

Sustainability Report 2021



Summary

Banrisul 03

Message from CEO
About this report
Year 2021
About us
Our strategy
Performance
Awards and recognitions

Governance 30

Governance structure
ESG management
Risk management
Anti-corruption
Relationship with stakeholders

People 69

Relationship with internal stakeholders
Relationship with society

Environment 86

Environment management

Sustainable business 95

Sustainable products and services

Innovation and technology..105

Process, products and services

GRI and SASB content index..... 114

Credits 126



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Banrisul

Message from the CEO

| GRI 102-14 |

The year 2021 was marked by continued restrictions and challenges brought by the Covid-19 pandemic. Throughout the year, we focused our efforts on ensuring that our customers and non-customers had access to banking services, investing in technological improvements and adaptations and complying with the health and safety protocols established by the authorities. We allocated about R\$ 7 millions in health services and equipment to help fight the pandemic

We adopted shift schedules and adapted our branches to the hybrid service format: online and scheduled in-person service. As of the fourth quarter, it was already possible to have a better customer flow that combined safety and comfort at the branches, with the staggered return of the administrative staff to the office as of October, always following to the health protocols determined by the municipal and state governments.

Although challenging, the scenario in 2021 was more favorable as vaccination rates increased across the country. At Banrisul, credit origination rose, particularly in the last quarter, due to the improvement in the economic scenario coupled with changes to the rules for incentives and commercial direction. We remained focused on agribusiness, with higher-than-expected portfolio growth and incentives for sustainable agribusiness. Our credit portfolio increased by 9.1%, driven by the 42.6% upturn in rural loans. The bank's total assets reached R\$104.6 billion in December 2021, 13.9% higher than in the previous year.

In this reporting cycle, we reviewed and updated the Bank's strategy, adding two new strategic goals to the existing 14. Our strategic plan now includes enhancing sustainable development initiatives and implementing new work structures and formats, including

Claudio Coutinho
Banrisul CEO



We maintained our focus on agribusiness, with portfolio growth above expectations and incentives for sustainable agriculture.



We reassessed and updated the Bank’s strategy, introducing two new strategic objectives to the existing 14. Intensifying sustainable development actions and implementing new structures and work models, including improving digital service models, became part of the strategic planning.

improvements to digital service models. The five pillars – Essence, Transformation, People, Efficiency and Customer – have been reinforced in the 2021-2025 plan.

We know that we still need to give more emphasis to this topic, embedding it throughout our strategy, as well as continue to focus on enabling new initiatives in the Institution to achieve this goal. The efforts to improve our sustainability practices have been recognized by the market and consolidated by the adoption of national and international best practices initiatives during the year.

In 2021, we made great progress in a scenario in which environmental, social and governance (ESG) aspects, especially initiatives related to climate change, are becoming increasingly relevant for business perpetuity. Among other achievements, we joined the Brazil GHG Protocol Program and published our first greenhouse gas (GHG) inventory, which received the Silver Seal, awarded to complete inventories.

We continue to prioritize projects that contribute to the mitigation of greenhouse gas emissions and the transition to a low-carbon economy,

e.g., the Renewable Energy Project, and joining the Carbon Disclosure Project (CDP). Also in 2021, the Bank hired a specialized consulting firm to improve its strategic sustainability management, including projects focused on the mitigation of greenhouse gases from its direct activities.

Banrisul has been a signatory to the UN Global Compact since 2013, demonstrating its commitment to this agenda, improving and spreading good business practices aimed at sustainable



104.6 billion

of total assets, in December 2021



13.9%

Higher than the previous year.



growth and citizenship. We have initiatives, projects and businesses that contribute to the four themes chosen: Human Rights, Labor Rights, Environment and Anti-Corruption. These pillars are also linked to the SDGs of the Global Compact's 2030 Agenda.

We sponsor several initiatives, including the Seeds Program, which promotes green agriculture in Rio Grande do Sul. The project focuses on preserving the environment and creating a social impact, benefiting small family farmers as well as Indigenous and quilombola communities.

In our Governance process, we have instated the Sustainability Committee to link this topic with our other committees. Geared towards implementing important eco-efficient management measures, as well as encouraging the creation of a new corporate culture, we created an exclusive department, directly coordinated by me, to lead advances in this theme: the Sustainability Corporate Department. In 2022, our progress will continue with the creation of a Statutory Committee, which will advise the Board of Directors on ESG matters.

In 2021, we made important changes to people management in order to make it increasingly strategic and aligned with the best market practices and our strategic pillar "Strength of our People". To achieve this goal, we created two new departments, the Human Resources Strategy and Employee Relations, which will work together with the People Management and People Development teams to strengthen our ties with employees by appreciating our staff and helping to spread the organizational culture.

We created BanriHub, a hub that fosters the innovation ecosystem in Rio Grande do Sul. This initiative goes hand in hand with BanriTech, our startup acceleration program. These initiatives seek solutions for regenerative and low carbon economy focused on agribusiness, as well as cases based on ESG, diversity and inclusion of vulnerable groups.

Understanding that the challenge is to innovate with sustainability, Banrisul is doing its part to build the business of the future alongside companies,



universities, rural producers, industries, startups and investors.

Therefore, in early 2022, we presented our rebranding with a new positioning and a new brand, under the concept “Nossa Conexão Transforma” (Our connection transforms), which refers to a more inclusive and human bank, connected with its employees and customers. Our rebranding process began even before the pandemic, with surveys and market

studies. The new concept, besides the security, soundness, and credibility features, represents the bank’s current moment, that is, a collective, human, and contemporary institution. The two new colors in our brand represent exactly that: modernity and sustainability, while we kept the blue, which represents our traditional identity, because this is how we evolve, respecting our history and our essence.

We are committed to continuing to build an increasingly modern, efficient and sustainable Banrisul, anchored in our mission to foster the social and economic development of people and communities. We plan our business looking beyond profit outlooks. Thus, we reaffirm our commitment to ESG practices, accelerating sustainable changes and acting now to ensure a better tomorrow.

Good reading!

Claudio Coutinho
Banrisul CEO

About the report

| GRI 102-48/102-49/102-50/102-51/102-52/102-53/102-54/102-56 |

This Sustainability Report covers the period from January 1st to December 31st, 2021 and encompasses all the companies comprising the Banrisul conglomerate described on [pages 16 to 18](#). Relevant events occurring between this period and the publication of the report are also cited.

This report presents indicators based on the Global Reporting Initiative (GRI), Core option, as well as the Sustainability Accounting Standards Board (SASB), which seek to give transparency to the Bank's environmental, social and economic impact.

Banrisul had external assurance on three editions of the Sustainability Report prepared under the GRI Guidelines in 2011, 2012 and 2013. In the following years, from 2014 to 2020, the Company published the Sustainability Notice (Comunicado de Sustentabilidade), reporting its commitment

as a signatory to the Global Compact. For the 2021 report, the Institution once again prepared its report according to the GRI guidelines. For this year's edition, the reporting process was coordinated by the Sustainability Department.

Seeking to provide transparency to the Bank's environmental, social and economic impact, this publication contains indicators according to the standards of the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB).



Materiality

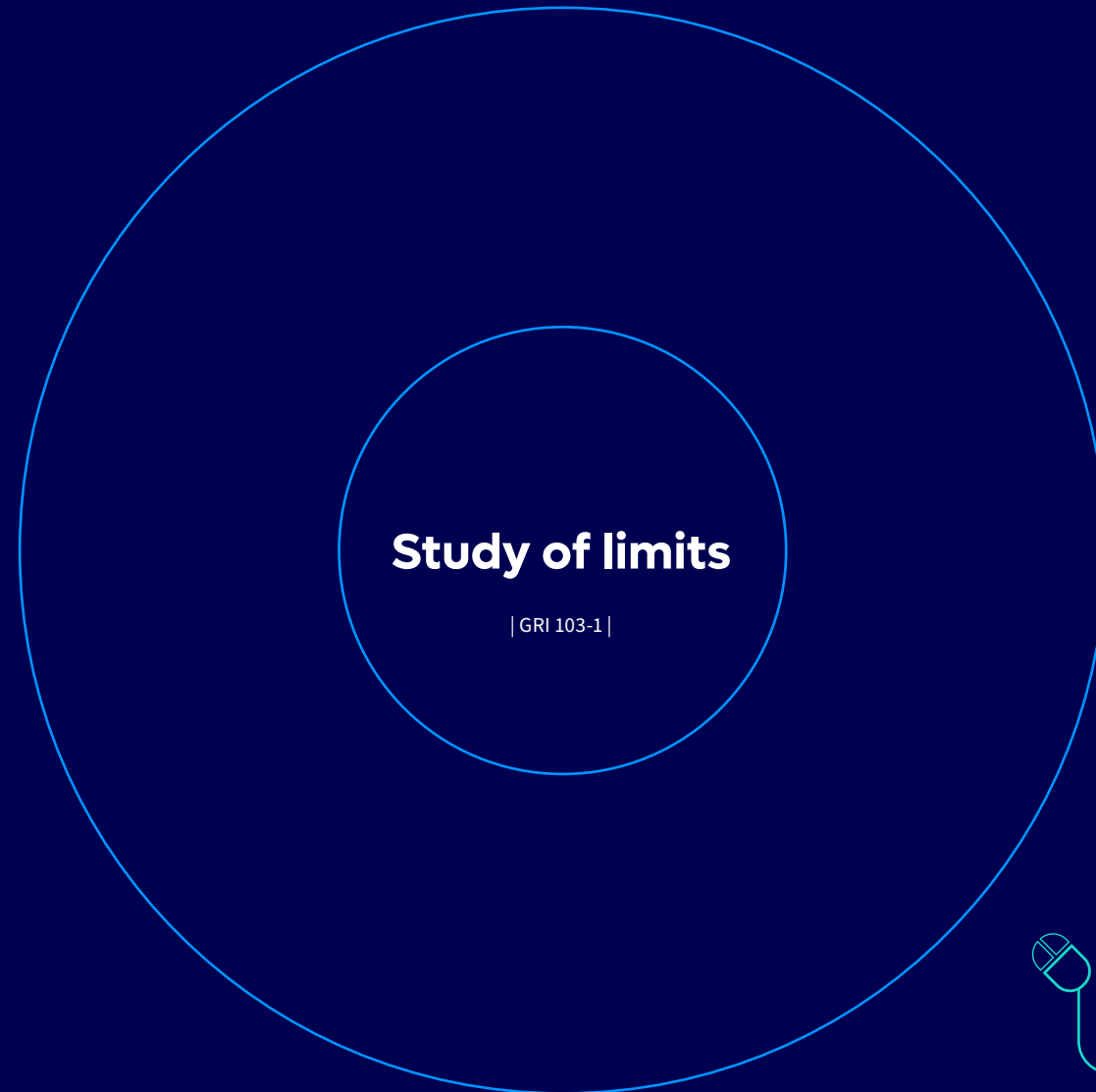
| GRI 102-40, 102-42, 102-43, 102-46, 102-47 |


Banrisul’s materiality assessment encompassed industry and literature analysis and a consultation with previously selected stakeholders, who have been chosen by the team responsible for the sustainability report, considering the importance of each stakeholder group and the maturity of their relationship with the Institution. Groups have been divided into

internal strategy (Board of Directors’ Chairman, Febraban’s representative, CEO and Deputy CEO, officers, superintendents, and executive managers) and stakeholder vision (shareholders, customers, employees, suppliers, government representatives, regulatory agencies, labor unions, and civil society).

Results have been segregated by weighting the relevance of the parties involved and the outcome was validated by the senior management. Finally, material topics have been cross-referenced with correlated indicators to ensure compliance with the Four Reporting Principles in the process of defining this report’s content.





 Click on the iconsttopics to know about impacts linked to each one.

Year 2021

Main highlights

In 2021, we concentrated on improving our sustainability practices with more robust governance mechanisms, with emphasis on the creation of the Sustainability Committee and climate change as a priority topic. In following a path that aims to be more sustainable, we have adopted initiatives such as:

Adjustment of operational models and supply chains;



Strategic realignment to achieve the goal of zero net emissions;



Investment in innovation;

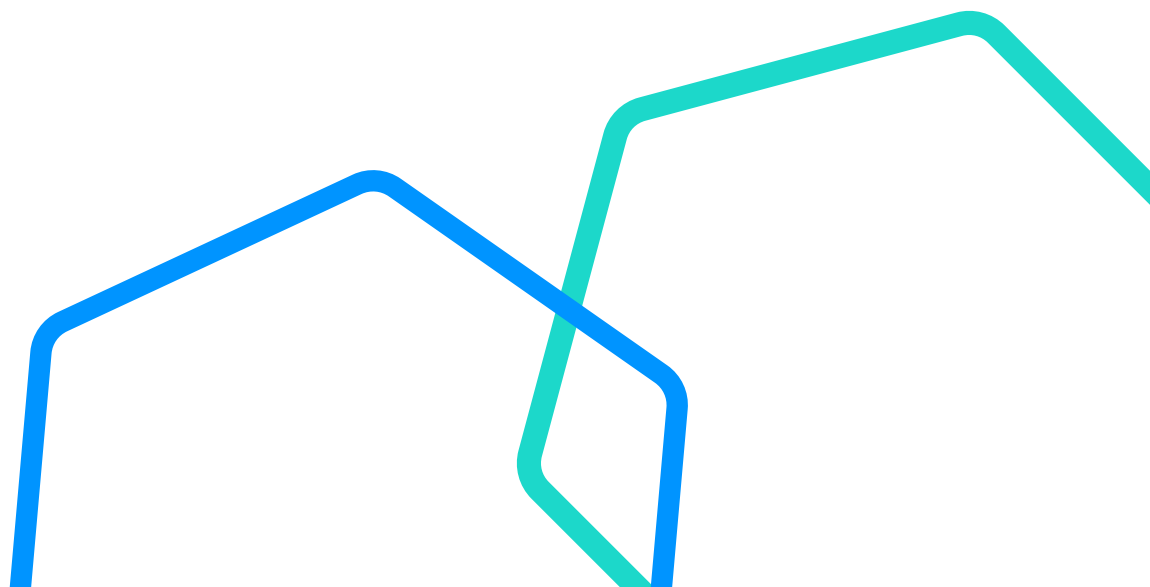


Financing green economy projects.



Mindful of this theme, we have aligned our management to an agenda focused on good corporate practices, acting in favor of society and the environment, following the guidelines of our Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese), which was revised and published in June 2022.

Banrisul's Strategic Sustainability Agenda will be created in 2022, to guide its actions for the coming years, in line with the UN's 2030 Agenda and the Bank's strategic planning.



Banrisul's main figures



497 branches in
347 municipalities

9.1% increase in the
total loan portfolio



R\$ 9,048.6 million in
shareholders' equity (+8.4%)

9,002 employees



R\$ 948.5 net
income (+30.4%)

40.0% women holding
leadership positions



42.6% growth
in rural credit

987 active suppliers



124.8% share
appreciation since 2007

165,000 shareholders



R\$ 83 million invested in
the new Data Center

Creation of the
Sustainability Committee
and Sustainability Corporate
Department



Restructuring of the employee
relations and HR strategy
departments



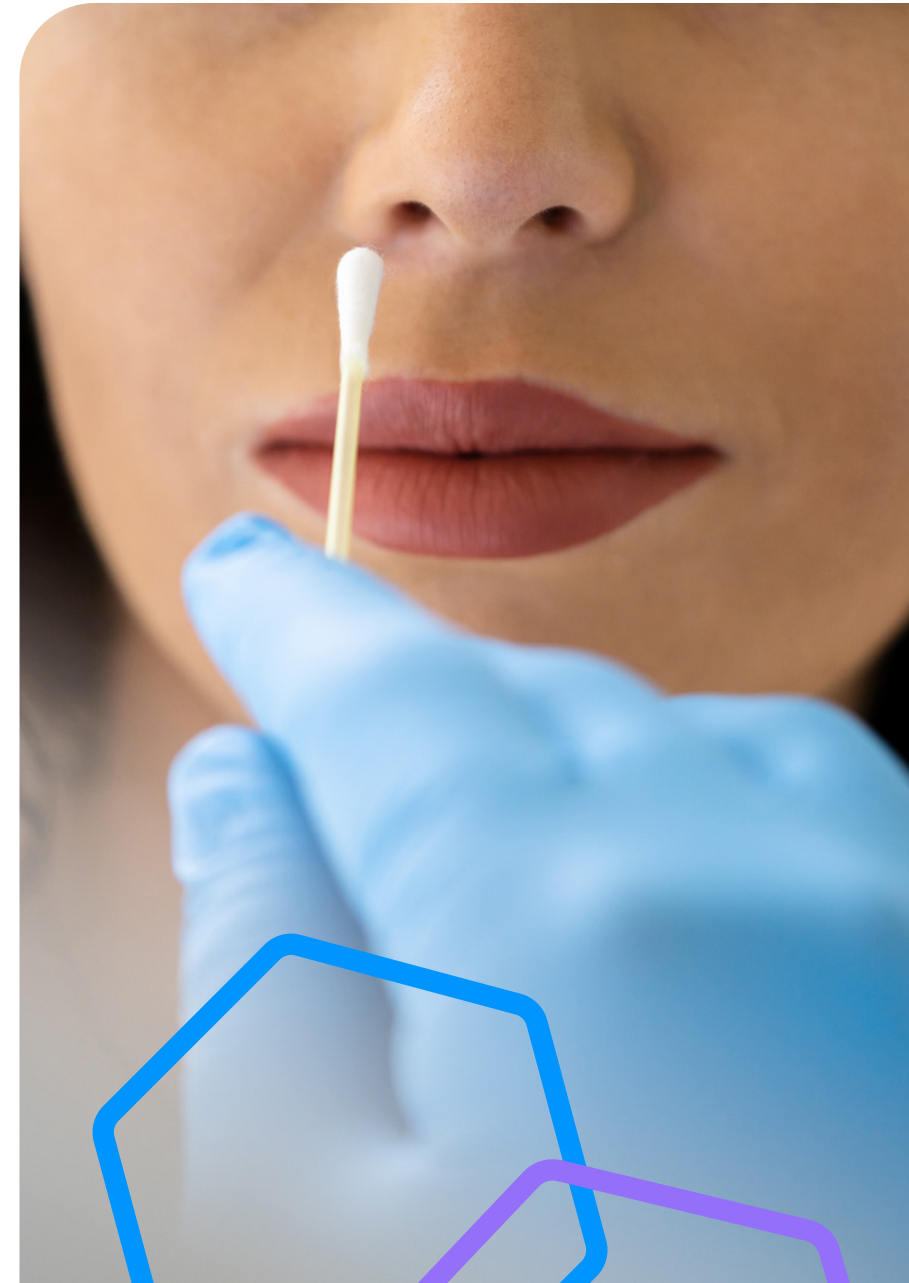
COVID-19

Banrisul allocated approximately R\$7 million in health services and equipment to fight the coronavirus pandemic in 2021. Six DNA/RNA extractors were delivered to 6 universities to carry out Covid-19 tests, with supplies, and 77 respirators with monitors to 19 hospitals in Rio Grande do Sul.

The Bank renewed its health advisory and telemedicine services agreement with Hospital Moinhos de Vento, a health reference in Brazil, to serve the Bank's employees. The hygiene and management protocols for suspected or confirmed Covid-19 cases established at the beginning of the pandemic have been constantly revisited and updated as scientific knowledge about the coronavirus advanced. Suspected or confirmed cases of contamination are referred to the Telemedicine Service for assistance.

Throughout 2021 we recorded more than 12,000 follow-up medical appointments with internal stakeholders. In addition to the appointments, employees who tested positive for Covid-19 were also supported by a team of psychologists. When contamination cases were confirmed, the procedure was to close the branch/unit for cleaning and test all employees who had been in contact with the patient. These employees could only return to work after they had been cleared by the occupational physicians.

During the year, about 17,000 tests were done to identify contamination. During the same period, the Covid Working Group continued to centralize the initiatives to care for the employees and fight the pandemic.



About us

| GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-8 |

Profile

Banrisul (Banco do Estado do Rio Grande do Sul S.A.) is a publicly-traded, mixed-economy company listed on B3 (Brasil, Bolsa, Balcão)'s traditional segment, with the tickers BRSR3, BRSR5 and BRSR6.

Controlled by the State of Rio Grande do Sul and linked to the Department of Finance, as an Indirect Public Administration agency, Banrisul was founded in 1928 to be regional bank that boosts the economic and social development of Brazil's Southern region. The Bank is headquartered in the capital of the state of Rio Grande do Sul (Porto Alegre). With a strategic position in the regional economy, Banrisul focuses on the future, seeking innovation in technological and security solutions, always geared towards providing the best customer and user experience.

As a multiple bank, it offers a wide variety of financial products and services, including credit cards, insurance, private pension plans, pool groups, third-party fund management, and foreign exchange. Banrisul's loan operations cover the individual and corporate segments, as well as real estate and agribusiness financing.

The agribusiness is a sector of great relevance for Banrisul, that seeks to be close to rural producers, bringing credits lines that encourage the adoption of sustainable practices. In 2021, some outstanding actions focus on the sector were made, such as the Agroconecta and the opening of exclusive spaces in countryside agencies.



