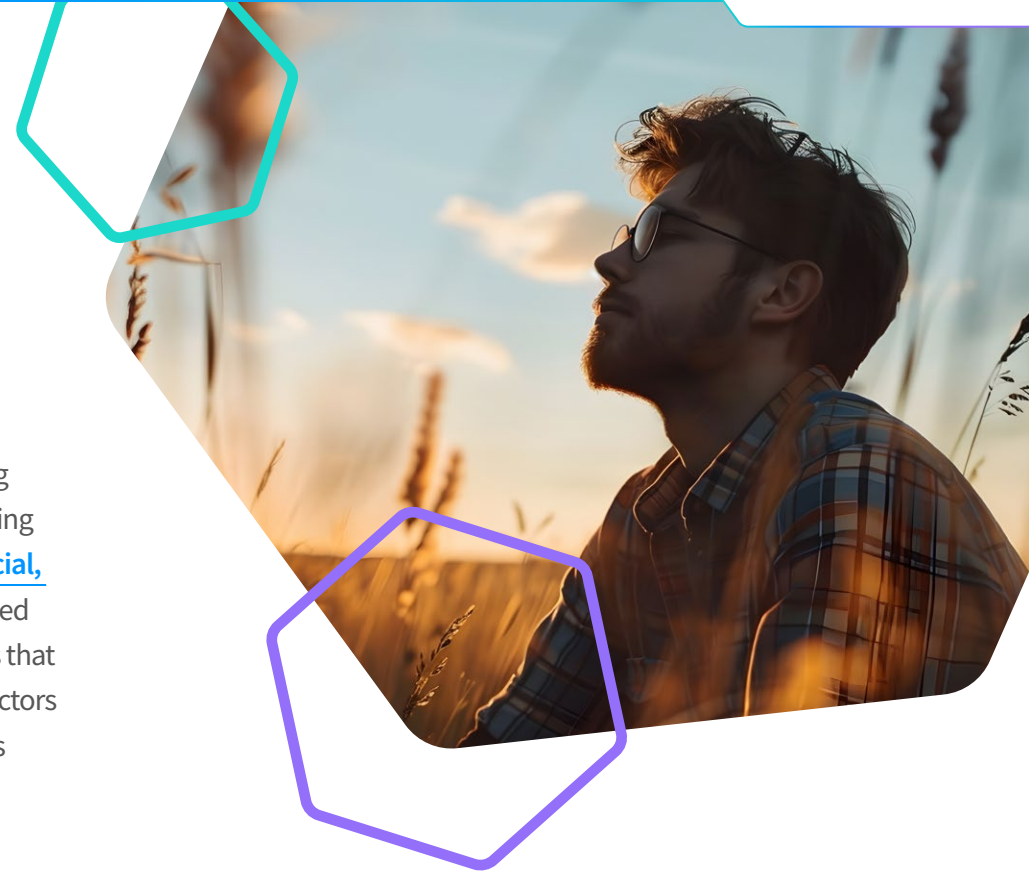
In order to monitor and manage initiatives related to sustainability, the Company relies on a statutory Social,

Environmental and Climate Responsibility Committee (CRSAC, in Portuguese), which is responsible for making recommendations to the Board of Directors and assessing the compliance of implemented actions with the [Social, Environmental and Climate Responsibility Policy](#). Based on CVM Resolution 4945/21, the PRSAC also establishes that governance is effectively delegated to the Board of Directors and an officer responsible for implementing the actions designed to ensure effectiveness.

In order to ensure alignment with the sustainability guidelines by incorporating the PRSAC into the Institution's strategy, in 2023, Banrisul engaged a specialized technical consultancy to draw up an agenda of actions to be implemented.

Considering the progress required due to both regulatory and global demand, the Bank has begun a more in-depth study to assess its impacts through its businesses,

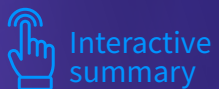
products and services. This study aims to help the Institution improve its relationship and increase its engagement with stakeholders and, consequently, identify business opportunities that reflect an enhancement in the quality of the products and services offered related to positive impacts, as well as mitigate possible risks relating to negative impacts.



5

Relationship with stakeholders

Engagement with stakeholders	65
Customers	65
Employees	71
Partner and supplier management	89
Government	91
Shareholders	93



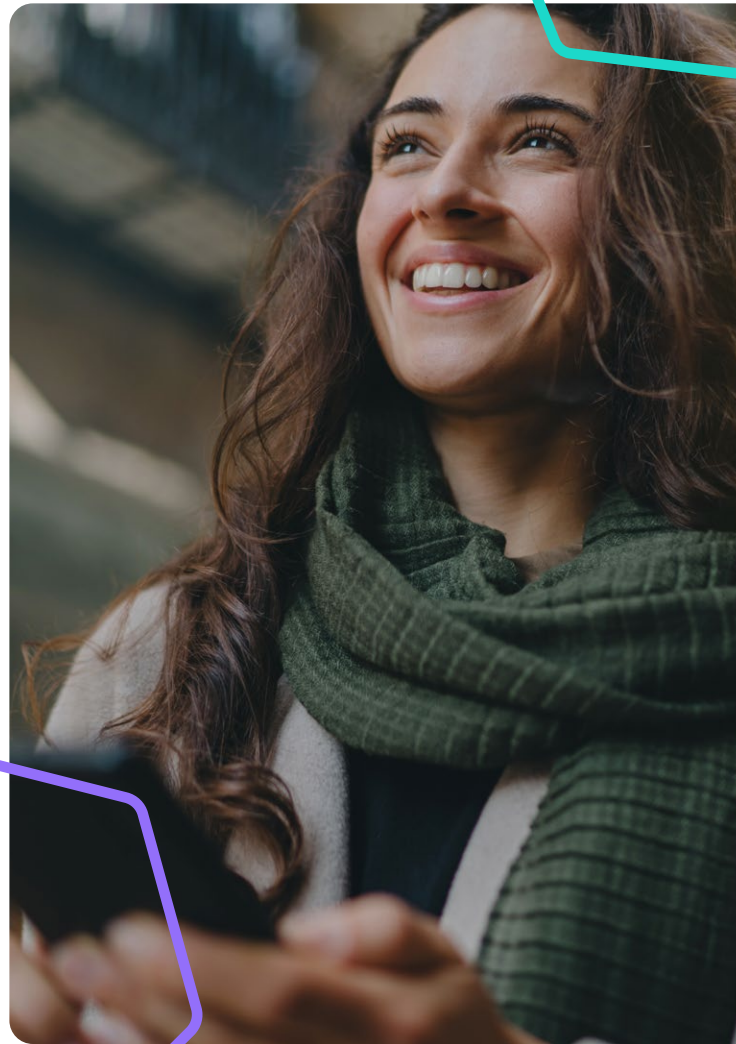
Interactive
summary



Engagement with stakeholders

GRI 2-29

Banrisul constantly seeks to strengthen its relationship with its stakeholders (customers, employees, suppliers, public authorities and shareholders), providing greater opportunities for business development and listening, especially to new employees hired during the year. In order to consolidate its social role, the Bank has also strengthened its engagement with external public, the community and customers through specific events and actions. Engagement with these audiences will be discussed in more detail throughout the chapter.



Customers

≡ GRI 3-3 ON THE TOPIC OF SALES PRACTICES AND CUSTOMER SATISFACTION

Banrisul strives to offer excellent service to its customers, in all relationship channels catering to this public. In line with its proposal to work towards constantly improving its service, the Bank completed the installation of Service Management Terminals (TGA, in Portuguese) in the third quarter of 2023.

The resource makes it possible to generate corporate data and information on customer behavior at the physical point of service. This information is also used to manage service quality indicators, which impact branch performance and are now part of the Bank's employee compensation and career planning metrics, contributing

In line with its proposal to work towards constantly improving its service, the Bank completed the installation of Service Management Terminals (TGA) in the third quarter of 2023, an important tool in the customer journey.

to the development of a culture focused on service quality. TGAs are an important tool for improving the customer journey and supporting branch agents.

To improve the on-site service network experience, Banrisul's customers rely on Banripontos, accredited merchants that offer several banking services, with flexible hours, convenience, practicality, thus increasing the number of points of service. In 2023, another convenience was made available for Banripontos users: Pix Saque (money withdrawal using Pix transfers).

Satisfaction surveys (NPS and CSAT) are the main tools for showing progress in customer relations. In addition to showing goals, targets and indicators, the



Satisfaction surveys

designed to identify areas for improvement in the customer experience

metrics help to identify points for improvement in the customer experience and influence the Quality of Service Indicator (IQA, in Portuguese).

In terms of government relations, Banrisul sees opportunities for new payroll acquisitions from the state's local municipal governments the following year. At the end of 2023, the Bank had around 300 payroll contracts, representing 60% of the municipalities in Rio Grande do Sul State.



In the customer area, the Institution has rules for excellent customer service:



Institutional Manual/Banrisul's Customer and User Relations Policy

, which consolidates the guidelines, policies, standards and responsibilities that must be observed when conducting business with the Bank's customers and users, throughout the entire relationship cycle: before, during and after product and service contracts;



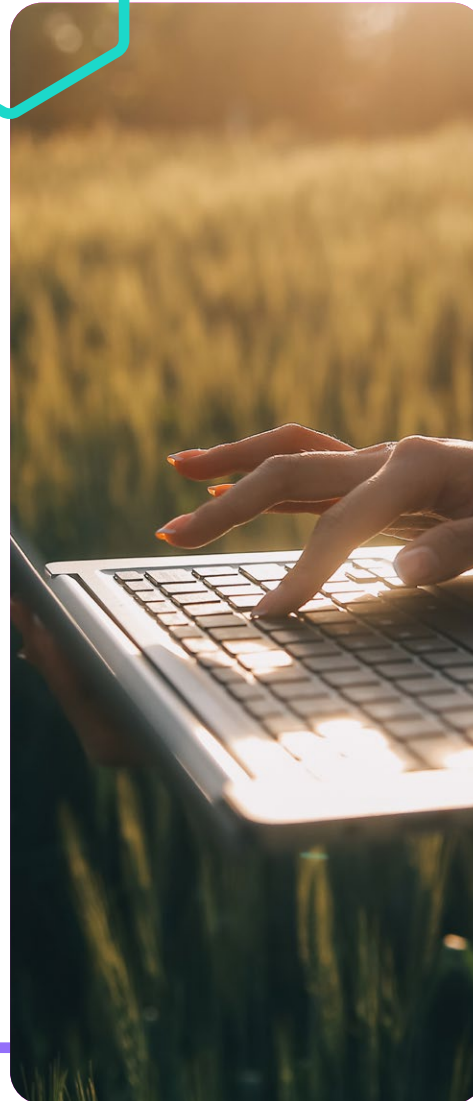
Institutional Manual/Ombudsman Policy

, which defines guidelines and rules for handling customer/user complaints as a last resort, after all attempts at satisfaction and/or a definitive solution have been exhausted by the Bank's primary service channels.

Ombudsman

Banrisul relies on an Ombudsman Office to analyze and seek solutions to customer/user complaints, as a last resort when the primary service channels do not respond satisfactorily. This channel received 5,115 complaints in 2023, of which 1,017 referred to tickets opened in the Ombudsman channel, including letters answered, 1,512 referred to complaints filed with the Central Bank of Brazil (Bacen, in Portuguese), and 2,586 came from the Consumer Protection and Defense Program (Procon, in Portuguese).

Through careful analysis and identification of the root cause of the problem reported, complaints registered in the Ombudsman service channels are used as inputs to enhance processes, products, and services; reduce the risk of recurrence; prevent litigation; and make improvements to all customers and users. The weaknesses identified by the Ombudsman Office when handling demands derive from the corporate environment used by the Bank's risk and control departments, contributing to build a consolidated information framework that enables managers to better assess their risks.



Relationship channels

The economic development of Rio Grande do Sul is one of Banrisul's purpose pillars; therefore, given the fundamental vocation of the state's economy, the Bank prioritizes agribusiness, with a focus on the growth of the small and medium-sized producer portfolio.

With its own funds, BNDES on-lending lines, and funds coordinated by the Brazilian National Treasury Department, Banrisul has been consolidating its position as one of the major financial institutions that support agribusiness in the State.

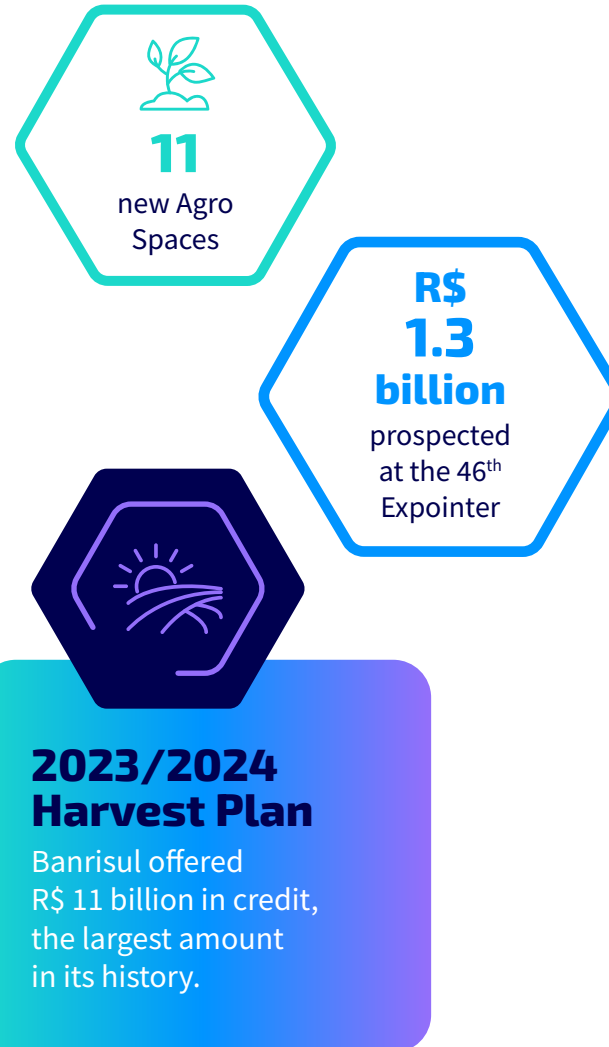
With its own funds, BNDES on-lending lines, and funds coordinated by the Brazilian National Treasury Department, Banrisul has been consolidating its position as one of the major financial institutions that support agribusiness in the State. Banrisul is currently the third-largest player in agribusiness, with a 20% market share, and it is working to be efficient in other lines for the sector, besides rural credit.

This position reflects excellence in customer service in the segment, among other things. Since 2021, the Bank has made available Banrisul Agro Spaces, offering tailor-made services, technical support and financial advice provided by industry experts in a customized space in the

municipalities of Santo Ângelo, Cruz Alta, Passo Fundo, Bagé, Sant’Ana do Livramento, Ijuí, and Carazinho. Another 11 new Agro Spaces have been approved and are in the implementation phase.

For the 2023/2024 Harvest Plan, Banrisul offered R\$ 11 billion in credit, the largest amount in its history.

Between August 26 and September 3, 2023, the Institution attended the 46th Expointer, racking up a record R\$ 1.3 billion in business prospects (up 52.0% compared to the last fair edition in 2022), with a focus on financing for machinery and equipment, irrigation projects, and renewable energy. The main credit lines offered were Moderfrota, Moderforta Pronamp, Renovagro, Proirriga, PCA and Pronaf Máquinas.



Financing modernizes rural areas, improving productivity and reducing the impact on the environment, in line with the Bank’s credit goals.

For 2024, the Institution has begun acquiring new remote sensing tools, environmental compliance and systemic improvements for credit flows, as well as implementing the Rural Producer Bond (CRP, in Portuguese), a financial security designed to finance producers, cooperatives and companies. In this agri-financing market, the CPR already plays an important role and should enable more producers to access credit, automatically renewing costing and expanding digitalization in agribusiness.

For 2024, the Institution has begun acquiring new remote sensing tools, environmental compliance and systemic improvements for credit flows.

For its attendance at Expointer, the Organization received the Neutral Event Blue Seal for offsetting carbon emissions in the Institution’s three spaces: the branch, the Agribusiness booth and Casa Banrisul. Greenhouse gases generated in the assembly, operation and dismantling of the spaces were measured and fully offset through support to environmental projects.



App and Internet Banking

Banrisul has also improved its App and Internet Banking. In 2023, Banrisul reaffirmed the evolution of its digital transformation and innovation by enhancing customer experience on the App and Internet Banking through easy access to the main banking products (Pix, Payments and Credit Card), direct redirection of marketing campaigns highlighted on App's home screen, and a new configuration of products and services available on the Office Mobile, among other improvements.

Banrisul is constantly improving its technological practices, making it easier for customers to access its main banking products. At the same time, improvements in digital security have also been developed.

At the same time, the Bank implemented security improvements, especially a broader range of transactions covered by the Anti-Fraud System, chargebacks for corporate customers and customization of financial transaction limits on the Office Banking and Office Mobile, providing customers with greater autonomy.

The Banrisul App was improved in 2023 and began to offer new products, including sales poll quotas, life insurance, the Banrisul Veloe tag (automated toll and parking lot fee payments) and BanriPay (contactless payments via Banricompras), as well as new services, such as requesting new debit cards, account association and disassociation, and more speed for customers to contact their Branch or account manager.

In 2023, Banrisul’s digital channels reinforced the Bank’s social role in Rio Grande do Sul State, providing, via the Banrisul App, advance payment of INSS benefits to beneficiaries living in municipalities hit by public calamities due to floods and other catastrophic events.

