

	Social and Environmental Responsibility Standard	Date: 08/06/2019
---	---	---------------------

Manager

Controllership Department

Scope

Branches, Departments, Associated Companies and Overseas Units:

Summary

Bradesco Organization's Social and Environmental Responsibility Standard

1. Purpose

Describe the main social and environmental responsibility guidelines of Bradesco Organization highlighting the lines of action and governance.

2. Introduction

01.111 - Bradesco Organization's Corporate Sustainability Policy aims to promote the sustainability of its operations and businesses considering the alignment of business with good practices on corporate management.

This Standard highlights the elements of sustainability of this policy in the social and environmental scope, outlining the guidelines that shall be addressed in business and in relation to stakeholders. This reference should be made to the fundamental principles established by the 01.002 - Code of Ethics.

The preparation of this document observes the Principles of Relevance, Proportionality and Efficiency, according to the terms set forth by the National Monetary Council Resolution No. 4.327/2014 and by the Banking Self-Regulation System (SARB) of the Brazilian Banks Federation, No. 14/2014.

3. Activities and Operations

Guidelines:

3.1. Financial Citizenship

- Consider financial Citizenship as a core element for the responsible relationship with customers and users.
- Promote financial education through by fostering educational activities, the provision of adequate information, and financial guidance on products and services appropriate to the profile of customers and users, in accordance with 01.807 - **Institutional Policy on Relationship with Customers and Users** and to 05.1201 - **Institutional Standard on Relationship with Customers and Users**.

3.2. Products and Services

- Adopt social and environmental responsibility and sustainability criteria in the processes of development, review and trading of products and services.
- Identify business opportunities that promote positive impacts on individuals, society and the environment.

3.3. Social and Environmental Risks

- Apply specific mechanisms and criteria for risk evaluation by prioritizing activities and operations with the greatest potential to cause social and environmental damage pursuant to 05.403 - Social and Environmental Risk Standard.
- To manage social and environmental risk in the Organization in an integrated manner with other relevant types of risk.

3.4. Social and Environmental Management in Activities

- Manage the environmental impacts of the Organization's activities through the implementation of results management, monitoring and reporting criteria and processes.
- Mitigate the impacts and add value through efficiency in the consumption of natural and material resources, as provided for in the set of initiatives and goals of the Ecoefficiency Master Plan under management of units and associated companies, following the procedures established by the Ecoefficiency Manual, as well as the implementation of corresponding actions and goals provided for in the Ecoefficiency Master Plan.
- To minimize environmental impacts and promote efficiency in the consumption of natural and material resources, including generation of waste, effluents and mitigation and adaptation to the effects of climate changes.
- Manage the impacts of activities and operations related to slave-like labor, child labor and sexual exploitation as established in 01.037 - **Corporate Social Responsibility Management System**.
- Ensure compliance with legislation, standards and regulations that govern environmental management.

4. Relationship with Stakeholders

Bradesco Organization recognizes that the relationship with the various stakeholders, through structured consultations and dialogs, contributes to the improvement of business management and fosters continuous learning for both sides. The guidelines below govern stakeholder relationships, in line with the commitments, guidance, roles, and responsibilities described in

Standard 05.1087 - Stakeholder Engagement Standard and in 01.823 - Corporate Human Rights Policy.

4.1. Customers and Users

- Foster communication channels that promote service transparency and quality, promoting customer satisfaction and loyalty;
- Serve customers and users, considering the needs and characteristics of the distinct profiles; and
- Provide physical or digital accessibility to customers and other users.

4.2. Human Capital

- Promote the respect in relation to human rights, its diversity, dignity and equality, preserving their individuality and privacy, not admitting the practice of discriminatory and harassment acts of any nature and child and slave-like labor, and sexual exploitation labor in the workplace environment and in all relations with the internal and external public.
- Promote training and awareness-raising actions related to sustainability to encourage its approach at all levels of the Organization making them available to stakeholders.
- Engage its employees in the practices of volunteer work, highlighting the exercise of citizenship.

4.3. Shareholders and Investors

- Add value to shareholders and investors through financial results from businesses that adopt social and environmental and corporate governance criteria, aligned with long-term interests.

4.4. Suppliers

- Systematically incorporate the sustainability concepts, including from the perspective of social and environmental risks in engagement processes and supplier and service provider management.

4.5. Society

- Contribute to the dissemination and strengthening of the Sustainable Development Goals.
- Dialogue and partner with civil society organizations that contribute to sustainable development.
- Promote donations and sponsorships aligned with the Organization's SDGs and guidelines, in accordance with Standard 05.1206 - Donations and Sponsorships.
- Promote the review of the Materiality Matrix of the Organization periodically, at least every two years, ensuring the participation of our main stakeholders in the process.