Carlos Gomes Agency - Photo: Maurício Lima



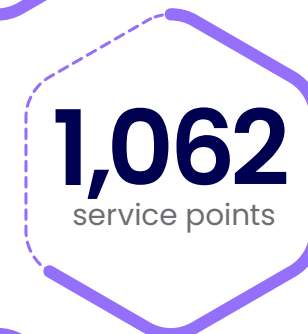
Banrisul is among the twenty most prominent banks in credit operations, total deposits, shareholders' equity, and net income, among other indicators.

In the commercial portfolio, Banrisul develops products, enables investments, strengthens relations with the public sector, agribusiness, micro, small and medium-sized companies, as well as the service sector. In the social front, the Bank devotes its efforts to supporting projects that improve the quality of life of the people of Rio Grande do Sul, especially in the fields of education, culture, sports, and the environment.

Banrisul is one of the twenty largest banks in terms of credit operations, total deposits, shareholders' equity, and net income, among other indicators. The Institution employs 9,002 people and is present in almost all of Rio Grande do Sul's municipalities, offering the population access to the financial system and fostering local development. Banrisul

has 474 branches in Rio Grande do Sul, 17 branches in the state of Santa Catarina, four in other Brazilian states (São Paulo, Rio de Janeiro, Paraná and the Federal District), and two branches abroad (United States and the Cayman Islands

In the first semester of 2022, the Bank presented its rebranding, which includes a new positioning, a new brand, and the concept "*Nossa conexão transforma*" (Our connection transforms). The logo was changed to include the colors lilac and green, representing modernity and sustainability, which are added to blue, representing security, soundness, and credibility. In addition to these changes, Banrisul made progress in customer service by improving customer experience both in digital channels and at the branches.



Group companies

In addition to the Bank, the following companies are part of the Banrisul group: Banrisul S.A. Administradora de Consórcios, Banrisul S.A. Corretora de Valores Mobiliários e Câmbio, Banrisul Armazéns Gerais S.A., BBanrisul Soluções em Pagamentos S.A., Banrisul Seguridade Participações S.A., Bem Promotora de Vendas e Serviços S.A. and Banrisul Icatu Participações S.A.

Controlled group companies

Banrisul S.A. Administradora de Consórcios

Banrisul S.A. Administradora de Consórcios manages sales pool groups for the acquisition of goods in the movable property, real estate and services segments. In the movable goods segment, the letters of credit can be used to purchase automobiles, motorcycles, jet skis, boats, trucks, buses, machinery, equipment and agricultural implements. For the real estate segment, funds can be used for building, renovating and expanding properties, as well as for the acquisition of finished properties, plots of land, rural areas and commercial offices. In the services segment, the letters of credit can be used for parties, courses, travel packages, aesthetic procedures and surgeries, renovations, among others.



**Banrisul Armazéns Gerais S.A.**

Banrisul Armazéns Gerais S.A. provides public storage and logistics services, operating as dry dock – customs bonded warehouse, general warehouse facility and in Electronic Document Management (GED in Portuguese).

**Banrisul S.A. Corretora de Valores Mobiliários e Câmbio**

Banrisul S.A. Corretora de Valores operates as an intermediary in variable income – spot, options, forward and futures markets – and in private fixed income and public fixed income (Direct Treasury) operations, along with B3 S.A. The subsidiary also operates as professional manager of securities portfolios, within the scope of CVM Resolution no. 21, of February 25, 2021, in the categories of asset management and trustee for investment vehicles distributed in Banrisul’s branch network and digital channels.

As of October 2021, with the launch of new strategies in multimarket and equity investment funds in partnership with independent managers, the portfolio of investment products has increased, contributing to the inflow of resources under the administration and management of Banrisul Corretora de Valores.

**Banrisul Soluções em Pagamentos S.A.**

Banrisul Soluções em Pagamentos S.A. operates in the payment means market by offering technological, competitive solutions that are aligned with current market needs, in two product lines: the Vero acquiring network, which includes the accreditation, capture, processing and financial settlement of transactions with a wide portfolio of payment instruments, such as credit, debit, several pre- and post-paid cards, as well as Pix; and the “BanriCard” benefits and business cards, which cover the issuance of pre- and post-paid cards (vouchers), managed through agreements, such as food and meals.

According to CardMonitor, Vero is one of the leaders in payment means in the state of Rio Grande do Sul and one of Brazil’s ten largest acquirers in terms of financial transaction volume, accounting for 1.3% of the domestic market share in the fourth quarter of 2021.

**Banrisul Seguridade Participações S.A.**

Created in 2020, holding company Banrisul Seguridade Participações S.A. (Seguridade) is Banrisul's wholly-owned subsidiary and full parent company of Banrisul Corretora de Seguros S.A. The insurance business has been restructured to profit from and maximize the distribution of insurance products, private pension plans and capitalizing bonds.

Related companies**Bem Promotora de Vendas e Serviços S.A.**

Bem Promotora de Vendas e Serviços S.A. acts as originator of payroll-deductible loans offered to INSS retirees and pensioners and federal civil servants.

**Banrisul Icatu Participações S.A.**

Banrisul holds 49.9% of Banrisul Icatu Participações S.A. (BIPAR)'s capital. The company is part of Rio Grande Seguros e Previdência S.A.'s economic group and has exclusive rights for the sale of life insurance and private pension plans at Banrisul's sales channels. The 20-year strategic partnership with Icatu Seguros began in 2017 and is intended to place Banrisul in a prominent position in the sale of these products in the state of Rio Grande do Sul and Brazil's Southern Region, diversifying and increasing sources of revenue.



Mission, vision and values

| GRI 102-16 |

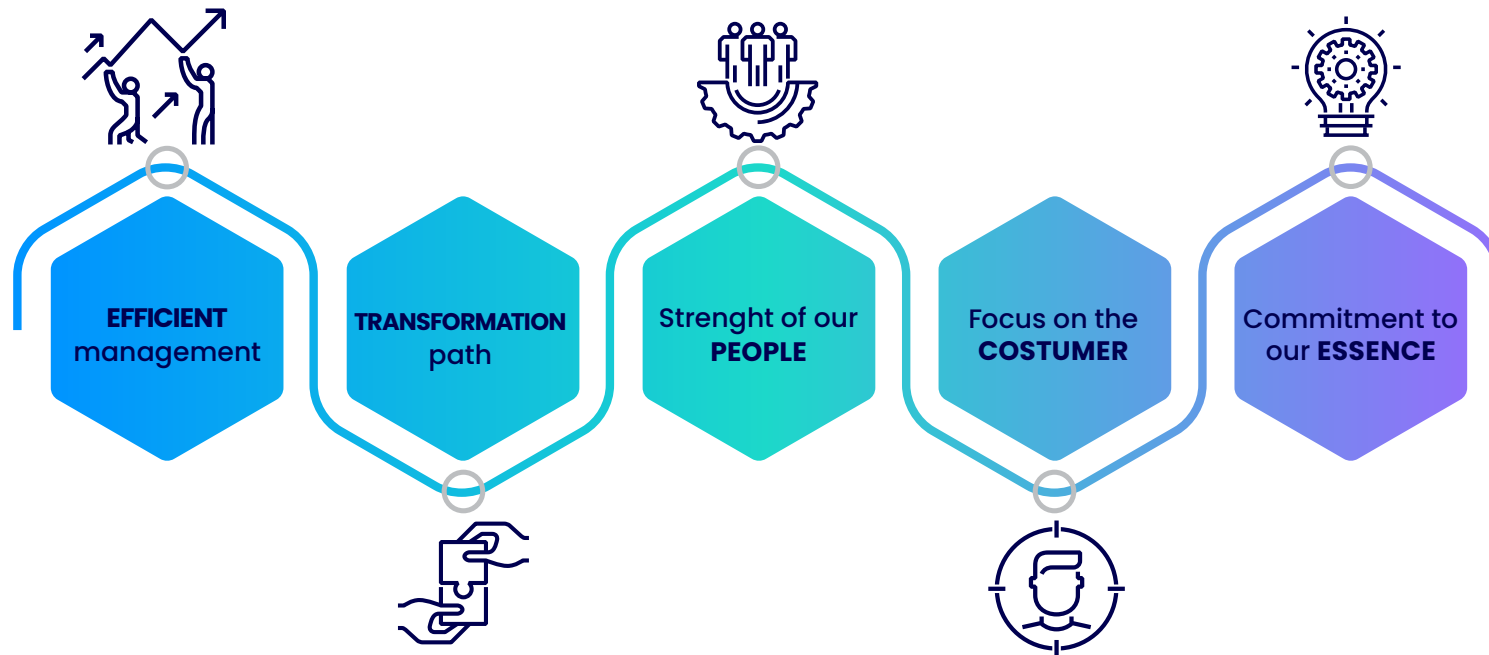


Our strategy

Strategic planning

The Covid-19 pandemic brought several changes to the macroeconomic and social scenarios, which are essential to drawing up the strategic planning. Therefore, the Bank had to reassess and update its strategy, as well as prepare a new map with strategic goals set for the 2021-2025 period, approved by the Executive Board and the Board of Directors.

The strategy remains anchored in the same five pillars:



Two new strategic goals have been added to the 14 already established. The first goal is related to sustainable development, as sustainability has gained greater relevance worldwide and especially at Banrisul. Thus, in order to strengthen this commitment, this new goal has been added to the Essence pillar, aiming to enhance sustainable development initiatives. A new goal has also added to the Transformation pillar, focused on implementing new structures and work formats.

Although progress has been made in terms of adding a sustainability-related goal, it is still necessary to enhance the topic's reach, making it a multidisciplinary topic in the Bank's strategy, as well as find ways to make the Institution's actions feasible to achieve this goal. Accordingly, the Project Office has been created, in the first semester of 2022, to be a catalyst and motivator of such initiatives, thus strengthening the ESG agenda and sharing monthly reports with the Executive Board.

Operating marketing

[GRI 102-6, 102-7]

Banrisul serves individuals and companies in its 497 branches in Brazil and abroad, offering products and services derived from funding and long-term commercial, rural, housing and foreign exchange credit operations in the Retail and Corporate sectors.

Commercial loans for individuals:

- Payroll-deductible loans;
- Non payroll-deductible personal loans;
- Direct consumer loan;
- Overdraft protection;
- Credit cards;
- Debit cards.

Credit facilities for corporate customers:

- Working capital credit lines;
- Direct consumer loan;
- Leases;
- Public loans;
- Real estate financing;
- Rural financing;
- International credit lines and foreign exchange;
- Acquiring and benefits and corporate cards;
- Insurance;
- Private pension plans and capitalizing bond;
- Sales pools groups;
- Payroll system;
- Depósitos judiciais;
- Correspondent payroll-deductible loan.

The Bank also works as manager of third-party funds, financial agent for the State of Rio Grande do Sul and its municipalities, tax collection agent, fund raiser, and treasury.



Operational performance

| GRI 103-2, 103-3 |

After a challenging period for businesses due to the Covid-19 pandemic, in 2021 the scenario became more favorable as vaccination rates increased across the country. At Banrisul, credit origination rose, particularly in the last quarter, due not only to the improvement in the economic scenario, but also to changes to the rules for incentives and commercial direction.

Hence, the credit portfolio reached R\$41.042 million, up by 9.1%, driven by the 42.6% upturn in rural loans, and by the 5% increase in commercial portfolio

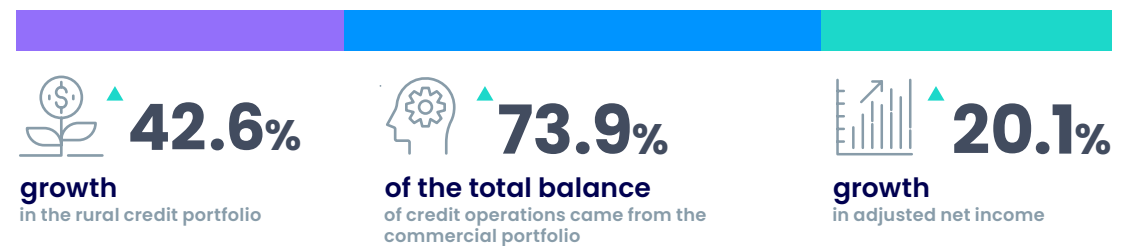
in the period; The commercial portfolio totaled R\$30.345.5 million in December 2021, accounting for 73.9% of the Bank's total credit operations.

Total assets reached R\$104.575.8 million in December 2021, up by 13.9% (R\$12.752.9 million) versus December 2020. Securities plus derivative financial instruments, short-term interbank investments and cash and cash equivalents amounted to R\$46.541.2 million in December 2021.

The funds raised (consisting of deposits, proceeds from bank notes

and subordinated debt) and under management reached R\$84.900 million in December 2021, a 5.5% increase vis-à-vis December 2020. Time deposits are Banrisul's main funding instrument, accounting for 54.9% of the funds raised an under management at the end of 2021.

As of the second half of the year, Banrisul began to raise funds by means of Agribusiness Letters of Credit (LCA), so as to diversify its funding sources and obtain funding for rural loans. For individual customers, the LCA allows financial investments exempt from withholding income tax. Funds raised totaled R\$296.9 million in December 2021.





8.4%

growth in
Shareholders'
Equity

11.4%

adjusted
profitability

30.4%

growth Net
Income in 2021

Shareholders' equity reached R\$9.048.6 million at the end of 2021, up by 8.4% especially stemming from the incorporation of net income, the payment of interest on equity and dividends paid and/or provisioned, the reassessment of actuarial liabilities on post-employment benefits pursuant to the provisions of CPC 33 (R1) and to the exchange variation adjustments on the equity of foreign branches.

Even though Banrisul does not have a Sustainable Business Expansion Policy yet, the Bank seeks to anticipate market trends and offers training sessions for the sales teams in order to consistently present sustainability concepts to the sales department. Social, environmental and governance impacts are assessed and controlled through external performance evaluations, benchmarking and the Ombudsman's monthly report. More information on sustainable products on [page 97](#).

Financial

Banrisul's net income was R\$948.5 million in 2021, impacted by the tax contingency provision adjustment and the associated tax effect, which were treated as non-recurring events. Adjusted net income increased by 20.1% compared to the adjusted net income for 2020, mainly due to the lower provision expenses for credit losses, lower financial margin, increased administrative expenses and other adjusted expenses net of other income. Adjusted return on average equity came to 11.4% in 2021.

The financial margin for 2021 was down by 7.9% compared to 2020, mainly stemming from increased interest expenses and the relative stability of interest income, in scenario of currency devaluation, reduced interest rate from credit operations and increase in the Selic Rate.

Allowance for loan losses decreased by 47.5%, due to the rollover of the portfolio by rating levels, impacted by the economic environment and by the reduction in overdue operations volume.

Income from services and banking fees were relatively stable compared to 2020. Administrative expenses increased by 1.9% year-on-year and personnel expenses were down by 3.2%, minimizing the impact of the 8% increase in other administrative expenses.

The main results are presented below with details of the performance analysis, the Management Report, financial statements and notes thereto.

Financial statement

	R\$ millions		
	2021	2020	Variation
Net Interest Margin	4,845.6	5,262.8	-7.9%
Expenses with allowance for loan losses	787.8	1,501.5	-47.5%
Income from services and banking fees	1,972.2	1,955.4	0.9%
Adjusted administrative expenses	3,665.7	3,599	1.9%
Adjusted operating result	1,432.1	1,272.4	12.6%
Adjusted net income	990.4	824.8	20.1%
Net income	948.5	727.5	30.4%

Added value (AVS)

	GRI 201-1					
Direct economic value generated and distributed (R\$ thousand)						
	2019		2020		2021	
Added value for distribution	4,171.826	100%	3,830.545	100%	3,856.741	100%
Net revenue	4,171.826	100%	3,830.545	100%	3,856.741	100%
Economic value distributed	3,363.518	80.6%	3,321.033	86.7%	3,290.155	85.3%
Personnel (salaries and benefits)	1,839.392	54.7%	1,992.630	59.2%	1,767.289	52.5%
Taxes, Fees and Contributions	872,044	25.9%	989,855	29.4%	1,010.938	30.1%
Remuneration on Third-Party Capital	115,451	3.4%	120,382	3.6%	129,709	3.9%
Interest on equity and dividends	536,631	16.0%	218,166	6.5%	382,219	11.4%
Retained economic value	808,308	19.4%	509,512	13.3%	566,586	14.7%



Management report, financial statements and explanatory notes are available on the website.

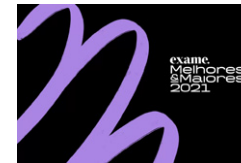
Awards and recognitions



Valor 1000

Banrisul is among Brazil's 100 largest banks in the Finance ranking of the 2021 edition of the Valor 1000 yearbook. The study is prepared by Valor Econômico newspaper in partnership with Serasa Experian and the Center for Finance Studies of Fundação Getulio Vargas's São Paulo School of Business Administration. The institution was also ranked among the 20 largest Brazilian banks in terms of credit operations, total deposits, net equity, net income, among other indicators.

The Banrisul Group companies, Rio Grande Seguros e Previdência S.A. e Rio Grande Capitalização S.A., were also highlighted in the yearbook, featuring among the largest companies in the private pension plan & life insurance and capitalization sectors, respectively. Rio Grande Seguros e Previdência stood out in the net income, operating income, net equity, premiums earned and most profitable over equity indicators, and also those that most grew in investments. In turn, Rio Grande Capitalização was recognized for its net profit, operating income, total assets, and most profitable over assets indicators, as well as for its fastest growth in revenue (through capitalization bonds).



Melhores & Maiores 2021

Banrisul was highlighted in "The Largest Banks" ranking, according to the MELHORES & MAIORES 2021 yearbook, published by Exame magazine. Ibmecc was responsible for the methodology and the evaluation of the companies participating in this year's award, together with an executive committee from Exame magazine.

A total of 627 companies and 121 banks were evaluated, out of a total of 782 institutions. The bank segment was organized by asset size.



World's Best Banks 2021

The Bank was highlighted in Forbes' World's Best Banks 2021 report, where it appears among the 15 best financial institutions in Brazil. The ranking was prepared based on the opinion of 43,000 customers in several themes, such as rates, trust, security, services offered, facilities and financial advisory services.



CEOWorld

Banrisul is on the list of the world's 100 best banks, prepared by the international publication CEOWorld. The survey lists the banks that stand out the most, according to the assessments of their own clients. This analysis considers the response to new digital challenges and the business adaptability capacity, but also the quality of financial services, fees charged and level of trust, among others.

FGV Investment Fund Guide

Banrisul won first place among investment fund managers in the Fixed Income Specialist category, in a survey carried out by Fundação Getúlio Vargas (FGV). The result was announced during the launch of the FGV Investment Fund Guide, in February 2021. The Bank stood out in the categories General Specialist investment fund (ranking 8th) and Specialist in Stocks (ranking 9th).



Valor Investment Fund Guide

Banrisul's investment fund portfolio received national prominence with Banrisul Foco IRF-M Renda Fixa and Banrisul Índice Ações, which are among the ten most profitable funds in the last three years, based on data from June 30, 2021, according to the Valor Investment Fund Guide published by Valor Econômico newspaper. The two funds are administered and managed by Banrisul Corretora de Valores and sold at the Bank's branches and digital channels.



Marcas de Quem Decide

Banrisul is the most recalled brand by business managers and executives in the Rio Grande do Sul market in the "Greatest Brand of the Year in Rio Grande do Sul" category and the preferred brand in the "Public-Owned Company" category. The awards were presented in the 23rd edition of the Marcas de Quem Decide survey, organized by Jornal do Comércio newspaper in partnership with Qualidata. In the Banking category, Banrisul was one of the five most recalled and preferred brands. The Institution also stood out in the "Digital Certification" and "Sales Pool Groups" categories.

Top 20 stocks

Banrisul is featured in the survey prepared by the Economatica platform, which ranked the Top 20 shares with the best dividend yield in the decade. As regards economic industries, six out of the 20 best shares are related to the banking sector, which remains the survey leader, with maximum volume of payment of dividends and interest on equity.



Campeãs da Inovação

The Bank is one of the five companies recognized in the “State-owned & Philanthropic Companies” special category, ranking second in the 17th edition of the Campeãs da Inovação (Champions of Innovation) ranking, promoted by Grupo Amanhã and IXL-Center – a global technical partner based in the United States. More than 150 organizations and companies, with units in the states of Rio Grande do Sul, Santa Catarina, and Paraná registered for the award.

The resources and strategy aimed at innovation were evaluated through questionnaires processed by IXL-Center.



Cardmonitor

Banrisul app was the third best app in the domestic market, in a survey prepared by Cardmonitor, company specialized in research and evaluation of trends in the cards market. The survey assessed the 40 main card apps available in the Brazilian market and analyzed 63 functions.



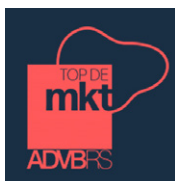
500 Maiores do Sul – Grandes & Líderes

The Bank is ranked 4th among Rio Grande do Sul’s organizations and 12th in the “general” category, which highlights companies from Brazil’s entire Southern Region in the ranking 500 Maiores do Sul – Grandes & Líderes (500 Biggest in the Southern Region – Biggest and Leading Companies). For 31 years, the ranking has been prepared by Amanhã magazine, a publication specializing in economics and business, with technical support by Pricewaterhouse Coopers (PWC). Banrisul ranked third in terms of shareholders’ equity in Rio Grande do Sul and in net revenue in the overall ranking. The Bank had the seventh highest net income in Brazil and scored the same ranking in shareholders’ equity for companies in Brazil’s Southern region.