In line with financial market trends, the expansion of Open Finance was boosted by the registration update service available on the My Finance menu, which allows customers to check balances and limits of other banks.

Internet Banking (Home and Office Banking) and Mobile Banking (My Account, Affinity and Office App), accessed via the Banrisul App, recorded 606 million accesses in



606 million
accesses to Banrisul’s digital channels



Satisfaction analysis
carried out quarterly at the Bank



New general
IQA guidelines were included in the Ombudsman Policy

2023, 11.0% more than in 2022, with an average of 1.7 million daily accesses. Compared to the twelve months of 2022, the year saw an increase of 11.8% in the total number of transactions carried out through these channels, 20.3% in the number of financial transactions and 5.5% in transaction volume.

Satisfaction index

Since the implementation of the Quality Management department in 2020, a satisfaction survey analysis and diagnosis has been carried out quarterly, in two stages: to identify the root cause of the tickets rated 1 and 2 in relation to the first question of the survey, which assesses the response of the Ombudsman’s Office, and to identify and analyze the tickets rated 1 and 2 in relation to the second question of the survey, which assesses the quality of the service provided by the Ombudsman’s Office.

From this analysis, it is possible to see if there is a concentration on

the root cause of the complaints with low scores in the first question in order to recognize any points for improvement. Then, the treatment of at least 10% of the total number of tickets scored 1 and 2 in the second question is assessed. Some tickets are randomly selected, and then a detailed analysis is made of the service provided by the operator of the Interactive Voice Response (IVR), in the case of complaints made by telephone. The Service Quality Index, which penalizes the areas of the Bank that are the source of complaints deemed valid by the Bacen, was implemented in 2020, and its general guidelines were included in the Ombudsman Policy.



Employees

☰ GRI 2-7, 2-8, 2-30

The Bank considers human capital to be its greatest asset for growth and seeks to appropriately meet the needs and aspirations of these stakeholders by providing a comfortable and safe working environment, where transparency, respect and gender equality prevail, boosting everyone's engagement.

At the end of the year, Banrisul's human capital was made up of 9,089 permanent employees (a 5% year-on-year increase), 3 attachés and 1,986 interns (with contracts valid for up to two years, via the School-Business Integration Center (CIEE, in Portuguese). To strengthen the team and bring new talent to the Institution, 244 new

employees joined the IT departments and 898 employees joined the branch network in 2023. Everyone took part in the Onboarding Program for new employees. The increase contrasts with the result of the last Voluntary Redundancy Program, which impacted 504 employees. All Bank's employees are covered by collective bargaining arrangements, in particular the Collective Bargaining Agreement and its amendment.

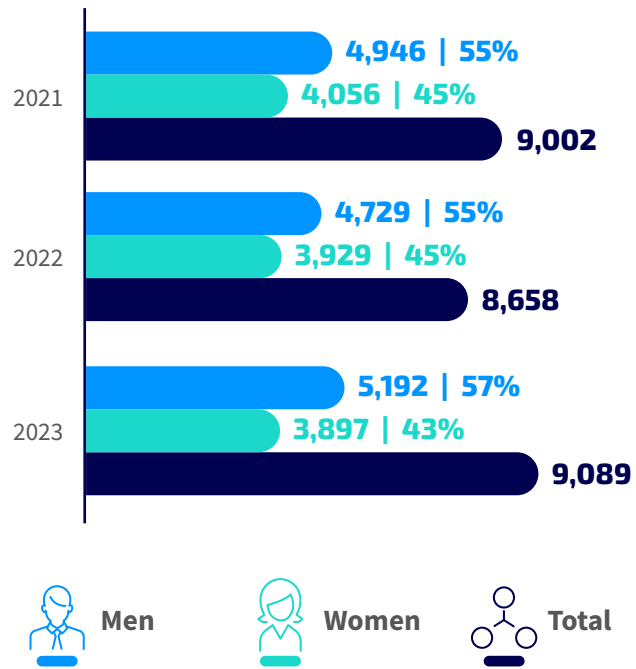
Workers who joined the branch network are trained by combining experience at the branch with a Knowledge Trail consisting six modules in Banrisul's distance learning platform, comprising courses and webinars aimed at disseminating strategic content from the technical and business areas.



Banrisul seeks to provide
an environment in which transparency,
respect and gender equality prevail, boosting
everyone's engagement

— Information on employees, by employment contract, work regime and gender¹ ≡ GRI 2-7

Permanent and full-time employees



¹There are no temporary, non-guaranteed hours and part-time employees. Data was generated based reports from HR's own systems, considering the totals at the end of the year.

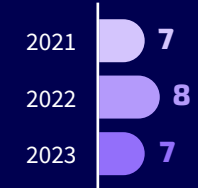
— Information on employees, by employment contract, work regime and region¹ ≡ GRI 2-7



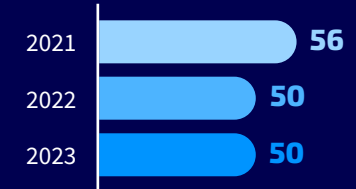
¹There are no temporary, non-guaranteed hours and part-time employees. There are no employees in the North and Northeast regions. Data was generated based reports from HR's own systems, considering the totals at the end of the year.

Permanent and full-time employees

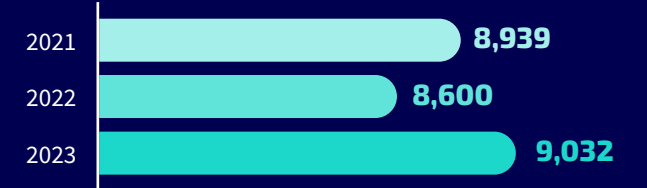
Midwest



Southeast



South



TOTAL



Health, safety and well-being

≡ GRI 403-1, 403-3, 403-6

Health, safety and well-being are the basis of our employees' quality of life, which is reflected in Banrisul's results. The Bank has a safety management system monitored by the Internal Accident Prevention Committee (CIPA, in Portuguese) and supported by a broad set of actions, initiatives and specific technical documents that mainly comprise the Risk Management Program (PGR, in Portuguese) and the Occupational Health Medical Control Program (PCMSO, in Portuguese). All employees are covered by the same worker protection initiatives in all units, including the branch network, administrative staff in the General Management units and the Board of Executive Officers.

The PCMSO is responsible for the screening and early detection of possible work-related health problems, reporting them to the Specialized Safety Engineering and Occupational Medicine Service (SESMT, in Portuguese) for assessment of service quality with the PCMSO coordinating physician.

Employees receive ergonomic care with assessment, adaptation of workstations and individual guidance – initiatives designed to protect workers at all Banrisul units.

In addition to offering Cabergs, a self-managed health insurance plan, the Bank has preventive programs aimed at maintaining general health. In 2023, the main

actions of the programs were the annual flu vaccination campaign, the emotional support program for victims of robbery during work activity (PASS, in Portuguese), with full reimbursement of the necessary therapies in order to prevent illness due to post-traumatic stress, and the program to pay for all treatment to recover from accidents at work and illnesses related to professional practice (Proat, in Portuguese).

Safety risk management is supported by guidelines applied by the main regulatory bodies in the sector, taking into account recommendations from specific regulations contained in manuals published by the following entities:



- Ministry of Labor and Social Security;
- Labor Prosecution Office;
- Fundacentro (a government foundation linked to the Ministry of Labor);
- Brazilian Health Regulatory Agency (Anvisa, in Portuguese);
- Occupational Safety and Health Administration (OSHA);
- National Institute for Occupational Safety and Health (NIOSH);
- American Conference of Governmental Industrial Hygienists (ACGIH); and
- Collective Bargaining Agreement.



Diversity, equity and inclusion

≡ GRI 3-3 ON THE TOPIC OF DIVERSITY AND INCLUSION

The Bank set up a management team with professionals dedicated to Diversity and created Affinity Groups, such as the Gender Equity Group, the Race and Ethnicity Group, the PwD Group, the LGBT+ Group and a Diversity, Equity and Inclusion Committee, with the aim of planning and implementing actions in this area, monitoring indicators and training leaders and employees on the subject.

The Committee, which has 11 members from different areas, holds monthly meetings to discuss the actions and plans related to Banrisul's intentions on the

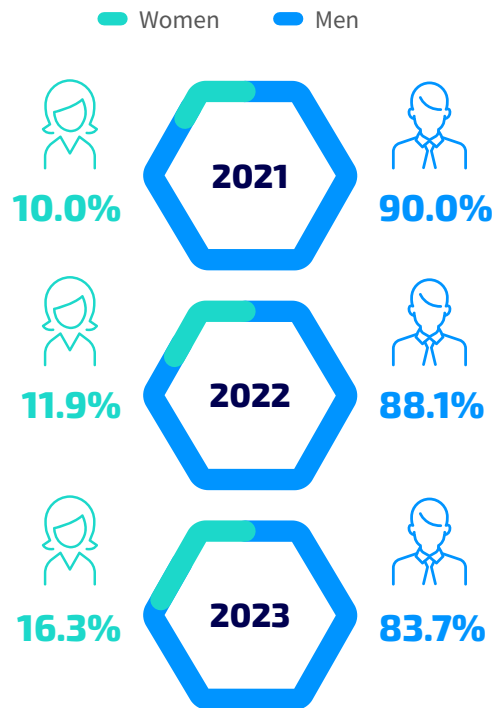
topic and receives requests from the affinity groups. In 2023, the Committee coordinated several actions aimed at promoting changes in internal communication, with the monthly distribution of materials on relevant topics to the affinity groups and webinars.

A management team dedicated to diversity was set up at the Bank, with the aim of promoting actions on this issue.

Diversity in governance bodies

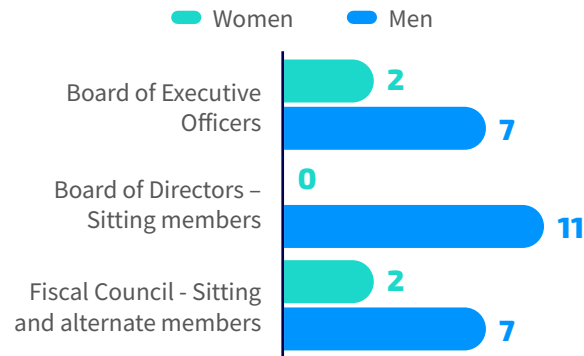
— Percentage of individuals within governance bodies by gender

≡ GRI 405-1



— Management body¹

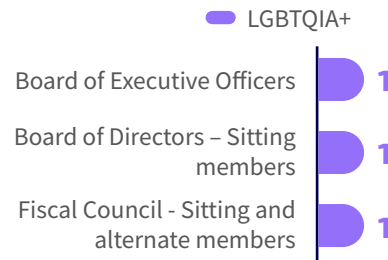
≡ GRI 2-9



¹ There are no members who identify as non-binary on the governance bodies.

— Management body¹

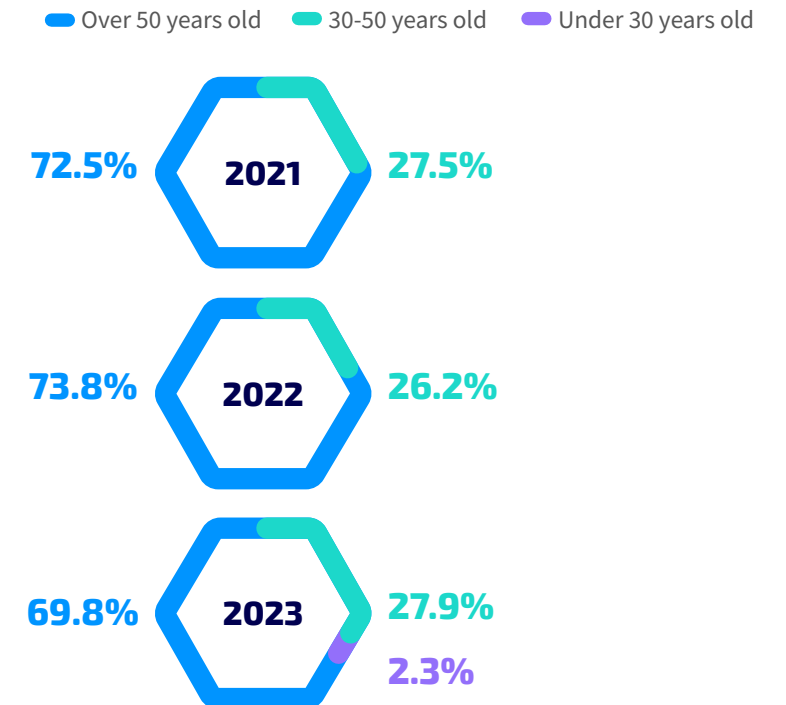
≡ GRI 2-9



¹ There are no People with Disabilities in the governance bodies.

— Percentage of individuals within governance bodies by age group¹

≡ GRI 405-1



¹ There are no members of governance bodies under the age of 30 in 2021 and 2022.

– **Percentage of individuals within governance bodies by color or race¹**

≡ GRI 405-1

Color or race	2021	2022	2023
Black	0.0%	0.0%	2.3%
White	100%	100%	97.7%

¹There are no brown, indigenous, or yellow individuals who are part of the governance bodies.

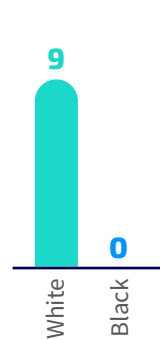
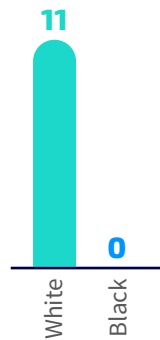
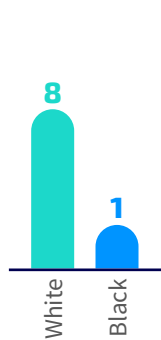
– **Management body**

≡ GRI 2-9

 **Board of Executive Officers**

 **Board of Directors – Sitting members**

 **Fiscal Council – Sitting and alternate members**



Diversity of the workforce

– **Percentage of employees per employee category, by gender**

≡ GRI 405-1

Employee category	Gender	2021	2022	2023
Superintendent	Men	66.2%	66.7%	70.1%
	Women	33.8%	33.3%	29.9%
Manager	Men	61.1%	60.0%	60.3%
	Women	38.9%	40.0%	39.7%
Analyst	Men	61.4%	60.5%	60.3%
	Women	38.6%	39.5%	39.7%
Assistant	Men	63.5%	55.8%	53.7%
	Women	36.5%	44.2%	46.3%
Without commissioned position	Men	50.2%	49.7%	54.9%
	Women	49.8%	50.3%	45.1%
Interns	Men	43.2%	39.5%	35.3%
	Women	56.8%	60.5%	64.7%
Other	Men	55.7%	54.8%	54.8%
	Women	44.3%	45.2%	45.2%
Total	Men	52.9%	51.6%	53.2%
	Women	47.1%	48.4%	46.8%

— Percentage of employees per employee category, by age group ≡ GRI 405-1

Employee category	Age group	2021	2022	2023	Employee category	Age group	2021	2022	2023
Superintendent	Under 30 years old	0.0%	0.0%	0.0%	Without commissioned position	Under 30 years old	4.2%	2.2%	11.8%
	30-50 years old	32.4%	31.9%	37.3%		30-50 years old	68.5%	66.9%	65.4%
	Over 50 years old	67.6%	68.1%	62.7%		Over 50 years old	27.3%	30.9%	22.8%
Manager	Under 30 years old	1.6%	1.7%	1.1%	Interns	Under 30 years old	89.4%	88.0%	85.9%
	30-50 years old	69.0%	71.3%	77.0%		30-50 years old	10.6%	11.6%	13.5%
	Over 50 years old	29.5%	27.0%	21.9%		Over 50 years old	0.1%	0.4%	0.6%
Analyst	Under 30 years old	2.0%	1.3%	0.9%	Other	Under 30 years old	0.5%	0.5%	0.3%
	30-50 years old	65.3%	67.0%	69.0%		30-50 years old	57.1%	57.4%	64.4%
	Over 50 years old	32.7%	31.7%	30.1%		Over 50 years old	42.4%	42.1%	35.3%
Assistant	Under 30 years old	2.0%	0.0%	0.0%	Under 30 years old	18.1%	19.2%	21.1%	
	30-50 years old	68.9%	66.2%	65.7%	30-50 years old	57.3%	55.9%	58.3%	
	Over 50 years old	29.1%	33.8%	34.3%	Over 50 years old	24.6%	24.9%	20.6%	
					Total				

— Employee percentage per employee category, by color or race ≡ GRI 405-1

Employee category	Color or race	2021	2022	2023
Superintendent	Black	0.0%	0.0%	0.0%
	Brown	1.5%	1.4%	3.0%
	White	98.5%	98.6%	97.0%
	Indigenous people	0.0%	0.0%	0.0%
	Yellow	0.0%	0.0%	0.0%
	Anonymous	0.0%	0.0%	0.0%
	Not informed	0.0%	0.0%	0.0%
Manager	Black	1.5%	1.8%	1.6%
	Brown	2.1%	2.6%	6.1%
	White	96.2%	95.3%	92.1%
	Indigenous people	0.1%	0.1%	0.0%
	Yellow	0.0%	0.0%	0.2%
	Anonymous	0.0%	0.0%	0.0%
	Not informed	0.1%	0.2%	0.1%

