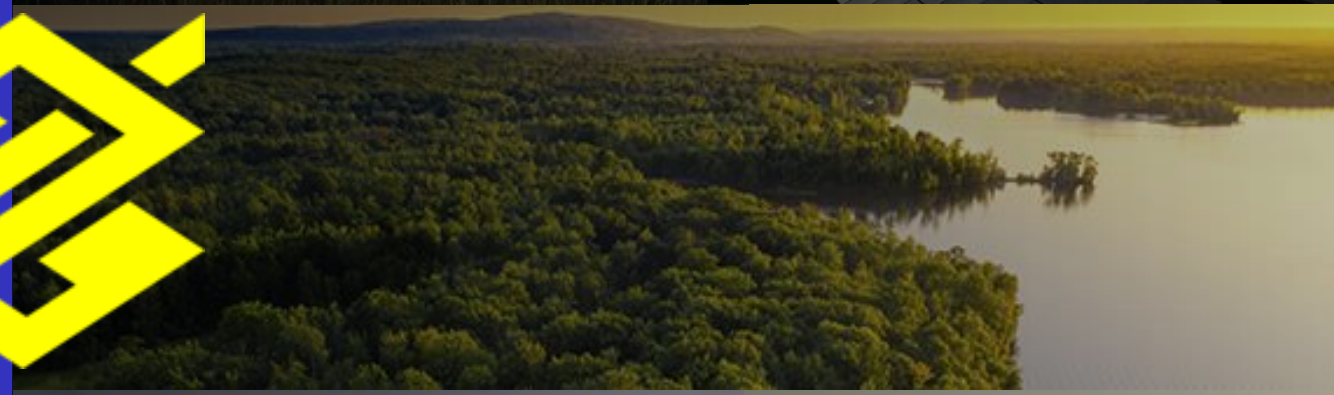
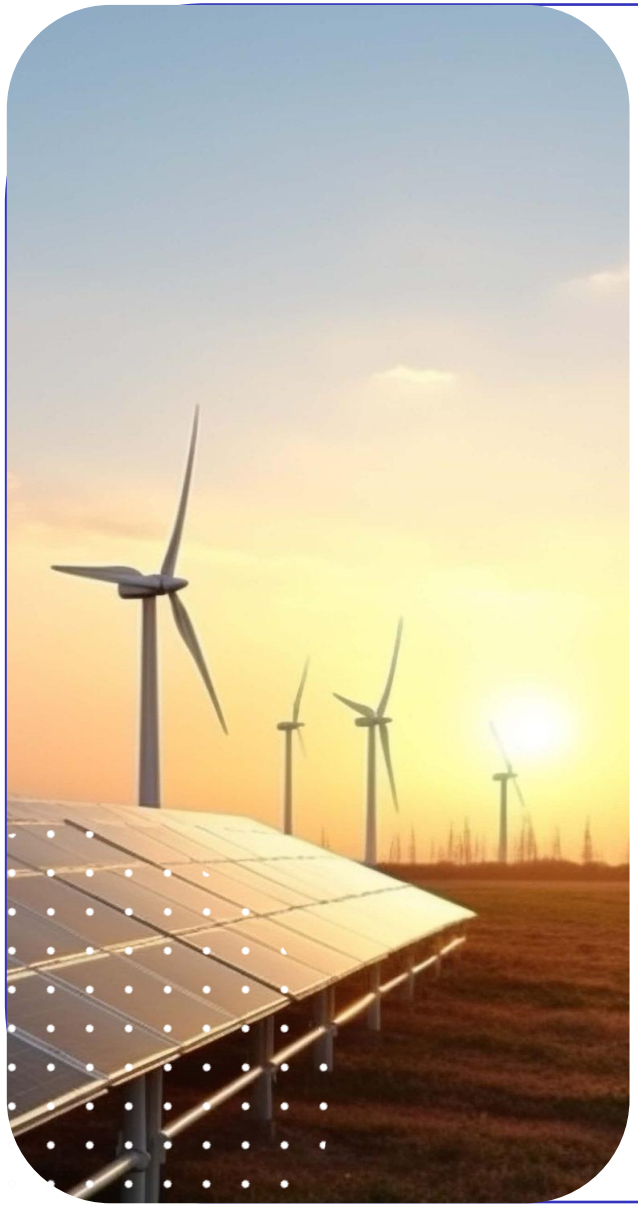
Sustainability

Guidelines for Credit

December / 2023





Presentation

The Sustainability Guidelines for Credit by sector – **Agribusiness**, **Irrigated Agriculture**, **Electricity**, **Civil Construction**, **Cement**, **Mining**, **Oil & Gas**, **Transportation**, **Pulp & Paper** and **Steel** – seek to give visibility to the business and administrative practices adopted by BB, and aims to:

- **Mitigate possible socio-environmental risks** in accordance with current legislations;
- **Reduce negative impacts** of its financing and investments;
- **Potentialize the financial resource** in order to invest them in projects that provide better socio-environmental conditions;
- **Identify new opportunities** for action in the value chain of sustainable businesses, based on relevant socio-environmental issues and strategic themes for sustainable development.

Considering the relevance of the analyzed sectors and their importance for the country's development, Banco do Brasil, from this document, seeks to align the sustainability precepts applicable to these segments, as well as reinforcing the importance of adopting socioenvironmental criteria in the analysis process, granting and managing credit, and thus minimizing the risk of possible negative impacts on the environment and society.

The socioenvironmental criteria in the credit analysis and the assessment of potential risks are continually improved, in order to promote the improvement of the tools for the prevention, mitigation and management of socioenvironmental risks that may eventually arise from its credit operations.

This continuous improvement allows Banco do Brasil to update and adapt its credit granting practices, consolidating instruments, methods and processes aimed at mitigating social and environmental risks.

The results point to the ways in which the Bank operates with its clients, in order to encourage the engagement of the economic sectors and present as main results:

- More precise knowledge about risks involved in different forms of production and use of natural resources, and greater understanding of the benefits of responsible practices that lead to sustainability;
- Increase in the supply of financial products, which assist the production chains in their restructuring process, in compliance with a reality based on sustainability criteria.

These Guidelines apply to Individual and Legal Entity customers, according to their sector of activity.

Strategic **Themes**

Act in accordance with public policies and commitments made in the pacts and agreements related to the strategic areas and complying with the relevant legislation.

Develop new products and services focused on socio-environmental issues, with particular emphasis on curbing climate change.

Improve the alignment of the principles of sustainable development with the day-to-day practices of banking business, particular in credit operations.

Disseminate information through its network of customers, suppliers, employees and other stakeholders to raise awareness of the Strategic Issues.

Foster sustainable business practices in the value chains of finance and investments.

Acting jointly with government, companies and Society in order to promote sustainable development.

The analyzed sectors have a close relationship with the strategic themes covered in this document: **Water Resources**, **Forests and Biodiversity**, **Climate Change**, and **Human Rights**.

Biodiversity

One of the greatest challenges facing society today is to manage humanity's need for food, energy, water, housing, medicines and raw materials, while minimizing adverse impacts on biodiversity.