100 most innovative companies in IT

Banrisul was listed among the 100 most innovative companies in the use of Information Technology, in a ranking published by IT Mídia, a communication company specializing in the sector. The award considers IT projects that have had a real impact on the business of Brazilian companies over the last few months.



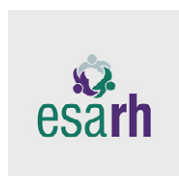
Top de Marketing 2021

Banrisul won the Finance category of the Top de Marketing 2021 Award, granted by the Association of Brazilian Sales Managers (ADVB-RS), with the “BanriTech – Banrisul Boosting the Innovation Ecosystem” case study. The case presented the context and operation strategy that resulted in the creation and dissemination of BanriTech, whose first startup acceleration cycle took place in 2021.



2021 Banking Transformation Award

Banrisul was the winner in the Innovation in Credit category, with the presentation of the AgroFácil case study, a tool that streamlines service to rural producers, from customer prospecting to contracting the credit operation, offering greater efficiency for the sales teams. Since its inception, the project has sought to make rural credit operations easier, always taking the customer’s vision as a key reference for decisions.



2021 ESARH Award

The case “Banrisul Training Programs: appreciating people, sharing knowledge and building careers” was awarded at the South American Human Resources Summit (ESARH). The program was recognized for the Bank’s people development strategy.



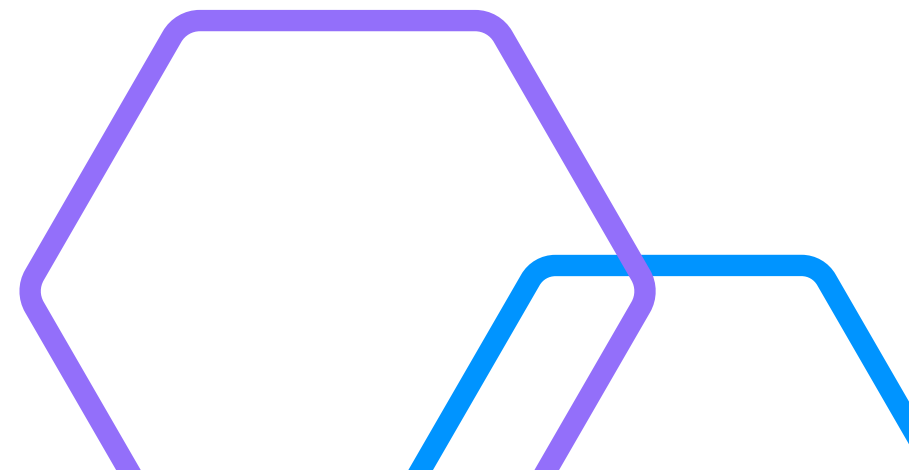
RS Export Award

Banrisul Armazéns Gerais S.A. (Bagergs), a Banrisul Group company, received the award granted by ADVB/RS in the Highlight in Export Support Services category, in a ceremony held in Porto Alegre.



Homenagem Sogipa

The Porto Alegre Gymnastics Society (Sogipa, in Portuguese) paid a special tribute to Banrisul, the club’s Olympic Project sponsor, which had two medalists in the Tokyo Olympic Games. In appreciation for the support given to the athletes, the entity offered the bank a replica of the bronze medal won by the judokas Mayra Aguiar and Daniel Cargnin.





ESG

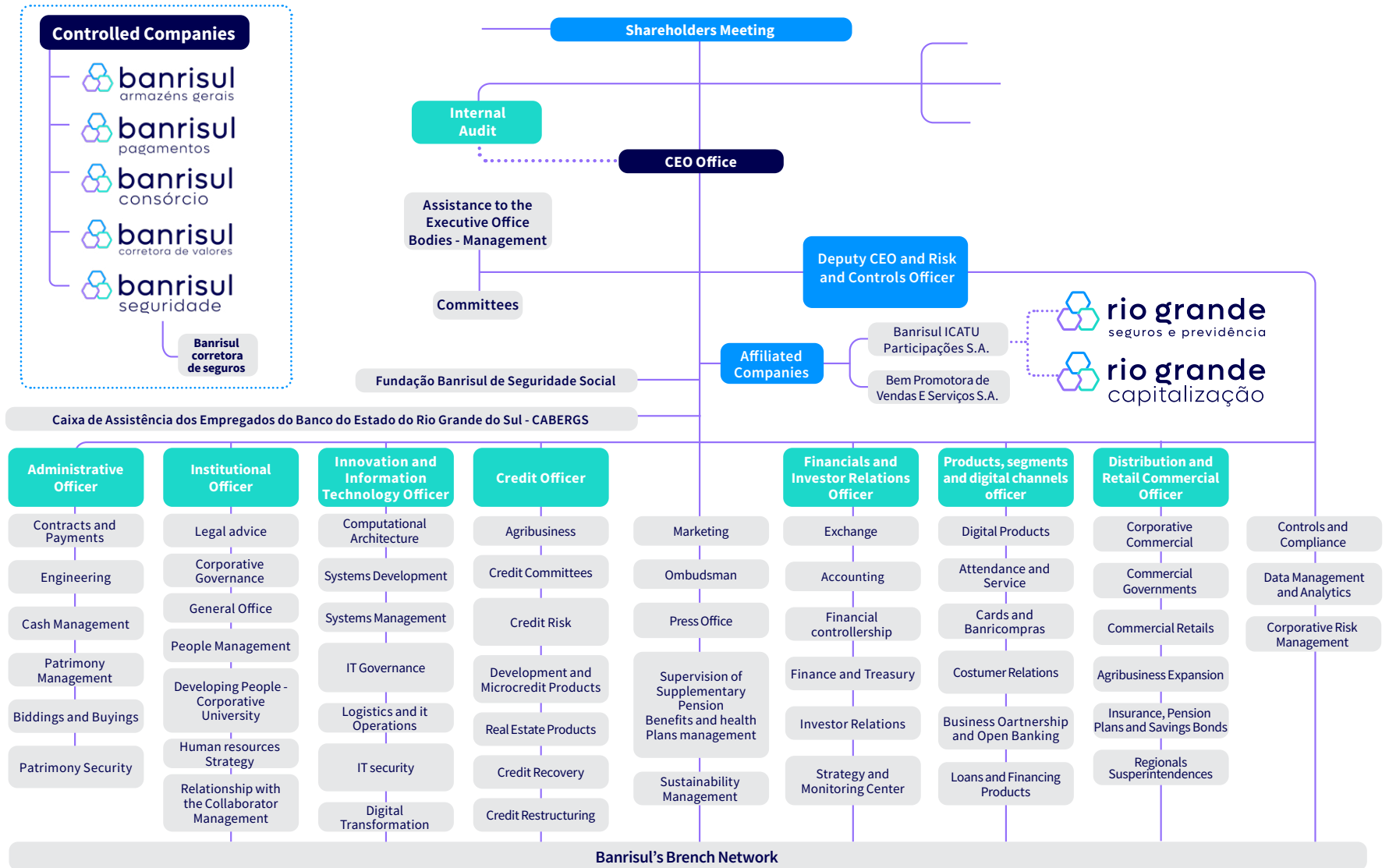
Governance

Governance structure

| GRI 102-18, 102-20 |



Further information on the current governance structure can be found here



Governance bodies

Shareholders' Meeting

Pursuant to Law 6.404/76, article 132, publicly-held companies must hold an Annual Shareholders' Meeting within four months after the end of the fiscal year. Article 131, sole paragraph, authorizes the Annual and Extraordinary Shareholders' Meetings to be cumulative, convened and held at the same venue, date and time, in addition to being recorded in a single set of minutes. The Shareholders' Meeting is responsible for examining and voting on the company's business, as well as electing the Fiscal Council and the Board of Directors Members.

In 2021, the year in which the meetings remained in an online format, at least four meetings addressed matters related to the ESG agenda.

Board of Directors

| GRI 102-22, 102-23, 102-24, 102-25, 102-28, 102-30, 102-31, 102-35 |

A collegiate decision-making body responsible for establishing general business policies and overseeing Banrisul's executive officers' activities, the Board of Directors convenes monthly to assess impacts, risks and opportunities for the Bank. In 2021, Board meeting continued to be held remotely and at least four meetings addressed issues related to the ESG agenda.

The Board of Directors (BoD) comprises at least seven and at most 11 members, with a unified two-year term of office and up to three consecutive reappointments permitted. The directors are elected by the Shareholders Meeting, which may remove them at any time, and the controlling shareholder is responsible for appointing the chairman and vice chairman. The chairman must not hold an executive position in the Institution.

Banrisul has a Nomination and Succession Policy drawn up in accordance with CMN Resolution 4.878/20, which sets forth the conditions and requirements for exercising management positions at Financial Institutions. The aforementioned policy mentions that, in addition to the eligibility criteria for management positions, the composition of the Board of Directors must consider the capacity and experience of the nominees, their time availability to perform their duties, diversity and complementarity of knowledge, experience, behavior, cultural aspects, age group and gender. The 2021 bylaws provided for at least 25% of independent directors, a provision that was changed in 2022 to a minimum of 30%.



Na Assembleia de 2021 houve a eleição de representante dos empregados para o Conselho de Administração, que após tomar posse, estará sujeito a todos os critérios e exigências para a assunção do cargo, bem como aos direitos e obrigações previstos em lei e no Estatuto Social do Banrisul.

At the 2021 Shareholders' Meeting, an employee representative was elected to the Board of Directors, who, after investiture, will be subject to all the criteria and requirements for taking office, as well as to the rights and obligations set forth by law and by Banrisul's Bylaws.

Regarding the Board of Directors' responsibilities, it has an essential role in approving the Company's Risk Appetite (RAS), with the assistance and recommendation of the Risk Committee (RC), the Executive Board and the CRO.

They act in the review and approval of the following documents:












- Capital management policies, strategies and limits;
- Stress Testing Program;
- Policies for Business Continuity Management;
- Liquidity Contingency Plan;
- Internal Simplified Assessment Process for Capital Adequacy (ICAAPSIMP) and Capital Plan; and
- Capital Contingency Plan.

The Board ensures that the institution complies with the policies, strategies and its own limits, considering possible timely corrections to structural deficiencies. Furthermore, the Board of Directors approves significant changes to policies and strategies as well as systems, routines and procedures, such as:

- Products and services;
- Hedging strategies and risk-taking initiatives;
- Significant corporate reorganizations; and
- Changes to the macroeconomic outlook.










Aiming at improving the work developed, the Board of Directors carries out the annual assessment of its own performance, and that of the Executive Board and the CEO. The performance assessment is individual and anonymous. The responses are compiled in a report, made available to the Eligibility and Compensation Committee, assesses compliance of the evaluation, and then presents to the Board of Directors. The body itself suggests improvements in carrying out their duties.

Board of Directors

Name	Position and if they hold executive positions	Independent director	Term of Office
 Jorge Luís Tonetto	Chairman - non-executive position	No	2021 - 2023
 Claudio Coutinho Mendes	Vice chairman - executive position	No	2021 - 2023
 Irany de Oliveira Sant'Anna Junior	Member - executive position	No	2021 - 2023
 Márcio Gomes Pinto Garcia	Member - non-executive position	No	2021 - 2023
 Eduardo Cunha da Costa	Member - non-executive position	No	2021 - 2023
 Eduardo Rodrigues Macluf	Member - non-executive position	Yes	2021 - 2023
 Ramiro Silveira Severo	Member - non-executive position	Yes	2021 - 2023
 João Verner Juenemann	Member - non-executive position	Yes	2021 - 2023
 Rafael Andréas Weber	Member elected by minority common shareholders - non-executive position	Yes	2021 - 2023
 Adriano Cives Seabra	Member elected by preferred shareholders - non-executive position	Yes	2021 - 2023
 Márcio Kaiser	Member - appointed by the employees - non-executive position	No	2021 - 2023

Fiscal Council

The Fiscal Council is an independent body that oversees the Management's activities, examines and issues an opinion on the financial statements, among other duties established by the legislation in force. It comprises five members and an equal number of alternates elected by the Annual Shareholders' Meeting (ASM). In addition to the duties and powers granted by the Brazilian Corporation Law, the Fiscal Council is responsible for issuing an opinion about the adequacy of the financial statements to the Brazilian and international standards and to the accounting principles in force.

Name	Position and if they hold executive positions	Term of Office
 Bruno Pinto de Freitas	Chairman Sitting member, elected by majority shareholders	2021 - 2023
 Rogério Costa Rokembach	Sitting member elected by majority shareholders	2021 - 2023
 Marco Aurélio Santos Cardoso	Sitting member elected by majority shareholders	2021 - 2023
 Gustav Penna Gorski	Sitting member elected by majority common shareholders	2021 - 2023
 Reginaldo Ferreira Alexandre	Sitting member elected by preferred shareholders	2021 - 2023
 Bruno Queiroz Jatene	Alternate elected by majority shareholders	2021 - 2023
 Tania Maria Lauermann Schneider	Alternate elected by majority shareholders	2021 - 2023
 Vicente Jorge Soares Rodrigues	Alternate elected by majority shareholders	2021 - 2023
 Paulo Roberto Franceschi	Alternate elected by preferred shareholders	2021 - 2023

Committees

A) Board of Directors' Statutory Committees

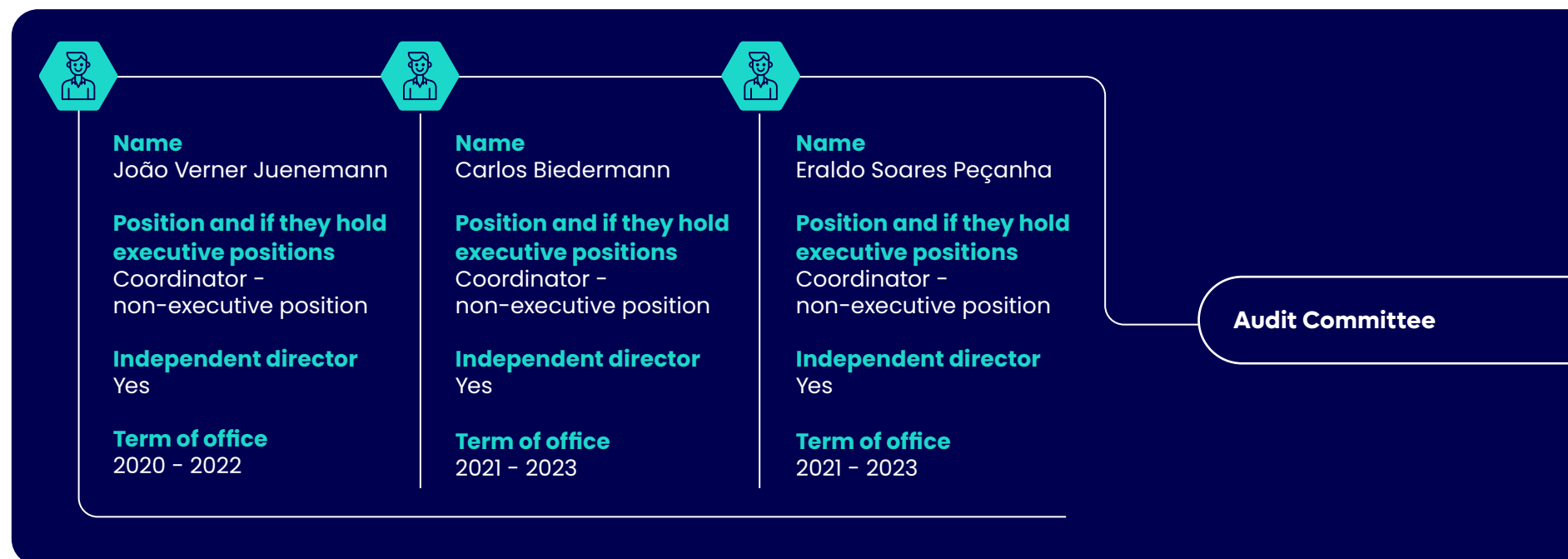
Banrisul has three Statutory Committees, with their responsibilities laid down in the bylaws: Audit Committee, Risk Committee and Eligibility and Compensation Committee.

Audit Committee

The Company's Audit Committee is a permanent body, in compliance with the National Monetary Council rules and applicable legislation, and it may be shared with the company's subsidiaries. The committee comprises three members who meet the requirements for holding this position, according to the legislation and rules in force, and are elected by the Board of Directors

at the first meeting held after the Annual Shareholders' Meeting. Members serve a two-year term of office and can be removed at any time. Their reappointment is allowed up to the maximum term legally permitted. The Committee's activities are determined

by Law no. 13.303/2019 (Brazilian State-Owned Companies Law), CMN Resolution no. 4.910/2021, and other legislation in force, in addition to the duties defined by the Bylaws of Banco do Estado do Rio Grande do Sul and by its Internal Regulation.






Eligibility and Compensation Committee

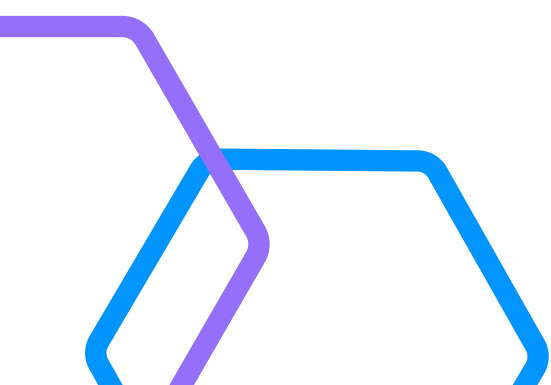
The Eligibility and Compensation Committee, elected by the Bank’s Board of Directors, which acts on behalf of the Company and its subsidiaries, is composed of three members, all individuals resident in Brazil, with higher education degrees and technical training compatible with the position’s duties, in addition to meeting the criteria for holding positions in statutory bodies of financial institutions and other institutions authorized to operate by the Brazilian Central Bank. Committee members serve a three-year term of office and can be removed at any time and may be reappointed up to the maximum term legally permitted.

According to CMN Resolution 3.921/10, the Eligibility and Compensation Committee assists the Board of Directors in determining compensation, through analysis of future, internal and external

scenarios, and their possible impacts on the compensation policy for the Bank’s and its subsidiaries’ management. The committee also analyzes the compensation policy in relation to

market practices, identifying significant discrepancies compared to peers and proposes the necessary adjustments.

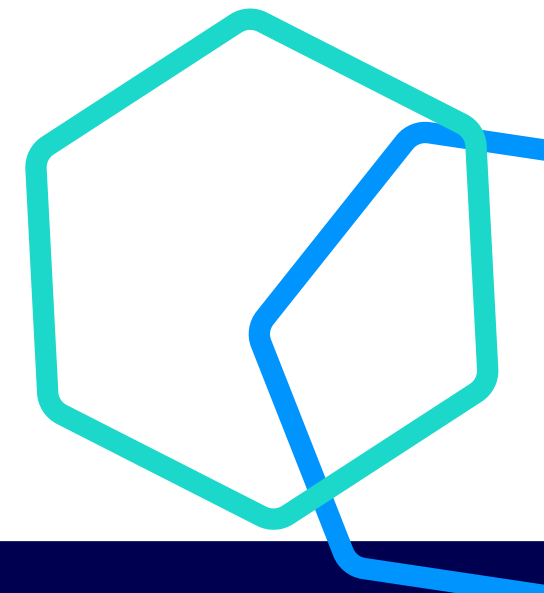
Eligibility and Compensation Committee			
			
Name Arnaldo Bonoldi Dutra	Name José Luiz Castro Mendel	Name Giuseppe Lo Russo	
Position and if they hold executive positions Member - non-executive position	Position and if they hold executive positions Member - non-executive position	Position and if they hold executive positions Member - non-executive position	
Independent director Yes	Independent director Yes	Independent director Yes	
Term of office 2021 - 2024	Term of office 2021 - 2024	Term of office 2021 - 2024	








Risk Committee

The Company relies on a permanent Risk Committee comprised of at least three and at most five members, who serve a two-year term of office and are appointed and can be removed by the Company's Board of Directors at any time, as set for in the National Monetary Council rules.

In compliance with CMN Resolution 4,945/21, the Social, Environmental and Climate Responsibility Committee is expected to be created in 2022, taking over part of the current Risk Committee's responsibilities.



Risk Committee

 <p>Name João Zani</p> <p>Position and if they hold executive positions Coordinator - non-executive position</p> <p>Independent director Yes</p> <p>Term of office 2021 - 2024</p>	 <p>Name José Luis Campani Lourenzi</p> <p>Position and if they hold executive positions Member - non-executive position</p> <p>Independent director Yes</p> <p>Term of office 2021 - 2024</p>	 <p>Name Carlos Eduardo Schonerwald da Silva</p> <p>Position and if they hold executive positions Member - non-executive position</p> <p>Independent director Yes</p> <p>Term of office 2021 - 2024</p>	 <p>Name Luanda Pereira Antunes</p> <p>Position and if they hold executive positions Member - non-executive position</p> <p>Independent director Yes</p> <p>Term of office 2021 - 2023</p>	 <p>Name Márcio Gomes Pinto Garcia</p> <p>Position and if they hold executive positions Member - non-executive position</p> <p>Independent director Yes</p> <p>Term of office 2021 - 2023</p>
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B) Advisory Committees to the Executive Board

The Bank relies on advisory committees to the executive board:

- Bank Management Committee;
- Asset and Liability Management Committee;
- Commercial Management Committee;
- Administrative Management Committee;
- Internal Controls and Compliance Committee;
- Information Technology Management Committee;
- Disciplinary Committee;
- People Management Committee;
- Marketing Management Committee;
- Corporate Risk Committee;
- Credit Recovery and Restructuring Management Committee;
- IT Demand Prioritization Committee;
- Product and Service Management Committee;
- Sustainability Committee.