Employee category	Color or race	2021	2022	2023
Analyst	Black	2.5%	2.7%	3.2%
	Brown	2.7%	2.9%	6.2%
	White	94.4%	94.1%	89.9%
	Indigenous people	0.1%	0.1%	0.1%
	Yellow	0.0%	0.0%	0.3%
	Anonymous	0.0%	0.0%	0.1%
	Not informed	0.3%	0.2%	0.3%
Assistant	Black	4.7%	2.6%	1.5%
	Brown	2.0%	1.3%	3.0%
	White	93.2%	96.1%	95.5%
	Indigenous people	0.0%	0.0%	0.0%
	Yellow	0.0%	0.0%	0.0%
	Anonymous	0.0%	0.0%	0.0%
	Not informed	0.0%	0.0%	0.0%

— Employee percentage per employee category, by color or race ≡ GRI 405-1

Employee category	Color or race	2021	2022	2023
Without commissioned position	Black	2.2%	2.0%	3.6%
	Brown	3.0%	2.7%	6.9%
	White	94.5%	95.1%	88.8%
	Indigenous people	0.1%	0.1%	0.1%
	Yellow	0.0%	0.0%	0.2%
	Anonymous	0.0%	0.0%	0.0%
	Not informed	0.2%	0.2%	0.3%
Interns	Black	2.2%	2.3%	2.4%
	Brown	3.2%	2.9%	1.0%
	White	94.3%	94.5%	7.8%
	Indigenous people	0.0%	0.0%	0.0%
	Yellow	0.0%	0.0%	0.0%
	Anonymous	0.0%	0.0%	0.0%
	Not informed	0.2%	0.3%	88.8%

Employee category	Color or race	2021	2022	2023
Other	Black	2.2%	2.1%	2.2%
	Brown	2.8%	2.7%	5.8%
	White	94.8%	94.9%	91.8%
	Indigenous people	0.1%	0.1%	0.0%
	Yellow	0.0%	0.0%	0.0%
	Anonymous	0.0%	0.0%	0.3%
	Not informed	0.2%	0.2%	0.0%

— Percentage of employees per employee category, per people with disabilities ≡ GRI 405-1

Employee category	People with disabilities	2021	2022	2023
Superintendent	People with disabilities	1.5%	1.4%	1.5%
	People without disabilities	98.5%	98.6%	98.5%
Manager	People with disabilities	0.6%	0.5%	0.6%
	People without disabilities	99.4%	99.5%	99.4%
Analyst	People with disabilities	1.1%	1.0%	1.2%
	People without disabilities	98.9%	99.0%	98.8%
Assistant	People with disabilities	1.4%	2.6%	1.5%
	People without disabilities	98.6%	97.4%	98.5%
Without commissioned position	People with disabilities	0.9%	1.0%	3.0%
	People without disabilities	99.1%	99.0%	97.0%

Employee category	People with disabilities	2021	2022	2023
Interns	People with disabilities	0.0%	0.0%	0.3%
	People without disabilities	0.0%	0.0%	99.7%
	Not informed	100%	100%	0.0%
Other	People with disabilities	1.7%	1.8%	1.9%
	People without disabilities	98.3%	98.2%	98.1%
	People with disabilities	0.8%	0.8%	1.8%
Total	People without disabilities	81.9%	79.0%	98.2%
	Not informed	17.4%	20.3%	0.0%

Banrisul has been improving its actions geared towards people with disabilities with the collaboration of the PwD+ Affinity Group, created to receive and welcome employees with or without disabilities who are interested in debating, suggesting and implementing actions related to the search for equity in labor relations, thus working towards reducing stigma and ableism and promoting an increasingly inclusive culture at Banrisul.



Attraction and retention

Geared towards identifying growth opportunities and offering the best experience during the employee journey, the Bank implemented a survey to identify key reasons leading employees to work at Banrisul and understand their expectations towards the Bank. In this regard, an onboarding survey was also conducted to assess the processes involved in this phase, based on employees' experience during their first months with the Bank.

Keeping up with the improvement of the Competency Assessment process, the Bank has been conducting actions to disseminate the continuous feedback culture, encouraging giving and receiving performance evaluation as it is a powerful people development tool. Continuous feedback helps employees to perceive which behavior leads to positive results for the organization and what must be improved. It also strengthens trust and increases motivation, boosting team performance.

— New employee hires, by age group¹ ≡ GRI 401-1

Age group	2021	%	2022	%	2023 ²	%
Under 30 years old	0	0.0%	0	0.0%	606	47.3%
30 - 50 years old	9	69.2%	3	75.0%	637	49.7%
Over 50 years old	4	30.8%	1	25.0%	39	3.0%
Total	13	100%	4	100%	1,282	100%

¹ The rates were calculated based on the total number of employees hired.

² In 2023, the number of employee hires was higher due to a civil service exam.

— New employee hires, by gender¹ ≡ GRI 401-1

Gender	2021	%	2022	%	2023 ²	%
Women	2	15.4%	2	50.0%	340	26.5%
Men	11	84.6%	2	50.0%	942	73.5%
Total	13	100%	4	100%	1,282	100%

¹ The rates were calculated based on the total number of employees hired.

² In 2023, the number of employee hires was higher due to a civil service exam.

— New employee hires, by region¹ ⓘ GRI 401-1

Region	2021	%	2022	%	2023 ²	%
Southeast	0	0.0%	0	0.0%	0	0.0%
South	13	100%	4	100%	1,280	99.8%
Midwest	0	0.0%	0	0.0%	2	0.2%
Total	13	100%	4	100%	1,282	100%

¹The rates were calculated based on the total number of employees hired. There were no employee hires in the North and Northeast regions.

²In 2023, the number of employee hires was higher due to a civil service exam.

— Employee turnover, by age group¹ ⓘ GRI 401-1

Age group	2021	%	2022	%	2023 ²	%
Under 30 years old	21	7.2%	32	9.2%	46	5.4%
30 - 50 years old	182	62.5%	219	62.9%	209	24.6%
Over 50 years old	88	30.2%	97	27.9%	596	70.0%
Total	291	100%	348	100%	851	100%

¹The rates were calculated considering the total number of laid off employees.

²In 2023, the number of layoffs was high due to the implementation of the Incentivized Retirement Plan carried out in 2022, with layoffs scheduled for the following year.

— Employee turnover, by gender¹ ⓘ GRI 401-1

Gender	2021	%	2022	%	2023 ²	%
Women	97	33.3%	127	36.5%	372	43.7%
Men	194	66.7%	221	63.5%	479	56.3%
Total	291	100%	348	100%	851	100%

¹The rates were calculated based on the total number of laid off employees.

²In 2023, the number of layoffs was high due to the implementation of the Incentivized Retirement Plan carried out in 2022, with layoffs scheduled for the following year.

— Employee turnover, by region¹ ⓘ GRI 401-1

Region	2021	%	2022	%	2023 ²	%
South	288	99.0%	344	98.9%	848	99.6%
Southeast	2	0.7%	1	0.3%	2	0.2%
Midwest	1	0.3%	3	0.9%	1	0.1%
Total	291	100%	348	100%	851	100%

¹The rates were calculated based on the total number of laid off employees.

²In 2023, the number of layoffs was high due to the implementation of the Incentivized Retirement Plan carried out in 2022, with layoffs scheduled for the following year.

Training

■ GRI 3-3 ON THE TOPIC OF HUMAN CAPITAL DEVELOPMENT, 404-2

In 2023, Banrisul invested R\$ 5.3 million in employee training, including partial subsidies for undergraduate, graduate, master's and doctoral courses. The language course was revamped by the hiring of a distance learning platform and, since September, 220 employees have started classes in this new format, fully subsidized by the Bank.

Among the Corporate Education initiatives, Banrisul invested in Training Programs for the branch networks and general management units from learning paths in the distance learning or on-site format.

New courses were made available on Banrisul's distance learning platform throughout the year, including specific courses on agribusiness and foreign exchange launched by year-end. In addition, the Bank offered courses on supplementary pension plans, with market content provided by Universidade Corporativa da Previdência Complementar (UniAbrapp).

In the last quarter of 2023, the Bank increased the production of multimedia content, supporting internal communication and disseminating educational actions through the multimedia studio.

Banrisul offered 28 mandatory courses, which totaled 137,000 training hours in 2023.

The bidding process for hiring an external distance learning platform for the community was completed, and the platform is expected to be launched in 2024, offering courses focused on financial education and sustainability.

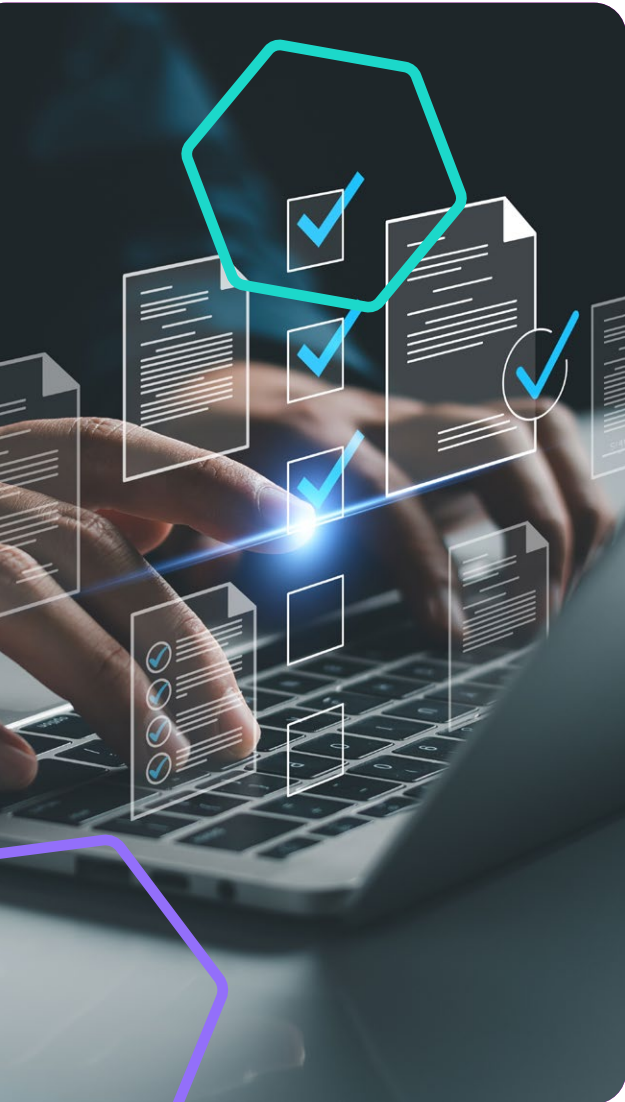
Banrisul invests in the development of educational strategies and programs through co-production, integrating the vision of the branch network and General Management, focused on using knowledge to enhance productivity and provide



R\$ 5.3 million
invested in employee training



28 courses
offered, which totaled 137,000 training hours in 2023



better service. Attention to inclusive and integrative language in the dissemination of programs and learning paths enhances qualifications by bringing together and connecting all units and Regional Superintendencies.

The Bank promotes the exchange of knowledge and learning between academia and practice at the institution. Employees benefiting from education subsidies share their academic term papers in

In the Banrisul Repository, all employees have access to the academic thesis work of their peers, enabling further advancements in studies.

Banrisul's Repository so that their research can serve as input for other studies.

To monitor the development of the training area, the Bank tracks investments, employee participation in courses, certifications achieved, mandatory courses developed, career progression based on training, course and webinar reaction surveys and the applicability of academic research, among other things.

The Bank's strategy when developing the Annual Training and Development Plan involves several stages, including an online survey available to all employees; focus groups with representatives from the branch network and General Management; analysis of strategic



The development of the **Annual Training and Development Plan** takes into account market research and trends

planning guidelines, market trends and gaps reported to the human resources department.

Banrisul evaluates corporate education based on key indicators: investment, number of employees who attended courses, number of employees who received certification, training hours per employee, course/event satisfaction level and course/event quality level.

In 2023, the Bank began to pay special attention to NPS indicators in order to develop educational

proposals and organizational content using agile tools. This allows for improvements in workflows, dissemination of internal actions and achievement of performance when changing roles, through behavioral and business indicators.

Periodically, quantitative data on trained employees are shared with the Board of Executive Officers and employees in articles published in the internal portal. Every time Banrisul identifies a position that needs to be filled, specific training is developed to prepare professionals to meet the requirements of the job as market managers, business operators and agribusiness relationship managers, among others.

In 2023, several webinars focusing on Diversity, Equity and Inclusion were created, strengthening the inclusive culture in the organization. In the New Employee Onboarding Program, strategies for welcoming new colleagues with disabilities and guidance for managers were incorporated into educational strategies, in partnership with human resources.



The Bank has started to pay special attention to NPS indicators for developing educational proposals and organizational content, using agile methodology tools.

Banrisul focused its efforts on engaging its stakeholders, especially internal stakeholders and managers. Due to the hiring of new employees and the fact that it was a year marked by changes in the Institution's management, Banrisul intensified its efforts to connect employees and engage these professionals in the new strategic guidelines.

Through the Onboarding Program, the People and Culture Development Unit – Corporate University, responsible for organizing the program, provided newcomers with a unique experience that allowed them to deepen their

knowledge of Banrisul's history, mission, culture, values, practices and goals. The initiative reinforces the Bank's commitment to the continuous training of its employees, striving for constant improvement.

Banrisul also offered courses through the Training Program to advance its employees' careers. The courses were designed through co-production organized by the Corporate University, involving the administrative units, the branch network and Banrisul Group affiliates.

Training courses offered:

- **Business Managers and Business Managers in Other States**, which trains and develops professionals to work in the branch network, serving corporate customers;
- **Account Managers**, which promotes the onboarding, training and development of employees selected to work in the new role of Account Manager, developing the skills and attitudes necessary for the proper performance of their activities;
- **Business Operators**, which trains employees selected to work in the new Business Operator position, aiming to prepare them to serve and work with individual customers;
- **Supervisors**, which trains and develops professionals to work as Supervisors in the branch network, serving the Bank's internal and external public;
- **Market Manager**, which trains and develops the employees selected for the new position of Market Manager in the branch network;
- **Agribusiness Relationship Manager**, aimed at professionals who will manage a pre-defined portfolio of customers of the respective point of service, with a business focus on middle and high-income rural producers;
- **Agribusiness Manager**, which trains employees selected for the new Agribusiness Manager position, developing technical skills focused on the segment, expanding their knowledge of rural credit products and services, aiming at attracting and managing new business in this segment.
- **Corporate Business Manager**, which aims to train professionals to manage Large Companies accounts;
- **Government Business Managers**, which aims to train professionals to work at the superintendencies, in line with the Government Business Unit's goals.

— Participants in training programs ≡ GRI 404-2

Training program for career advancement	Total participants		
	2021	2022	2023
Business manager	50	69	43
Business operators	70	203	172
Account manager	33	57	34
Supervisors	0	11	79
Market manager	15	20	16
Agribusiness relationship manager	23	29	24
Business manager - Other States	0	3	0
Business manager - Corporate Customers	6	9	3
Business manager - Governments	11	7	0
Agribusiness manager	10	0	3
Total	218	408	374

— Distance Learning – Banrisul¹ ≡ GRI 404-2

	2021	2022	2023
Distance learning training hours	303,415	412,801	404,140
Students enrolled	89,760	151,280	141,550
Employed on December 31	9,030	8,658	9,089
Average training hours per employee	33.6	47.7	15.6
Number of classes offered in the platform	1,869	2,734	3,209

¹ All the training programs included in these figures are considered apprenticeships.

The Bank focuses on continued employability and follows-up with the participants of the *Pescar* Project and the Young Apprentice Program in order to monitor their insertion in the job market, after completing their experience at Banrisul.

— Average training hours per employee, by gender¹ ≡ GRI 404-1

Gender	2021	2022	2023	Δ 2022/2023
Men	52.8	67.0	86.3	28.7%
Women	40.3	65.3	81.3	24.6%
Total	47.2	66.1	84.1	27.3%

¹ To calculate the average number of hours, we used the total number of training hours per employee divided by the number of employees by gender (see GRI 2-7). In 2021, trainees were not included in this calculation. The data for 2022 was adapted to the methodology, which has led to a decrease in the average number of training hours [GRI 2-4]. All the training programs included in these figures are considered apprenticeships.



With regard to the average number of hours of training, by employment category, there was an increase in the Manager category, due to attendance in Training Programs, as shown in the following table; a reduction in the Analyst category, as a result of the Voluntary Redundancy Program, which terminated more than 500 employees, whose activities were transferred to other employees; extinction of the Assistant category, which included the technical advisor position; expansion of the Clerk category due to the entry of new employees, who participated in the onboarding program and training courses for the position; a reduction in the Intern category, compatible with the return to face-to-face activities, which demand new tasks and restrict the time available for capacity building; and a positive impact on the Other category, as a result of the new classes in the Supervisor Training Program.

– Average training hours per employee, by employment category¹ ≡ GRI 404-1

Employment category	2021	2022	2023	Δ 2022/2023
Superintendent	20.3	44.3	41.6	-6.1%
Manager	57.5	114.7	134.5	17.3%
Analyst ²	29.7	39.6	29.9	-24.5%
Without commissioned position - Clerk	38.8	64.3	86.6	34.7%
Interns	36.4	55.8	40.2	-28.0%
Other	31.1	65.9	105.6	60.2%
Total³	65.9	66.1	76.3	15.4%

¹To calculate the average number of hours, we used the total number of training hours per employee divided by the number of employees by employee category (see GRI 405-1). All the training programs included in these figures are considered apprenticeships.

²Assistants were considered in the functional category of Analysts.

³Training hours for attachés have not been taken into account.

Training in Brazilian Sign Language (Libras)

Banrisul promoted the inclusion of Libras in internal and external events, strengthening inclusive communication and broadening the audience, and hired professionals specialized in behavioral and technical topics: Assertive Communication, Prospecting and Sales, Leadership and Team Management.