5. Governance structure

5.1. Board of Directors

Responsible for establishing the Bradesco Organization's strategy in compliance with the best market practices and applicable laws and regulations in force, as well as for following best corporate governance and social and environmental responsibility practices, being advised by the Sustainability and Diversity Committee.

5.2. Sustainability and Diversity Committee

The Sustainability and Diversity Committee is responsible for watching over implementation of Sustainability Policy, Social and Environmental Responsibility Standard, and approving the fulfillment of sustainability commitments assumed by the Organization.

This Committee may, with the consent of the Board of Directors, request actions to the other Committees of the Organization, when these are involved in matters related to sustainability and social and environmental responsibility.

5.3. Integrated Risk Management and Capital Allocation Committee

The Integrated Risk Management and Capital Allocation Committee is responsible for assuring the compliance with risk policies and approve the limits of risk exposure.

This Committee is also responsible for advising the Board of Directors in the performance of its duties in the management and control of risks and capital.

5.4. Executive Committee of Operating and Social and Environmental Risk Management

The Executive Committee of Operating and Social and Environmental Risk Management is responsible for assuring compliance with the Operating Risk Management Policies, Going Concern, Standards on Social and Environmental Risk and Corporate Competition in the Organization. Furthermore, it also subsidizes the Committee for Integrated Risk Management and Capital Allocation regarding the behavior of losses and actions that mitigate social and environmental risk.

5.5. Sustainability Commission

The Sustainability Commission is responsible for proposing strategies and solutions that promote the application of the best sustainability practices to the activities and businesses of the Organization, and assessing the adhesion to voluntary sustainability commitments assumed by the Organization and guarantee its maintenance.

5.6. Controllership Department, Corporate Sustainability Area

Responsible for integrating and coordinating sustainability actions, advising the Sustainability Committee and Commission, monitoring social and environmental risk in accordance with the guidelines of this policy and related policies;

Evaluate and monitor adherence to voluntary sustainability commitments; and

Support the institutional and business areas in the implementation of this policy, engaging and seeking the best corporate sustainability practices, presenting a good performance in the sustainability indices.

5.7. Integrated Risk Control Department, Area of Analysis and Control of Social and Environmental Risk:

Responsible for integrating and coordinating the actions of identifying, evaluating, controlling, monitoring and reporting the Organization's social and environmental risks.

5.8 - Compliance, Conduct and Ethics Department - DCCE

Responsible for the guidelines provided for in the Institutional Standard for Customer and User Relationship and in the Customer and User Relationship Policy, in compliance with Resolution No. 4,539 of the Central Bank of Brazil, issued by the National Monetary Council on 11/24/2016.

5.9. Branches, Departments, Associated Companies and Overseas Units

Responsible for acting in accordance with internal policies and standards, voluntary commitments and sustainability indices used by the Organization in its activities and processes.

6. Voluntary Commitments

Bradesco is a signatory of voluntary social and environmental and sustainability commitments that reinforce or complement its Policies and Standards related to the theme, for which the following guidelines are adopted:

- Departments and Associated Companies are responsible for proposing membership, implementing agreed principles and requirements, and reporting on their compliance periodically;
- The Controllership Department technically evaluates adherence proposals, as well as accountability and evidence of compliance with commitments;
- The Sustainability Committee assesses adherence to new agreements and compliance with commitments already made; and
- The Sustainability and Diversity Committee decides on new adhesions and the maintenance of existing commitments.

7. Glossary

As established by the National Monetary Council Resolution No. 4.327/2014 and by the Banking Self-Regulation System (SARB) of the Brazilian Banks Federation No. 14/2014, for the purposes of this standard, the terms indicated below shall have the following meaning:

- **Principle of Proportionality:** the compatibility of Social and Environmental Responsibility Policy (PRSA) with the nature of the institution and the complexity of its activities, its financial services and products, as defined in CMN Resolution No. 4,327/14.
- **Principle of Relevance:** the degree of exposure to social and environmental risk of the institution's activities and operations, as defined in CMN Resolution No. 4,327/14.
- **Activities:** internal processes and practices that may cause social and environmental impact, and should not be confused with financial operations or services.
- **Operations:** financial operations identified as being capable of analyzing social and environmental aspects by the institution, defined based on specific methodology.
- **Stakeholders:** these are the customers and users of the products and services offered by the Organization, suppliers, employees and collaborators, and other people who are impacted by the activities developed by the Organization.
- **Social and environmental risk:** the possible occurrence of losses in the Organization resulting from social and environmental damage.

Banco Bradesco S.A.

Moacir Nachbar Junior
Managing Officer