Each committee is composed of at least four and at most twelve (12) members, and the coordinator is in charge of summoning and chairing the meetings of the respective body, complying the specific regulations. The coordinator also has the power to issue an opinion on the matters that are pertinent to their field,

subsequently submitting them to deliberation of the executive board. Committee coordinators are appointed by the executive board and have participative representation in the committee's monthly meetings.

The Company's Executive Board is composed of a CEO, a deputy CEO and up to seven Officers, who may or may not be shareholders, residents in Brazil, and who have technical qualifications compatible with the responsibilities of their position, which must be demonstrated on the basis of academic background or professional experience, or other matters deemed relevant, by means of documents.

Executive Board



Management Compensation

| GRI 102-36 |



Management compensation is set by the General Meeting, taking into account the best corporate governance practices. It is up to the Board of Directors to define the distribution of remuneration and its apportionment among its members.

The Shareholders' Meeting determine management compensation by taking into account the best corporate governance practices. The Board of Directors is responsible for defining the distribution of compensation and its apportionment among its members.

The members of the Board of Directors receive fixed monthly compensation as fees and are not entitled to variable compensation or direct and/or indirect benefits.

Executive Board members receive monthly compensation as wages plus a representation fee, the annual amount of which must not exceed the total management compensation set by the Extraordinary and Annual Shareholders' Meeting (EASM). They are also entitled to Banrisul's Employee Profit Sharing (PLR), calculated in accordance with rules established by the Board of Directors, and receive variable compensation, based on criteria to be defined by the Board of Directors.

Conflict of Interests

Banrisul identifies and manages conflicts of interest based on, but not limited to, the legal standards applicable provided for in Article 156 of the Brazilian Corporate Law and Article 25 of its Bylaws. Furthermore, the Bank widely discloses (members of the Management, directors, employees, interns, Banrisul Group members, business partners, Banrisul Group's suppliers and service providers) its Code of Ethics and Conduct, which defines that "Conflict of interests arises when the personal interests of those subject to the Code collide with those of Banrisul. By putting personal interest ahead of the organization's interest, one is exposing Banrisul to a form of management that is not aimed at its efficiency and growth, but rather at personal favoritism."

In the event of a conflict of interest, members of the Board of Directors, the Audit Committee and the Ethics Commission must abstain from deliberating on matters in which this conflict is identified. Related-Party

Transactions deemed relevant by the Executive Board must be forwarded to the Board of Directors for analysis and issue of a recommendation for approval, in accordance with the Policy on Related-Party Transactions.

Ownership structure

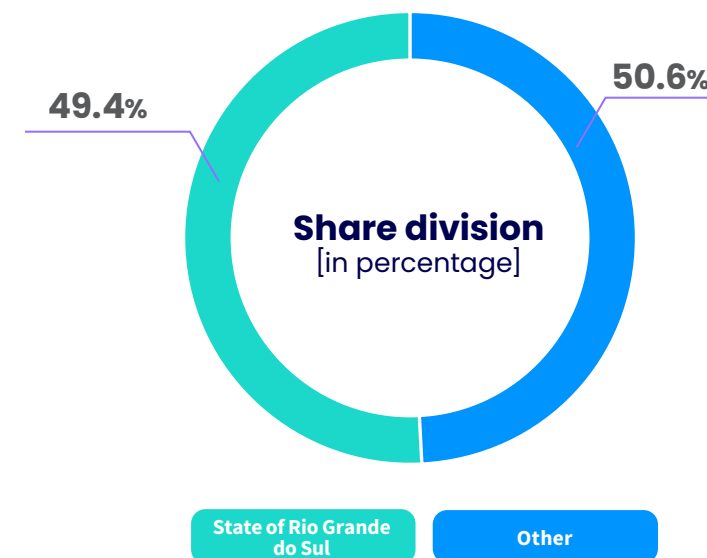
Banrisul voluntarily adopts the rules for companies listed in B3 S.A. (Brasil, Bolsa, Balcão)'s Novo Mercado segment, as set forth in its Bylaws. Shares are traded under the tickers BRSR3, BRSR5 and BRSR6, the latter being the most liquid share, which is present in seven B3 indexes.

The Bank's shareholding dispersion is higher than that required by Corporate Governance Level 1: 50.6% of the total shares are free float, while the minimum required is 25%. The State of Rio Grande do Sul, Banrisul's controlling shareholder, holds 98.1% of the common voting shares and 49.4% of its total capital. In December 2021, the Institution had 165,000 shareholders in its base, and its shares (BRSR6) appreciated by 124.8% since the Follow On held in 2007, higher than the Ibovespa in the period.

Banrisul's Environmental, Social and Governance (ESG) Credit Relevance Scores for Governance Structure have been revised by Fitch Ratings to 3, from 4, to reflect the reduction observed by Fitch, in recent years, of the influence and interference of the respective subnational governments in the policies of the banks they control. The agency considers Banrisul's corporate governance to be strong and stable and does not project major changes in its long-term strategies.



Ratings per agency and their details are available on the **Bank's website**



Capital Remuneration Policy

Since the beginning of 2008, the Bank has maintained a policy of remuneration of capital with quarterly payment of interest on equity and, historically, has remunerated shareholders with payment of Interest on Equity - JSCP and dividends above the legally required minimum.

In the period from January to December 2021, JSCP and dividends were paid and/or provisioned, before the withholding of Income Tax, in the amount of **R\$382.2 million**.

In order to implement important measures for eco-efficient management, as well as to encourage the creation of a new corporate culture, in 2021, Sustainability Management was created, an exclusive area, under the direct coordination of the Presidency.

ESG Management

Sustainability Governance

As the State's financial agent, Banrisul wants to go beyond its role in the regional economy and set an example of sustainable management by fostering robust initiatives that contribute to creating a fairer, more environmentally friendly and culturally diverse society, confirmed by the transparency of its governance.

Sustainability is part of Banrisul's strategy and governance and is present in its decisions, as the Bank embeds environmental and social guidelines into its daily activities, in compliance with its Social, Environmental and Climate Responsibility Policy. In line with its business planning, under its Strength in People pillar, the Bank supports projects that



benefit society and develops best practices in people management. Concerned about the well-being of its employees, Banrisul seeks to provide the best working environment and continuous improvements to its internal stakeholders. Therefore, the people management teams have been restructured, focusing on employee experience and relationship, fostering new management practices based on competencies, and reviewing the performance assessment process.

In the commitment to sustainable development, Banrisul prioritizes initiatives that encourage a low-carbon economic system. Fostering low-carbon businesses, so as to pursue the transition to a greener economy, has been increasingly demanded by people. Within this context, Banrisul devises its strategies increasingly

aligned to incorporate climate risk management. Several initiatives contribute to mitigate greenhouse gas emissions, such as the Renewable Energy Project, in addition to initiatives to renovate the Company's equipment hub.

Geared towards implementing important measures for an eco-efficient management, as well as encouraging the creation of a new corporate culture, in 2021 Banrisul created the Sustainability Corporate Department, an exclusive area to lead advances in this fields, directly coordinated by the CEO's office

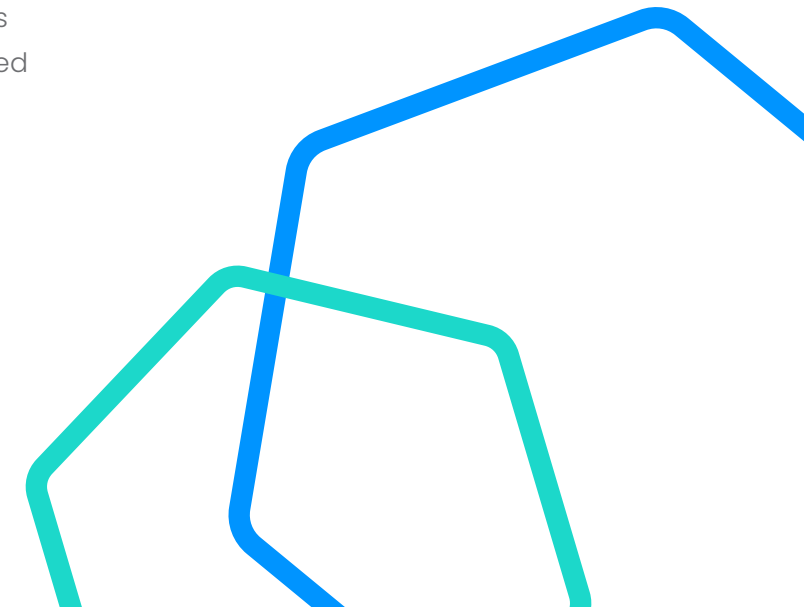
In the same period, another Governance highlight was the creation of the Sustainability Committee, devised to provide a greater link between sustainability and the other committees that support the Executive

Board. Hence, this topic became part of different instances of the organization's decision-making processes. Continuing along this path in 2022, the Company set up the Social, Environmental and Climate Responsibility Statutory Committee to advise the Board of Directors on ESG matters.

Banrisul discloses the progress of its sustainability actions in its earnings release, demonstrating transparency to the market for more than 20 years. The Bank also carries out a project for the periodic disclosure of ESG topics in its social media and has intensified internal communication actions to promote its staff engagement.



In line with business planning, in the Strength in People pillar, the Bank supports projects that benefit society and develops best practice actions in people management.



3,079 hours
dedicated to learning about
ESG discoveries.

1,380 
employees
EAD courses on
Sustainability

Geared towards disseminating the concept and further engaging employees, Banrisul has included a Sustainability section in all training courses (Business Manager, Market Manager, Government Manager, Supervisor, Business Operator), which addresses the market outlook and Banrisul's sustainability journey, in addition to presenting the sustainable products in its portfolio. In 2021, 45 students took this module in their training courses. The distance learning courses reached 1,380 employees, who spent 3,079 hours learning about accessibility, social and environmental risk, diversity, climate fund 2021, microcredit, low-carbon Finame, corporate sustainability, and waste management.

Banrisul's future challenges include embedding this topic in its pillars and in the strategic goals map, as well as translating the Institution's initiatives into indicators and monitoring their progress. Hence, the Company expects to set institutional and commercial goals, which might impact on the employees' variable compensation.

Social, Environmental and Climate Responsibility Policy – PRSAC Banrisul

Approved by the Board of Directors and published in June 2022, the PRSAC aims to set out the guidelines for the Bank's and Banrisul Group subsidiaries' social, environmental and climate responsibility activities, aligned to the nature of their activities and the complexity of their products and services.

The PRSAC seeks to foster sustainability, balancing business opportunities with social, economic, environmental and climate responsibilities, contributing to the sustainable development of the regions where Banrisul operates.

Police development

2012 – creation of Banrisul's 1st Sustainability Policy

2016 – review which gave rise to the Social and Environmental Responsibility Policy – PRSA

2022 – review which gave rise to the Social, Environmental and Climate Responsibility Policy – PRSAC

Sustainability Committee

In 2021, Banrisul focused on improving its sustainability practices through more robust governance mechanisms, with emphasis on the creation of the Sustainability Working Group, in January 2021. Through monthly meetings, the Working Group aimed to raise the leaders' awareness among, disseminate the topic and create connections with the business. This movement occurred throughout the year and resulted in the effective creation of the Sustainability Committee, in November 2021.

With the purpose of being a strategic, engagement, and advisory body to the Executive Board, the Sustainability Committee seeks to ensure that the theme is multidisciplinary, so as to encompass the economic-financial, social, environmental, climate, and governance aspects related to the business strategy.

The Committee's responsibilities include periodically informing the executive board about relevant sustainability projects and initiatives, evaluating and proposing the alignment of the Bank's actions and

projects to the guidelines laid down in the PRSAC, suggesting initiatives in the sustainability agenda, evaluating and proposing the necessary adjustments to meet sustainability guidelines, in terms of the relationship with its stakeholders: employees, customers, shareholders, investors, suppliers and others.

The Sustainability Committee convenes monthly, under the coordination of the Sustainability Corporate

Department, and is composed of superintendents from the Institution's multidisciplinary teams, such as credit, business, strategy, people relations, hiring, risk management, investor relations and governance. Some of the members are also the coordinators of other executive committees, which reinforces the relevance and engagement of the Institution's leadership and strategy.

Members of the Sustainability Committee

- ◆ Executive Manager of the Sustainability Corporate Department - Coordinator
- ◆ Executive Superintendent of the Corporate Risk Management Unit (Coordinator of the Risk Committee)
- ◆ Executive Superintendent of the Loan and Financing Products Unit (Coordinator of the Product and Service Management Committee)
- ◆ Executive Superintendent of the Contracting and Payment Unit (Coordinator of the Administrative Management Committee)
- ◆ Executive Superintendent of the Human Resources Strategy Unit (Coordinator of the People Management Committee)
- ◆ Executive Superintendent of the Credit Policy and Risk Analysis Unit
- ◆ Investor Relations Superintendent
- ◆ Executive Superintendent of the Corporate Governance Unit
- ◆ Executive Superintendent of the Strategy and Monitoring Center

Global Compact and Sustainable Development Goals

Banrisul has been a signatory to the Global Compact since 2013 and, as such, strives to continuously improve its sustainability management, aligning initiatives, processes, operational routines and strategies with the initiative's ten principles. Created in 2000, the Global Compact adopts fundamental and internationally accepted values in the human rights, labor relations, environment and anti-corruption fields, aiming at actions towards a more inclusive and equal global market. Currently, it has more than 16,000 members, among companies and organizations, distributed in 70 local networks, in 160 countries.

The Bank has also joined and has projects and actions that contribute to the Sustainable Development Goals (SDGs), another United Nations (UN) initiative focused on engaging companies and governments to foster sustainable actions on the planet. Some of the challenges for the next reporting cycle are mapping the initiatives and targets related to each SDG.



Risk Management

| GRI 102-11, 102-15, 103-2, 103-3 |

Integrated Risk Management (IRM)

| GRI 207-2 |

At Banrisul, the Integrated Capital and Corporate Risk Management covers the companies that are part of the Institution's Prudential Conglomerate and is carried out continuously and in an integrated way, as established by CMN Resolution 4,557/17. The identification and monitoring of risks associated with the other Banrisul Group's companies, controlled by the members of the Conglomerate or in which they have a stake, is also centralized in the Corporate Risk Management Unit (UGRC, in Portuguese), reporting to the Control and Risk Executive Office. The UGRC is responsible for providing inputs and reporting information to the Risk Committee – an advisory body to the Board of Directors –, other Management Committees and Executive Board, supporting the decision-making process.

The management policies and processes, formalized in the Institutional Structures and Policies for Integrated Capital and Corporate Risk Management document, are revised annually – last updated in December 2021 – and are available on the Institution's website.

These guidelines help optimize resources to meet the goals outlined in the business strategy, seeking to minimize the risks to which the Institution is exposed and, consequently, safeguard the assets and interests of its customers, shareholders, employees and other stakeholders.



The management of risks, processes and controls is a strategic and essential tool for a financial institution. With this focus, in 2021, risks and controls were mapped and identified for 70% of the Bank's main processes, which should be completed in the next reporting cycle.

In line with the improvements that have been implemented, a consulting firm is currently being hired to manage operational risks, which include: internal fraud; external fraud; labor disputes and poor workplace safety; inappropriate practices regarding customers, products and services; damages to physical assets owned or used by the Institution; situations that lead to an interruption of the Institution's activities; failures in Information Technology systems, processes or infrastructure; and failures in the execution, compliance with deadlines or in the management of our activities.

All the Institution's employees, interns and outsourced service providers must display behavior that avoids exposure to risk, within the limits of their responsibilities. In order to divide the roles and responsibilities of the

departments and people involved in the organization's risk management process, Banrisul adopts the Three Lines of Defense strategy.

FIRST LINE



Assigned to the positions that manage the processes and their risks, having ownership over them. It comprises the Institution's strategic, business and support departments, and they must ensure the effective management of risks, processes and controls, within the scope of their activities.

SECOND LINE



Assigned to the teams that have a supporting role in the development and monitoring of risk management, control and compliance, comprising the Institution's control departments. It is responsible for providing the methodology and the support required to manage the risks incurred by the first line in its processes. The second line is independent from the first line of defense, as a management function, and can directly intervene, in order to modify and develop internal controls and risk systems.

THIRD LINE



Assigned to the Internal Audit department, it assesses the first two lines, proposes improvements and assigns the necessary corrective measures. It reports independently to Senior Management and to the Governance Bodies.

Social, environmental and climate risk

| GRI 103-2, 103-3, 201-2, 307-1, 419-1, G4-FS9 |

Changes to the regulatory environment, laid down in the new resolutions and regulations published in 2021, demand major adjustments in the risk management structure of financial institutions. The incorporation of the climate risk management has a relevant international alignment with the Task Force on Climate-related Financial Disclosures (TCFD).

Climate change management at Banrisul includes transition and physical climate change risks, as defined by CMN Resolution 4,943/21:



Transition climate change risks

possibility of the Institution incurring in losses arising from events associated with the transition to a low carbon economy, in which greenhouse gas emissions are reduced or offset and the natural mechanisms for capturing these gases are preserved; and



Physical climate change risk

possibility of the Institution incurring in losses arising from events associated with frequent and severe weather events or long-term environmental changes that can be related to changes in climate patterns.

In order to meet these new requirements, Banrisul has developed action plans related to the topic, which are being implemented. The management guidelines, formalized in 2015 in Banrisul's Social, Environmental and Climate Risk Management Policy, were updated in November 2021 to comply with the new requirements, and are aligned with the provisions of the Social, Environmental and Climate Responsibility Policy (PRSAC, in Portuguese).



In addition to monitoring the regulatory environment and customer perception, the Institution works to verify the compliance of counterparties, which are periodically evaluated about social, environmental, and climate compliance (including slave-like labor, and necessary licensing, among others).

In addition to the regulatory aspects, Banrisul, as a signatory to Febraban's Banking Self-Regulation System, complies with SARB's rule 14, which formalizes essential guidelines and procedures for its signatories' business and in their relations with stakeholders. By means of compliance reports, Febraban assesses the Institution's level of adherence to the regulations in force. The Bank also participates in Febraban's Committees and Working Groups, which favors the alignment with the best market practices and the development of new solutions to improve internal processes.

For financial institutions, Social, Environmental and Climate Risks (SACR or RSAC, in Portuguese) are among the various types of risk to which they are exposed and must be managed in an integrated manner with the

other corporate risks. At Banrisul, risk management covers the Bank's products, services, activities and processes, as well as activities carried out by third parties, subsidiaries, suppliers and relevant outsourced service providers. The methodology is based on consistent and verifiable criteria, including public information, when available.

Within the scope of Integrated Risk Management, more robust indicators are being prepared for the Risk Appetite Statement (RAS) and the climate variable is being incorporated into the scenario analysis of the Stress Testing Program, in addition to expanding the capture and identification of climate events in the Operating Losses Database, among other initiatives.



The Institution has a multidisciplinary team dedicated to Integrated Risk Management

in addition to own and outsourced systems, including databases that help in the management.

RSAC are identified and associated with the other types of risks to which the institution is exposed, especially operational and credit risks. The events may result in financial losses, reputational losses, process inefficiency, among other forms. For each operational risk event, the Operational Losses Database identifies, when applicable, the operational losses linked to the SAC, including highlighting this scope in civil and labor lawsuits, administrative proceedings, fines and other events.

Based on the Integrated Risk Management processes, the Bank operates in order to mitigate possible climate change impacts. Costs related to this risk's management are

considered together with the other funds allocated to risk management. The institution has a multidisciplinary team dedicated to the theme, in addition to its own and outsourced systems, including databases that help in the management. The business areas also use their own and outsourced systems to monitor their operations.

In the development, or reformulation, of new products and services, corporate risks are assessed, including RSAC, based on the information provided by the requesting department. The assessment identifies potential impacts associated with the violation of fundamental rights and guarantees or acts that harm the common interest; environmental degradation, including

the excessive use of natural resources; and changes in climate patterns. Whenever necessary, recommendations for improvement are made, aiming to mitigate possible risks.

In addition to monitoring the regulatory environment and customer perception, the Institution verifies the compliance of third parties, which are periodically evaluated in relation to social, environmental and climate compliance (including forced labor, necessary licenses, among others). When contractually agreed, if irregularities are identified, the Bank may declare the early maturity of the operation. As for operations, RSAC inherent to the activity's economic industry are identified, based on the

National Registry of Economic Activity (CNAE - Cadastro Nacional de Atividade Econômica) code. Thus, the Bank seeks to ensure regularity at all levels of its operations.

When applicable, social, environmental and climate criteria are assessed for credit operations, by applying a specific questionnaire, which evaluates sector, location, legal and managerial characteristics of the third party.