Libras translation and interpretation was incorporated into meetings and webinars for internal stakeholders, as well as events for external stakeholders. The implementation of the agile methodology, used in all the work teams, favored adherence.

Partner and supplier management

≡ GRI 3-3 ON THE TOPIC OF PARTNER AND SUPPLIER MANAGEMENT, 2-6, 408-1, 409-1

To govern supplier relations, Banrisul uses the Bidding Law, other related federal and State legislation and the Internal Bidding and Contract Regulations (RILC, in Portuguese), published on the Bank's website under Transparency.

Banrisul' Supplier Manual was created to help the Bank's suppliers know and understand the procedures used in its business relations for the acquisition of goods and services.

The website also features other documents governing supplier relations, including the Supplier Relations Manual, which governs supplier behavior in bidding processes and the contracting of Banrisul Group companies, and Banrisul' Supplier Manual, created to help the Bank's suppliers know and understand the procedures used in its business relations for the acquisition of goods and services.

In public procurement rules, there is a tool that mitigates the real

impact of shortages: emergency contracting, a device that allows the immediate contracting of service providers/suppliers to meet an urgent service requirement. The resource makes it possible to carry out the services or supply and then deal with the internal administrative procedures provided for in the regulations, to make the contract effective.

Banrisul and its affiliates currently have several types of suppliers: lawyers, consultants, system





analysts, vendors of perishable and non-perishable goods, international IT companies, armored truck companies and numerous other service and providers. At the end of 2023, Banrisul and Banrisul Group companies had 1,385 active suppliers.

The purposes of the contracts are not related to the Bank's core business, but to its support activities, as support for Management. They also include loan and deposit service systems, Internet connection and network access. The terms and conditions of the relationships between the Company and its suppliers are set out in the contracts entered into between the parties.

At the end of 2023, Banrisul and Banrisul Group companies had 1,385 active suppliers.



R\$ 1.9 billion
was the value paid for suppliers
in 2023

Banrisul paid R\$ 1.9 billion to suppliers in 2023. Suppliers, especially those with contracts involving the outsourcing of labor, are submitted to thorough checks for compliance with labor and social security obligations, through monitoring of certificates of good standing, among other actions.



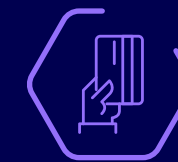
Government

The Bank's business strategy for the public sector was reinforced in 2023 through the renewal of business and service contracts, especially those related to tax collection and the payroll of civil servants.

Banrisul maintained its leading role by implementing the social programs launched by the government, such as the distribution of *Cartão do Cidadão* (Citizen's Card) and the transfer of funds, as a result of a partnership with the Rio Grande do Sul State Government. The main programs supported by Banrisul were:

DEVOLVE ICMS (RETURN ICMS TAX), AS OF 2021:

- Aimed at returning part of the ICMS tax to low-income families registered in CadÚnico (Single Registry), based on the criteria for receiving the *Bolsa Família* benefit or in case the registered family member has a dependent enrolled in the state's regular high school network.
- More than 482,000 cards have been delivered to beneficiaries at Banrisul's 344 delivery points in Rio Grande do Sul municipalities since the program began.



More than 482,000
cards have been delivered

VOLTA POR CIMA (BACK ON TOP):

- Launched three times in 2023 and also available after the 2024 weather event, it offers financial support to families affected by adverse weather events.
- Originally created to assist the population affected by an extratropical cyclone that hit the State in June 2023.
- Amounted to more than R\$ 37 million in around 23,500 transfers — totaling R\$ 2,500 or R\$ 700 each, depending on the situation, via *Cartão do Cidadão*.



Amounted to more than
+ R\$ 37 million
via *Cartão do Cidadão*

TUDO JOVEM NA ESCOLA (EVERY KID AT SCHOOL):

- Guarantees financial aid for high school students in the state’s public school system, with the aim of encouraging them to stay in the classroom and complete their school career.
- Aims to become the biggest initiative to fight school truancy and dropout in the country.
- It provides four incentives for students: a permanence grant, a school material aid, a pass savings account and an engagement award.
- Conditions: regularly enrolled students must have at least 75% attendance, be socially and economically vulnerable and belong to families registered in CadÚnico, with per capita income of up to R\$ 660 per month.



The program aims to become the **biggest initiative** to fight school truancy and dropout in the country.

Conditions: _____



75%
of attendance,
at least



up to
R\$ 660
per month
per capita income

Shareholders

Between 2021 and 2023, the shareholder base grew substantially, in terms of the number of individual investors. On December 28, 2023, free float was broken down as follows: 43.9% of shares held by individuals, 19.7% by local legal entities and 36.4% by foreign legal entities. In number of shareholders, 97.0% are individuals, 2.9% are local legal entities and 0.1% are foreign legal entities. During the year, there

were 150 bilateral interactions, 25% more than in 2022, demonstrating greater investor appetite.

Banrisul shareholders have at their disposal the Investor Relations department, which has specialized professionals and is in constant contact with the various market agents. The department is responsible for disclosing financial information, making presentations on results and prospects, updating mandatory regulatory documents and publishing material facts, notices to the market and other notices to shareholders and investors in a timely manner.

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To monitor the credibility of the IR program and investor engagement, Banrisul conducts perception studies with those who attended in the earnings live streaming event. In the last quarter of the year, the average was 9.2 points, in the zone of excellence.



R\$ 434.9 million
paid in IoE and dividends



New channels
to communicate with investors



9.2 points
excellence in investor engagement

Since early 2008, Banrisul has been maintaining a policy of paying Interest on Equity (IoE) quarterly and has historically remunerated its shareholders with IoE and dividend payments higher than the legally required minimum. In 2023, IoE and dividends totaling R\$ 434.9 million before withholding income tax were paid and/or accrued, representing a dividend yield of 6.9% in 12 months.

In December 2022, Banrisul launched its first Share Buyback Program aiming at maximizing value creation for its shareholders through efficient management of the capital structure. The Bank authorized the acquisition of up to 10,126,677 preferred shares, corresponding to 5% of shares of this type, without decreasing the capital

stock value, to be held in treasury, canceled or replaced in the market.

The acquisitions were made on the stock exchange between December 15, 2022, and December 15, 2023, at market value; however, in order to increase the liquidity of the Bank's shares, the Board of Executive Officers opted not to continue with the Program and sold all the shares that had been acquired on B3. There are no more treasury shares.

To be closer to its shareholders, Banrisul created the IR Contact channel, in addition to a mailing list investors can sign up to in order to receive information by e-mail when corporate events or any other communication takes place.

6

Social and environmental responsibility

Sustainable products and services	96
Financial inclusion and education	108
Projects with the community	111
Eco-efficiency	115
Greenhouse-gas emissions	121





Sustainable products and services

≡ GRI 3-3 ON THE TOPIC OF SUSTAINABLE PRODUCTS AND BUSINESS, GRI 4-DMA

Banrisul works hard to promote the economic, social and technological development of the regions in which it operates in a sustainable manner, enabling the maintenance and growth of economic sectors and the consequent generation of jobs and income.

There are credit lines that are classified as sustainable, according to criteria defined internally, considering social, environmental and climate additionalities.

The following pages detail these lines and their monetary values, as well as, in the area of services, credit cards that have a social bias.

With the aim of evaluating and qualifying this sustainable classification of its portfolio, a scope of work is underway with the assistance of an external consultancy which consists of validating the sustainable framework of the Credit Portfolio, which will allow for a refinement of the criteria currently adopted, in addition to evolving towards a qualified management of the sustainable portfolio and identifying with greater assertiveness the positive impacts of Banrisul's business.

Banrisul credit

Banrisul's total credit portfolio grew by R\$ 4.5 billion in the year compared to December 2022, influenced especially by growth in rural credit, real estate credit and commercial credit.

Comercial credit

The commercial credit portfolio totaled R\$ 34.8 billion in December 2023, making up 64.9% of the Bank's total balance of credit operations. Regarding the composition of commercial credit,

individuals accounted for 75.0% and legal entities accounted for 25.0% of the balance in the same period. Banrisul is committed to improving the customer experience in the physical and digital environments and to driving innovation, ensuring the Bank's sustainable growth.

Its focus is on expanding its credit portfolio with lower risk operations, especially its payroll loans for civil servants and pensioners. The proposal aims to prioritize a closer commercial relationship with its customers and review processes in order to guarantee a better experience.



R\$ 4.5 billion
of growth in
Banrisul's credit
portfolio



Emergency credit

In order to support the municipalities, population and companies affected by the severe weather events that occurred in the State of Rio Grande do Sul in 2023, Banrisul launched the Banrisul Emergency Personal Credit (CPB, in Portuguese) line in June 2023, among other products, for customers living in the municipalities hit by cyclones and, later, by floods. Specific credit lines were also released for the renegotiation of installment credit transactions, with a six-month grace period, for individual and corporate customers in the municipalities of

the Taquari Valley, and under the Emergency Credit Access Program (PEAC, in Portuguese), which is aimed at companies in the municipalities affected by the weather events that occurred between June and September 2023.

Banrisul has made an emergency credit line available in response to the catastrophe in Rio Grande do Sul, aiming to assist affected populations.

— General and emergency credit¹ = GRI G4-FS7, FS8

	Product/service description	Purpose	Target social group	Monetary value
Retail Banking	<i>CDC Universitário</i>	Credit line developed to finance all on-campus or hybrid higher education programs and types of partner universities. Banrisul has partnered with 13 universities: FACCAT, FEEVALE, IMED, PUCRS, UNISINOS, URI, UNISC, UNIJUI, UNIVATES, URCAMP, UCS, UCPEL and UPF, for students in Rio Grande do Sul.	Undergraduate students.	R\$ 102,217,812.1
	<i>CDC Sustentabilidade Outros PF e PJ</i>	Finance the acquisition of products to preserve energy resources and reuse water, and promote sustainable urban mobility.	Individual and corporate customers.	R\$ 2,970,545.7
	<i>CDC Sustentabilidade Energias Solar e Eólica PF e PJ</i>	Finance the acquisition of solar panels and wind power turbines, focused on clean energy generation.	Individual and corporate customers.	R\$ 474,248,109.6
	<i>CPB Acessibilidade</i>	Finance the acquisition of goods and services for people with disabilities.	People with disabilities.	R\$ 65,365.9
	<i>CEB Hospitais - Giro - Investimento</i>	Credit line to offer working capital and investment to non-profit private hospitals, clinics and laboratories in Rio Grande do Sul, which provide services to the Brazilian Public Health System (called SUS) and receive payments from SUS and other public or private health care plans.	Entire community served by the hospitals.	R\$ 171,702,819.0
	<i>CPB Crédito Consciente</i>	Refinancing operations for clients who need to readjust their payment flow while maintaining their financial health.	Aimed at individuals with debts of up to 60 days.	R\$ 245,573,994.3
	<i>CPB Emergencial</i>	Financing amounts for clients affected by climatic events related to the 2023 floods.	Aimed at individuals who have been affected by a public disaster.	R\$ 9,341,133.3
Total				R\$ 1,006,119,779.8

¹Credit lines classified as sustainable, according to internally defined criteria, considering social, environmental and/or climate additionalities, as they direct resources that contribute to: reducing income inequality, generating employment, access to health and education, promoting family farming, financial inclusion and health, improving energy efficiency, promoting renewable energy, sustainable water and sewage management.

Credit lines for development – long term

The balance of long-term financing came to R\$ 486.5 million in December 2023, 11.1% lower than in December 2022. The Bank started offering the Banrisul *Fomento Eficiência Energética* (FGEnergia) credit lines to fund energy efficiency projects for micro, small and medium-sized enterprises, backed by FGEnergia, a guarantor fund managed by the BNDES. It also launched the *Selo Mais Energia Sustentável* seal in partnership with Sebrae RS, Senai-RS and UFRGS to train companies in the photovoltaic sector and encourage renewable energy financing.

We offer lines with our own funds to finance capital goods for municipalities in Rio Grande do Sul; BNDES on-lending lines for projects to set up and expand companies and industries, as well as for the construction of storage silos; and specific lines for the purchase of machinery, equipment, buses and trucks. The *Finame Fundo Clima*, a climate credit line, with BNDES funds and aimed at renewable energy solutions, was offered until November, when the development bank's funds for this line ran out.

Selo Mais Energia Sustentável (More Sustainable Energy Seal)

Selo Mais Energia Sustentável is the result of a partnership between Banrisul, the Federal University of Rio Grande do Sul, the Brazilian Micro and Small Business Support Service and the National Industrial Learning Service (UFRGS, Sebrae-RS and Senai-RS, respectively, in Portuguese), with the aim of fostering growth in the photovoltaic sector and expanding sustainable practices in the State. The proposal aims to stimulate the growth of the production



chain by training professionals in the installation and design of photovoltaic systems; managing companies that provide design and installation services for these systems (integrators); offering the Rio Grande do Sul Sustainable Seal to integrators in the Rio Grande do Sul market; and encouraging financing for energy efficiency and renewable energies in the State.

– Credit for development – long term¹ ☰ GRI G4-FS7, FS8

	Product/service description	Purpose	Target social group	Monetary value
Retail Banking	<i>FEB – Financiamento Especial Banrisul</i>	Credit line targeted at the municipalities of the State of Rio Grande do Sul that are qualified to contract new financings according to the legislation that provides for the indebtedness limit for the public sector. This facility can be used to finance capital goods, such as renewable energy generating systems, computer systems/software and hardware, buses, trucks, vehicles, new machinery and equipment, produced domestically or that have already been nationalized and preferably those listed in BNDES's Digital Record of Manufacturers (CFI, in Portuguese).	Municipalities in the State of Rio Grande do Sul.	R\$ 109,336,584.4
	<i>Banrisul Fampe Mais - Individual Micro Entrepreneur (MEI) and Micro e Small Companies</i>	Credit line designed to finance working capital for individual micro-entrepreneurs (MEI) and micro and small business that relies on the Guarantee Fund for Micro and Small Enterprises (FAMPE, in Portuguese), replacing the need for guarantee from the Bank, providing entrepreneurs with easier access to credit. This line has Assisted Credit, made available in partnership with Sebrae RS, with free-of-charge content available to all customers and consulting services on specific topics, also made available free of charge to borrowers, and fully funded by Banrisul and Sebrae RS.	It is targeted at individual micro-entrepreneurs (MEI) and micro and small businesses.	R\$ 67,028,965.5
	<i>Pronampe</i>	Credit line granted within the scope of the National Program of Support to Micro and Small Companies (Pronampe, in Portuguese), guaranteed by the Operations Guarantee Fund (FGO, in Portuguese) for the development and strengthening of small businesses. It is aimed at individual micro-entrepreneurs (MEI, in Portuguese) and companies with gross revenue equal to or less than R\$ 4.8 million, considering the income earned in the fiscal year immediately previous to that of the credit granting.	Micro and small companies.	1,003,873.053.6
	<i>Fundo Clima (Climate Fund)</i>	Credit line designed to finance the acquisition of machinery and equipment with higher energy efficiency indexes or that contribute to reducing greenhouse gas emissions, such as solar panels.	It is aimed at individuals or corporate customers with annual income or revenue of up to R\$4.8 million.	R\$ 4,627,729.0
Total				R\$ 1,184,866,332.6

¹Credit lines classified as sustainable, according to internally defined criteria, considering social, environmental and/or climate additionalities, as they direct resources that contribute to: reducing income inequality, generating employment, access to health and education, promoting family farming, financial inclusion and health, improving energy efficiency, promoting renewable energy, sustainable water and sewage management.

Credit lines for sustainable agribusiness

Encouraging sustainable actions and practices is a strategic pillar of Banrisul. There is a constant quest to facilitate the granting of credit to beneficiaries who can be proven to act in a sustainable manner, implementing practices and technologies capable of reinforcing the need to act so as not to generate impacts for future generations, thus creating a culture of sustainability.

Environmental management is mainly based on regulatory compliance, which has strict rules and will be added to the determinations of the Central Bank of Brazil's (Bacen, in Portuguese) Green Bureau.

Banrisul has taken several steps to expand its line of sustainable products, including increasing the funds allocated to rural credit each year, with the aim of generating a better quality of life, income and food, with a local focus on the State, and providing financial stimulus for sustainable practices. This included the Harvest Plan, which provides for a special interest rate for operations whose practices prove to be sustainable.

The Bank is also constantly improving the systems that handle rural credit transactions, in order to speed up the process for producers and grant rural credit at the right time. The Bank uses a network of technical partners to set up projects/budgets and releases loans in accordance with technical recommendations.

All costing operations are included in the compliance forms and the Bank is constantly subject to internal and external audits, as well as inspections by Bacen and the BNDES.

Aware of the legislation, the Institution revised its internal regulations on environmental compliance. Its goal is to increase the granting of rural credit with a sustainable bias and, to this end, it is preparing a campaign to publicize credit to the network of branches and technical assistants of the credit lines, through courses, lectures and participation in events, such as agricultural fairs.



In order to properly grant credit, the Institution has adopted a social and environmental compliance analysis process for all rural credit proposals, with assessment of environmental compliance, the suitability of agricultural entities and practices, and legal environmental, social and climate criteria. This has enabled the Bank to assess whether the borrower or the area being financed has any restrictions on the granting of rural credit.

Restrictions include any overlap with indigenous areas, conservation units and deforested areas, among others; the borrower's inclusion on the slave labor list; and any embargo imposed on the borrower by the Brazilian Institute of Environment and Renewable Natural Resources (Ibama, in Portuguese) and the Chico Mendes Institute for Biodiversity Conservation (ICMBio, in Portuguese), among others.