Brazil is one of the countries with the greatest biodiversity and is home to the largest extension of the Amazon Forest in Latin America, with an area of around 5.5 million km². The country also has vast areas of Cerrado, Caatinga, Atlantic Forest, natural fields, coastal and marine areas and flooded areas, such as the Pantanal of Mato Grosso.

We recognize the influence that economic pressures have on biodiversity and all types of ecosystems. We also recognize the importance of conservation and sustainable use of ecosystems to ensure life, economic activities and human development.

We therefore adopt practices that value biodiversity and environmental services and avoid supporting initiatives that increase pressure on them, in accordance with IFC Performance Standard No. 6 Biodiversity Conservation and Sustainable Management of Living Natural Resources, which it does part of the Equator Principles.

In compliance with the legislation in force and in line with its operational guidelines, Banco do Brasil includes socio-environmental constraints in credit agreements and periodically monitors compliance, the non-compliance of which may imply the early maturity of the operation, respecting the provisions in the contracts signed between the parties.

[1]IFC – International Finance Corporation, an arm of the World Bank group that supports the sustainable development of the public sector.

Water Resources

Brazil is the richest country in the world in terms of water resources, containing 13% of the fresh water available on the planet, the largest continental wetland in the world (Pantanal), the most extensive wetlands (Amazon) and an incredibly diverse aquatic fauna.

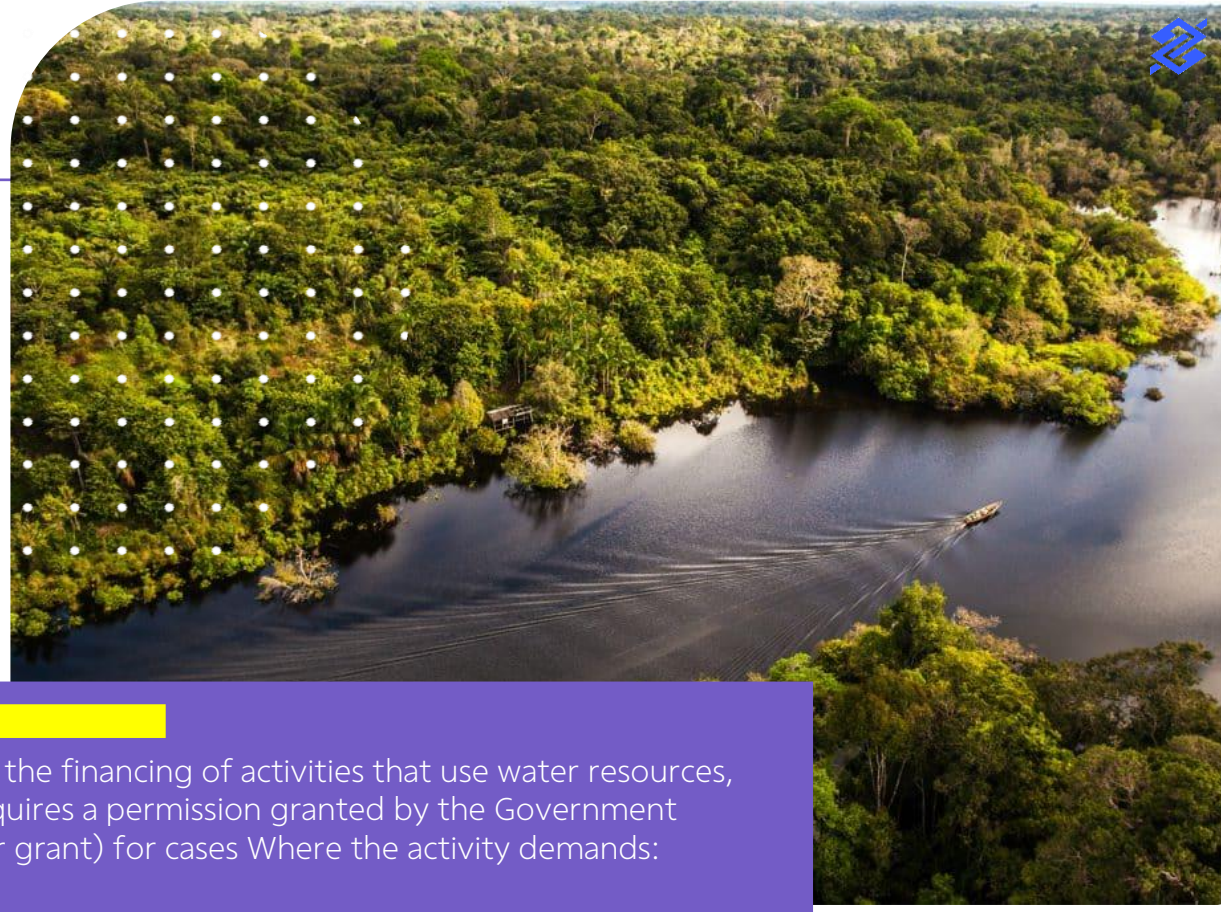
Despite this, global water-related problems are also present in the country. Issues related to the implantation of hydroelectric dams, disorderly occupation of hills and along rivers and poorly conceived land use practices have resulted in reduced water flow, in addition to degradation of drainage basins.

In 1997, the Brazilian Government instituted the National Water Resources Policy (PNRH). Law No. 9,433 / 97 creates a new and important structure for the management of these resources, providing for participatory processes and new economic instruments that promote the more efficient use of water.

Banco do Brasil, as a financial institution that acts strongly in agribusiness and also in other sectors intensive in the use of water, is aware of the negative externalities that the financing of these activities can cause, and as an initiative aimed at the defense of this important natural resource, it assumes the commitment to promote awareness and to seek solutions, together with society, for the problems related to the theme and for the implementation of the PNRH.

The granting of water is required in investment financing and funding for irrigated agriculture and for raising animals in confinement. The regulations and laws of municipal, state and federal governments are also observed.

In addition, when financing hydroelectric plants and infrastructure projects within the framework of the Equator Principles, Banco do Brasil requires the client to carry out an independent socioenvironmental assessment and action plan to mitigate the identified risks and impacts.



As for the financing of activities that use water resources, BB requires a permission granted by the Government (water grant) for cases Where the activity demands:

I. Deviation of capture of water for consumption, including public supply or input for production processes

II. Extraction of underground aquifer water for consumption or input for production processes

III. Discharge of sewage and other liquid or gaseous waste, treated or untreated into a body of water, for the purpose of dilution, Transportation or disposal

IV. Use of hydroelectric potential

Climate **Changes**

Several scientific studies indicate that climate change is due to the increase in the concentration of greenhouse gases (GHG) in the atmosphere, resulting from human activity. Climate change affects natural resources, access to water, food production, health and the environment. Hundreds of millions of people will be able to starve, suffer from water shortages and coastal flooding due to rising global temperatures.

The economies and societies of the world will be affected to a great extent. The issue of climate began to be analyzed for its environmental dimension and, afterwards, studies were made on its relationship with production and consumption, including energy, until it was concluded that the transition to a low carbon economy is essential for humanity.