Seeking the continuous management improvement, studies are being carried out on industries with higher exposure to RSAC. The studies cover risks and opportunities for these sectors, considering their social contribution - employment and income generation - and their part in the development of the state of Rio Grande do Sul.

Exposure to climate risk is monitored on a monthly basis, through the follow-up of the active balance of the corporate credit portfolio, allocated to industries with high and moderate risk exposure.

Processes are periodically evaluated through the analysis of internal audit teams; monitoring by the Controls and Compliance department; operational risk analysis cycles, among other procedures, in addition to Bacen's oversight, as the regulator. In 2021, the Bank did not receive reports related to the theme. If they are identified, during any compliance and evaluation processes, they will be dealt with in a timely manner, solving the identified weaknesses.

Structuring the analysis of climate risks



In order to include climate risks in the risk analysis, three work fronts were developed:

- 1) Improvement of climate risks-related requirement in the risk analysis questionnaire for operations above R\$10 million.
- 2) Evaluation of sensitive sectors (in progress).
- 3) Use of Febraban's Green Taxonomy, which determines the exposure value in the categories Climate Risk and Environmental Risk and the social contribution in the Green Economy category.



Tax risks

| GRI 207-2 |

Aspects related to tax risks can be identified along with operational risks, even though the Bank does not rely on a specific policy for tax risk management. The Fiscal Council is responsible for monitoring reports of concerns about unethical or illicit behavior or about the organization's integrity regarding taxes, and also for overseeing the management actions and the compliance with legal and statutory duties.

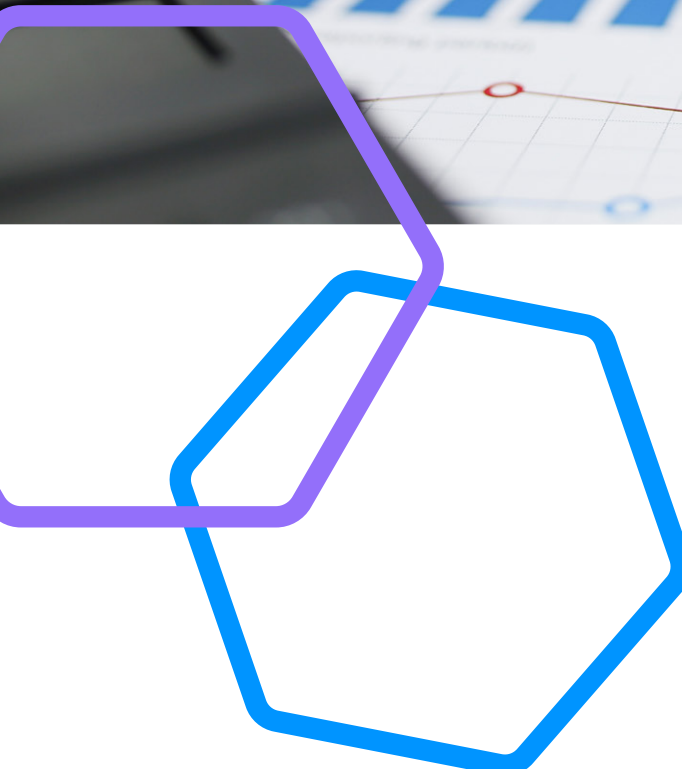
The Accounting Unit's Fiscal and Tax Corporate Department supports the managers regarding tax calculation, in order to identify situations that may represent financial or reputational losses. Tax risk management has not yet been formalized through a specific policy, but it relies on the adoption of internal audits and continuous improvement of the management processes that help mitigate these risks.

ESG factors in credit analysis

| FN-CB-410a.2 |

At Banrisul, credit risk analysis is based on statistical models for individuals and corporate customers in the retail segment (companies with monthly revenue of up to R\$ 1 million, which do not belong to economic groups and/or exception segments). The exception segment includes companies with atypical cash flows, seasonal peak periods, as well as those that are not a priority for Banrisul.

Legal entities that are not subject to the mass analysis are analyzed individually, observing, in addition to the governance and management aspects, environmental and social issues related to the company and its production chain. The Bank's risk analysts are sorted in specialized groups per industry in which the companies operate, who have detailed knowledge of the companies, their role and impact on the local economy.



The mass risk analyses are carried out based on the information recorded in Banrisul's registration, invoicing and incidents systems, named BLT, which consolidates internal and external incidents received from credit bureaus and other official agencies. One of the aspects that may indicate the worsening of risk from the ESG standpoint is forced labor, considered as a restriction to credit assignment.

As for individual analyses, in addition to these same controls, data extracted from the financial statements and notes thereto, as well as other information made available by customers are used. They must also fill out a specific checklist. ESG aspects are assessed qualitatively by the credit risk analysts, approach which is aligned with Banrisul's PRSAC.

Additional information and analysis may be required to include the assessment of ESG aspects, mainly for investment lines, agribusiness and real estate projects.

Given the relevance of credit exposures, all operations above R\$10 million in which the use of funds or directed credits is known must fill out the questionnaire. The questionnaire may also be applied to other operations or amounts lower than this threshold.

Anti-corruption

| GRI 102-17, 205-1, 205-2, 205-3 |

Internal Controls and Compliance

The Institution is grounded on its values, as defined in its Code of Ethics as transparency, ethics, commitment, integration and efficiency, as well as in principles and guidelines, such as integrity, respect for diversity and people, appreciation of work, social and environmental responsibility, respect for competition, respect for the image and excellence in rendering services.

All employees, including the 17 members of the senior management, have knowledge of the Institution's anti-corruption policies. The Bank also makes available training sessions on the Code of Conduct and Ethics and on Anti-corruption practices.

Whistleblowing Channel

Banrisul's Whistleblowing Channel is a communication tool through which employees, customers, users, partners or suppliers report possible misconducts of any nature related to the Institution's activities that affect its image and violate Banrisul's internal controls and compliance program.

Since 2020, the Bank has implemented its Whistleblowing Channel Policy, in line with BACEN Resolution 4.567/2017, which provides for the half-yearly reporting of information on the reports received and an analysis of issues addressed to senior management. Any procedure that is not in line with institutional guidelines is investigated by the competent departments, which decides on the disciplinary measures applicable.

The whistleblowing channel is available for the Bank's employees on the intranet and the registration form can be filled out anonymously.

Anti-Corruption Policy

| GRI 205-1, 205-2, 205-3 |

The Anti-corruption policy lays down the procedures and controls that must be adopted, as well as preventive measures to inhibit acts of corruption. In this sense, in order to improve its controls and adhere to the best market practices, the policy is updated according to changes in legislation. Banrisul also has the Policy on Prevention of Money Laundering and Terrorist Financing, the Compliance Policy, the Internal Controls Policy, the Whistleblowing Channel Policy and the Code of Ethics and Conduct.

The policy determines that all employees are responsible for fostering an ethical culture and for creating an environment of permanent control and prevention of corruption, in which it is possible to monitor and identify, through due diligence procedures, operations from customers and non-customers, individuals and companies, as well as

actions or suspected corruption crimes, as well as enforcing the internal integrity and auditing mechanisms and procedures and encouraging the reporting of misconducts and the effective application of the Anti-Corruption Policy and Banrisul's Code of Ethics and Conduct.

The Bank is subject to Brazilian and foreign anti-corruption legislation. These laws require the adoption of integrity procedures, aimed at mitigating the risk that any person, acting on behalf of the Bank, may offer an undue advantage to a public agent, in order to obtain benefits of any kind.

The Whistleblowing Channel is available for reporting suspected corruption activities. Additionally, Banrisul periodically offers training on the main aspects of the Anti-Corruption Policy, regulated by the Bank's Code



Banrisul also has the Money Laundering and Terrorism Financing Prevention Policy, the Compliance Policy, the Internal Controls Policy, the Whistleblowing Channel Policy and the Code of Ethics and Conduct.

of Ethics and Conduct. In 2020, the Bank the update of said policies, focused on identifying possible specific actions linked to the misuse of public funds intended to fight Covid-19.

Throughout 2021, there was only one report on contractual fraud, which is still being investigated.

The Bank is in line with the Policy for the Protection of Vulnerable Publics recommended by Bacen, and is a signatory to the Self-Regulation from Febraban.

Relationship with stakeholders

Investors

Through the Investor Relations team, Banrisul seeks to maintain regular and transparent communication with its investors, which leads to questions that enable the Company to reflect on points for improvements in process and initiatives or create opportunities to clarify its business strategy.

Aimed at building a closer relationship with these stakeholders, the Company's first investor day, BanriDay 2021, was held on December 9, 2021. In the online event, the Bank addressed the strategies and opportunities for 2022, reinforcing its commitment to shareholders, investors and other specialized market agents.



Customers

| GRI 103-2, 103-3, GRI G4-FS13 |

Focus on the customer is one of the five pillars of Banrisul's strategy. Based on this pillar, the Bank aims to raise the satisfaction level with its service and provide the best customer experience. Considering the similarity of products offered, the entry of new competitors in the market and the increasingly pursuit of added value and innovation, focusing on the customer has become essential for a distinguished experience, capable of dazzling the customer and ensure their loyalty to the brand.

The Bank is aligned with the Vulnerable People Protection Policy recommended by the Brazilian Central Bank, is a signatory to Febraban's Self-regulation (with guidelines for better service - SARB4) and complies with the Consumer Defense Code (CDC, in Portuguese) and the Brazilian Standards (NBR, in Portuguese) for accessibility requirements.

As regards service to vulnerable customers, the Bank made progress in the past year in redesigning

its statistical model and now relies on systems for classifying their vulnerability level into low, medium and very high, in addition to offering distance learning training on how to deal with this public to its employees. Communication with said customers is even more didactic and monitored through surveys.

The Bank is concerned about keeping financial services reasonably accessible to all customers in the regions where it operates. In order to identify its presence in economically disadvantaged areas or with low population, Banrisul uses the urbanization rate criterion, covering only the state of Rio Grande do Sul. The average parameter was 85.1%, establishing 404 locations with a lower indicator. Of this total, 91% (368) have some type of Banrisul service. The number of points in these municipalities totals 941, including branches, banking stations, ATMs and Banripontos.

Banrisul safeguards credit qualification, analyzing not only the economic, but also social and environmental

aspects. The institution's credit policy provides, for example, that customers flagged as forced labor employers are barred from contracting new credit operations with the Bank, while those customers "causing environmental damage" have restricted access to larger credit lines. For transactions with known use of proceeds or direct credits, the Bank requires the borrowers' environmental licenses.

The specific impacts assessment already at the credit analysis level aims not only to direct the customer in the flow of their investment proposal, but also to mitigate the exposure in allocations with higher damage potential. More information on the Institution's risk management is available on [page 47](#).

Carlos Gomes Agency. Photo: Mauricio Lima



Service structure

Aware that customer service is a financial institution's main competitive advantage, Banrisul values quality in its relations with customers in all face-to-face and digital channels. The Bank seeks to maintain a high satisfaction level, serving every customer with agility and resoluteness.

Proof of this is that Banrisul has not been in the top three of Bacen's Complaints ranking since the first quarter of 2020, which shows that the number of demands and complaints has been mitigated by improvements in processes, products and services.

Banrisul's good customer service practices are laid down in its Bank Customer Service Policy and in the Customer and User Relationship Policy. These instruments provide guidelines on the importance of complying with Brazilian legislation on preferential service, serving people with disabilities, the elderly, pregnant women and people with small children, as well as emphasize the Code of Ethics principles that should guide the bank's internal procedures.

474
bank branches
at Rio Grande
do Sul

138
service points
(PAs)

427
eletronic service
points (PEAs).



Banrisul's several service and communication channels are available for customers to carry out their banking operations, as well as to express their suggestions, complaints and opinions about the Institution.

Relationship Channels

Banrisul's several service and communication channels are available for customers to carry out their banking operations, as well as to express their suggestions, complaints and opinions about the Institution.

At the end of 2021, Banrisul had 497 bank branches, 427 automated teller machines (ATMs), 138 service stations, 24-hour telephone service (Banrifone), mobile application, internet banking, Banrisul Ombudsman, Consumer Service Channel (SAC), support for digital channels and a whistleblowing channel. Moreover, the brand is present in social media (Instagram, Twitter, Facebook and YouTube) and maintains a good relationship with the press. The website has a specific section to transparently disclose the Bank's sustainability initiatives, as well as inform about its commitments to the topic.

In 2021, the digital channels continued to have the relevance gained during the pandemic. Essential tools for having a virtual relationship with customers were consolidated, such as debt renegotiation services for several credit lines, scheduling in-person service, virtual card, button for communication via WhatsApp in the Affinity channel, Talk to Your Manager section, Banrisul app blocking service, and other app features. Additionally, the BanriFast Bracelet was launched, which makes contactless payments of up to R\$50, accepted in any POS device connected to the Banrisul credit card.

The new launches for 2022 include the virtual assistance bot, scheduled for September. Building this virtual service was also an opportunity to review Banrisul's customer journey, checking for improvement opportunities.

Banrisul Customer Service (SAC)

Through telephone and internet service, the call center for Banrisul's customers and users receives, records, assesses and forwards the reports to the respective product and service units. All calls have a protocol number, are recorded and can be requested within 90 days. Complaints are resolved at most in three working days from registration. The customer department or the SAC, depending on the situation, respond directly to the reports. The service log is kept for two years after the demand has been solved.

The number of complaints received via Telephone SAC, Internet SAC, Social Media, Virtual Platforms, Pool Groups and Broker totaled 62,531 in 2021, 38% more than in the previous year, when this figure had already increased by 97%. This data is directly linked to the pandemic scenario, with the restrictions on the branches' operations and the service becoming substantially virtual. The item "Bem Produtos e Serviços" was once again the #1 topic of calls to SAC, up by 76% compared to the previous year, while the item Suspected Fraud increased by 245%, hiking from the 16th to the 7th position.

Banrisul's Ombudsman

Banrisul conglomerate's Ombudsman seeks to ensure the appropriate solution to the demands of customers/users of products and services who were dissatisfied with the responses they received from the Institution's primary service channels, providing a last resort service. The Ombudsman's Office is called in to address the most complex claims, working with total independence and impartiality in dealing with the claims until they are effectively resolved, and has ten business days to respond the claim, as recommended by the National Monetary Council's Resolution 4,860/20.

In April 2022, the Ombudsman Policy was published, with guidelines on last instance customer service. Said policy includes the Service Quality Indicator (IQA, in Portuguese), which penalizes branches, General Management Units and Group Companies that have had claims deemed valid by the Bacen. The IQA may negatively impact the variable compensation of all Banrisul employees.



62,531

complaints investigated in the SAC

The Ombudsman's Office has a Quality Management, created in 2020, responsible for identifying, through a careful analysis, the root cause of the problem reported in the registered complaints.

The Ombudsman's Office created Quality department in 2020, which is responsible for identifying, through careful analysis, the root cause of the issue reported in the complaints registered in its service channels, and for seeking, together with the managers, the improvement of processes, products and services, thus preventing the event from occurring again, avoiding lawsuits and creating positive repercussions to all customers and users. Accordingly, the claims received

are considered as consulting and are used as inputs in the pursuit of continuous improvement.

It should be noted that the deficiencies identified by the Ombudsman's Office during complaints' investigation are inserted in the same corporate environment used by the Bank's risk and control departments contributing to build an integrated information framework. This integration creates the possibility, for example, for the processes, products and services manager to better assess their risks based on the ruptures identified by the other departments that added notes to the system.

All employees who work in the Ombudsman's Office have mandatory sector certification and participated, throughout the second half of 2021, in online training sessions to ensure that services provided are in line with the department's structure and the complexity of the Institution's products, services, activities, processes and systems.

The Ombudsman's Office also handles customers and users' reports filed with the Brazilian Central Bank (Bacen) and the Consumer Protection Agencies throughout the country, in addition to the requests received from other public agencies and public and private entities.

In 2021, the Ombudsman's Office completed 8,514 claims, of which 3,138 were complaints, 13 were requests and ten requests for information or other internal issues, in addition to 5,353 of responses to claims filed with external channels (Bacen and Consumer Protection Agencies). Total reports came to 8,514, 28.7% greater than the number of complaints addressed in the previous year. Almost half of the service complaints forwarded to the Ombudsman's Office from internal channels in 2021 referred to credit operations. The average response time for claims registered at the Ombudsman's Office was 9.3 business days in the first half of 2021 and 8.9 business days in the second half, which is less than the regulatory time limit of ten business days in the two periods analyzed.



Information Security and Privacy

| GRI 418-1; FN-CB-230a.1 |

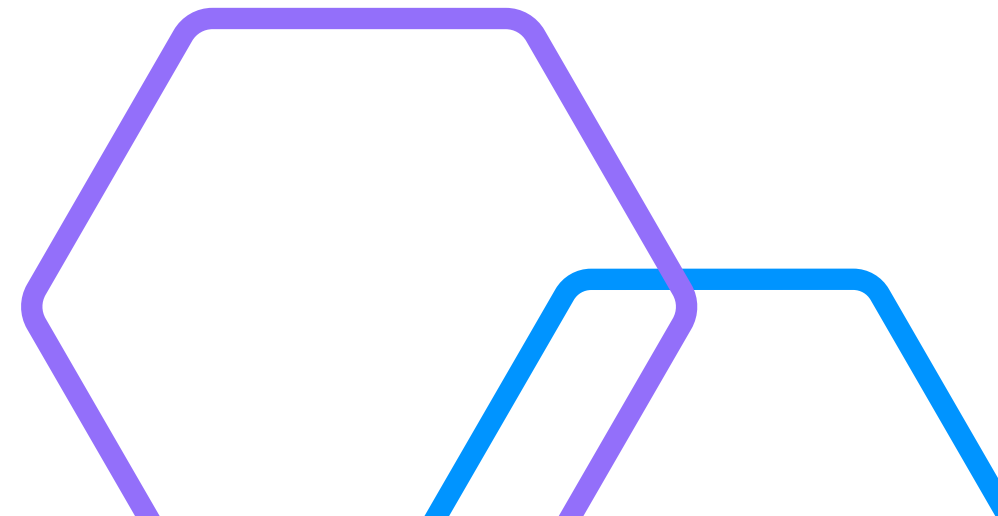
Banrisul's Information and Cyber Security Policy (PSIC, in Portuguese) lays down the essential principles to be adopted to protect data and information of Banrisul and its customers, as well as the systems and assets that maintain them, ensuring data and information confidentiality, integrity, authenticity, availability and traceability. The PSIC is edited in three versions updated annually, which are intended for different audiences: internal public, third parties and customers.

Since 2018, the Brazilian General Data Protection Act (LGPD in Portuguese) has established new rules and responsibilities, in order to provide more a secure and controlled information environment. Since August 2021, penalties have been introduced, which demanded structural changes in almost all sectors. Banrisul has already been following market guidelines and best practices and has been improving its information processes and governance.

This topic is managed by implementing security technologies, processes, controls and mechanisms, always with appropriate guidance for their use. When information security vulnerabilities and threats are identified in new projects, mitigating controls and subsidies for operational risk management are suggested. Cryptography and

digital certification standards, mechanisms and technologies are also defined for the IT environment, and the Company fosters an information security awareness culture.

The Bank offers free distance learning courses, including one about the General Data Protection Act and one about Information Security. At the beginning of the pandemic, Banrisul published a booklet with security guidelines for telecommuting, with several conduct tips for remote access. In addition, the Bank held periodic campaigns targeted at customers and employees on various channels, aiming to raise their awareness about safe behavior on the internet. The internal information security training program reached 50% of the employees by 2021.





The Bank offers free courses, in distance learning formats, such as LGPD training and the Information Security course. At the beginning of the pandemic, a booklet was launched with guidelines for teleworking safety, with several conduct tips for remote access.

In the period, the several initiatives were implemented, including a new system for monitoring electronic transactions (PIX), based on rules and machine learning, the monitoring of debit and credit card transactions, the self-assessment of cybersecurity requirements for the Open Banking, improvement of the protection of cryptographic keys and mitigation of unavailability risks, as well as implementation of key blocks to meet the requirement of the PCI PIN Security standard, and behavioral biometrics.

On the Banrisul website, there is a section dedicated to customer security and privacy, in which they have access to the different types of internet schemes and

how to protect from them. In 2021, the Bank invested R\$292.9 million in digital transformation and the expansion of the IT infrastructure, showing a growing commitment to information security. Thus, the Bank has advanced in offering an increasingly complete, effective and secure digital experience for its customers.

In 2021, the Ombudsman's Office registered three customer complaints about "bank secrecy", however all of them were considered unfounded. As of 2022, the root cause "LGPD" was created, which will aggregate the claims related to the topic. In the period, the channel did not identify any leakage, theft or loss of customer data.



Suppliers

| GRI 102-9, 102-10, 308-1, 414-1 |

In order to sustainably manage the Institution's procurement and bidding processes, Banrisul has prepared a manual on "Sustainability Criteria in Procurement", with practical guidelines on the conscious consumption of various items purchased by the Bank. With a systemic perspective, the criteria consider the monetary amount of the procurement, as well as the social and environmental scenario in order to decide on the best cost-benefit in this theme. The manual's proposals include the assessment of the real need for the purchase, after considering options such as reuse and the recycling goods, prioritizing items and services that

consider the life cycle of products, or resizing existing services.

Banrisul assesses social and labor risks when selecting and contracting products and services, whether in bidding procedures or direct hiring, based on Laws 8.666/93 and 13.303/2016.