— Agribusiness¹ ≡ GRI G4-FS7, FS8

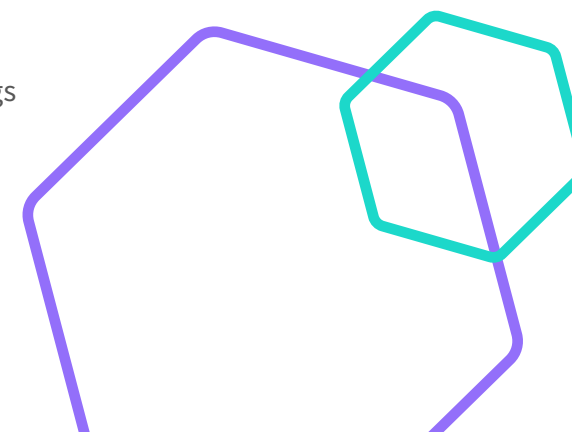
Product/service description	Purpose	Target social group	Monetary value
<i>Pronaf</i>	The <i>Programa Nacional de Fortalecimento da Agricultura Familiar</i> (Pronaf) is intended for funding and investments in the implementation, expansion or modernization of the production, processing, industrialization and services structure offered at the rural establishment or in nearby rural community areas, with a view to generating income and improving the use of family labour.	Family farmers who are registered in the Pronaf.	R\$ 2,174,729,637.2
<i>Fundo Clima</i>	Financing program aimed at implementing renewable energy generation systems, reforestation, organic systems, among others.	Rural producers.	R\$ 47,859,562.5
<i>Programa ABC+</i>	Credit line that aims to promote the reduction of greenhouse gas emissions, reduce deforestation, increase agricultural production on a sustainable basis, bring rural properties into line with environmental legislation, increase the area of cultivated forests and encourage the recovery of degraded areas.	Medium-sized or large rural producers and their production cooperatives.	R\$ 27,800,850.0
<i>Moderagro</i>	Investment credit line to support the sectors of production, processing, industrialization, packaging and storage of beekeeping, aquaculture, poultry farming, chinchilla farming, rabbit farming, floriculture, fruit farming, olive ging, horticulture, sheep and goat farming, ranching, sericulture, pig farming, dairy farming, and palmaceae, yerba mate, nuts, fishing and sugar cane for the production of cachaça. It finances some items such as: carrying out a health and/or environmental adaptation project related to the business line's purpose.	Medium-sized or large rural producers and their production cooperatives.	R\$ 16,549,140.1
<i>Inovagro</i>	Credit line that supports investments needed to incorporate technological innovation into rural properties, with a view to increasing productivity, adopting good agricultural practices and rural property management, and the competitive insertion of rural producers into different consumer markets. It finances items such as: systems for generating and distributing renewable energy (solar and biomass).	Medium-sized or large rural producers and their production cooperatives.	R\$ 3,018,709.3

¹Agribusiness credit lines classified as sustainable, according to internally defined criteria, considering social, environmental and/or climate conditions, as they direct resources that contribute to: reducing income inequality, generating employment, access to health and education, promoting family farming, financial inclusion and health, improving energy efficiency, promoting renewable energy, sustainable water and sewage management. Monetary values recorded in the Central Bank of Brazil's Rural Credit Data Matrix.

Product/service description	Purpose	Target social group	Monetary value
<i>Agroinvest</i>	Line of credit for financing solar energy panels and conversion systems, as well as biodigesters.	Individual rural producers.	R\$ 45,433,757.7
<i>Proirriga</i>	Credit line designed to finance investments related to all the items inherent to irrigation systems, including electrical infrastructure, water reserves and equipment for monitoring soil humidity; the acquisition, implementation and recovery of equipment and installations for protecting crops inherent to olericulture, fruit-ging, floriculture, coffee-ging and the production of seedlings of forestry species; and weather stations and software necessary for their operation.	Medium-sized or large rural producers and their production cooperatives.	R\$ 13,786,150.2
<i>PCA</i>	Credit line for projects to expand, modernize, renovate and build warehouses for storing grains, fruit, tubers, bulbs, veges, fibres and sugar.	Medium-sized or large rural producers and their production cooperatives.	R\$ 2,520,871.7
<i>Moderfrota</i>	Credit line that finances tractors and associated implements, harvesters and their cutting platforms, self-propelled agricultural machinery for spraying and fertilizing, new (domestic or imported) or used (domestic).	Medium or large rural producers and their production cooperatives, whose annual or annualized gross operating revenue/income is up to R\$ 45 million.	R\$ 87,315,992.6
Total			R\$ 2,419,014,671.4

¹Credit lines for agribusiness classified as sustainable, according to internally defined criteria, considering social, environmental, and/or climate additionalities. These credit lines allocate resources that contribute to reducing income inequality, generating employment, improving access to health and education, promoting family farming, fostering financial inclusion and health, enhancing energy efficiency, supporting renewable energy and ensuring sustainable water and sewage management. Monetary values are recorded in the Rural Credit Data Matrix of the Central Bank of Brazil.

The balance of rural credit, R\$ 11.4 billion in December 2023, which represents 21.2% of total credit assets, increased by 44.2% or R\$ 3.5 billion compared to December 2022. Agribusiness is one of the Bank's priorities, which offers credit lines with its own resources, onlendings from BNDES lines and resources equalized by the Treasury to small and medium-sized producers in the State of Rio Grande do Sul.





Credit cards

At the end of 2023, Banrisul had 1.1 million credit cards issued under the Mastercard and Visa brands. Income from the credit, credit card fees and BNDES cards totaled R\$ 669.6 million in 2023. The Banricard line of benefit and corporate cards grossed R\$ 2.0 billion, 12.4% higher year on year.

In 2023, Banrisul's credit card app enhanced the functionalities offered to customers, such as the chatbot in the app, facilitating services with specific questions before directing the query to the operator. An option for evaluating services was made available in the Banrisul App's Credit Card menu, enabling users to submit improvement projects and new service options.

At the end of 2023, 88% of credit card invoices were made available only in the online format, and the acquisition of INSS Banrisul Mastercard payroll credit cards can now be completed by signing the adherence statement digitally. Based on the improvements made during the year, Cardmonitor, a company specializing in analysis of electronic means of payment, placed the Banrisul App as the leader among credit card apps for offering the most service options and functionalities identified as essential and unique for credit card customers.

Banrisul maintained its reward program, Banriclub, which offers customers convenient and diversified products and services to redeem their points in travel



1.1 million
credit cards at the
end of 2023



R\$ 2 billion
of revenue with the
Banricard line

and home appliances directly on the website or transfer them to business partners. The Banriclub can be accessed via Banrishoping, Banrisul's online store.

To expand its operating area and enhance the customer experience, the Bank announced that the Banricompras card can be accepted by accredited merchants throughout Brazil, under the cash, postdated and installment payment modes. Merchants will

not be automatically registered with Banricompras. The brand is expected to be accepted by new companies as from 2024.

In 2023, the Institution also launched BanriPay, a digital card wherein payments using Banricompras are made on the Banrisul App via mobile phone and also in the App's home screen. BanriPay is exclusive for Android smartphones with contactless payment technology and can be used by individual and corporate checking account holders, at the Vero acquiring network and TEFs of accredited merchants.

— Credit cards¹ ≡ GRI G4-FS7, FS8

	Product/service description	Purpose	Target social group	Monetary value ²
Cartão Libre	Every month, the credit card bill is rounded up to the next whole number and the cents are donated to charity institutions.	Contribution to charity institutions through the donation of amounts collected in the Card Bill Rounding Up Program.	Charity Institutions.	R\$ 407,553,848.7
Cartão Universitário	Issue of credit card for enrolled university students, who do not need to prove their income, thus introducing them to banking services and encouraging financial education.	Introduce college customers to banking services and foster their financial education through the use of credit cards.	University students with or without income.	R\$ 34,964,323.2
Cartão Servidor Público (Card for Public Servants)	A distinguished credit card that offers reduced interest rates, longer payment terms, and discount on the minimum payment directly on the payroll.	Provide a social benefit to public servants, enabling a distinguished experience with reduced interest rates, longer payment terms and discounts on the payroll.	Public Servants.	R\$ 277,970,249.8
Payroll-Deductible Card	Credit card aimed at retirees and pensioners, allowing to deduct 5% of their monthly income in their INSS payroll, previously authorized through an amendment at Dataprev.	Provide social benefits to retirees and pensioners, according to the legislation, allowing to deduct 5% of their monthly income.	INSS retirees and pensioners.	R\$ 129,975,672.3
Total				R\$ 850,464,094.0

¹Credit lines classified as sustainable, according to internally defined criteria, considering social, environmental, and/or climate-related additionalities, as they direct resources that contribute to: reducing income inequality, generating employment, access to health and education, promoting family farming, financial inclusion and health, improving energy efficiency, promoting renewable energy, sustainable water and sewage management.

²Book balance at 12.31.2024.

Financial services accessible to everyone

Banrisul’s physical presence through access points, including in sparsely populated or economically disadvantaged areas, is considered the best way to ensure financial services are accessible to all customers. The following table shows the urbanization rate in Rio Grande do Sul State only.

— Urbanization rate¹ ≡ GRI G4-FS13

	Number
Number of municipalities	404
With service	372
Coverage	92.1%
Number of points	870

¹ These data consider the Rio Grande do Sul average urbanization rate of 85.1%, with 404 locations having a lower percentage. Of this total, 92% (372) have some type of Banrisul service. The number of points of service in these municipalities totals 870, including branches, banking stations, ATMs and Banripontos.



≡ GRI G4-FS14

Target disadvantaged group	Degree to which it is applied across the Institution ¹	Progress made towards the initiative ²
Persons with Disabilities	<p>Adjustments related to NBR 9050/2000.</p> <hr/> <p>In 2022, 92% of the branches complied with the standard. With the closure of branches, 87% of branches were in compliance at the end of 2023.</p> <hr/> <p>By the end of 2021, 30% of employees had received training. By the end of 2023, 44.0% of the workforce had completed the distance-learning Accessibility course.</p>	<p>The NBR 9050/2000 standard has undergone periodic revisions to keep up with technological advances and social demands, seeking to guarantee accessibility for all people. The last update was in 2020 and incorporates amendment no. 1, of January 25, 2021. The Bank has been working to adapt its service units, making the necessary adjustments.</p> <hr/> <p>In 2023, activities were carried out to strongly disseminate the standards and SARB 004, issued by the Brazilian Federation of Banks (Febraban, in Portuguese), including two webinars to raise awareness and provide guidance to the branch network.</p> <hr/> <p>By the end of 2023, the number of employees trained increased to 4,008, 992 of whom took the course during 2023.</p>
People with visual impairments	<p>Voice communication systems in all Banrisul's ATMs, complying with NBR 15250/2005.</p> <hr/> <p>Use of an internally developed publisher to create the Banrisul Group's websites. The first external website we published using this publisher was the Banrisul Consórcio website, in 2018; six others followed. To make it easier to use the alt tag feature, a mandatory field has been added to provide image descriptions.</p> <hr/> <p>In compliance with the Febraban regulations, Banrisul developed projects to integrate Internet Banking channels into the NVDA (Non-Visual Desktop Access) screen reader. The first major IT project addressed the revision of the installation screens of Banrisul's Complement and Extension and the Trusteer Rapport security tool, as well as all the screens after customer authentication in the Internet Banking channels and general changes to the structure of the channels, in order to allow the complete reading of the items described on all the screens and confirmation windows contained in the channels. In addition to the revision, this project included enabling NVDA basic navigation keys during the access journey in the Bank's Internet Banking channels.</p>	<p>Already available in all ATMs.</p> <hr/> <p>In 2022 and 2023, we published the new websites of Banrisul Corretora de Seguros and Vero, already developed automatically with this tag.</p> <hr/> <p>The first major accessibility project in the Internet Banking channels began in March 2021 and, until its completion in November 2023, featured periodic gradual deliveries, as well as the complete integration of the NVDA reader into the channels.</p>
People with hearing impairments	<p>At the end of 2021, the Bank had 1,296 employees trained in Libras (Brazilian sign language) and aimed to have at least two employees that know Libras at each branch.</p>	<p>In 2023, 107 employees were trained in Libras, bringing the total number of employees trained in Brazilian sign language to 1,283 by year-end. It hired a company to provide translation and interpreting services in Libras for internal and external audiences, including events, training and meetings, based on a needs survey.</p>

¹ For example, all locations versus only one region, all products versus only retail banking, etc.

² For example, % of ATMs that have been converted, etc.



Financial inclusion and education

☰ GRI 3-3 ON THE TOPIC OF FINANCIAL INCLUSION AND EDUCATION, SASB FN-CB-240A.4

Financial inclusion and education are at the forefront of the Bank’s mind: its financial education strategies, such as lectures, webinars, gymkhanas and workshops developed directly by Banrisul employees, were attended by 489 participants in 2023.

☰ SASB FN-CB-240A.4

Audience	Attendance in 2023
<i>Projeto Pescar</i>	30
Students	372
<i>Nova Geração Caldeira</i>	87

Financial education strategies for both internal and external audiences are based on Bacen Notice 34,201/2019 and the Social, Environmental and Climate Responsibility Policy. With the publication of Joint

Resolution 8 of the Central Bank of Brazil and the National Monetary Council, the Bank has been taking part in discussions in a working group with Febraban in order to understand good practices in complying with the obligations set out in the resolution and develop indicators to measure the impact of the actions taken.

The financial education strategy is implemented by the People Development Department — Corporate University, which connects working groups with employees from several technical areas and the branch network. The main initiatives for young people and the community usually consist of talks and workshops with children, young people and adults to raise awareness of the importance of financial organization planning.

For online or in-person lectures, workshops and seminars for internal stakeholders, an evaluation survey is carried out immediately after the event. Meanwhile, for events for external stakeholders, pre-event surveys

are carried out, enabling the assessment of the level of financial education knowledge, interest and needs, as well as reflections, feedback and applicability of content after the event.

The main goals achieved in 2023 were making podcasts available on the moodle platform; the production of three videos and two podcasts for Global Money Week; the production of social media posts on National Financial Education Week; educational workshops for young people participating in Banrisul’s Pescar project and the Nova Geração Caldeira initiative; Financial Education lecture for Moda Alegre artisan leaders from inner city communities in Porto Alegre; workshop for children in Guaporé;

updating of the educational booklet available online on the Bank’s website, with 70,000 printed units for use in face-to-face actions in 2024; and registration of volunteers to participate in the Banrisul multiplier network, with 42 volunteers registered.



42

volunteers registered to be part of Banrisul’s network of multipliers

GRI 3-3 ON THE MATERIAL TOPIC OF FINANCIAL INCLUSION AND EDUCATION

Activity	Meetings and participation
Activity developed for the 2023 class of the <i>Pescar</i> Project	2 meetings - 30 young people
Global Money Week for young people nationwide	3 videos and 2 podcasts
Webinars for Banrisul interns and employees	1 webinar - 210 attendees
Instagram post	1 - 2,405 people reached
Educational posters	1
Banrieduca tournament with young people from <i>Nova Geração Caldeira</i>	4 classes - 87 young people
Financial Education Lecture at the NG Festival	1 - 372 young people
Expansion of the Financial Education WG	Addition of 42 volunteers
Updating and printing of the institutional booklet	70,000 printed booklets

#Banrieduca Program

The Program comprises continuous financial education actions, including webinars, videos, podcasts and posters in circulation areas. Financial education was also offered to external stakeholders through the production of content for social media; audiovisual material made available on the Global Money Week website; in-person workshops and lectures for children and teenagers in schools and NGOs; and financial education workshops for young people taking part in programs that promote professional training.



Projects with the community

≡ GRI 203-1

Banrisul is committed to investing in culture, education, sports and technological innovation in order to promote social and economic development in small towns and large cities in Rio Grande do Sul.

The projects are evaluated considering their relationship with the various social, cultural and economic aspects of the communities and regions, understanding their potential, interests and needs in order to promote integration and sustainable regional development.



Banrisul's *Pescar* Project

The 20th class of the Banrisul's *Pescar* project trained 30 socially vulnerable young people in 2023. Benefiting 30 socially vulnerable young students, the project offered exercise, behavioral development activities, professional techniques and cultural activities, such as visits to museums and theaters. In 2023, the young people who joined the program in March received their certificates and were referred to an internship at the General Management. The selection process for the class of 2024 began with individual interviews, a letter of introduction and home visits.



Banrisul Museum

Espaço Memória Banrisul (Banrisul Memory Space) received more than 6,000 visitors in 2023. The museum collection was expanded and received items referring to different aspects of the Bank's history.

Legal Apprenticeship Program

This program aims to include young students in the labor market through partnerships with training institutions. In 2023, the Bank entered into a partnership with Fundação Tênis to train young people in technology and innovation. The Bank also worked with the Ministry of Labor and partner institutions and renewed contracts in 2023.



Seeds Program

This program provides seeds to encourage ecological agriculture and sustainable rural development strategies for beneficiaries such as ecological and organic family farming groups, indigenous people, *quilombolas*, rural schools, universities and student groups taking part in agroecology research in the State of Rio Grande do Sul, regardless of their relationship with Banrisul.



Sponsored projects

Banrisul aims to encourage cultural, sporting, educational, social responsibility and technological innovation projects through sponsorships and support backed by tax incentives and donations. Various aspects of the projects submitted are analyzed, including their social, cultural and economic value for the communities.