Despite being a country with a clean energy matrix, investments in scientific research and an abundance of natural resources, Brazil is not exempt from the consequences of climate change. By instituting the National Policy on Climate Change and assuming the voluntary national commitment to adopt actions to reduce GHG emissions, which became part of the country's commitments to the parties to the Paris Agreement, in line with the Sustainable Development Goals, it is clear that the country has been looking for ways to effectively mitigate climate change and guarantee the well-being of its citizens in the long run.

Aware of the relevance and urgency of the topic and the importance of private sector engagement in efforts to reduce GHG and adapt communities in areas of climate vulnerability, we are committed to the transition to a low carbon economy and to the leadership role that Brazil can assume before the international community.

[2]STERN N The economics of Climate change. The Stern Review. Cambridge Univerity. Cambridge, 2006.

Human **Rights**

The affirmation of human rights in the 21st century is intrinsically linked to its inclusion, along with environmental sustainability, as one of the paradigms for development. The development model should encompass equitable economic growth, social justice, inclusion and sustainable environment. Only then will society be able to face major global challenges such as: eradicating hunger, ending poverty, reducing social inequalities, offering equal conditions of access to health, promoting diversity and conserving biodiversity, ecosystems and natural environments.

In order to ensure the effectiveness of human rights, environmental issues become fundamental. Essential human rights are extremely vulnerable to environmental degradation and unfair and inadequate access to natural resources. Likewise, damage to the environment can lead to violations of rights. Thus, the full exercise of rights such as life, health, food, water, housing and adequate working conditions depends fundamentally on a balanced environment that supports it.

On the other hand, the conception of a sustainable environment involves the necessary balance so that human development and the use of natural resources, today, allow their maintenance in adequate conditions so that the next generations can also enjoy these same conditions essential to their social and economic development. Therefore, environmental conservation and the sustainable use of natural resources must be considered an important part of the affirmation of the rights of peoples and social groups to the basic conditions that allow them to obtain food and productive sovereignty, to have healthy environments for a dignified life and to maintain conditions to extract their livelihood and economic progress - that is, to fight for their human rights.

The exercise of rights that contribute to the development of socio-environmental policies must be ensured, another direct association between guaranteeing human rights and sustainability. This includes the rights to freedom of expression and association, access to information, prior assessment of environmental and social impacts, participation in decision-making processes, prior and informed consultation, appeal to the courts and legal remedies, monitoring independent civil society. Therefore, the best way to address environmental issues is to ensure participation, at the appropriate level, by all concerned citizens. The guarantee of such rights is essential for the elaboration of public environmental policies, making them more transparent, more comprehensive and well-founded and better suited to the protection of human and environmental rights.

It is within this framework that Banco do Brasil recognizes the challenges of promoting sustainability in business, with a view to fostering an economy free of social issues such as slave, child and degrading labor, and inducing better conditions for the participation of women and young people and respect for the rights of indigenous peoples and traditional communities.

[3]Principle 10 of the Rio Declaration on Environment and Development, 1992.

Socio-Environmental **Overview**

The Paris Agreement (COP 21) and the Nationally Determined Contribution (NDC) submitted by the Brazilian Government in 2015, together with the Base Document for its Implementation and Financin Strategy, as well as the Sustainable Development Goals (SDGs) defined by the United Nations in 2015 they are the events of international scale with the greatest impact on economic activity in Brazil with regard to socio-environmental sustainability and mitigation of climate change.

Brazil's contribution will be to reduce, by 2025, greenhouse gas emissions by 37% below 2005 levels. And, by 2030, to reduce emissions by 43% below 2005 levels. Regarding adaptation to the effects of change of climate, the Brazilian NDC indicates the priority with the social dimension, bearing in mind the need to protect vulnerable populations from the negative effects of climate change and strengthen their resilience. In this context, Brazil proposes to work on the development of new public policies, having as reference the National Adaptation Plan (PNA).

Brazil's NDC includes targets related to the following sectors/activities:

- Bioenergy
- Change in Forest and Land Use
- Cattle Ranching
- Industry
- Electric Power
- Transport

It can be seen that the Sustainability Guidelines for Credit, since 2010, already included the relevant sectors to the mitigation of climate change, thus presenting a strong relationship with the government's actions to meet the goals of the Paris Agreement that would come in 2015.

The activities related to Land Use Change and Forests are relevant for Brazil's compliance with its NDC, as well as for promoting the country's sustainable development in the coming decades. Eliminating illegal deforestation is a major challenge given the scale and the various vectors that promote, even if indirectly, the illegal conversion of forests. This will require the improvement of policies to combat illegal deforestation, the creation of economic incentives that discourage deforestation and foster positive externalities linked to forests.

The focus of the governmental and private land use agenda for the coming decades focuses on economic incentives aimed at promoting the elimination of illegal deforestation; forest restoration with an economic bias when possible; discouraging the conversion of areas, especially in regions with low aptitude for agriculture; and sustainable forest management.

It should be noted that the ILPF is a production strategy that can include in its conception other sustainable practices foreseen in the ABC, such as, for example, the no-till system and the recovery of degraded pastures, therefore, it has a broader scope. With the adoption of integration systems with a forest component, especially the silvopastoral system (IPF) and the agrosilvopastoral system (ILPF), land occupation is possible 100% of the time. This is because, in addition to agricultural production, it is also possible to graze in the rainy season and in the dry season, and there is also the continuous development of trees in these systems throughout the year. With this, income generation is increased by diversifying activities and also improving environmental quality, which characterizes sustainable intensification.

In the Agriculture and Livestock sector, according to parameters used in an ABC Observatory study, the recovery of 15 million hectares of pasture (divided into 1.5 million hectares per year in 10 years) will result in a reduction of approximately 101.7 million tons of CO2 equivalent (CO2 e) within 10 years.

The Electricity Sector may be impacted by climate change, as hydroelectric generation has a close connection with the rain regime and the climate. If climate change affects the hydroelectric generation capacity, energy efficiency will be essential to avoid increasing generation in thermoelectric plants, mitigating the environmental impacts of this choice.

Brazil has indicated that it intends to achieve 10% efficiency gains in the electricity sector by 2030. In the CND base document, it was detailed how to achieve this value through: improvements in the efficiency of equipment used by the three sectors of the economy, in the habits of electricity consumption; and public energy efficiency policies.

The Industrial Sector should contribute with emission reductions of 7% (2025) and 8% (2030) in relation to the sector's emissions in 2005, representing a ceiling of 99 million CO2 and in 2030, according to the Brazilian Government.

The goals and actions proposed for the Transport Sector reflect the Sectorial Transport and Urban Mobility Plan for Climate Change Mitigation and aim to contribute to the mitigation of GHG emissions in the sector, through the use of efficient public passenger transport systems and the use of new technologies.

In August 2015, negotiations were concluded that culminated in the adoption of the Sustainable Development Goals (SDGs), on the occasion of the United Nations Summit for Sustainable Development. Process initiated in 2013, following the mandate emanating from the Rio + 20 Conference, the SDGs should guide national policies and international cooperation activities over the next 15 years, succeeding and updating the Millennium Development Goals (MDGs).