The Bank's and its affiliates' supply chain comprises companies chosen for the best proposal submitted in the bid, for their exclusivity in the market or even for having expertise in the item in question. Currently, Banrisul and its affiliates have together almost 5,300 registered suppliers, and approximately

1,000 of them with active contracts in December 2021.

The main products/services acquired by the Bank are those necessary for its activities, such as servers, security software, internet services, consignment portals, as well as essential products and services, such as surveillance, cleaning, technology equipment, furniture, construction and engineering services.

Active suppliers vary due to the expiration of current contracts, which

comply with the legal terms set forth by the legislation. Companies in the accreditation process that do not meet the contracted SLA level, can be disqualified through a formal procedure with the right to full defense.

About 40% of contracting are fully digital, eliminating almost 45% of the volume of dossier printing, which generates savings and reduces environmental impact. The Institution's medium-term goal is to have all new processes fully digital, from the beginning.



Banrisul launched an internal institutional manual of conduct and integrity that reflects the Bank's values and culture in its relationship with suppliers during procurement and contracting processes, including social and environmental aspects. As of February 2022, these criteria became part of the Institution's contracting processes.

Currently, 100% of new hires, starting from December 2021, undergo the analysis of sustainability criteria, considering the contracts that had some type of direct environmental impact, such as the use of Forest Stewardship Council (FSC) certified paper, which certifies forest management, the chain of custody and controlled timber; equipment with lower impact on ozone emissions (such as air conditioners with renowned recognition in energy efficiency and that use refrigerants with less negative environmental



impact) and the correct disposal of waste from construction sites

This process should gradually increase, based on the Sustainability Corporate Department's technical opinion, which assists in the procurement process with identification for the adoption of these criteria in

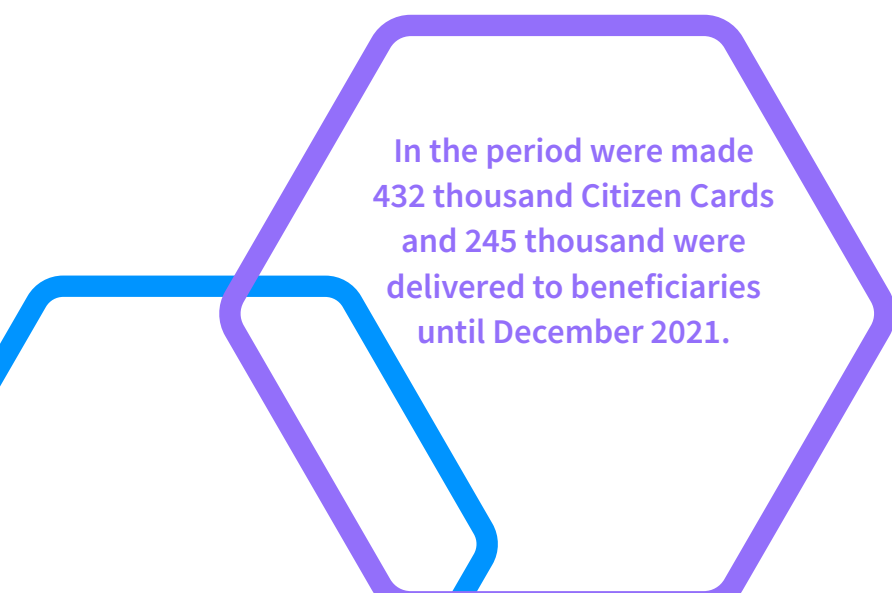
current and future contracts. All executed contracts also have clauses on social criteria, following the state legislation and the Federal Constitution. For contracts that involve the assignment of workforce, these clauses address topics such as labor obligations, forced and child labor, among other aspects of Human Rights.



Banrisul also has in its internal regulation guidelines consistent and in line with its Social, Environmental and climate responsibility (PRSAC), taking in account sustainability aspects in the processes of procurement and bidding, aiming at its purchasing power induces good practices for a justice society and an ecologically balanced environment.

Relationship with Public Authorities

In 2020, we must emphasize the partnership with the Government of the State Rio Grande do Sul in initiatives to fight the economic impacts of the Covid-19 pandemic, such as the payment of the State Emergency Aid (Auxílio Emergencial Gaúcho). This social program is aimed at women heads of household, individual micro-entrepreneurs (MEIs), unemployed workers, and companies in the food, lodging, and events sectors.



In the period were made 432 thousand Citizen Cards and 245 thousand were delivered to beneficiaries until December 2021.

During the year, this partnership also distributed the “Citizen Cards” (Cartões do Cidadão) and paid the first installment of the program that foresees returning the ICMS tax amounts to low-income families. Overall, 432 thousand cards were made and 245 thousand were delivered to the beneficiaries up to December 2021.

At the municipal level, the Financiamento Especial Banrisul (FEB, in Portuguese) was made available to public administrators. Operated with the Bank’s own funds, this financing line aims to encourage and enable municipalities to acquire capital goods such as renewable energy generating systems, IT systems/ software and hardware, new buses, trucks, vehicles, machinery, and equipment.

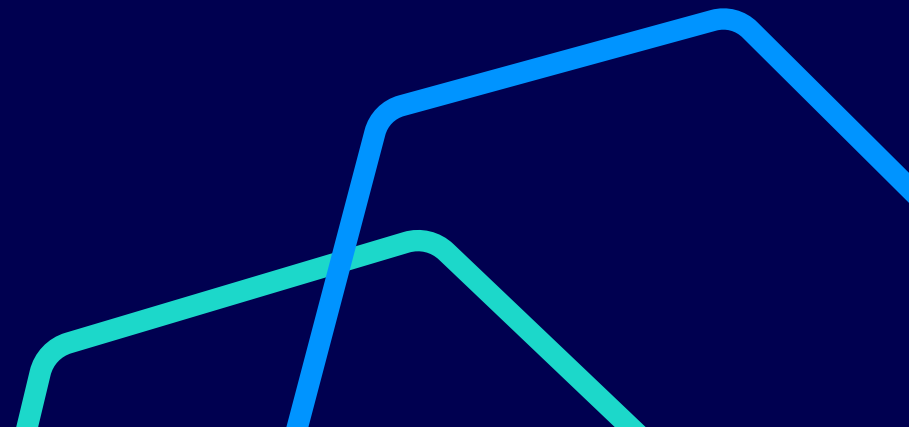
In partnership with the Federation of Associations of Municipalities of Rio Grande do Sul (Famurs, in Portuguese), in April 2021, the Bank began to offer CDC Digital financing line at special rates and

conditions for teachers in the municipal education network. The initiative aims to enable the acquisition of technological equipment, such as smartphones, tablets, computers, and others, to assist these professionals while working remotely. After the launch, the line was made available to all teachers in the municipal and state public networks and private institutions, as well as to parents of students who wanted to finance the purchase of said equipment.

Banrisul’s commercial strategy with the public sector also stood out for the renewal of contracts for payment of taxes, collection and accounts payable services. Continuing with the negotiation guidelines to acquire payroll services for public servants, which began in 2016, approximately 162 thousand municipal employees received their payments in Banrisul in December 2021, creating opportunities for commercial and business actions with this sector.



People



Relationship with internal stakeholders

In 2020, Banrisul hired a human resources consulting firm in order to plan and align its people management with the best market practices and with its strategic pillar “Strength of our People”. The first project implemented was the restructuring of the People Management departments. Two new departments were added to the already existing People Management and People Development – Corporate University Units: the Human Resources Strategy Unit, responsible for devising human resources strategies, policies, and programs, as well as for seeking and implementing innovative solutions to the main human resources processes; and the Employee Relationship Corporate Department, acting as a business partner, to bring the people departments closer to the business areas.

Furthermore, these human resources consultancy assisted in the evaluation and in drawing up guidelines for updating the main people management, career management, and compensation policies (in progress in 2022).

Employee strategy and experience

One of the goals of the people management restructuring is to strengthen the bond with employees, helping to spread the organizational culture and sustainability concepts in a multidisciplinary way.

The first milestone in HR processes was related to Skills Management, in which five core skills, applicable to all employees, and five leadership skills, specific to managers, have been defined.

Also in 2021, the Company carried out an Engagement Survey targeted at listening to its internal stakeholders about matters that are relevant to the Institution and to make improvements possible. Based on this survey, for example, the Bank was decided to maintain the workplace exercise program remotely.



In 2020, Banrisul hired a human resources consultancy intending to make the management of its employees planned and aligned with the best market practices and with the strategic pillar “Strength of our People”.

Another project implemented by the end of the year was the Succession Management, which aims to identify and develop potential successors for the most strategic positions within the organization. Through this project, employees with the potential to take over these positions were mapped out and, as a next step, an Individual Development Plan will be prepared.

In the second half of 2021, the Institution began a study to Enhance the Organizational Culture, which aims to strengthen its positive values and foresees improvement initiatives regarding the values that limit the achievement of the organizational goals. This project will be implemented in 2022.

Attraction, retention and development

As a mixed private-public ownership company, Banrisul hires its employees through civil service exams. Therefore, the initial selection process is independent from the Human Resources strategy. The human resources departments act in the internal selection processes, for leadership positions and transfers, both in the administrative departments and in the branch network, and for adapting the candidates' profiles to the needs and positions available at the Bank, through training and development.

Compensation is one of the factors that influences employee retention. In order to seek alignment with the market in terms of compensation policies, available positions and career development and, mainly, to provide employees with clarity about their position within the company and to offer inputs for their professional development, a new Plan for Positions, Responsibilities and Salaries is being prepared and is expected to be implemented in the second half of 2022. Among other topics, this restructuring enables the standardization of the variable compensation of eligible position, with setting up of goals.





2,203 refresher
and training courses
were offered in 2021

impacting **10,312**
people throughout the year. *

*This total includes the participation of interns

Employee development

| GRI 404-2 |

People development area – Banrisul’s Corporate University (UC) was revisited in 2021, in order to become a catalyst for results and employee development. The University assists the Human Resources Strategy team in reflecting on the needs and demands of internal stakeholders and started offering new programs in line with the Bank’s new guidelines.

The Corporate University is also responsible for modernizing training sessions, fostering the use of the Institution’s online platform, where courses developed both internally and by partners are made available.

Banrisul continually invests in employee development and training initiatives through the Corporate University, which offers in-person and distance learning courses, focused on career development and advancement, teaching new technologies and innovation, and also follows up on graduate programs. The Bank also partially subsidizes

undergraduate, graduate, master’s and doctorate programs offered by third parties. In the reporting year, R\$3.8 million was invested in corporate education.

The Bank’s training programs are devised to develop and prepare employees for professional growth and are designed according to the specific needs of each position. In turn, the webinars are a moment to share experiences with professionals who have already been through the training programs. Specific trainings are offered over time, such as the course on fraud prevention on banking documents to meet the Bacen and INTI requirements, and the course on Libras, the Brazilian sign language, which aims to promote a more inclusive customer service. Refresher courses are also offered, with tools to improve employee performance and awareness-raising training for professionals coming from the teller positions, basic training for customer and specialized service.

Training at Banrisul in 2021

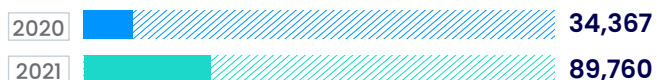


Distance Learning - Progress of courses offered over the past years

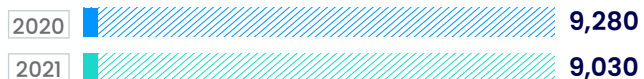
Distance Learning at Banrisul



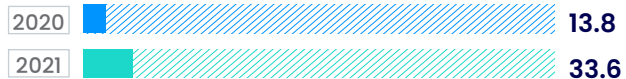
Students enrolled



Employees on December 31



Average training hours per employee



Number of classes offered in the platform



Financial Education

The courses offered by the Corporate University include Banrisul's stakeholders, focused on disseminating knowledge and guidance for a better financial planning and security. When implemented, the program focused on the institution's young employees, and was later gradually extended to young people part of the organization's external stakeholders.

The Bank takes part in Global Money Week's national program, aimed at the financial education of young people, with webinars aimed at Banrisul's interns and participants of the Pescar and Young Apprentice Projects.



Since January 1963, Banrisul has had a pension policy implemented by the FBSS. The benefit plans are based on the Plan Regulations, which are approved by the internal legal management bodies, by the sponsors, and by Organs federal supervisory and regulatory bodies, in accordance with the legislation in force.

Benefits

Banrisul is the main sponsor of Fundação Banrisul de Seguridade Social (FBSS). Created in 1963, the Institution seeks to complement the benefits assured and provided by the Brazilian Social Security System to the employees of Banrisul, da Banrisul Soluções em Pagamentos S.A., do Badesul, da Fundação Banrisul e da Cabergs. Therefore, FBSS is responsible for Banrisul's post-employment benefit policy and welfare programs promoted by its sponsors.

It is a non-profit Closed Private Pension Entity governed by Supplementary Laws 108 and 109. FBSS management is autonomous, and its purpose is to develop pension benefit plans for its participants, employees of its sponsors and their beneficiaries, through specific contributions, laid down in its private pension plans and regulations.

Since January 1963, Banrisul has relied on a social security policy implemented by FBSS. The benefit

plans are based on the Plans' Regulations, which are approved by the internal legal management bodies, by the sponsors and by the federal oversight and regulation agencies, according to the legislation in force. The Plans' Regulation establish all rights and obligations incumbent upon the participants and sponsors, the actuarial costing plan, legal terms, the payment form of the monthly contributions and benefits, the minimum contribution term and other parameters needed for the actuarial sizing.

Every year, technically renowned external firms verify the existing plans' status through actuarial calculation. This process is the financial assessment mechanism for solutions in this segment. The regulation determines the existence of procedures, methodologies, policies, and tools to monitor the effectiveness of the actions carried out in this area.



Occupational health and safety

| GRI 403-1, 403-3, 403-6 |

The Bank's health and safety management system is guided by a broad set of actions and initiatives that comprise, mainly, the Environmental Risk Prevention Program (PPRA, in Portuguese) and the Occupational Health Medical Control Program (PCMSO, in Portuguese).

The Internal Commission for the Prevention of Accidents (CIPA, in Portuguese) and specific technical documents, e.g., the Social Security Professional Profile (PPP, in Portuguese) and the Technical Report on the Work Environment Conditions (LTCAT, in Portuguese), as determined by the legislation, complement the system. As regards specific employer initiatives included within the main scopes, a protocol for fighting the Covid-19 pandemic has been implemented, in addition to the Alcohol and Substance Abuse Prevention and Treatment Program (PAD, in Portuguese), Occupational Diseases and Work Accidents Prevention, Diagnosis and Treatment Program (PROAT, in Portuguese) and the Program for Attention and Monitoring of Employees

in Stressful Situations (PASS, in Portuguese). As for ergonomics, employees are evaluated and receive individual guidance and their workstations are adjusted, according to the demand.

Risk management for the health and safety system is based on the applicable guidelines issued by the sector's main regulatory agencies, taking into consideration the recommendations of specific regulations contained in the manuals of entities such as the Ministry of Labor and Social Security, the Ministry of Health, the Labor Prosecutor's Office, and the Brazilian Health Surveillance Agency (Anvisa).


All of the Institution's employees are covered by the same worker protection initiatives, even though the banking system operates in about 500 municipalities. To reach its full extension, the system relies on technical partners that include the self-managed health insurance provider Cabergs and its subcontractors.

The Occupational Health Medical Control Program (PCMOSO in Portuguese) provides the guidelines for the company's health initiatives and ensures compliance with occupational medical examinations, contributing to the early identification of occupational illnesses and referring these employees to specialized treatment when necessary.

For non-work-related health demands, the Institution offers an optional healthcare insurance plan to all of its own employees. The healthcare carrier encourages its users to maintain preventive and regular health routines.

The company offers preventive programs aimed at maintaining overall health, including factors related or not to work. These programs include:

- **Vacinômetro:** campaign to encourage Covid-19 vaccination, according to the Federal Government's national immunization plan;
- **Annual influenza vaccination campaign:** the Bank reimburses the quadrivalent vaccine with coverage for H1N1 and other forms of influenza taken at partner networks;
- **PAD:** The Alcohol and Substance Abuse Program offers reimbursement for medical treatment that requires hospitalization for physical and psychological rehabilitation. Costs are paid for even when employees are on social security leave;
- **PASS:** an emotional support program for victims of robbery during their work activity, with full reimbursement for the necessary therapies in order to avoid post-traumatic stress disorders. The plan provides membership for six months, which can be extended for additional six months if necessary;
- **PROAT:** the program pays for all necessary treatment for the recovery after occupational accidents or illnesses, including doctor's appointments, medications, or complementary treatments.



Banrisul is the sponsor of the Caixa de Assistência dos Empregados do Banco do Estado do Rio Grande do Sul - Cabergs, which provide medical assistance to its active, retired and pensioners employees.

Quality of life

Banrisul safeguards the health and well-being of its employees and, therefore, offers several programs focused on their quality of life. Therefore, despite the continuity of the coronavirus pandemic, Banrisul kept encouraging its employees to exercise individually. In addition to promoting employees' physical and mental health, the programs reduce the absenteeism rate and contribute to reducing stress levels.

In 2021, the Bank offered labor gymnastics, which was previously available through recorded video classes, in live online sessions. This initiative allowed coworkers to develop a closer relationship while the company continued to offer an important activity that aims to maintain the everyone's health. Due to the pandemic, the walking, cycling and running groups remained inactive during 2021. Banrisul's had other programs focused on its employees' health: the Prossangue (Blood Donation Program), which encourages employees and/or their

families to voluntarily donate blood; the PAD (Alcohol and Substance Abuse Prevention and Treatment Program), which aims at employees' recovery and the return to professional capacity; and PROAT (Occupational Diseases and Work Accidents Prevention, Diagnosis and Treatment Program), which focuses on fast and efficient care for the prompt reestablishment of employees.

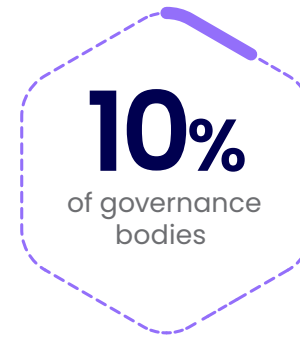
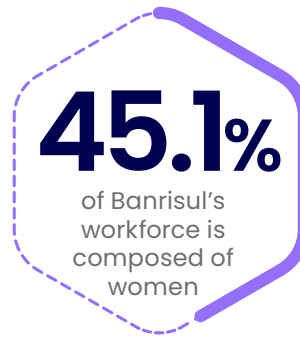
Additionally, in partnership with Cabergs - Caixa de Assistência dos Empregados do Estado do Rio Grande do Sul), Banrisul carries out several awareness-raising campaigns and programs on the importance of healthcare, such as the Guidance Program for Pregnant Employees, which aims to inform future parents about the development of pregnancy, childbirth and care for the newborn, as well as prevention campaigns like "Outubro Rosa" and "Novembro Azul", dieting information, vaccination campaigns, among others.

Diversity and Inclusion

Banrisul strives to offer professional growth and development opportunities regardless of gender, race, religious belief or sexual orientation. The Institution also offers equal pay and benefits for employees holding the same position.

For 2022, the Bank plans to create affinity groups (initially for gender, race and people with disabilities) and a diversity, equity and inclusion commission to support these groups and increase their representation at the different hierarchical levels. The Bank is also developing institutional policies focused on this matter.

Currently, women account for 45.1% of Banrisul's staff and 10% of whom work in governance bodies. The institution is mindful of the role of women in management positions and plans, in the near future, to improve the diversity of its governance structure.



Accessibility

Accessibility is essential to build a respectful and transparent relationship with different stakeholders. Banrisul offers exclusive credit products for people with disabilities and service channels for deaf and hard of hearing customers. Moreover, the Bank works to ensure that its entire service network has employees trained in the Brazilian Sign Language (Libras). In 2021, the Organization trained 190 employees in Libras.

Banrisul also offers its employees a Distance Learning course on Accessibility, which presents the topic's general aspects as well as guidelines for having inclusive and respectful relationships and services. In 2021, 86 employees were approved in this course.

In compliance with the legislation, employees are instructed to provide adequate priority service, distributing tickets that classify customers between preferential and general public.

Digital service through browsers and applications allows accessibility to Internet Banking channels and Banrisul app.

Headphones are available at the branches' ATMs for visually impaired customers. Another initiative aimed at people with disabilities or reduced mobility is the installation of ramps in all accesses to the Bank's ATM terminals, as well as fairs and events.

Digital services through browsers and applications enables accessibility in the Internet Banking and Banrisul app. The initiative complies with the accessibility protocols for such

programs, mainly allowing customers with visual impairment or low vision to browse on these channels. Moreover, this specific customer group is included in the banking service through their computers and smartphones. In the mobile application, Banrisul implements or changes features according to the best practices. The idea is to increase the system's adherence to international standards (WCAG 2.0) and Brazilian rules that regulate accessibility, through the use of the TalkBack (Android) and VoiceOver (iOS) tools.

Banrisul employees



Relationship with society

| GRI 103-2, 103-3, 203-1, 413-1 |

Banrisul promotes the sustainable and profitable economic and social development of the state of Rio Grande do Sul by fostering cultural, sports, educational, social responsibility and technological innovation projects that are aligned with its strategy, through sponsorships, tax benefits and donations.