In 2023, the Banrisul Group allocated R\$6.0 million to sponsorships through tax incentives, such as the Rouanet and Sports Incentive Laws and the Funds for the Rights of Children and Adolescents and the Elderly, as well as the National Program to Support Oncological Care (Pronon, in Portuguese), always observing the conditions

set out in internal regulations and the relevant legislation.

The actions are aimed at developing the state's economy as a whole, promoting improvements and access to cultural spaces and the conservation of tangible and intangible cultural heritage, boosting the local innovation ecosystem.

Banrisul aims to encourage cultural, sporting, educational, social responsibility and technological innovations projects, always seeking to support those who have the capacity to return value to society.

Sustentare Program

In line with the waste management policies established in the Solid Waste Management Plan (PGRS, in Portuguese), Banrisul participates in the Sustentare program, sending unserviceable electronic equipment to charitable organizations. In order to reduce environmental impact and social risk, 21.2 metric tons of electronic waste were sent to the program during the year.

In 2023, Banrisul began the project to modernize its Technology Park, with the acquisition of 11,400 new computers, which in 2024 will make it possible to donate approximately 8,000 used computers to the Sustentare Program, which will be destined especially for schools and public agencies.



To reduce environmental impact and social risk,

Banrisul has been reusing equipment where appropriate and disposing of obsolete electronic materials responsibly, in line with the Sustentare Project.



Eco-efficiency

☰ GRI 3-3 ON THE TOPIC OF ECO-EFFICIENCY, 306-2

Banrisul has joined the Carbon Disclosure Project (CDP) and started using renewable energy sources, while continuing its participation in the Brazilian GHG Protocol program to enhance the technical and institutional capacity of its professionals in managing greenhouse gas emissions for calculation and reporting purposes.

Banrisul's eco-efficiency targets include reducing scope 1 and 2 GHG emissions by 25% by 2030, as well as offsetting 100% of the remaining emissions with the annual carbon neutral project.

Energy efficiency and ESG factors are also considered within the supplier chain. For the development and execution of engineering projects and services, air quality analyses are required, including the implementation of a semi-annual procedure for air sampling and analysis in Banrisul's environments with and without public access, and reviewing the reports issued by laboratories.

As part of Banrisul's action plan, goals include reducing scope 1 and 2 GHG emissions by 25% by 2030, based on 2020 levels (emission reduction targets calculated using the SBTi tool – 2021), offsetting 100% of remaining emissions with an annual carbon-neutral

project, maintaining the lifespan (10–15 years) of air conditioning equipment in branches until 2030, and pursuing improvements in eco-efficiency projects.





Energy

Banrisul uses renewable energy and transferred 70 consumer units to the Free Energy Market (ACL, in Portuguese) from October to December 2023. Monitoring is carried out through reports regularly presented to the Board of Executive Officers.

In the energy efficiency field, the Bank has delivered environments featuring energy-efficient components and equipment, such as motion sensors for lighting control, LED panels, inverter air conditioning systems, and sunshade installations, while also closely monitoring energy consumption in buildings.

— Energy consumption within the organization (GJ)¹ = GRI 302-1

	2021	2022	2023	Δ2022/2023
Non-renewable fuels	2,836.5	4,897.9	3,007.3	-38.6%
Gasoline (automobile)	1,693.0	2,527.3	2,055.3	-18.7%
Diesel	1,143.5	587.0	544.2	-7.3%
LPG ²	0.0	1,783.6	407.8	-77.1%
Renewable sources	0.0	1.0	787.4	-
Hydrous ethanol	0.0	1.0	787.4	-
Energy consumption	13,2062.5	122,276.4	126,994.4	3.9%
Electricity from utility	13,2062.5	122,276.4	84,995.3	-30.5%
Electricity from solar panels	0.0	0.0	414.7	-
Electricity from the free energy market (renewable)	0.0	0.0	41,584.5	-
Total energy consumption	134,899.0	127,175.3	130,789.1	2.8%

¹There is no energy sale.

²In metric tons, standard measurement unit used by the GHG Protocol methodology.

Regarding the “Energy consumption within the Organization” table, three points should be noted:

- As of 2023, both owned and leased vehicles began using ethanol as fuel due to its lower greenhouse gas emissions, resulting in an 18.7% reduction in gasoline consumption.
- Since early 2023, the amount of diesel oil consumed by motor vehicles has been included in the calculation, in addition to that used by generators. Therefore, values for 2021 and 2022 differ from those published in previous years. This reformulation caused the values for this data to increase. **☰ GRI 2-4**
- Since mid-2023, Banrisul Armazéns Gerais, a company within the Banrisul group, has been generating energy from solar panels at its storage facilities. This energy is consumed by the Company, and the surplus is fed into the utility grid. In 2023, from July to December, a total of 346,170.7 kWh was generated, of which 230,979.0 kWh were fed into the utility grid, and 115,191.7 kWh were used internally.





Waste

☰ GRI 3-3 ON THE TOPIC OF ECO-EFFICIENCY, 306-2, GRI 306-3, 306-4, 306-5

Waste management processes are outlined in an internal regulation, revised in 2023, which specifies the types of waste generated by the Bank, the disposal flows, responsible departments for execution, and monitoring measures in line with the Solid Waste Management Plan (PGRS, in Portuguese). This management includes monthly tracking of waste volume indicators and oversight of contracts with companies and partners for proper final disposal and donation of unserviceable items.

Internal controls also track waste generation, documenting volumes of each type of waste and dates of handover to partner companies responsible for final disposal. For each destination, specific documents are generated, such as the Waste Transportation Manifest and, at the end of the operation, the Final Disposal Certificate (CDF, in Portuguese), presenting all the information related to the waste handled.

In 2023, we concluded the *Copinho Zero* (Zero Cups), a project aimed

at reducing single-use plastic waste by replacing plastic cups with reusable coffee mugs and water bottles by all employees. We issued an administrative instruction to our branch network to procure cups made from sustainable materials to offer to customers, thereby mitigating the negative environmental impact of these wastes.

The Bank's waste management is centralized internally, with materials quantitatively measured for appropriate disposal according to their type.

— Waste generated by type and destination in tons ^{1,2} ≡ GRI 306-3, 306-4, 306-5

	2021	2022	2023
Hazardous waste - Class I - diverted from disposal			
Batteries - recycling	0	0.1	0.0
Non-hazardous waste- Class II - diverted from disposal			
Banners, shredded cardboard and acrylic - recycling	2.8	0	2.2
Structured network cables - reverse logistics	0	0.1	0.0
Safes - recycling	10.4	-	11.7
Electronics - recycling and reuse	93.4	31.4	21.2
Paper/cardboard - recycling	206.6	233.5	258.5
Scrap Metal - recycling	114.1	76.4	84.0
A) Total waste diverted from disposal	427.3	341.6	377.6
Non-hazardous waste- Class II - directed to disposal³			
Co-processing	1.5	0	0
Waste destined for landfill ⁴	0	125	11.5
B) Total waste directed to disposal	1.5	125.0	11.5
Total weight of waste generated in metric tons (A+B)	428.8	466.6	389.2

¹ There was no recovery of waste not destined for final disposal within the Organization, only outside.

² We have data on fluorescent lamps; however, the metric used in our control is by units. In 2023, fluorescent lamps were no longer disposed of, due to the process of replacing them with LED lamps.

³ The reduction in Class II non-hazardous waste compared to previous years is because there was no monitoring of this waste. After improvements in control, in June 2023 the organic waste from the Headquarters Building, which goes to landfill, began to be monitored by weighing it daily.

⁴ The organic solid waste generated in the organization is sent for public collection in the locations where the branches are present. A company is contracted to dispose of organic waste at the headquarters building.

Unserviceable furniture was redirected through donation, quantified in units: 2,382, in 2022, and 4,085 in 2023. Organic waste was sent to landfills: at the Headquarters, 312.5 m³ in 2022, equivalent to 125 metric tons of waste, using a density of 400 kg/m³, and 11.5 metric tons in 2023, starting from August.

Recycling Program

≡ GRI 3-3 ON THE MATERIAL TOPIC ECO-EFFICIENCY

Banrisul has been engaged in institutionalized waste management and environmental education since 2001 with the creation of the *Reciclar* (Recycling) Program. Since then, ensuring proper treatment of solid waste produced within the Organization has been of utmost importance, with processes

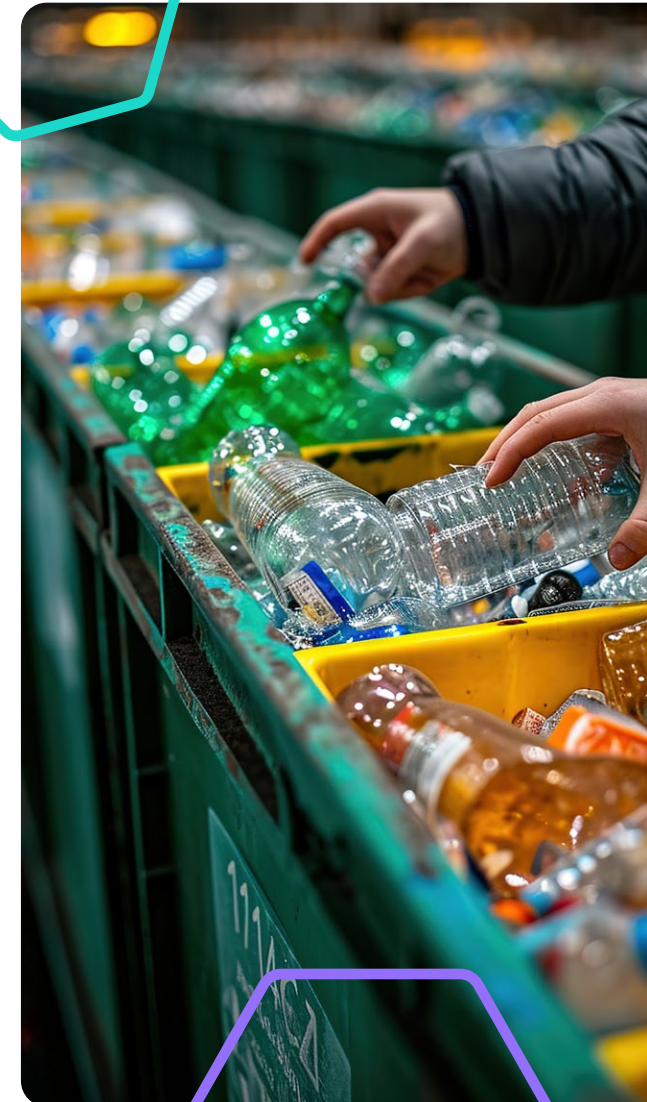
The concern with the proper treatment of solid waste produced in the Organization is of great importance, with the development of processes that allow the mapping, measurement and environmentally appropriate disposal of corporate waste, minimizing the negative environmental impact of Banrisul's activities on society.

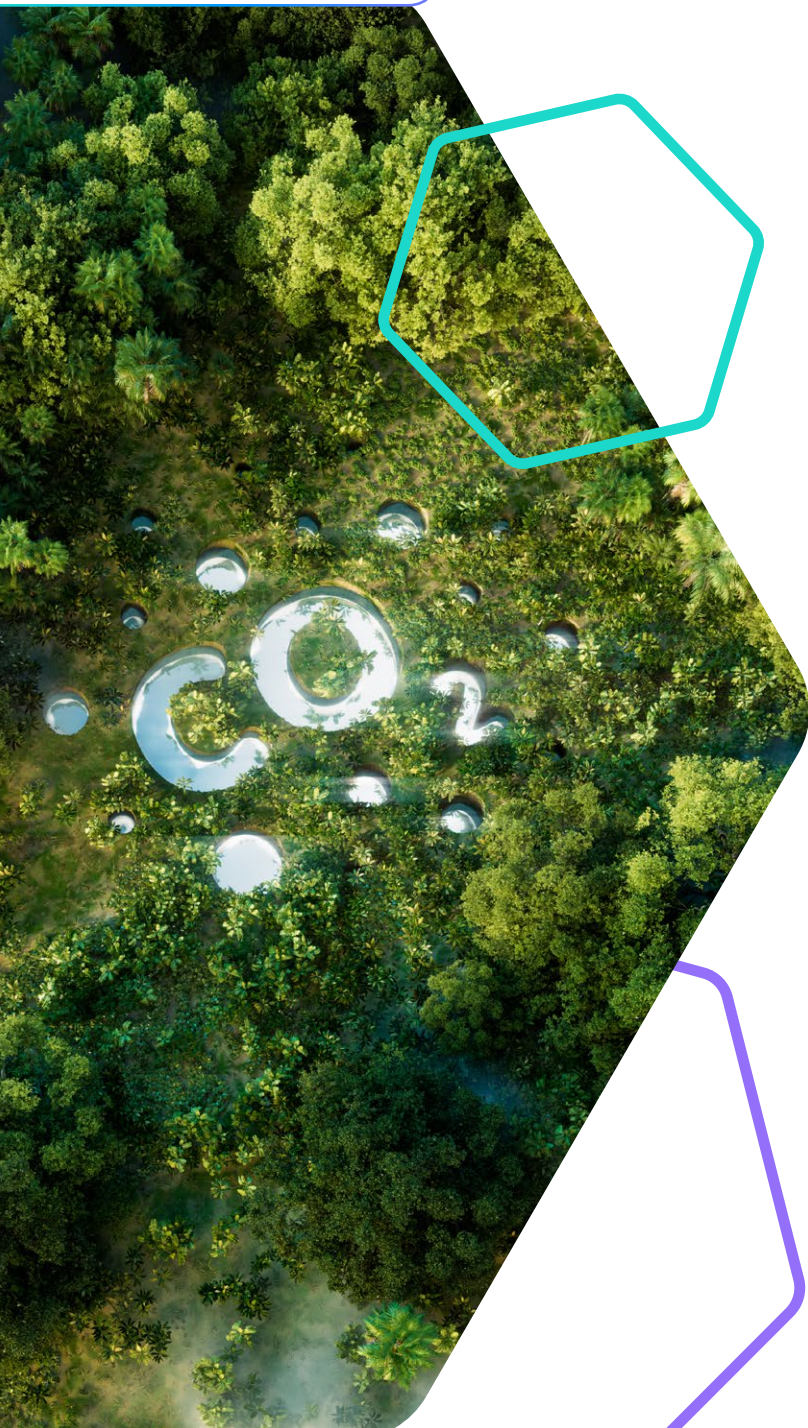
developed to map, measure, and environmentally dispose of corporate waste, thereby minimizing negative environmental impacts on society.

This concern has led to the development and implementation of a Solid Waste Management Plan (PGRS, in Portuguese), updated in 2023, along with an Action Plan aimed at enhancing waste management practices. Similarly, the commitment to waste management is embedded in the environmental guidelines of the Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese) and the Institutional Policy on Social, Environmental, and Climate Risk Management.

The environmental benefits arising from proper waste management are measurable and reflect the Organization's progress on the topic, going beyond compliance with environmental legislation to demonstrate its social and environmental commitment to the community and the natural resources it consumes.

This year, 258.2 metric tons of paper and cardboard were sent for recycling, 4,085 unserviceable furniture items were donated, along with 80.7 metric tons of scrap metal for recycling.





Greenhouse-gas emissions

≡ GRI 305-1, 305-2, 305-3

In 2023, Banrisul prepared its third Greenhouse Gas Inventory, which was certified with the Gold Seal by the Brazilian GHG Protocol Program, the highest certification level in the country. The actions undertaken have proven effective, leading to advancements in the risk theme recognized by CDP, where Banrisul improved from a C grade in 2022 to an A grade in risk management and a B grade in risk reporting in 2023.

No need for recalculations was identified for the base year emissions, which were audited by an independent verifier as per

GHG methodology requirements. Information from the 2021 base year was adjusted because it was the first year of a comprehensive inventory and assured by a third party.

In 2023, greenhouse gas emissions (scopes 1, 2, and 3) decreased by 16.2% compared to 2022 emissions and by 22.5% compared to the 2021 base year (see details in the table).

Since 2021, Banrisul has offset scope 1 emissions (direct emissions) for the Bank and group companies by promoting local carbon credit generation projects in its operational region, with 7,588 credits retired

to date. During the same period, Banrisul acquired Renewable Energy Certificates (I-RECs) to demonstrate traceability of energy from renewable sources, measured in scope 2 (electricity consumption).

AgroShow 2023 — the launch event of the 2023/2024 Harvest Plan in Porto Alegre — received the Neutral Event Seal for the second time, which is awarded to events that not only avoid but also quantify and offset carbon emissions, underscoring their commitment to the environment.

— **Metric tons of CO₂ per year**^{1,2,3,6} ≡ GRI 305-1, 305-2, 305-3

Type of emissions	2021	2022	2023	△ 2023/2022	△ 2023/2021
Scope 1 (direct emissions)	958.9	728.5	734.3	0.8%	-23.4%
Scope 2 (indirect emissions) ⁴	4,642.3	1,446.8	1,352.4	-6.5%	-70.9%
Scope 3 (other indirect emissions)	5,054.4	7,684.9	6,176.2	-19.6%	22.2%
Total emissions (scopes 1, 2 and 3)	10,655.6	9,860.2	8,262.9	-16.2%	-22.5%
Biogenic CO ₂ emissions ⁵	900.3	1,463.5	1,514.6	3.5%	68.2%
Other - HCFC 22 (R22)	3,010.0	1,007.5	1,217.5	20.8%	-59.6%

¹Scope 2 emissions recorded a reduction in both 2022 and 2023 due to a decrease in the conversion factor of the National Integrated System (SIN, in Portuguese) used by the GHG methodology to convert MWh consumption into tCO₂.