4Crop-Livestock Integration and Crop-Livestock-Forest Integration: Strategies for sustainable intensification of land use. Available in: Access: 01 Aug 2017

5Low Carbon Emission Agriculture: The evolution of a new paradigm. Available in: Accessed on: 15 May 2017

Analyzed **Sectors**

Banco do Brasil is in favor of initiatives aimed at expanding and adapting business in the various sectors of the economy, with attention to good agricultural practices, natural limits, integration with sectoral policies for water resources, sanitation and climate change and the needs for human consumption.

Agribusiness

The prospects for population growth and advancing per capita income in developing countries should continue to be factors that stimulate the growth of agricultural and livestock production.

In addition, the incentive to use biomass as a source of electricity and fuel on a global scale, aiming at increasing energy security and reducing greenhouse gas emissions, puts pressure on food production.

The Brazilian agriculture has the important challenge of meeting the expectation of a growing world demand for food, fibers and biofuels, reconciling it to the conservation of natural resources and fundamental ecosystems for Brazil and for humanity.

In addition to the agricultural frontier, there is a high potential for growth in Brazilian agriculture through increased productivity, the recovery of degraded pasture areas and the adoption of techniques with a positive environmental impact.

The Crop-livestock-forestry integration seeks to achieve better yields, associated with reducing pressure on natural ecosystems.

This growth potential has already been attested by the growing agricultural harvests observed in recent years, given the advancement of technological innovation in the field, guaranteeing harvests that are more resistant to pests and unfavorable environmental conditions.

Projections prepared by the Ministry of Agriculture, Livestock and Supply (MAPA) for Brazilian agribusiness, place the domestic market, exports and productivity gains as the main growth drivers for the next decade.

Between 1975 and 2018, the growth rate of agricultural productivity in Brazil was, on average, 3.79% per year. The projected total factor productivity (TFP) until 2030 is expected to grow at an average annual rate of 2.9%. Although lower than the average of previous periods, it can be considered a high rate compared to international competitors. In grains, the increase in productivity for the next ten years is forecasted at 26.9% and the planted area at 16.7%.

The most dynamic products of Brazilian agribusiness should be pork, soy, beans, cotton feather, cellulose, corn, chicken meat and sugar, whose production indicates greater potential for growth in the next 10 years should be the most dynamic products of Brazilian agribusiness. . The domestic market and international demand are the main drivers of this growth.

Meat production (beef, pork and poultry) between 2019/20 and 2029/30, is expected to increase by 6.7 million tons, representing an increase of 23.8%.

Pork and chicken meats are expected to show the greatest growth in this period: pork, 26.8%, chicken, 28.1%. Beef production is expected to grow 16.2% between the base year and the end of the projections.

The observance of environmental legislation and the adoption of good practices, such as the proper management of soil and water, the rational use of agrochemicals and the concern with animal health, for example, are fundamental to mitigate the impact of the activity on natural resources and to reduce emissions or capture gases, considering the trends pointed out in agribusiness.

Irrigated Agriculture

According to the 2019 Report on Water Resources in Brazil, a document prepared annually by the National Water Agency, irrigation is the main responsible for the consumptive use of water, corresponding to 49.8% of the total withdrawals.

6Informações obtidas em https://www.gov.br/agricultura/pt-br/assuntos/politica-agricola/todas-publicacoes-de-politica-agricola/projecoes-do-agronegocio/projecoes-do-agronegocio_2019_20-a-2029_30.pdf/@@download/file/PROJEC%CC%A7O%CC%81ES%20DO%20AGRONEGO%CC%81CIO_2019-20%20a%202029-30.pdf – Acesso: 08. set. 2020.

Irrigated agriculture uses a set of equipment and techniques to supply the total or partial water deficiency for the crops, and varies according to the needs of each crop, type of soil, relief, climate and other variables. Normally, irrigation allows supplementation of the rain regime, making cultivation feasible in regions with more severe water scarcity, such as the Semi-Arid, or in places with specific periods of drought, such as the central region of Brazil.

In addition to irrigation itself, the water is destined for human supply in the countryside and in the city, animal feed and industrial use. From the perspective of the flow consumed, irrigation accounts for a significant portion (66.1% of consumption).

TOTAL WATER
WITHDRAW IN BRAZIL
Annual average (2018)

TOTAL WITHDRAW
2.048 m³/s

- ANIMAL SUPPLY- 8,3%
- IRRIGATION - 49,8%
- MINING - 1,7%
- INDUSTRY - 9,6%
- URBAN SUPPLY 24,4%
- THERMOELECTRIC - 4,5%
- RURAL SUPPLY 1,7%

TOTAL WATER CONSUMPTION
IN BRAZIL
Annual average (2018)

TOTAL CONSUMPTION
1.101 m³/s

- ANIMAL SUPPLY – 11,6%
- IRRIGATION - 66,1%
- MINING - 0,9%
- INDUSTRY - 9,5%
- URBAN SUPPLY 9,1%
- THERMOELECTRIC - 0,3%
- RURAL SUPPLY 2,5%

Fonte: Agência Nacional de Águas

There has been a significant increase in irrigated agriculture in Brazil in recent decades, always growing at rates higher than the total planted area. In 2018, the irrigated area was estimated at 7.3 million hectares.

It is strategic to understand the relationship between productivity, planted area and area with irrigated crops throughout the national territory, mainly due to the constant increase in the sector's contribution to the country's economic growth.

Historically, the participation of agribusiness in the Brazilian GDP has exceeded 20%. This relationship becomes increasingly challenging when the increase in agricultural productivity is associated with socioenvironmental aspects.

The National Irrigation Policy (Law 12.787 / 13 and amendment - Law 13.702 / 18) establishes, among its objectives, the incentive to expand the irrigated area and increase productivity on an environmentally sustainable basis; the reduction of climatic risks inherent to agricultural activity; and competition to increase the competitiveness of Brazilian agribusiness.

The law also establishes that public and private irrigation projects may receive tax, credit and rural insurance incentives for their implementation, as long as they comply with environmental licensing requirements and have a prior grant of the right to use water resources.

These legal instruments can be reinforced by practices and technologies that will promote increased efficiency and the consequent reduction in water waste.

In view of the trend of increasing irrigation and considering the fact that the country is one of the world's largest exporters of agribusiness, it is essential that the use of fresh water reserves for this purpose increases the efficiency of Brazilian fields.

Therefore, Banco do Brasil is in favor of initiatives aimed at expanding and adapting irrigated agriculture in the country, with attention to good agricultural practices, natural limits, integration with sectoral policies for water resources, sanitation, climate change and, above all, the needs for human consumption.

Electricity

The Covid-19 pandemic had a significant impact on the consumption of electricity in the country. As a result, sector planning and regulation bodies are revisiting their projections in order to maintain the predictability and adequacy of investments in energy generation and transmission. the new level of demand. According to preliminary estimates, the consumption of electricity is expected to fall by 2.7% this year, mainly following the reduction in industry consumption (-7.1%). For the 10-year scenario, average growth in energy consumption of 3.7% per year is expected, which should continue to require investments in energy generation and transmission, although at levels lower than those planned before the pandemic.