Said initiatives have an impact on the local community by developing regional economy, promoting improvements and access to cultural venues, preserving tangible and intangible cultural heritage and boosting the local innovation ecosystem. As regards sports and education, Banrisul offers better training conditions and access to education, encourages young people and children to take up sports and contributes to fostering citizenship, human development and respect for equality in part of the population of Rio Grande do Sul.



Banrisul works to promote the economic and social development of the State of Rio Grande do Sul. In terms of sports and education, Banrisul provides better training conditions and access to education, encourages young people and children to participate in sports, and contributes to the promotion of citizenship, human development, and respect for equality on the part of Rio Grande do Sul society.

In 2021, Banrisul supported projects, amounting to R\$52.5 million in several sponsorships, incentives through the Rouanet/Audiovisual Law and the Federal Sports Incentive Law. Investments are made according to conditions laid down in internal regulations (Sponsorship Policy) and the legislation governing the topic. Moreover, the Bank has the Banrisul Sponsorship Program, which consists of an annual public selection of projects to be supported by the Institution.

Through the Fund for the Rights of Children and Adolescents and the Fund for the Elderly (tax incentives), the Bank allocated R\$ 2.3 million to initiatives that serve children and adolescents in situations of risk and social vulnerability, as well as the elderly, fighting for their essential rights.

Among the projects supported by Banrisul in 2021, the following must be emphasized.

◆ **Casa de Cultura Mario Quintana**

Banrisul sponsors the Casa de Cultura Mario Quintana project focused on fostering the State's artistic production and creating the opportunity to reaffirm Banrisul's position as a partner and promoter of culture. The sponsorship also considers the importance of Casa de Cultura Mario Quintana to the people of the State of Rio Grande do Sul, the possibility of contributing to preserving the State's material and immaterial heritage, leaving a legacy to the state's population, as well as the project's social aspect, as the activities developed at the venue always approach social inclusion issues and are free of charge, encouraging the population to participate.

◆ **Feira da Agricultura Familiar**

Through FETAG, Banrisul sponsors the Fair that takes place at Expointer. The sponsorship considers the project's social responsibility aspect, as family farming is of great social and economic importance because it involves small farmers, many of them involve the family nucleus; is responsible for 70% of the food consumed in Brazil; respects biodiversity and natural resources; is pesticide free and has a diversified production. The sponsorship creates the opportunity to foster part of the State's production chain related to agribusiness and the possibility of strengthening Banrisul's image as a partner of rural producers.

◆ **Futsal Social - Educando Pelo Esporte**

Through the Sports Law, Banrisul sponsors União Jovem do Rincão's project in Novo Hamburgo, which benefits hundreds of low income children and adolescents, with an educational methodology that combine sports and education, good values, and professional direction. The sponsorship also focuses on fostering the practice of sports by children and young people as an opportunity to contribute to the promotion of citizenship, human development, and respect for equality.

◆ *Que câncer é esse*

In 2021, Banrisul sponsored an event held by IMAMA at the Usina do Gasômetro that sought to provide access to information, in a playful and accessible way, about the five main types of cancer that occur in Rio Grande do Sul. They are breast, hematologic, prostate and bowel cancer. The project's mission is to encourage the population take preventive measures, which is the most effective way to detect cancer. The sponsorship considered the project's social responsibility aspect, as well as the possibility of participating in initiatives to fight cancer in the state.

◆ *Cinematca Paulo Amorim*

founded in August 1986, Cinematca Paulo Amorim comprises three movie theaters located on the ground floor of the Casa de Cultura Mario Quintana: the Paulo Amorim Theater (150 seats), Eduardo Hirtz Theater (70 seats) and Norberto Lubisco Theater (50 seats). Cinematca is the oldest and most traditional venue in Porto Alegre's cultural scene and offers a programming that focused on cultural films and national and Rio Grande do Sul productions. Banrisul sponsors the Cinematca due to the possibility of supporting alternative access to culture, considering low ticket prices and the free activities offered, as well as the opportunity to foster the cultural and social development of the Rio Grande do Sul population, and to link the Banrisul brand to such an important cultural space, and also the relevance of Cinematca as a promoter of the state's Cinema.



Cinematca Paulo Amorim

Financial inclusion

| GRI 203-2 |

Banrisul fulfills its mission of being the financial agent for the State of Rio Grande do Sul, being present in almost 93% of its municipalities. The Bank's reach comprises service points located both in developed cities with great economic potential and in cities that are difficult to access, poorly developed and essentially rural, allowing it to exceed 99% coverage of the state's GDP.

Within this context, the Bank provides financial and banking solutions to more than 99% of the population of Rio Grande do Sul, considering its branches, service stations, Banripontos (banking correspondents) and Automated Teller Machines (ATM or PAEs, in Portuguese).

To be present in most of the state, Banrisul maintains at least one physical channel, mainly focusing on Banripontos. Thus, it can make at least the basic banking services available to all communities.

Throughout 2021, Banrisul continued to offer loans for college students to pay for their education, making it possible for students from **13 universities in the state of Rio Grande do Sul** to graduate.



R\$ 39.9 million

Amount assigned in 2021



1,650 Students benefited

Social and cultural support

Banrisul Museum

The Museum is responsible for sharing Banrisul's institutional history, promoting the memory of banking work and appreciating the affective identities associated with the Group's companies and their satellites. Its activities are based on the preservation and display of the institutional cultural heritage through exhibitions, guided tours, academic research, workshops, lectures and partnerships with other cultural and educational institutions.

In 2021, the Banrisul Museum developed a themed memorial in the BanriTech lobby, focused on the evolution of banking technologies and, in December, resumed its activities with the welcoming of a group of 20 students from Projeto Pescar. Until then, due to restrictions on access and circulation at bank branches and other public policies to fight the pandemic, the Memória Banrisul memorial remained closed.

Projeto Pescar

Every year, the project offers vocational training to 20 teenagers and young people between 16 and 19 years old, currently enrolled in the 7th grade of elementary school or high school, in situation of social vulnerability. Geared towards preparing young people to start their careers, the project fosters their personal development, according to the guidelines and criteria of the Pescar Social Program. In 2021, the 18th class of Banrisul's Projeto Pescar began.

The vocational program in Administrative Services enables young people to perform supporting activities in human resources, finance, and logistics departments; attend to suppliers and customers; handle different types of documents and carrying out all the necessary procedures related to them; foster self-esteem and personal appreciation. The classes are taught by volunteer instructors from Banrisul's staff in a training room exclusively prepared for the project, in the afternoon shift. The project lasts for 11 months.

Young Apprentice Program

The program enables young people and teenagers between 14 and 24 years old to enter the labor market, aiming at their professional training. To make the program feasible, Banrisul has agreements with eight training institutions, making available up to 498 openings for socially vulnerable young people, enabling them to gain experience and knowledge to find their first job.

The percentage of young people hired in the project corresponds to 5% of non-commissioned staff, as determined by law. For the young people who do their internship at Banrisul, the Bank offers development courses in Banrisul's distance learning platform, as well as webinars, taught by the Bank's volunteer instructors.



Environment



In addition to the **positive** environmental impact, the initiative aims to provide savings of approximately

R\$ 50 million
in energy by 2023.

Environmental Management

| GRI 103-2, 103-3 |

Banrisul outlines its operational strategies in order to incorporate positive social, environmental and climate initiatives in its direct activities as well as its business, increasingly including actions that contribute to reducing climate risk and promoting low-carbon business, aiming at the transition to a greener economy.

In 2021, the Company made progress in projects that contribute to mitigating greenhouse gas emissions, e.g., energy efficiency initiatives that aim to reduce the environmental impact; renovation of the air conditioning equipment and the exchange of incandescent light bulbs for LED ones, which are more efficient and less harmful to the environment.

Connected to the best market practices in terms of sustainability, Banrisul highlights the Renewable Energy Project, which consists of purchasing 100% renewable energy. In addition to the positive environmental impact, this initiative aims to provide energy savings of approximately R\$50 million by 2031. Through this initiative, Banrisul will also promote indirect impacts on the renewable energy supply chain, as another contribution to the transition to a low-carbon economy.

In 2021, Banrisul joined the Brazil GHG Protocol Program, taking stock of its greenhouse gas emissions for the first time. Its complete inventory was awarded the Silver seal. For 2022, the goal is

receiving the Golden seal granted to complete inventories audited by a third party. The Bank also began reporting the impact of its direct activities

and operations by joining the CDP, an international reporting initiative on climate change, receiving C Rating in its first year of participation.

Greenhouse gas emissions

| GRI 305-1, 305-2, 305-3 |

Total direct and indirect (Scope 1, 2 and 3) GHG emissions in CO₂ equivalent metric tonnes.

Type of emission	2020 Amount (in TCO ₂ e) ²	2021 Amount (in TCO ₂ e) ²
Total direct emissions (Scope 1)	639.7	958.9
Total indirect emissions (Scope 2)	2,067.6	4,642.3
Total other indirect emissions (Scope 3)	31.0	5,054.4
Biogenic CO ₂ emissions	6.9	871.9
Other - HCFC 22 (R22)	2,970.7	3,010.0
Total¹	5,716.0	14,537.5

¹ From reference year 2020 to 2021, emissions related to energy consumption increased mainly due to a growth in the emission factor. In 2021, the group's companies were also included in the GHG Inventory, leading to an increase in emissions due to an improvement in data gathering. Another factor to be considered in said increase is the water crisis and the need to use energy from sources that contribute to the emission of Greenhouse Gases.

² 2020 was the year in which Banrisul prepared its first GHG inventory, using this year as the basis for its future inventories.



For purposes of calculating scope 1, 2 and 3, all gases (CO_2 , CH_4 , N_2O , HFCs, PFCs, SF_6 , NF_3) were considered according to the methodology adopted by the Brazil GHG Protocol Program.

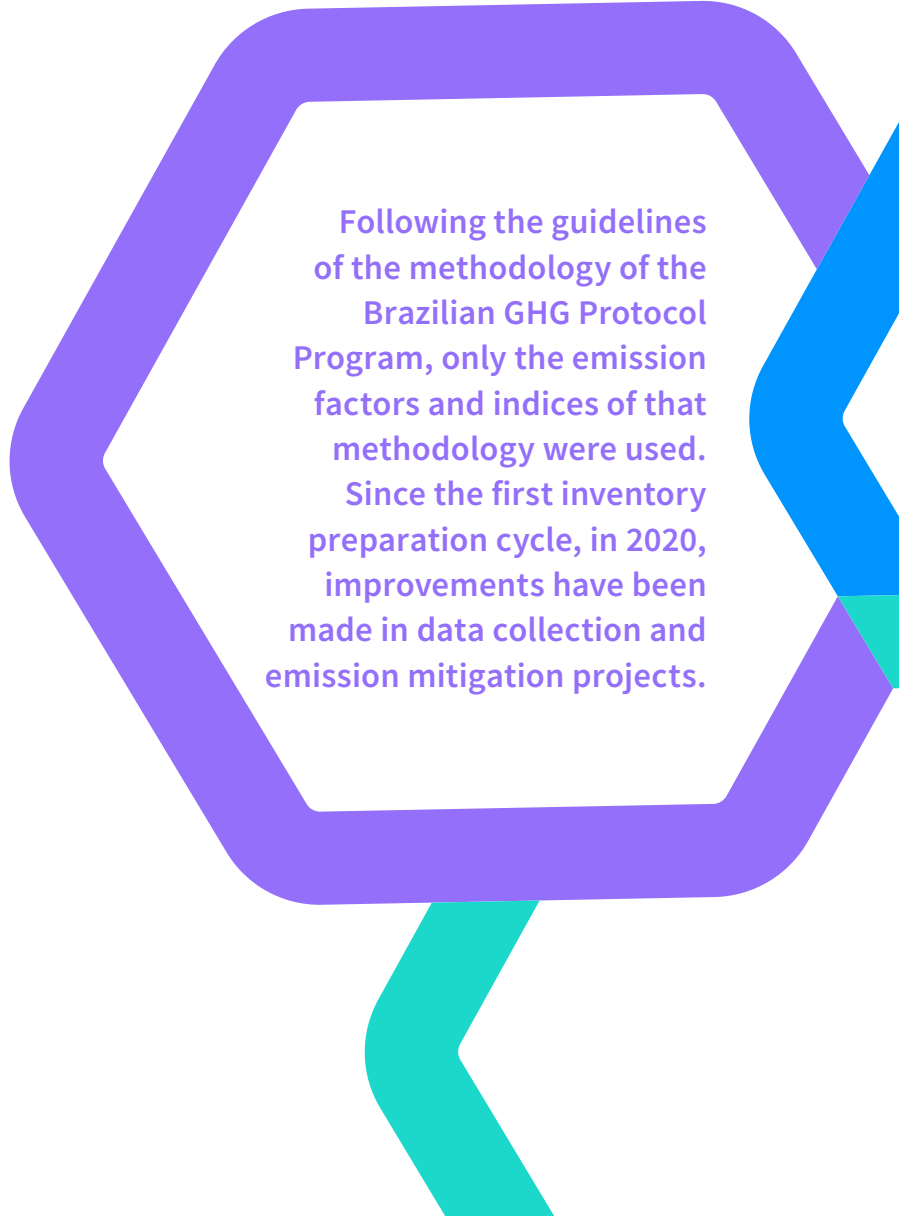
The emissions in the reference year (2020) were 5,716 tCO₂e. The 2021 emissions (second year of the GHG Inventory) rented cars were included in Scope 1 and leased venues in Scope 2 (electric energy). Scope 3 considers “air business travel” for the 2020 GHG Inventory; and transportation and distribution (upstream), air and land business travels, and employee commuting (home to work) for the 2021 GHG Inventory.

According to the Brazil GHG Protocol Program’s methodology, only the emission factors and indexes of that methodology were used. Since the first inventory preparation cycle, in 2020, improvements were made to data gathering and emissions

mitigation projects. From 2020 (reference year) to 2021, Banrisul began to calculate the emissions of the group’s companies in the GHG Inventory, also including the leased venues in the calculation of energy consumption and fuel data from rented cars.

Demonstrating Banrisul’s commitment to transparency of information on GHG emissions, Banrisul has channeled its efforts on the calculation of other scope 3 categories (indirect emissions), since this is the scope with the most relevant impact for financial institutions.

For the upcoming cycle, Banrisul intends to continue making progress in the calculation of scope 3 data and to start calculating emissions from the credit portfolio and organic waste generated in the branch network, as well as officially disclosing the goal of reducing emissions by 2030.



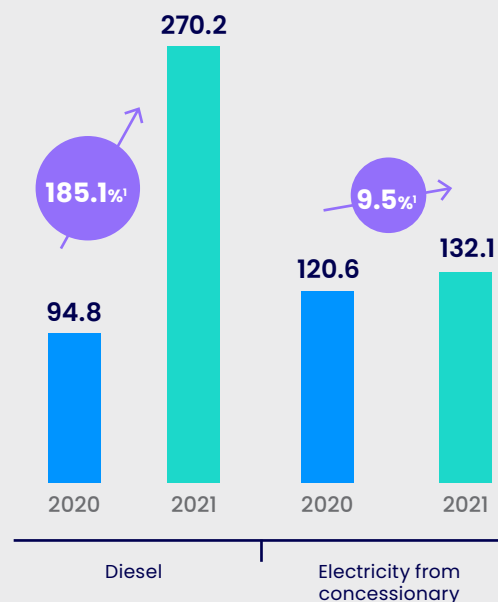
Following the guidelines of the methodology of the Brazilian GHG Protocol Program, only the emission factors and indices of that methodology were used. Since the first inventory preparation cycle, in 2020, improvements have been made in data collection and emission mitigation projects.

Energy

| GRI 302-1, 305-1, 305-3, 305-3 |

Aiming to be an institution that fosters ESG-related initiatives, Banrisul intends to maximize the positive impacts from the migration of energy consumption to clean and traceable sources, by using electricity efficiently. The Bank's goal is to contract 100% renewable energy to supply Banrisul's consumer units, which is expected to be completed by 2023. The contracted energy must meet the quality and supply origin criteria specified in the Brazil GHG Protocol Program. The Engineering Unit is responsible for managing this project and for surveying the items that can be improved in terms of energy efficiency, working on actions and projects that foresee the replacement.

Energy consumption within the organization² (GJ)



Source for data conversion factors: 2021 National energy balance (reference year 2020). Available on: <https://www.epe.gov.br/sites-pt/publicacoes-dados-abertos/publicacoes/PublicacoesArquivos/publicacao-601/topico-596/BEN2021.pdf>

¹ There was an increase in the consumption of diesel oil due to instabilities in the power supply from the distribution network. In addition, the collection process verified data that had not been accounted for in the previous cycle, such as the energy consumption of leased environments.

² In the GHG emissions inventory, an additional 20 liters of diesel oil were reported consumed and 38,545 kWh of electricity consumed, with values presented in the chart, for the year 2021, have been corrected.

Regarding diesel oil, the increase arises from instabilities in the energy supply from the distribution network. In 2021, the group's companies were also included in the GHG Inventory, leading to an increase in emissions due to an improvement in data gathering and recording of information in the GHG Protocol tool. It is important to note that the collection process gathered data that had not been accounted for in the previous cycle, such as the energy consumption of leased venues.

Waste Management

| GRI 103-2, 103-3, 306-2 |

Banrisul manages waste seeking to properly dispose of the solid waste generated in its activities, in order to minimize the negative environmental impact and contribute to the mitigation of greenhouse gases and, consequently, avoid climate change impacts.

The Bank has had a Solid Waste Management Plan (PGRS, in Portuguese) since 2018, which describes and indicates the appropriate disposal of the waste generated and the routine

procedures required to comply with the legal environmental requirements. Besides controlling the monthly amount of waste generated, Banrisul has an internal procedure of not sending corporate waste to landfills, even though this is allowed by the environmental legislation in force. As recommended by the Federal Legislation, the National Policy on Solid Waste, the adequate waste disposal is prioritized in this order: reuse, recycling, and forwarding for use as an energy source.

The waste generated by the organization is centrally managed by Banrisul, through the Sustainability Corporate Department, in the waste management area, which is responsible for receiving, sorting and giving environmentally correct destination to the materials, through partners and companies duly qualified to operate and adequately dispose of each type of waste. Waste disposal is monitored by controlling the Final Waste Disposal Certification (CDF, in Portuguese) issued by authorized companies and partners.

To avoid consumption and excessive waste generation, the Bank develops environmental education initiatives,

with distance learning courses, in-person lectures and informative campaigns on the intranet.

Recycling Program

Since 2001, the Recycling Program has introduced practices for the proper disposal of waste generated and fostered environmental education, educating the internal stakeholders about conscious consumption and the sustainability principles.

Recyclable waste (unserviceable paper, metals, plastics, glass, among others) are treated differently. The paper and cardboard are sent for recycling while



To avoid excessive consumption and waste generation, the Bank develops environmental education actions, with distance learning courses, in-person lectures, and information campaigns on the intranet environment.

metals are sent to the steel industry for recycling. To dispose of the Institution's unserviceable safes, the Company gives priority for donation so that they can be reused or, when this is not possible, they are sent for decharacterization, for later recycling or reuse of the materials resulting from this process. In 2021, 16 safe units were sent for proper disposal.

Aiming to eliminate the consumption of single-use plastic, Banrisul has been implementing the *Copinho Zero Project*, which seek to replace the use of disposable plastic cups with mugs and squeeze bottles, resulting in a significant reduction in the generation of this type of waste in

the organization's premises. Banrisul is also concerned about the disposal of acrylic waste, which are sent for recycling and reinsertion in the production chain.

Seeking to promote the reuse of unserviceable furniture, the Bank donates these items to non-profit institutions that need and want to reuse them. In 2021 alone, 4,999 units were donated to charitable institutions such as schools, APAEs, prisons, and the Military Police. Furniture that cannot be donated is sent to institutions that disassemble and reuse their materials for other purposes. In the prison system, for example, furniture is reused to make

items such as dog houses, which are donated or installed in public places, also fostering social inclusion through the work of inmates.

Banrisul also properly dispose of fluorescent lamps and fabric waste, which is sent for energy recovery through co-processing, using this waste as energy to manufacture cement.



to charities such as
 schools, APAEs, prisons,
 and the Military Police.

PROGRAMA SUSTENTAR.e

Scraps from banners are sent to a partner company that fosters the social inclusion of socially vulnerable women and reuses the material to make reusable bags and items such as benches, garbage cans, among others.

Environmental Education

Programa Sustentare e CIEA

Banrisul is a member of the Deliberative Committee of the Rio Grande do Sul State Government's Sustentare Program, which establishes guidelines for the proper disposal of electronic waste by direct and indirect government agencies. Also, in partnership with the state government, the Bank is part of

the Interinstitutional Commission for Environmental Education (CIEA, in Portuguese).

Through Sustentare, Banrisul properly disposes of electronic waste from its branches and units. The program uses three disposal tracks: donation, reconditioning and recycling. In 2021, 91.46 tons of electronic equipment were sent for proper disposal. The destination through these tracks benefits several stakeholders, such as young people in situation of social vulnerability, who receive technical courses on information technology, in addition to the actual work of decharacterization of the unserviceable items, using prison labor.