²Regarding biogenic emissions, the variation arises from improved data collection for Commuting Emissions and, in 2023, we began considering emissions from employees working remotely, which were previously not measured due to uncertainties about the appropriate methodology.

³As for non-Kyoto emissions (R22), the reduction is due to the ongoing implementation of air conditioning system renewal at Banrisul's premises, aimed at reducing the average age of equipment and consequently reducing fugitive GHG emissions.

⁴For scope 2, only CO₂ was included in the calculation.

⁵Considering scope 1 and 3 emissions

⁶The assurance of the inventory for the year 2023 was carried out by Instituto Totum, an independent auditing company, in accordance with the standards of the Brazilian GHG Protocol Program and the NBR ISO 14064 family.

7

Innovation and technology

Processes	124
Solutions	126
Services	127
Fostering innovation	128





Processes

☰ GRI 3-3 ON THE TOPIC OF INNOVATION AND TECHNOLOGY

By the end of 2023, Banrisul reaffirmed its focus on innovation by establishing an Innovation Unit, tasked with fostering innovative thinking among its internal stakeholders and managing and encouraging the development of innovative products and business models for the Institution. Processes, methods and artifacts that foster innovation have become integral to the Bank's digital transformation, with notable emphasis on developing an innovation thesis, specific metrics and a pipeline for managing projects across the topic spectrum and the new segment's operational areas.

Banrisul established a new Innovation Unit, tasked with fostering innovative thinking among its internal stakeholders.

The ongoing commitment to innovation is evidenced by Banritech, an open innovation program that accelerates startups and supports initiatives such as Instituto Caldeira (a hub connecting large companies and startups) and NAVI (a hub for artificial intelligence development). Banritech also serves as the Bank's link to the innovation ecosystem of Rio Grande do Sul and Brazil, promoting collaboration and exchange of information, as well as practices and learnings.

Being increasingly engaged and influential in the innovation ecosystem allows Banrisul to advance in transforming its internal culture, since direct contact with different solutions and work formats impact the renewal and consolidation of innovative thinking in developing products and services. The promotion of digital transformation in the context of product development considers the following aspects:



Creation of multidisciplinary teams, bringing together perspectives from business, customer and technology;



Extensive use of User Experience (UX) concepts and practices;



Systematic **application** of Design Thinking principles;



Structuring work through agile methods; and



Commitment to best practices in development and quality assurance, including specific consideration of accessibility.

This year, the effectiveness of open innovation was assessed by monitoring the results of partners who receive direct and indirect support from Banrisul. For 2024, the establishment of a Banrisul Community is planned to closely monitor the most accurate indicators and assess the effectiveness of initiatives.

The Bank tracks the effectiveness of actions through project deliveries; growth and good reputation of digital solutions; and monitoring of scalability and availability indicators and monthly reports, through annual audits and feedback from business channels.

Technology and modernization have also reached customer service at the branches through back-office streamlining projects, which include using digital and electronic signatures, thus reducing the use of paper at on-site service stations, and the renovation of workstations at the branch network, which should be completed in the first quarter of 2024. Modernizations will provide a more friendly, efficient and agile service for conducting business at branches.

Likewise, we had developments for App and Internet Banking customers, with improvements such as easy access to the main banking products (Pix, Payments and Credit Card), and a new product and service layout available on the Office Mobile

solution. At the end of 2023, the Branch and General Management Network Equipment Modernization Project began, involving the acquisition of 10,551 desktops and 941 notebooks for immediate replacement. This renovation aims to provide an even more qualified and agile customer service experience, with faster, more secure and better performing computers, increasing worker productivity and saving resources on maintenance and electricity.

Solutions

The project to transfer the IT assets from the former Data Center to the New Margarete Fenner Data Center was completed in the first half of 2023. All the procedures took place without any service unavailability, from the service network to branches and operating digital channels. In the fourth quarter, planning was completed for the construction of a third communication route between the data processing centers using optical fiber to increase the infrastructure resilience and availability.

A number of solutions were deployed in the Banrisul App, including easier access to the products customers most use



Banrisul has implemented a robust infrastructure environment with redundancy and monitoring features, enabling the advancement of technical support for digital channels through artificial intelligence.

on the home page; routing users to commercial pages from offer banners, making it easier to communicate about promotions and services; and a more efficient and secure Customer Acquisition journey, thus reducing the need to submit physical receipts, improving onboarding process, making it possible for users to return to the flow to complete it and customizing the credit card offer.

As regards agribusiness solutions, the Bank released the pilot version of *AgroFácil Conecta*, and integrated *AgroFácil* to a remote-

sensing platform capable of checking social and environmental compliance results of bidders and areas receiving financing. For real estate loans, the main initiative is *Imobiliário Fácil* (Easy Real Estate Loan), which speeds up contracts through digital channels.

As regards Vero solutions, the Payment Link was launched in the *Vero Gestão* App, an alternative for receiving payments for merchants' sales. The banking domicile for the Banricompras brand was opened, enabling its receivables to be settled at any institution in the

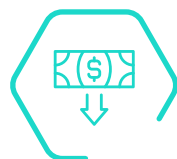
Brazilian Payment System, and the Banricompras PSR Journey made possible accrediting merchants with Vero to operate with the brand at another network service provider.

Banrisul has implemented a robust infrastructure environment with redundancy and monitoring features, enabling the advancement of technical support for digital channels through artificial intelligence, provided by the start of activities by Bah, the Bank's Intelligent Virtual Assistant (AVI Solution).



Services

The decision to promote digital transformation addresses two other relevant themes for the Bank: pursuit of excellence and ensuring Information Security. Changes over the year allowed for the evolution of infrastructure, the development and adoption of tools to improve services provided and the provision of an even more comprehensive experience to customers. In 2023,



R\$ 372.7 million

invested in technological modernization over 12 months

the Bank invested R\$ 372.7 million in technological modernization, including investments in IT and customer service, as well as renovations and expansions.

From the list of services offered, digital transformation allowed for the Bank to be more agile during crises, such as responding to the devastating events caused by the extratropical cyclone. The structuring of a new technological environment allowed for a quick resumption of customer service at branches in municipalities affected by the floods in September 2023 and May 2024. The changes also allowed

for the development of specific IT projects to renegotiate loan operations of affected customers, among other aspects.

As regards agribusiness solutions, the Bank launched the pilot project for prospecting and conducting investment proposals, as well as new *AgroFácil Conecta* features. The goal is to allow for accredited technicians to draw up costing and investment projects directly in the system, also improving the experience of the Bank's partners in this segment.

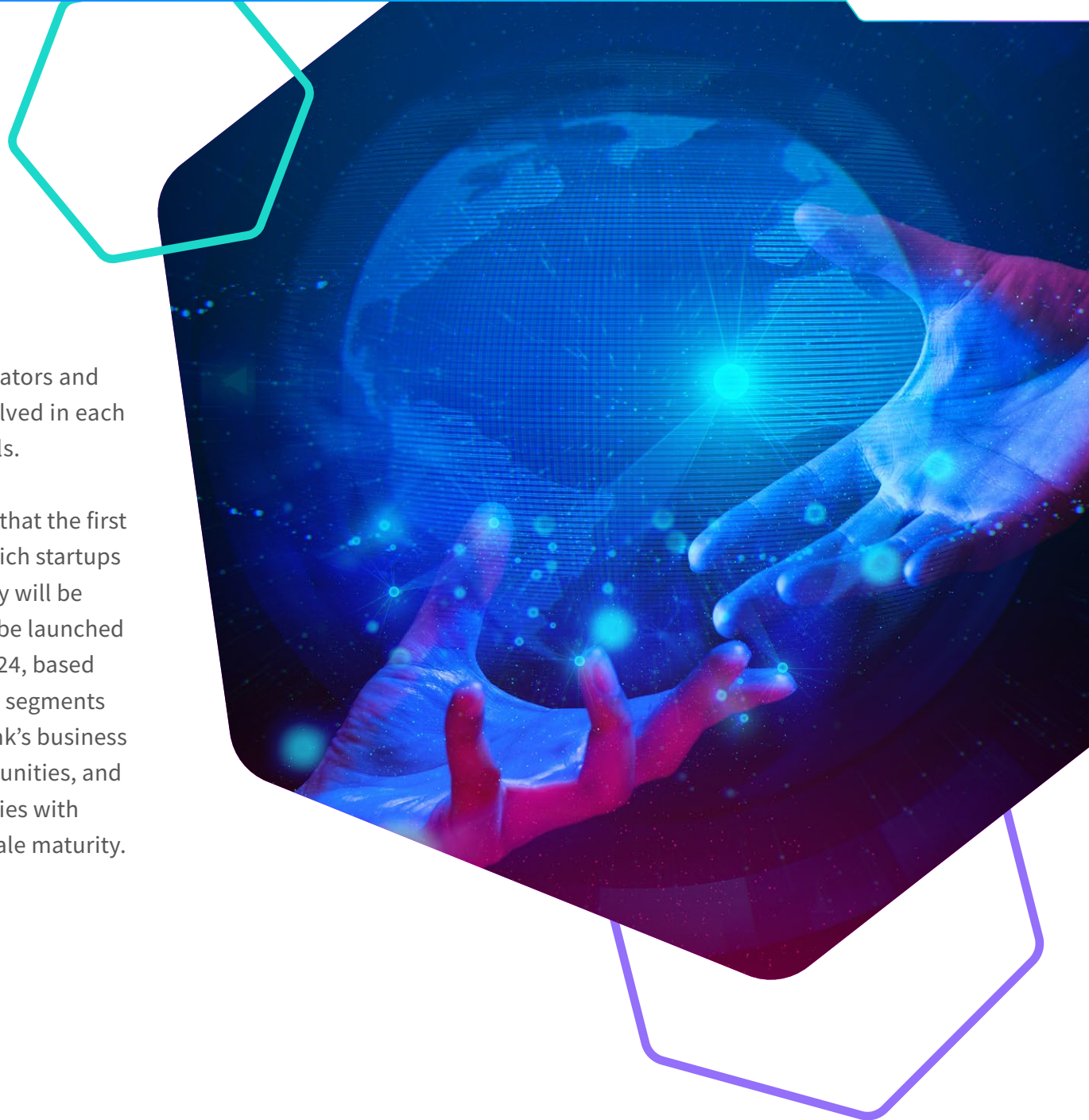
Fostering innovation

In the second-half of 2023, the Bank began a planning stage for the acceleration and new business development cycles with PUCRS, aimed at Brazilian startups with mature traction and operations, and regional cycles for developing embryonic projects still in the conception phase. This stage included brainstorming workshops,

In the second-half of the year, the Bank began a planning stage for the acceleration and new business development cycles at the Pontifícia Universidade Católica do Rio Grande do Sul (PUCRS).

mapping of goals, indicators and main stakeholders involved in each of the calls for proposals.

It was thus established that the first call for proposals, in which startups from all over the country will be able to participate, will be launched in the first quarter of 2024, based on Banrisul's strategy in segments converging with the Bank's business and relationship opportunities, and with a focus on companies with operational/traction/scale maturity.



BanriHub

Through Banritech, the Institution participated in the Innovation Routes program run by the Rio Grande do Sul State Government's Department of Innovation, Science and Technology, taking Bank's opportunities and initiatives to regions throughout the State. The Institution participated in the startup evaluation panel at Tecnopuc Experience (an event by the Scientific and Technological Park of

PUCRS) and the CO-CRIARG project, a hackathon (event bringing together programmers, designers, and other software development professionals) aimed at high school students in the municipality of Rio Grande.

The program joined the Rio Grande do Sul's Network of Innovation Environments (REGINP, in Portuguese), important partnership in the consolidation of Bank initiatives and its projects in the state's ecosystem. REGINP's main focus is to promote the growth of incubators, technology parks and other associated environments promoting entrepreneurship and innovation, through institutional actions that foster income generation, new



The Banritech Program

was selected for the Startup Guide, an international guide that has already been published in 50 other ecosystems around the world



The Institution

participated in the startup evaluation panel at Tecnopuc Experience

products, jobs and economic and financial sustainability.

The Banritech Program was selected for the Startup Guide, an international guide that has already been published in 50 other ecosystems around the world and

highlights the main information about innovation agents in a given territory. According to the guide, Banritech stood out among the major startup and business development programs in Rio Grande do Sul State, according to a community survey.



HUB.STARTUP

It focuses on the relationship with startups through acceleration and business development cycles. In September 2023, Banrisul signed a new contract with a technical partner for the development of new cycles in 2024.



HUB.VENTURE

It foresees the participation in innovation-related funds. Currently, Banrisul contributes to BNDES Anjo Co-investment fund.



HUB.EDUCATION

It offers educational and innovative culture initiatives, besides promoting networking events and panels to discuss innovation-related topics. Employees are encouraged to learn and act as advisors of accelerated businesses, offering support in business development through mentoring and networking.




HUB.SPACE

Workspaces created to foster connection, collaboration and co-creation of ideas. Banrisul has an Innovation Hub in the city of Porto Alegre, with 52 positions in the coworking format, presentations arena and meeting rooms, besides other workspaces with meeting rooms, brainstorming, and training at Instituto Caldeira, the main Innovation Hub in Rio Grande do Sul.

Innovation cycles

In September 2023, the Bank signed a contract to run new acceleration and business development cycles, aimed at national startups with mature traction and operations, and regional cycles for developing embryonic projects still in the conception phase. This project aims to contribute to the socio-economic development of Rio Grande do Sul State, as well as training Banrisul's technical staff.

The Bank announced that the first call for proposals, in which startups from all over the country will be able to participate, will be launched in the first quarter of 2024, focusing on companies with operational/traction/scale maturity.



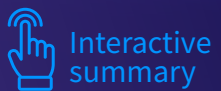
In 2023, **the planning stage** for the acceleration and new business development cycles with PUCRS began



8

GRI and SASB Content index

Assurance Report	152
Credits	154



Interactive
summary

GRI AND SASB CONTENT INDEX

Statement of use	Banrisul S.A. reported the information mentioned in this GRI content summary for the period from January 1 st to December 31 st , 2023, based on the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
GENERAL DISCLOSURES					
The organization and its reporting practices					
GRI 2: General disclosures 2021	2-1	Organizational details	6, 8.		
	2-2	Entities included in the organization's sustainability reporting	6, 8. The approach did not involve adjusting information for minority interests, and does not consider mergers, acquisitions or disposals of entities or parts of entities. The approach also does not differ throughout the contents of this Standard and throughout the material topics.		
	2-3	Reporting period, frequency and contact point	6. The financial reporting period is the same as the sustainability report, and the report was published in July 2024.		
	2-4	Restatements of information	53, 87, 117.		
	2-5	External assurance	6, 152.		
	2-6	Activities, value chain and other business relationships	6, 8, 89.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Activities and workers					
GRI 2: General disclosures 2021	2-7	Employees	71, 72.		
	2-8	Workers who are not employees	8, 71.		
Governance					
GRI 2: General disclosures 2021	2-9	Governance structure and composition	34, 35, 36, 37, 38, 39, 40, 41, 42, 75, 76. The Board has 1 member from the LGBTQIA+ community, a minority social group. The other committees have women and LGBTQIA+ members. The stakeholders represented on the Board of Directors and Committees are minority shareholders holding ordinary shares, minority shareholders holding preferred shares and employees.		
	2-10	Nomination and selection of the highest governance body	35, 39. Directors' skills are assessed at the time of the eligibility process, according to the information presented in their CVs, in compliance with the institution's Nomination and Succession Policy. In addition, training on Law 13,303 is offered every year to improve their knowledge of relevant issues, providing a diversity of thought and better preparation for decision-making. The current eligibility process carried out by Banrisul involves various spheres (the Finance Department, the Civil House, the State Attorney General's Office, among others), providing security and reliability for all stakeholders.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Governance					
GRI 2: General disclosures 2021	2-11	Chair of the highest governance body	The chairman of the Board of Directors is not a senior executive in the company.		
	2-12	Role of the highest governance body in overseeing the management of impacts	45, 63.		
	2-13	Delegation of responsibility for managing impacts	35, 45, 47.		
	2-14	Role of the highest governance body in sustainability reporting	6, 41.		
	2-15	Conflicts of interest	44. Conflicts of interest related to cross-shareholdings, the existence of controlling shareholders and related parties, their relationships, transactions, and outstanding balances are disclosed to stakeholders. There is no shareholding with suppliers and other stakeholders.		

GRI standard	Disclosure	Location/Answer	Omission			
			Requirement(s) omitted	Reason	Explanation	
Governance						
GRI 2: General disclosures 2021	2-16	Communication of critical concerns	At its ordinary or extraordinary meetings, the Board of Directors receives and resolves on the concerns reported by the Executive Board and the Statutory Audit, Eligibility and Remuneration, Risk and Social, Environmental and Climate Responsibility Committees. In addition to these, the crucial concerns received through the Whistleblowing Channel are communicated to the Board of Directors by means of reports which must contain, at the very least, the number and nature of the communications received, the areas responsible for dealing with the situation, the average time for treatment and the measures adopted by the Institution.	b.	Confidentiality.	We have no way of specifying the total number of critical concerns, as we understand that critical concerns are considered confidential information.
	2-17	Collective knowledge of the highest governance body	43.			
	2-18	Evaluation of the performance of the highest governance body	35.			
	2-19	Remuneration policies	43.	a ii, a iii, a iv.	Not applicable.	The policy does not provide for bonuses, termination payments or the return of bonuses and incentives.