The migration of consumers from the regulated market tends to continue moving the Free Market, in view of the increase in energy costs in the regulated market, the relaxation of regulatory limits for adherence to the free market, as well as the appeal in terms of sustainability, with the energy consumption from renewable wind and solar sources.

Due to the revision in the consumption projections, there are uncertainties about the speed of expansion of the energy generating complex. In this sense, although it is possible to predict the continuity of many projects in the sector, there are still no official criteria on the volume of investment required to meet the new levels of demand growth. Therefore, in the 10-year horizon, expectations are for moderate expansion in investments in the sector. It is important to highlight the role that the sources of solar, wind and biomass energy have gained in recent years in the Brazilian energy matrix, a move-

movement that tends to continue expanding.

Distributed power generation tends to maintain its leading role, although it may slow down due to the deterioration of the financial conditions of families to make investments.

Transportation

Investment in transport infrastructure is essential for a country's economic development. In the case of Brazil, which has continental dimensions, the transport sector is even more relevant, considering its direct influence on the competitiveness of all sectors of the economy.

Nowadays, the Brazilian transportation matrix presents important challenges, which generate productive bottlenecks in the economy, increase product costs and cause high environmental impacts. The biggest challenge is to increase the participation of rail and waterway modes, notably by cabotage, in the matrix that today remains concentrated on highways. In this sense, discussions are being conducted between government and society to change regulatory frameworks and encourage the growth of the participation of these modes in the transportation of cargo in the country.

According to data from the National Transport Confederation (CNT), Brazil has 1.7 million miles of highways, compared to 30,500 miles of railways. In relation to the transportation of waterway cargo, in 2018, Brazilian port facilities transported 1.1 billion tons, of which about 20% via cabotage and 74% over long distance. Rail transport, on the other hand, was responsible for transporting 407 billion tonnes per useful kilometer, with productivity gains in recent years, allowing for an increase in the volume transported. 821.2 million tons of cargo were transported in the airway (13% expansion compared to 2017).

The high share of road freight transport in the country's logistics matrix (64%) is one of the main problems identified by the National Logistics Plan (NLP, 2018) and should be reduced to 50% by 2025. In contrast, the guidelines established for improving the country's transport infrastructure includes expanding the share of rail freight transport, from the current 18% to 31%. To cope with this planning, NLP highlights the need for massive investments in the sector over the next few years.

However, some conjunctural and structural risk factors are placed in this scenario. Among the main ones are the uncertainties about economic activity, resulting from the crisis imposed by Covid-19, in addition to the cooling of the level of economic activity.

Civil Construction & Cement

The Civil Construction sector, as an important vector for the growth of economic activity, involves an extensive productive chain, direct and indirect, being composed of building construction activities, infrastructure works, real estate segment, among others, including civil construction inputs.

After years of contraction in civil construction, as of the second half of 2019, the sector's indicators showed a partial recovery movement, motivated, in part, by the low level of interest rates and the gradual recovery of economic activity.

However, in the face of the Covid-19 pandemic, as in several other economic sectors, civil construction was impacted, with works stalled, closed sales stands, postponed / canceled purchasing decisions, due to the deteriorating employment scenario and also due to uncertainties in the economic environment and the health crisis that hit Brazil and the world.

Sales and launches of real estate fell throughout the country, totaling -23.5% and -60.9%, respectively, in the second quarter of 2020, compared to the same quarter of the previous year, according to data from the Brazilian Chamber of Industry of Construction (CBIC). Half-yearly results, that is, without the impacts of the pandemic at least in the first two months of the year, also showed a strong drop in launches (-43.9%) and a moderate drop in sales (-2.2%).

Regarding the prospects for the sector, the scenario still indicates caution, in view of the medium and long-term socioeconomic impacts that the pandemic tends to leave on the economy and, considering that the consistent advance in the demand for properties is relatively related to the dynamics economic activity, the resumption of formal jobs and the restoration of family income, an aspect that has been partially supported by emergency income and employment programs. On the other hand, factors such as the fall in interest rates, the control of inflation, the Federal Government's housing program, Casa Verde e Amarela, can be configured in an impulse for the dynamics of the real estate sector and for the reform activities and, for therefore for the construction materials industry and trade chain.

In any case, the Central Bank of Brazil (BCB) Inflation Report, published in June 2020, projects that the GDP of Civil Construction should fall by 6.7% in the year, influenced by the effects of the pandemic situation and, in a way, also by the reduced dynamism of the heavy construction sector, among others. At this point, experts point out that, if the Government succeeds in advancing the auction and concession agenda, the sector can be one of the vectors to help the recovery of the Brazilian economy, generating jobs and income.

Specifically on the cement segment, the results up to July positively surprised the market. According to data from the Monthly Survey of Industry of the IBGE, in the first half of 2020 cement manufacturing closed with a high of 4.2%, compared to the same period of the previous year. In this context, the National Union of the Cement Industry (SNIC) states that, driven by self-construction, when families spent more time at home due to the Home Office and Covid-19's social isolation measures, reforms and improvements were carried out motivating favorable performance in cement sales. In addition, in view of the interruption in the operation of several sectors of the economy, companies would have taken advantage of this period to carry out reforms and repairs, with the objective, also, of adapting to the requirements and sanitary protocols foreseen when the reopening. As a result, SNIC reported that cement sales in the country in the first seven months of 2020 reached 32.9 million tons, up 6.5% compared to the same period in 2019.

Finally, considering the growing and legitimate concern with sustainability on the world stage, and that the activities aimed at Civil Construction generate impacts on the environment, it is emphasized the continuous need in the evaluation of projects that are economically viable and that are socially and environmentally correct and, therefore, aligned with the principles of sustainability. Among the alternatives, there is the use of efficient techniques and alternative materials with low environmental impact; reduction of waste of construction materials; use / recycling of material waste; capturing rainwater and reusing it; smart building projects.

Mining

The Mining sector is of relevant importance for the Brazilian economy, due to the direct and indirect generation of jobs, income, investments, and inputs for the national and international industry.. In the second quarter of 2020, exports from the mineral sector accounted for 14% of the country's total exports, evidencing the importance of the sector in international trade, according to data from the National Mining Agency (ANM) published by the Brazilian Mining Institute (IBRAM).

Regarding the performance of the sector in the midst of the world crisis of Covid-19, it is noted that it has shown resilience, in part, due to the dynamics of foreign trade. It is noted that China, the world's largest demand for iron ore and the main destination for Brazilian exports of the product, has received government stimulus in areas focused on infrastructure, aiming to boost that country's economic growth in the post-Covid period.

7The Federal Government published a Provisional Measure, on 08/25/2020, for the Casa Verde and Amarela housing program, which must still be voted on in congress

As for the sector's performance during the global COVID-19 crisis, there was some resilience noted, partly due to the dynamics of international business. It was noted that China, the world's largest consumer of iron ore and the main target for Brazilian exports of the product, had received government stimulus in sectors focused on infrastructure to boost that country's economic growth in the post-COVID period.

In the prospective scenario, despite the uncertainties that still surround the Brazilian economy, once the pandemic has not yet been completely controlled, estimates indicate that the national production of iron ore in 2020 should retract around 3.9%. Despite this, it is important to note that, in case of a retraction in the supply of the commodity, this can be offset by higher prices.

Projections for 2021 indicate recovery and growth of about 16% in the production of national iron ore, supported by the premises of the resumption of operations in Vale in Minas Gerais and progress in the extraction of ore from the Northern Region; the high quality of the national ore that should continue to drive demand; and the recovery of the Chinese economy. According to IBRAM, despite the scenario indicating relativism, caution is still necessary, given that the risks of the pandemic are still present.

Despite the importance of the sector in the economy, the practice of mining generates socioenvironmental impacts and, sometimes, serious accidents can occur, with large proportions and with long-termconsequences in certain regions and their population. In order to minimize such impacts, investments must be made, observe the current legislation on the subject, comply with good practices and carry out continuous inspection, especially of ore tailings dams.

Steel

The national steel sector has the presence of major players and plays an important role in the economy, supplying inputs to a wide chain of demanding sectors, such as: vehicle manufacturers, machinery and equipment manufacturers (including agricultural), home appliance industries, civil construction, shipping industry, etc..

According to preliminary data from the Brazil Steel Institute, crude steel production reached 17.1 million tonnes from January to July 2020, down 13.9% when compared to the same period of the previous year, reflecting the pandemic of the Covid-19 which resulted in the stoppage of the production of important demanding industries, even causing the stop of blast furnaces of large steel companies. In the same period, domestic sales registered 10 million tons of steel, a decrease of 7.6%, and exports, in turn, decreased 8.7% in volume.

In the analysis of the July results, it is noted that, with the return of industrial activities in the country, steel production showed a partial recovery, with an increase of 3.5%, compared to the same month of 2019. However, considering the serious impacts caused by the health crisis, the prospects for the current year, according to Instituto Aço Brasil, are: a 13% decrease in steel production; 12% in domestic sales and 14% in exports. For 2021, a gradual recovery of the sector is expected.

The socioenvironmental impacts of the steel sector are relevant and, according to the Sustainability Report published by Instituto Aço Brasil, several actions have been taken by companies in order to minimize these damages: observance of the circular economy concept, allowing the reuse of waste, raw materials and inputs, thus reducing the consumption of energy and materials in the steelmaking process; investment in own generation of energy by the steel industries, for example through the reuse of gases generated in the process; water recirculation with reduced water intake from external sources; among others. In a complementary manner, the afore mentioned Report informs that "companies in the sector are signatories to various pacts and voluntary initiatives by society and the business community, which aim to promote sustainable development". In this context, the importance of complying with good practices, standards and current legislation is reinforced, as well as in investments that are economically viable and that are aligned with the principles of sustainability throughout the steelmaking process chain.

Pulp & Paper

The Pulp & Paper sector is characterized by a high level of investment and the integration of stages in the production process (forestry and industrial). Productive increases in the sector are generally based on increases in the forest base, a factor associated with greater GHG removals and emissions (transport, forest management and use of fertilizers).

On the industrial component side, there are most of the sector's GHG emission sources, normally coming from the burning of fossil fuels to generate thermal energy in the form of heat and steam.

Sustainable consumption of energy and water, as well as clean production systems and treatment of effluents generated in the process, has been a focus of action for the largest companies. Despite the sector being energy-intensive, corporations have sought improvements in techniques for using land, water, energy and other resources, reconciling sustainable production.

According to data from the Brazilian Tree Industry (IBÁ), in 2019, Brazilian cellulose production, considering the chemical process of short fiber (eucalyptus) and long fiber (pine), was 19.7 million tons, amounting to 6. 6% lower than in 2018. Export volume reached 14.7 million tons, stable compared to the previous year.

The cellulose sector was responsible for generating around US$7.5 billion in exports in 2019, while paper exports reached the US$2.0 billion mark, with China as our largest trading partner, followed by Europe.

The area of trees planted for industrial purposes in Brazil totaled 7.83 million hectares in 2018. Of the total, 36% belong to companies in the paper and cellulose segment, 29% to independent owners and 12% to companies in the steel and charcoal.

In this sense, forest certification (FSC or Cerflor) stands out as the main mitigation mechanism, as it allows buyers of wood products to guarantee that the production process occurs in a sustainable manner, through traceability and management mechanisms.

Such certification tends to grow and consolidate, considering that it is no longer a differentiator, but is now a requirement for exports with greater importance in the domestic market.

In 2018, Brazil had 6.3 million hectares certified in the forest management modality.
Considering only the area of planted trees, the certified total is 3.5 million hectares.

Another mechanism to demonstrate the sustainability of the production chain is the certification of the chain of custody, which guarantees traceability from the production of raw materials to the final consumer, with 1,033 certifications in 2018.

In the context of the Covid-19 pandemic, the segment gains importance in reducing impacts on the population's health. Cellulose is the raw material for various hospital products, such as surgical masks, clothing, mattresses, prescription pads, diapers, among others.

Oil & Gas

The instability of international oil prices intensified in the face of uncertainties arising from the Covid-19 pandemic and from the perspective of supply of commodity. As a result, there was a decline in demand global oil and gas sector, due to the impacts of pandemic on global economic growth.

Given the prospect of oversupply, the agreement within the scope of the Organization of Petroleum Exporting Countries (OPEC) and its allies, in April, was important to reduce, even partially, as uncertainties related to the level of production and the deepening horizon of the crisis commodity prices.

However, the drop in demand (estimated at 9.1% in 2020) and the prospect of a global recession, in a context of still high inventories, do not favor consistent price support. Production restriction agreements are expected to allow slow price recovery, but below $ 50.

It is worth mentioning that oil production in non- OPEC countries, such as Brazil, has been showing consistent growth in recent years, in contrast to the evolution of member countries, which was more modest, with retraction in 2019, indicating commitment to the cuts announced for the period, in order to sustain the price recovery. This year, the probable movement to reduce inventories in the United States should remove additional pressure, however, the commercial tension with China adds uncertainties about the recovery in prices and the level of demand.

The crisis scenario triggered by the pandemic forced large oil companies to cut costs, cut investments and concentrate efforts on more profitable assets. Brazilian oil production, which had been showing consistent growth since July last year – encouraged mainly by the good performance of exports – started to show deceleration. In the second quarter of this year there was a decrease of 4.2% in the volume produced, compared to the first. The fall in natural gas production was 6.6% in the same period.

According to data from the National Petroleum, Natural Gas and Biofuels Agency (ANP), last July the production of both oil and gas began to react.

Last year, Brazil ranked as the 8th largest oil producer in the world, with a production of 2.79 million barrels / day8. In the production of natural gas, the country occupied the 31st position in the world ranking, with a total production of 26 billion cubic meters9. This year, the good performance of production is mainly due to the ramp-up of platforms opened last year (Búzios field) and the start of production in the Atapu field (Campos Basin).

Given the retraction of the domestic market, exports stand out, with an increase of 26.8% in the first six months of the year, compared to the same period last year. Chinese demand grew significantly with the resumption of activities in the second quarter, increasing demand for oil.