GRI standard	Disclosure	Location/Answer	Omission			
			Requirement(s) omitted	Reason	Explanation	
Governance						
GRI 2: General disclosures 2021	2-20	Process to determine remuneration	39, 43. The following take part in defining remuneration policies: independent members (Eligibility and Remuneration Committee), the Board of Directors, the Government of the State of Rio Grande do Sul (controlling shareholder) and other shareholders. Board members and shareholders have their opinions recorded in the minutes of ordinary and extraordinary meetings and assemblies. The definition of employee remuneration includes the participation of representative bodies through collective bargaining agreements.	b.	Confidentiality.	The individual voting results of directors or committee members are not available for reasons of confidentiality.
	2-21	Annual total compensation ratio	43. The chairman's remuneration was not taken into account in the calculation, since there was a change in the Board of Directors. The reference was the vicepresident, who is not a Bank professional. The median remuneration of employees, excluding the highest paid, fell from 2022 to 2023, due to the dismissal of 506 employees through the Voluntary Severance Program, so it was not possible to calculate the proportion of the percentage increase requested in item b.			
Strategy, policies and practices						
GRI 2: General disclosures 2021	2-22	Statement on sustainable development strategy	4.			

GRI standard	Disclosure	Location/Answer	Omission			
			Requirement(s) omitted	Reason	Explanation	
Strategy, policies and practices						
GRI 2: General disclosures 2021	2-23	Commitments	45, 52, 63. The commitments disclosed to the public are approved at the highest level of the organization, the Board of Directors. There is no policy specifically addressing human rights issues. However, as a signatory of the Global Compact since 2013, Banrisul reaffirms its commitment to the well-being of its employees, and seeks to guarantee the rights of customers, suppliers and all the public with which it relates. Its social risk management, in particular, aims to mitigate possible actions that may occur in terms of human rights, including those of vulnerable groups.			
	2-24	Embedding policy commitments	49, 52. The definitions of credit policies are available in internal regulations (N22), as well as being parameterized in the Customer Registration, Negative Occurrences and Risk Calculation systems.			
	2-25	Processes to remediate negative impacts		a, b, c, d, e.	Information not available.	The analysis of positive and negative impacts is under in-depth technical study, in which strategic actions are being mapped and defined for the medium and long term.
	2-26	Mechanisms for seeking advice and raising concerns	52.			

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Strategy, policies and practices					
GRI 2: General disclosures 2021	2-27	Compliance with laws and regulations	52, 53. Non-compliance cases consist of fines and sanctions against the Institution, regarding its direct conduct on these topics. Socio-environmental and climate non-compliance events are considered in the period.		
	2-28	Membership associations	56.		
Stakeholder engagement					
GRI 2: General disclosures 2021	2-29	Approach to stakeholder engagement	65.		
	2-30	Collective bargaining agreements	71.		
MATERIAL TOPICS					
GRI 3: Material topics 2021	3-1	Process to determine material topics	60.		
	3-2	List of material topics	60. There were no changes to the list of material topics from 2022 to 2023.		
Corporate governance and integrity					
GRI 3: Material topics 2021	3-3	Management of material topics	52, 62.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Corporate governance and integrity					
GRI 2: Material topics 2021	2-9	Governance structure and composition	<p>34, 35, 36, 37, 38, 39, 40, 41, 42, 75, 76.</p> <p>The Board has 1 member from the LGBTQIA+ community, a minority social group. The other committees have women and LGBTQIA+ members.</p> <p>The stakeholders represented on the Board of Directors and Committees are minority shareholders holding ordinary shares, minority shareholders holding preferred shares and employees.</p>		
GRI 2: Material topics 2021	2-10	Nomination and selection of the highest governance body	<p>35, 39.</p> <p>Directors' skills are assessed at the time of the eligibility process, according to the information presented in their CVs, in compliance with the institution's Nomination and Succession Policy. In addition, training on Law 13,303 is offered every year to improve their knowledge of relevant issues, providing a diversity of thought and better preparation for decision-making. The current eligibility process carried out by Banrisul involves various spheres (the Finance Department, the Civil House, the State Attorney General's Office, among others), providing security and reliability for all stakeholders.</p>		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Corporate governance and integrity					
GRI 2: Material topics 2021	2-11	Chair of the highest governance body	The chairman of the Board of Directors is not a senior executive in the Company.		
	2-12	Role of the highest governance body in overseeing the management of impacts	45, 63.		
	2-13	Delegation of responsibility for managing impacts	35, 45, 47.		
	2-14	Role of the highest governance body in sustainability reporting	6, 41.		
	2-15	Conflicts of interest	44. Conflicts of interest related to cross-shareholdings, the existence of controlling shareholders and related parties, their relationships, transactions and outstanding balances are disclosed to stakeholders. There are no shareholdings with suppliers or other stakeholders.		

GRI standard	Disclosure	Location/Answer	Omission			
			Requirement(s) omitted	Reason	Explanation	
Corporate governance and integrity						
GRI 2: General disclosures 2021	2-16	Communication of critical concerns	In its regular or special meetings, the Board of Directors receives and deliberates on concerns reported by the Executive Board and the Statutory Committees for Audit; Eligibility and Compensation; Risk; and Social, Environmental, and Climate Responsibility. Additionally, critical concerns received through the Whistleblower Channel are communicated to the Board through reports that must include, at a minimum, the number and nature of communications received, the areas responsible for handling the situation, the average resolution time and the measures adopted by the Institution.	b.	Confidentiality.	We have no way of specifying the total number of critical concerns, as we understand that critical concerns are considered confidential information.
	2-17	Collective knowledge of the highest governance body	43.			The policy does not provide for bonuses, termination payments or the return of bonuses and incentives.
	2-18	Evaluation of the performance of the highest governance body	35.			
	2-19	Remuneration policies	43.	a ii, a iii, a iv.	Not applicable.	The policy does not provide for bonuses, termination payments or the return of bonuses and incentives.

GRI standard	Disclosure	Location/Answer	Omission			
			Requirement(s) omitted	Reason	Explanation	
Corporate governance and integrity						
GRI 2: General disclosures 2021	2-20	Process to determine remuneration	39, 43. The following take part in defining remuneration policies: independent members (Eligibility and Remuneration Committee), the Board of Directors, the Government of the State of Rio Grande do Sul (controlling shareholder) and other shareholders. Board members and shareholders have their opinions recorded in the minutes of ordinary and extraordinary meetings and assemblies. The definition of employee remuneration includes the participation of representative bodies through collective bargaining agreements.	b.	Confidentiality.	The individual voting results of directors or committee members are not available for reasons of confidentiality.
	2-21	Annual total compensation ratio	43. The chairman's remuneration was not taken into account in the calculation, since there was a change in the Board of Directors. The reference was the vice-president, who is not a Bank professional. The median remuneration of employees, excluding the highest paid, fell from 2022 to 2023, due to the dismissal of 506 employees through the Voluntary Severance Program, so it was not possible to calculate the proportion of the percentage increase requested in item b.			
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	55. A total of five operations assessed by the Corporate Risks Unit in 2023 (considering the number of forms applied). This figure was not measured as a percentage of total operations.			

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Corporate governance and integrity					
SASB: General disclosures 2021	FN-CB 510a.2	Description of whistleblower policies and procedures	54, 55.		
Environmental, social and climate risk strategy					
GRI 3: Material topics 2021	3-3	Management of material topics	47, 62.		
GRI 201: Economic performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	47, 56.		
GRI 305: Emissions 2016	305-1	Direct emissions (Scope 1) of greenhouse gases (GHG)	121, 122.		
	305-2	Indirect emissions (Scope 2) of greenhouse gases (GHG) from the energy acquisition	121, 122.		
	305-3	Other indirect emissions (Scope 3) of greenhouse gases (GHG)	121, 122.		
GRI G4: Financial services	G4-DMA	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9)	45, 96. There are no exclusions or limitations to audit coverage related to regions or products and services. Among the follow-up actions for general audit findings, there are actions aimed at the effectiveness of PRSAC, the dissemination of complete and up-to-date information and the implementation of PRSAC.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Eco-efficiency					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 115, 118, 120. We have not identified measures to manage actual or potential positive impacts or actual negative impacts.		
GRI 302: Energy 2016	302-1	Energy consumption within the organization	116.		
	306-2	Management of significant waste-related impacts	115, 118.		
GRI 306: Waste 2020	306-3	Waste generated	118, 119.		
	306-4	Waste diverted from disposal	118, 119.		
	306-5	Waste directed to disposal	118, 119.		
Partner and supplier management					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 89. There are no targets or indicators to assess the progress of monitoring and sanctioning processes.		
GRI 308: Supplier environmental assessment 2016	308-1	New suppliers that were screened using environmental criteria	Considering that contracts may have specific sustainability criteria, such as the use of FSC-labeled sheets, equipment with a lower impact on ozone emissions, the correct disposal of construction waste, among others, 100% of the contracts formed by Banrisul are analyzed according to environmental criteria.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Partner and supplier management					
GRI 414: Supplier social assessment 2016	414-1	New suppliers that were screened using social criteria	100% of the contracts signed by Banrisul are evaluated based on social criteria, including labor and social issues, in accordance with specific legislation.		
Human capital development					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 83. There is no specific policy, as the Human Capital Development guidelines permeate various institutional programs, such as the Incentive Programs for Higher Qualification and Language Learning, the Training Programs and the Instruction Program, as well as the Banrisul EAD Platform.		
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	81, 82.		
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	73.		
	403-3	Occupational health services	73.		
	403-6	Worker Health Promotion	73.		
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee	87, 88.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Human capital development					
GRI 404: Training and education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	83, 87.		
Diversity and inclusion					
GRI 3: Material topics 2021	3-3	Management of material topics	35, 62, 74.	c, d i.	Not applicable. There are no specific policies or commitments on the topic, nor any potential negative impacts.
GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	75, 76, 77, 78, 80. There are no disabled people on the governance bodies.		
Sales practices and customer satisfaction					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 65.		
GRI 417: Marketing and labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	There were no cases of non-compliance with laws and voluntary codes about marketing communications.		
Data privacy and security					
GRI 3: Material topics 2021	3-3	Management of material topics	49, 62.	e ii.	Confidentiality. This information is not divulged to the outside public, otherwise it would be a breach of business secrecy.

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Data privacy and security					
GRI 418: Customer privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	49.		
SASB: Consumer finance 2018	FN-CF-230a.2	Card-related fraud losses from (1) card-not present fraud and (2) card-present and other fraud	49. The amount of fraud losses related to cards incurred during the reporting period is R\$ 177,910.2.		
Sustainable products and business					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 96.		
GRI G4: Financial services	G4-FS7	Monetary value of products and services design to deliver a specific social benefit for each business line, breaking down by purpose	98, 100, 102, 105.		
	G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	98, 100, 102, 105.		
Financial inclusion and education					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 108, 109.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
Financial inclusion and education					
GRI G4: Financial services	G4-FS13	Access points in low-populated or economically disadvantaged areas by type	106.		
	G4-FS14	Initiatives to improve access to financial services for disadvantaged people	107.		
SASB: Commercial banks 2018	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	108. In 2023, there was no disclosure to individual retail clients and relevant commercial clients.		
Innovation and technology					
GRI 3: Material topics 2021	3-3	Management of material topics	62, 124.		
EXTRA INDICATORS					
GRI 201: Economic performance	201-1	Direct economic value generated and distributed	31.		
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported	111. Investments and services are in kind.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
EXTRA INDICATORS					
GRI 408: Child labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	89. No potential risks of child labor have been identified in the Institution's operations. In client operations, compliance is verified through applicable certificates and licenses for each case, as well as through an assessment of any historical record of non-compliance.		
GRI 409: Forced or compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	89. No potential risks of slave labor have been identified in the Institution's operations. In client operations, compliance is verified through applicable certificates and licenses for each case, as well as through an assessment of any historical record of non-compliance.		

GRI standard	Disclosure	Location/Answer	Omission		
			Requirement(s) omitted	Reason	Explanation
EXTRA INDICATORS					
GRI 413: Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs			Banrisul's sponsorships support third-party projects and, although it is not within the Bank's power to effectively monitor direct environmental impacts, it assesses possible risks in this field, from the analysis of proposals to the finalization of projects, and the proponents are obliged to pay attention to the sustainability principles set out in the public notice. By supporting these projects, Banrisul inserts itself into the communities, seeking to help transform and improve the quality of life of parts of the local population. Banrisul's return is the association of its brand with the various projects it supports, expanding the public it reaches and the possibilities of building relationships with new and traditional clients.
SASB: Commercial banks 2018	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development			There are no credit operations granted to small businesses that fit this criterion that are not listed in GRI indicator G4 FS7. There is no defined strategy and there is no compliance review.
	FN-CB-410a.2	Description of approach to the incorporation of environmental, social, and governance (ESG) factors in credit analysis			56.

ASSURANCE REPORT

☰ GRI 2-5

INDEPENDENT AUDITOR'S LIMITED ASSURANCE REPORT ON NON-FINANCIAL INFORMATION INCLUDED IN THE SUSTAINABILITY REPORT 2023

To the Shareholders, Board and Management of
Banco do Estado do Rio Grande do Sul S.A.

Introduction

We have been engaged by Banco do Estado do Rio Grande do Sul S.A. (“Banrisul” or “Company”) to present our limited assurance report on the non-financial information included in the Company’s Sustainability Report (“Report”) related to the year ended December 31, 2023.

Our limited assurance scope does not comprise prior-period information or any other information disclosed in conjunction with the Report, including any embedded images, audio files or videos.

Banrisul’s Management’s responsibilities

Banrisul’s Management is responsible for:

- Selecting and setting appropriate criteria to prepare the information included in the Report.
- Preparing the information based on the criteria and guidelines set out in the Global Reporting Initiative - GRI and Sustainability Accounting Standards Board - SASB. Designing, implementing and maintaining internal controls over relevant information for the preparation of the information included in the Report, which is free from material misstatement, whether due to fraud or error.

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Independent Auditor’s responsibility

Our responsibility is to express a conclusion on the non-financial information included in the Report, based on our limited assurance engagement conducted in accordance with Technical Communication CT No. 03/2022, issued by the Brazilian Federal Accounting Council (CFC), and based on Brazilian standard NBC TO 3000 - Assurance Engagements other than Audits or Reviews, issued by the CFC, which is equivalent to the international standard ISAE 3000 - Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board - IAASB. Those standards require that we comply with ethical and independence requirements and other related responsibilities, including as regards the adoption of the Brazilian Quality Control Standard - NBC PA 01 and, therefore, the implementation of a comprehensive quality control system, including documented policies and procedures on the compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

In addition, those standards require that the work be planned and performed to obtain limited assurance that the non-financial information included in the Report, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with Brazilian standard NBC TO 3000 (international standard ISAE 3000) consists mainly of making inquiries of Management and other company professionals involved in the preparation of the non-financial information, as well as applying analytical procedures to obtain evidence that enables us to reach a limited assurance conclusion on the information taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that cause the auditor to believe that the information included in the Report, taken as a whole, might present material misstatements.

The procedures selected were based on our understanding of the aspects related to the compilation, materiality and presentation of the information included in the Report, other circumstances of the engagement and our consideration of the areas and processes concerning the material information disclosed in the Report, in which material misstatements might exist. The procedures comprised, among others:

- a) Planning the work, considering the relevance, the volume of quantitative and qualitative information and the operating and internal control systems that were used to prepare the information included in the Report.
- b) Understanding the calculation methodology and the procedures adopted for the compilation of KPIs through inquiries with the managers responsible for the preparation of the information.
- c) Applying analytical procedures to quantitative information and making inquiries about the qualitative information and its correlation with the indicators disclosed in the information included in the Report.
- d) For cases in which non-financial data is correlated to financial indicators, comparing such KPIs with the financial statements and/or accounting records.

The limited assurance engagement also included the compliance with the guidelines and criteria of the GRI and SASB, applied in the preparation of the information included in the Report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in scope than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Had we performed a reasonable assurance engagement, other matters and misstatements that might exist in the information included in the Report might have been identified. Accordingly, we do not express an opinion on this information.

Non-financial data is subject to more inherent limitations than financial data due to the nature and diversity of the methods used to determine, calculate, or estimate such data. Qualitative interpretations of materiality, relevance, and data accuracy are subject to individual assumptions and judgments. Additionally, we have not performed any work on data reported for previous periods or regarding future projections and targets.

The preparation and presentation of sustainability indicators followed the criteria of GRI and SASB and, therefore, are not intended to ensure compliance with social, economic, environmental, or engineering laws and regulations. However, these standards require the presentation and disclosure of any non-compliance with such regulations in cases of significant sanctions or fines. Our assurance report should be read and understood in this context, inherent to the selected criteria (GRI and SASB).


Conclusion


Based on the procedures performed, which are described herein, and on the evidence, we have obtained, nothing has come to our attention that causes us to believe that the non-financial information, included on Banrisul's Report for the year ended December 31, 2023, was not prepared, in all material respects, based on the criteria and guidelines set out in the GRI and SASB.

Other matters

The accompanying Sustainability Report has been translated into English for the convenience of readers outside Brazil.

São Paulo, January 17, 2025


DELOITTE TOUCHE TOHMATSU
Auditores Independentes Ltda.
CRC nº 2 SP 011609/O-8


Alexandre Carboni Machado
Accountant
CRC nº 1 SP 293443/O-5



CREDITS

Corporate information

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Banrisul Coordination

Corporate Risk Unit

Social, Environmental and Climate Risks

Management Department

GRI Consulting

blendON

Writing and Reviewing

blendON

Design

blendON

Images

Adobe Stock and Banrisul's image bank



Banco do Estado do Rio Grande do Sul S.A.