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The contractionary effect on the economy should also affect the demand in the Petrochemical segment, especially those products correlated with the level of activity, as is the case with plastic materials. The increase in production capacity and the expansion of the world supply put pressure on prices and spreads in the sector.

The Fuel Distribution and Commercialization sector should suffer a longer-lasting impact, with the retraction in the level of activity in the Brazilian economy.

Less affected than other fuels, diesel consumption depends on the flow of trucks, impacted by the fall in economic activity.

Uncertainties fall on the magnitude and duration of the crisis, as well as on the effectiveness of the measures adopted to face it.

Despite the prospect of a contraction in world demand for oil, the success of measures to control production, especially within OPEC, has allowed prices to recover. Otherwise, there was a negative impact on the results of the oil companies, which adopted measures to reduce investments and specialized services.

Despite the growth horizon of Brazilian oil and gas production, mainly from the pre-salt, the country is expected to continue expanding the share of renewables in the energy matrix, currently at 46.1%, considering: 1) investments in hydraulic, wind and solar generation; 2) supply of biomass from sugarcane and biodiesel; and 3) reduction in the supply of mineral coal.

The importance of the oil and gas sector in the global context requires adjustment to the new socioenvironmental conditions and the search for expansion of areas of activity or new models of economic development. In the context of transition to a low carbon economy, it is worth highlighting the potential for expanding the participation of natural gas in the energy matrix, based on the guidelines of the new gas market. This is because natural gas is the fossil fuel with the lowest emission of pollutants, and may occupy space for those more pollutants such as gasoline, fuel oil, liquefied petroleum gas (LPG) and diesel.

Given the relevance of the decarbonization process, which can be understood as the reduction of emissions in relation to GDP and, consequently, the development of the low carbon economy, changes in market conditions should impact the various productive links in the oil and gas sector in the long run.

8 Disponível em:< http://www.anp.gov.br/publicacoes/anuario-estatistico/5809-anuario-estatistico-2020>. Acesso: 10 Set. 2020.

9 Agência Nacional de Petróleo, Gás Natural e Biocombustíveis. Anuário Estatístico Brasileiro do Petróleo, Gás Natural e Biocombustíveis. Disponível em: http://www.anp.gov.br/publicacoes/anuario-estatistico/5809-anuario-estatistico-2020>. Acesso: 10 Set. 2020.

Sustainability **Guidelines for Credit**

The Sustainability Guidelines for Credit by sector, presented in the table below, are a commitment by Banco do Brasil to improve its financing practices considering socio-environmental aspects.

Sectors:

- Irrigated Agriculture
- Agribusiness
- Civil Construction
- Electricity
- Oil & Gas
- Transportation
- Pulp & Paper
- Steel Industry
- Cement
- Mining

Guideline

Use socio-environmental criteria in the credit analysis, granting and conducting processes, considering their potential impacts and risks and the adoption of mitigating and compensatory measures;

Sectors

Strategic Themes

- Forests and Biodiversity
- Water resources
- Climate Change
- Human Rights

Guideline

2. Support the adoption of practices that allow adaptation to climate change, such as: the improvement, development and diversification of production systems, the management of water resources, the contracting of insurance and the opening of new markets;

Sectors

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Guideline

3. Support the expansion of irrigated areas in order to increase productivity and efficiency on an environmentally sustainable basis;

Sectors

Strategic Themes

- Forests and Biodiversity
- Water Resources

Guideline

4. Support the environmental regularization of rural properties, as defined by the Forest Code, and offer lines of credit for the recovery of the Legal Reserve and Permanent Preservation Areas;

Strategic Themes

- Forests and Biodiversity
- Water Resources

Sectors

Guideline

5. Support the national strategy to reduce the rate of deforestation through governmental deforestation reduction plans: the Action Plan for the Prevention and Control of Deforestation in the Legal Amazon; the Plan to Protect and Combat Forest Fires and Deforestation in the Cerrado Biome, among others;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

6. Support enterprises that are in line with the treaties and agreements in force in the country and with the best national and international practices, especially with regard to the environment, territorial management, climate change and Human Rights;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change
- Human Rights

Sectors

Guideline

7. Provide credit lines for ventures that conserve resources and/or reduce environmental risks and use clean technologies, innovative and more efficient production processes and arrangements;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

8. Support enterprises that contribute to the conservation of water resources; water storage; water, waste and effluent treatment; reduction; recycling, reuse and monitoring of water use;

Strategic Themes

- Water Resources
- Climate Change

Sectors

Guideline

9. Support companies that adopt good governance practices;

Strategic Themes

- Human Rights

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

10. Support projects that adopt sustainable practices for agricultural and livestock production, including: organic agriculture, agriforest systems, the Integrated Crop- Livestock Production System (PI Brasil) and Animal Well-Being;

Strategic Themes

- Forests and Biodiversity

Sectors

Guideline

11. Support the modernisation and strengthening of cooperativism through participation in the development of specific programs and provision of adequate products and services for the sector;

Strategic Themes

- Human Rights

Sectors

Guideline

12. Support through credit and financial assistance projects that contribute to the development of a low carbon economy, particularly financing for low carbon agriculture, energy efficiency, renewable energy (wind, photovoltaic, biomass and small hydroelectric power plants),among others;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

13. Support clients who adopt responsible consumption policies and practices, aiming at ecoefficiency and innovation in the use of inputs, minimizing and giving correct destination to waste and tailing;

Strategic Themes

- Water Resources
- Climate Change

Sectors

Guideline

14. Support clients who adopt systems with greater energy efficiency, including through the use of by-products of the industrial process for energy generation and cogeneration;

Strategic Themes

- Climate Change

Sectors

Guideline

15. Support clients who take actions to minimize or compensate socioenvironmental damage;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change
- Human Rights

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

16. Consider, in the analysis of irrigation projects, the conditions established in the Irrigation Plans provided for in the National Irrigation Policy (PNI), when they exist;

Strategic Themes

- Water Resources

Sectors

Guideline

17. Support investment projects that include the implementation and adaptation of multimodal transport structures;

Strategic Themes

- Climate Change

Sectors

Guideline

18. Support project proposals that include water risk analysis and the mitigation of environmental impact in the hydrographic basin (s) where they are located, when applicable;

Strategic Themes

- Water Resources
- Climate Change

Sectors

Guideline

19. Demand the maintenance of relationship channels with the surrounding communities in support of large investment projects;

Strategic Themes

- Human Rights

Sectors

Guideline

20. Encourage companies to prioritize the acquisition of products and services from suppliers that have a mechanism for managing their environmental impacts;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

21. Require environmental regularity during the term of the operation through clauses in the credit instruments that establish the prerogative of the early maturity of the operations in the case of revocation, suspension or cancellation of environmental licenses, or, still, for noncompliance with socioenvironmental requirements;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change
- Human Rights

Sectors

Guideline

22. Apply mechanisms that encourage the recovery of degraded areas, Legal Reserves and Permanent Preservation Areas as defined by the Forest Code and the use of clean technologies;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

23. Support the reduction and absorption of greenhouse gases in support of the Sectoral Plan for Mitigation and Adaptation to Climate Change for the Consolidation of a Low Carbon Economy in Agriculture (ABC Plan) and the government's Determined National Contribution (NDC) Brazilian before the parties to the Paris Agreement;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

24. Require proof of the legal and sustainable origin of the products used in the financed projects, when applicable;

Strategic Themes

- Forests and Biodiversity
- Climate Change

Sectors

Guideline

25. Require evidence of environmental regularization, environmental licensing and water granting of Bank-financed activities and ventures, when applicable;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

26. Demand with the concession of rural credit the observance of recommendations and restrictions relating to Agroecological Zoning, the Agricultural Zoning of Climatic Risk and Ecological-Economic Zoning (ZEE), where applicable;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

27. Demand, where applicable, proof of adoption of mitigation and compensatory measures for social and environmental risks and monitor the fulfilment of these;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

28. Establish partnerships to guide and support rural producers who adopt water and soil conservation practices;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

29. Promote the ethanol industry and the cogeneration of energy using sugarcane bagasse;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

30. Promote the increase of livestock productivity and its integration with crops and/or forests as a strategy to reduce the pressure to clear new areas/deforestation;

Strategic Themes

- Forests and Biodiversity
- Climate Change

Sectors

Guideline

31. Promote practices linked to certification relating to best agricultural practice in agricultural and forestry production;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

32. Support the adoption of sustainable practices with its clients involved in the value chain of agricultural products, timber and non-timber forest products, and other raw materials that impact direct and indirect impacts on water resources, ecosystems and biodiversity;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

34. Encourage afforestation, reforestation and forest management activities, in order to supply the timber industry and reduce pressure on areas of native vegetation;

Strategic Themes

- Forests and Biodiversity
- Climate Change

Sectors

Guideline

33. Strengthen family farming through the transfer of resources to finance sustainable production practices and guarantee food safety for family farmers;

Strategic Themes

- Human Rights

Sectors

Guideline

35. Encourage the adoption of differentiated production models including crop-livestock-forest integration, agriforestry or agroforestry pasture systems, no-till planting and the reduction of nitrogenated fertilizer use;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change

Sectors

Guideline

36. Observe in the contracting of real estate credit operations the appropriate management of water, energy, material sand waste through PBQP-H Certification or ISO 9001, as appropriate;

Strategic Themes

- Water Resources
- Climate Change

Sectors

Guideline

37. Consider the existence of mitigators for environmental impacts in the credit analysis of projects for refineries and oil and gas transportation pipelines;

Strategic Themes

- Water Resources
- Climate Change

Sectors

Legend Sectoral Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

38. Include in the financing contracts for large projects, where applicable, a clause where the entrepreneur undertakes to decommission the facilities;

Strategic Themes

- Climate Change
- Human Rights

Sectors

Guideline

39. Support companies that present forms of control and new technologies that reduce, eliminate and compensate the emission of greenhouse gases (GHG) into the atmosphere;

Strategic Themes

- Climate Change

Sectors

Guideline

40. Consider proposals from companies that have the capacity to implement actions to prevent and prepare a national response to incidents of pollution and / or contamination by oil and its derivatives;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change
- Human Rights

Sectors

Guideline

41. Support proposals from companies that have actions aimed at reducing the emission of greenhouse gases (GHG), such as: emissions inventory, analysis of reduction alternatives, implementation of compensation projects, adaptation and use of low GHG vehicles, among others;

Strategic Themes

- Climate Change

Sectors

Guideline

42. Support enterprises that observe the valorization of the work of women, persons with disabilities and minority groups;

Strategic Themes

- Human Rights

Sectors

Guideline

43. Value ventures that observe the guidance provided in the Urban Mobility Plan (PMU);

Strategic Themes

- Human Rights

Sectors

Guideline

44. Prohibit the granting of credit to clients when it is used to finance activities carried out by third parties on indigenous lands;

Strategic Themes

- Human Rights

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

45. Prohibit the granting of credit to customers who subject workers to degrading forms of work or conditions similar to slavery, the sexual exploitation of minors and child labor or who are responsible for intentional damage to the environment;

Strategic Themes

- Forests and Biodiversity
- Water Resources
- Climate Change
- Human Rights

Sectors

Guideline

46. Encourage, when used in the production process, the adoption of charcoal produced from reforestation wood;

Strategic Themes

- Forests and Biodiversity
- Climate Change

Sectors

Guideline

47. Support enterprises that adopt procedures for valuing the interests, culture, customs, values and heritage of local communities and traditional populations;

Strategic Themes

- Human Rights

Sectors

Guideline

48. Support companies that present proposals to generate value for society and the environment based on the business model, recognizing organizations that contribute to the socioenvironmental development of communities and income generation;

Strategic Themes

- Forests and Biodiversity
- Climate Change
- Human Rights

Sectors

Guideline

49. Support companies and enterprises that adopt health and safety practices, policies and systems in order to promote a safe and healthy work environment for employees and third parties;

Strategic Themes

- Human Rights

Sectors

Guideline

50. Consider in the credit analyzes the existence of mining tailings dams without declaring a condition of positive stability;

Strategic Themes

- Water Resources
- Climate Change
- Human Rights

Sectors

Guideline

51. Prohibit financing to clients that incur crimes resulting from practices of race or gender discrimination;

Strategic Themes

- Human Rights

Sectors

Guideline

52. Encourage, through contractual clauses, the fight against money laundering, the financing of terrorism and corruption.

Strategic Themes

- Human Rights

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Guideline

53. Prohibit financial support for companies or investment projects aimed at recycling mineral coal or generating thermoelectric energy from mineral coal, except when the purpose is to transition their activities to a low-carbon or efficiency economy energy.

Strategic Themes

- Climate Change

Sectors

Guideline

54. Provide special attention when treating customers considered vulnerable.

Strategic Themes

- Human Rights

Sectors

Guideline

55. Offer products and services suited to the needs, interests and objectives of customers and users in each market segment.

Strategic Themes

- Human Rights

Sectors

Guideline

56. Adopt financial education actions that can help customers properly manage their resources and consciously use financial products and services.

Strategic Themes

- Human Rights

Sectors

Guideline

57. Provide clear, reliable and timely guidance and information, including explaining rights and duties, responsibilities, costs or burdens, penalties and any risks that exist in the execution of operations and the provision of services to allow customers to make the best business decisions, considering your profile and consumption behavior.

Strategic Themes

- Human Rights

Sectors

Guideline

58. Respect the wishes of customers interested in terminating the contractual relationship relating to products and services or transferring the relationship to another institution.

Strategic Themes

- Human Rights

Sectors

Guideline

59. Encourage communication between customers and users with the Company and consider their manifestations in the development and improvement of solutions in products, services and relationships, enabling the convergence of interests and the consolidation of an institutional image of credibility, security and competence.

Strategic Themes

- Human Rights

Sectors

Guideline

60. Seek the appropriate identification and qualification of customers and users, both at the beginning and in the maintenance of the relationship with the Institution.

Strategic Themes

- Human Rights

Sectors

Sectors:

Irrigated Agriculture | Agribusiness | Civil Construction | Electricity | Oil & Gas | Transportation | Pulp & Paper | Steel Industry | Cement | Mining

Sustainability

Guidelines for Credit

December / 2023