Programa Sementes

Created in 2008, this initiative aims to provide guidance on eco-based agriculture styles and sustainable strategies for rural development, encouraging the production of agroecology and organic food through the distribution of agroecology seeds of various species, including

vegetables, ornamental plants, forage crops and grains.

The Program assists the communities in guaranteeing food security and sovereignty, besides contributing to income generation and local development through the sale of the


production. The seeds are distributed to groups of small family farmers, Indigenous and quilombola communities. The seeds also reach public schools, ensuring ingredients for their school meals and an education about the importance of Agroecology.

Seeds Program 2021 Total

Number of projects served


74

Stakeholders served



Farmers, Schools, Indigenous and Quilombola communities



Investments

R\$ 209.8 mil



Number of seeds distributed

182.4 million

Stakeholders benefited



11,774



Sustainable Business



Sustainable Business

Sustainability has been addressed with urgency and priority by the financial market and has been a key element to business perpetuity in the long term. Moreover, this topic has been increasingly demanded by

investors and regulatory agencies, both internationally and domestically, to meet both the planet's and society's needs. Financial institutions are strongly moving towards this direction focused on the transition to an inclusive, low

carbon economy, by allocating capital to projects that are proven to have a low social and environmental impact.

Banrisul is not alone in this journey. The increasingly attention and engagement of Brazilian capital markets players in the matter is remarkable, mainly in structuring teams and intelligence

aimed at understanding the risks and opportunities arising from the ESG agenda.

Looking at the perspectives beyond profit offers benefits for all stakeholders: employees, shareholders, customers, suppliers, as well as the local community impacted by the Bank.



Sustainable products and services

| GRI 103-2, 103-3. G4-FS1, G4-FS11 |



Banrisul seeks to encourage better use of land and energy sources, and promote social equity and education, improving the quality of life of people and the planet.

Banrisul's commitment to ESG is present in its business and financial services through credit lines that promote the best social and environmental practices, financing industries and assets that have a positive impact on society and the environment.

Mindful of market movements, Banrisul has sustainable products and services in its portfolio, in accordance with its Social, Environmental and Climate Risk Policy (PRSAC, in Portuguese). Whenever necessary, specific product policies are reviewed in order to remain aligned with internal definitions and the best practices in the financial sector.

Moreover, the Bank has given priority to improving its sustainability practices, through more robust governance mechanisms, following the guidelines of the Global Compact's 2030 Agenda, to which it has been a signatory since 2013.

Banrisul's credit lines, both for commercial, with free resources, and rural loans, are in line with United Nation's Sustainable Development Goals (SDG). Therefore, Banrisul seeks to encourage better use of land and energy sources, foster social equity and education, resulting in a better quality of life for people and the planet.



More information in the item **Lines of credit**.

By granting rural loans, especially through the Brazilian National Program for Strengthening Family Farming (Programa Nacional de Fortalecimento da Agricultura Familiar - Pronaf), aimed at small farmers, the Bank contributes to generating income and keeping people in the countryside. Similarly, the emergency credit lines are essential for assisting communities and companies affected by the municipalities in public emergency/disaster situation.

As for investments, Banrisul is assessing the identification criteria for sustainability-related investment funds determined by the Brazilian Financial and Capital Market Association (Anbima) and expects to include at least one investment fund that adds ESG issues in the conglomerate's portfolio by 2023.

In 2022, Banrisul Corretora, an investment fund manager, joined the IPC – Investidores pelo Clima (Investors for the Climate) initiative, whose adherence consists, among other commitments, of: engaging and empowering local professional investors to advance the decarbonization agenda in their portfolios while seeking better risk-adjusted returns.

Banrisul has been developing a strategic business expansion plan to realign projects that adopt

In 2022, Banrisul Corretora, which manages the investment funds, joined the IPC – “Investidores pelo Clima” initiative, whose membership consists, among other commitments, of engaging and training local professional investors to advance the decarbonization agenda of their portfolios, while seeking better risk-adjusted returns.

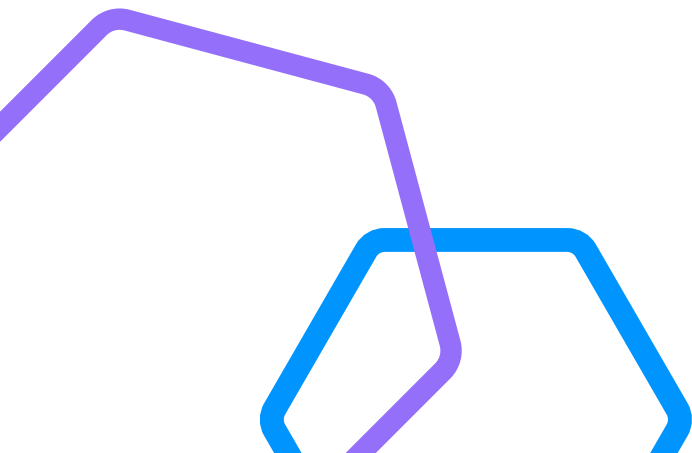
measures to reduce negative environmental impact in the medium and long term. The joint training of the sales teams encourages the adoption of good sales practices, guiding the team's conduct to reduce the negative impacts on the environment and society in the short term.

Geared towards expanding the sustainable products portfolio, the implementation of a new type of pool group for the acquisition of photovoltaic plates and electric vehicles is under study for 2022. As for the card business, the Bank encourages practices that

reduce the use of paper, such as giving priority to digital channels and reducing printed documents, such as invoices, which can be viewed online.

In the following sections, sustainable products will be described, classified into: Loan Products – General, Agribusiness loans.

In the next sessions, sustainable products will be described, classified into: Loans and financing products, Agribusiness Credit.





Loans and financing products

CDC Sustentabilidade

Banrisul aims to consolidate itself as the main financier of renewable energy equipment in Rio Grande do Sul and offers several credit lines to finance equipment for capturing and generating solar (plates, batteries and inverters) and wind power (small stations) – such as the CDC Sustentabilidade, available since 2012. This credit line allows financing **100% of the asset value**, including workforce for installation. In 2021, more than 7,000 operations were carried out, reaching R\$278.8 million.

CPB Acessibilidade

This product aims at the social and financial inclusion of persons with disabilities or reduced mobility through a credit line to provide accessibility, which is easy to contract and pay. Prostheses, orthopedic appliances, motorized wheelchairs, chairs for bathing, hearing aids, special telephones, special software,

Braille printers, image enlargers, residential lifts, motorized beds, vehicle adaptation, and computers or tablets can be financed through this product.

Crédito Pessoal Emergencial

Granted on an emergency basis, this product is targeted at individuals and is exclusive for cities where the Office of Civil Defense has declared a state of emergency. The Bank has also made available a specific credit type for the acquisition of construction material and financing of workforce

CDC Material de Construção Emergencial

This is credit line for the purchase of construction material for customers whose homes or businesses were destroyed by a natural disaster.



CPB Crédito Consciente

This product has been designed to adapt the customers' indebtedness and monthly payments to their payment capacity, in order to avoid delinquency and keep their financial health. The credit line offers customers the option of lower monthly interest expenses, compared to the overdraft facility, for example.

CPB Crédito Consciente Consignado

This credit line enables adapting customers' responsibilities to their real payment capacity, offering special terms and interest rates, without jeopardizing their relationship with Banrisul. It is targeted at customers who have a high indebtedness level and are employed by private, state-owned or municipal-owned companies that have active payroll-deductible loan agreements.

CDC Segurança PPCI

A credit line exclusively designed to finance Fire Prevention Plans (PPCI in Portuguese) for private companies that have buildings and facilities used for commerce or profitable activities, such as stores

and commerce in general, restaurants, bars, discos, nightclubs, hotels, daycare centers, schools etc. The product is also aimed at enterprises that need to have a Fire Prevention Plan and the subsequent regularization of building where the institution or company operates, according to the legislation in force issued by the legally constituted agencies.

Crédito Empresarial Emergencial

This credit line offers working capital to reestablish the operations of micro and small companies in the states of Rio Grande do Sul and Santa Catarina that have suffered damages or losses from rainfalls, windstorms, storms, and floods.

Finame Baixo Carbono

A credit line designed both for individual and corporate customers to finance the purchase of photovoltaic systems, wind turbines and solar heaters/collectors. Corporate customers can finance the working capital related to these projects. Credit can be used to purchase new equipment

manufactured in Brazil that have been accredited by the BNDES.

Finame Fundo Clima

Through this product, individuals and companies can finance photovoltaic systems, wind turbines, and solar heaters/collectors. It can be used to finance part of installation costs (for individuals) or related working capital (corporate customers).

Pronaf Eco

A product geared towards financing renewable energy and environmental sustainability, aimed at the implementation, use or recovery of renewable energy technologies; environmental technologies, such as water, waste and effluent treatment stations, composting and recycling units; small hydroelectric power plants; projects of environmental adequacy and regularization to the environmental legislation; and forestry. It is also targeted at extractivist production systems and eco-sustainable socio-biodiversity products.



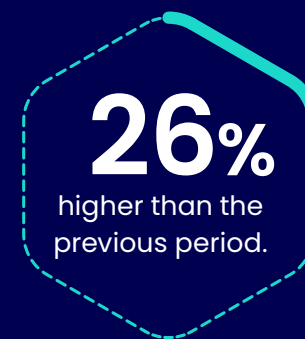
Agribusiness Credit

Banrisul’s rural credit is targeted at financing the costs, commercialization, industrialization and investments in the agricultural sector. Costs remain the priority in the allocation of resources. When allocated to a small producer or family farmer, the credit fosters income generation and the improvement of family labor. Credit lines can also be allocated to other economic activities, as long as they are developed in rural establishments or nearby community areas, including rural tourism, handicraft production, and similar activities.

In 2021, given the unavailability of resources in some credit lines subsidized by the State Government of Rio Grande do Sul, Banrisul practically doubled the credit with its own resources, focusing on small and medium-sized producers, prioritizing renewable energy and irrigation projects – segments that still have great growth potential. In the opening of the 2020/2021



At the opening of the 2020/2021 harvest, R\$ 4.1 billion in resources were made available for rural credit.



harvest, R\$ 4.1 billion were made available to rural credit lines – 26% more than in the previous period.

Through Resolution BCB 140/21, the Brazilian Central Bank created the Green Bureau and started a movement to adjust to the new rural credit guidelines, which add sustainability guidelines to credit assignment. There will be three classification criteria: enterprises that cannot be financed through rural credit, e.g., permanent preservation areas, Indigenous or quilombola lands; those that can

be financed, but represent a social and environmental risk; and those that can be classified as sustainable operations, such as low carbon agriculture, sustainable energy use, etc.

The Bank has already implemented a control system to identify the types of enterprises and their respective restrictions. For the next cycle, the Bank expects to be able to increase credit limits for operations classified as sustainable and use Bacen’s sustainability score.

It must be emphasized that Banrisul is a major supporter of Operation 365, which aims to foster sustainable soil

management and thereby encourage improvements in the chemical, physical and biological quality of agricultural soil, in order to increase sustainability, production stability and boost the profitability of Rio Grande do Sul's crops. The project is an initiative of the Rede Técnica da Cooperativa Central Gaúcha Ltda and Embrapa Trigo, sponsored by Banrisul and the cooperatives associated with CCGL and the University of Passo Fundo.

Programa ABC

The program aims to reduce greenhouse gas emissions from farming activities (low carbon agriculture), contribute to reduce deforestation, adapt rural properties to the environmental legislation, expand the cultivated forest areas and encourage the recovery of degraded areas. Projects must be linked to the program's goals and the financed items to the supported enterprises. The individual agricultural credit limit is **R\$5 million per year**, while the collective limit is **R\$20 million**. Terms vary from ten to twelve years, according to the use of funds.

Inovagro

The product aims at supporting investments in renewable energy generation and distribution (wind, solar, and biomass). With a term of up to ten years and a grace period of three years, Inovagro has a limit of up to **R\$1.3 million per beneficiary** and up to **R\$3.9 million for collective enterprises**.



Moderagro

Moderagro finances sanitary or environmental adequacy projects, related to the program's goals. The credit limit is up to R\$ 880 thousand per beneficiary and of **up to R\$ 2.64 million for collective enterprises**. The payment term is ten years, with a three-year grace period.

Agro Empresarial Equalizado

The program supplies the investment demand when BNDES' resources are not available. It meets all the purposes covered by the BNDES, including sustainable ones: environmental regularization of rural property, forestation, and reforestation. The credit limit is defined according to the applicant's payment capacity.

Pronamp

A credit program that fosters the development of medium-sized rural producers' activities by financing investments in goods and services needed by the enterprise, increasing income and generating jobs in the countryside. The items that can be financed include forestation and reforestation implementation; soil protection, correction, and recovery; renewable energy generation systems; and organic systems. Pronamp grants up to R\$ 430 thousand per beneficiary and up to **R\$ 20 million in collective investments for an eight-year period**, with a three-year grace period.

Pronaf

The Brazilian National Program for Strengthening Family Farming (Pronaf in Portuguese) is aimed at funding and investing in the implementation, expansion or modernization of the production,

processing, industrialization and service structure offered in the rural property or in nearby rural communities, aiming to generate income and improve the use of family labor. Banrisul operates in several subprograms such as Pronaf Custeio Agroecológico, Pronaf Agroecologia, Pronaf Bioeconomy and Pronaf Agroindústria. Limits, terms and rates vary according to the investment purpose.

Agroinvest Sustentabilidade

Through its own resources, Banrisul funds the financing of solar power conversion plates and systems and biodigesters. Credit is allocated only for new items, which can be manufactured domestically or imported. The financing limit can reach **100% of the sale price**, according to the payment capacity.

Social & environmental criteria in Products and Services

Focused on safeguarding credit qualification, the Bank analyzes the economic as well as social and environmental aspects of each operation. Banrisul adopts criteria that seek to reduce possible negative impacts and, therefore, requires a certificate issued by the Ministry of Economy attesting that credit borrowers do not have a record in the Registry of Employers for having submitted its workers to conditions similar to forced labor.

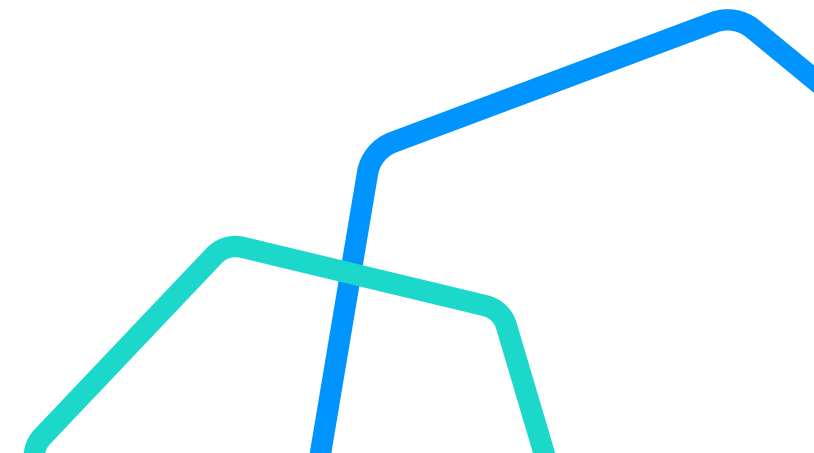
Every operation above R\$10 million in which the use of funds or directed credits is known are subject to filling out a standardized questionnaire, pursuant to the new Bacen rules. The proposing branch sends the questionnaire to the credit borrower who must complete and sign it. The questionnaire is then submitted to a Social, Environmental, and Climate Risk opinion. This opinion supports the decisions made in the respective instances.

The assignment of rural credit must comply with state and federal environmental legislation, as well as the Rural Credit Manual, which addresses social and environmental compliance. Banrisul's sustainability policies must also be observed, which are internally regulated by its Social, Environmental and Climate Risk Management Policy and Social, Environmental and Climate Responsibility Policy. These aspects are verified at the moment credit is assigned, through consultations to several databases, and the Company follows up, inspects and monitors these operations throughout the loan period.

Accordingly, some activities require a prior proof of environmental compliance by submitting the necessary documents, such as environmental licensing and the Rural Environmental Registry, complying with Resolution 237/97 of the National Environmental Council (Conama in Portuguese)

and Resolutions of the State Environmental Council (Consema in Portuguese), among others. As for agricultural funding, the Agricultural Zoning of Climate Risk (ZARC in Portuguese) and its provisions must be complied with.

For development credit lines, Banrisul follows the Brazilian Development Bank's (BNDES) social and environmental policy for the business lines related to said financial institution. The long-term financing complies with the requirements of the legally constituted official agencies, such as the BNDES, with the respective environmental licenses, which are part of the mandatory documentation.





Innovation and Technology

| GRI 103-2, 103-3 |

Processes, products and services

Innovation and technology are the grounds for operating in the Brazilian financial system. Therefore, Banrisul is inserted in the innovation ecosystem, seeking new solutions that boost the Bank's big

businesses. For the initiatives in this field, the Bank ranked second in Grupo do Amanhã's 2021 Champions of Innovation ranking, in the special category State-owned & Philanthropic companies.

New Data Center

Innovation and technology are the grounds for operating in the Brazilian Financial System. Therefore, Banrisul is inserted in the innovation ecosystem, seeking new solutions that boost the bank's big businesses. For the initiatives in this field, the Bank ranked second in Grupo do Amanhã's 2021 Champions of Innovation ranking, in the special category State-owned & Philanthropic companies.

The three-story, 1,300-square-meter building was conceived according to and applying data center standards and references (TIA Standard 942 and Uptime Institute's recommendations) with a high level of reliability, so as to allow concurrent maintenance in all infrastructure elements (power, cooling, and network) without compromising availability. Moreover, designed to reduce the use of energy and external noises, as well as feature a rainwater harvesting process, the new data center has been classified as a "green" building.



The project has redundancies and related contingencies that consider the utility's dual energy input with power from different substations, redundant energy systems, such as diesel generators, no breaks, redundant air conditioning systems, and duplicated underground optical fiber routes. Without a single point of failure to telecom entry rooms and redundant operators, all associated with structures and practices focused on efficiency.

Promoting innovation

BanriHub

Geared towards strengthening and expanding innovation in Banrisul and in the State of Rio Grande do Sul, this broad initiative fosters environments and initiatives aimed at promoting research, training, new ideas and experimentation to identify innovative solutions opportunities that can qualify processes, products and services for the well-being of the communities. Thus, Banrisul also supports initiatives such as the Caldeira Institute, NAVI and Inova-RS.

BanriHub is based on four pillars:

Hub.startup

It promotes open innovation through cooperation, collaboration and co-creation among startups, accelerators, universities, research centers and partners.

BanriTech, Banrisul's first open innovation initiative, consists of accelerating startups and supporting innovative entrepreneurship. Through this program, in March 2021, the Bank published a call for proposals to select startups, choosing 30 for the first acceleration cycle. The startups embarked on the program presented innovative solutions in the following focus areas: financial services, relationship with companies and customers, operational efficiency, agribusiness, information security, and government.

The first BanriTech cycle received



78 registrations

in the public notice

of which



30 startups

from all over Brazil have been selected to participate in the process.

The winners of BanriTech's first acceleration cycle were:

1^o

The winner was the startup Akintec, from the state of São Paulo, which transforms stores into bank branches and people into personal bankers.

3^o

lupay, also from São Paulo, came in third, demonstrating a bank collection hub that offers services for aggregating, organizing, and paying monthly bills.

2^o

Polen, from the state of Paraná, was second, presenting a social back office that makes impactful corporate initiatives less complicated, by engaging customers with philanthropic actions in a simple way.



The champions were chosen among 10 finalist companies from the states of São Paulo, Bahia, Espírito Santo, Mato Grosso, Paraná and Rio Grande do Sul, during the BanriTech Pitch Day.



Out of the **28 companies** that completed the cycle, **10 have been selected for the finals.**

The six-month second cycle started in April 2022 and three solutions will be selected in September to receive funding to participate in national and international events. Fully virtual, it allows for information reach and democratization, through networking events and free mentoring sessions for the ecosystem.

Hub.space

This pillar aims to promote innovation and entrepreneurship environments capable of inspiring professionals who increasingly seek a journey of learning, collaboration, creativity, engagement, and digital transformation to accelerate projects through agile methodology and focus on customer journey.



Initially, three physical spaces are present in the BanriHub project:



BanriTech Coworking: Opened in September 2021, BanriTech's venue is located on the first floor of the Hipólito José da Costa Museum of Communication, in the Centro Histórico district, in the city of Porto Alegre. The revitalization of the historic building, in partnership with the Department of Culture of the State of Rio Grande do Sul, returned to the community a renewed space, offering an environment designed to foster innovation and co-creation with an arena and more than fifty workstations in the coworking.

Instituto Caldeira: A non-profit organization founded by 39 large companies, including Banrisul, with the purpose of making concrete and positive changes, fostering innovation, connecting companies, universities, startups and different stakeholders dedicated to business digital transformation and fostering the Rio Grande do Sul ecosystem.

NAVI – Hub de Inteligência Artificial e Ciência de Dados: Officially opened in June 2021, NAVI has Banrisul as its master sponsor. The hub provides an environment with differentiated experiences by leveraging connections, uniting businesses, developing startups, fostering research, and encouraging entrepreneurship focused on solutions based on artificial intelligence.

Hub.Venture

This pillar seeks to encourage initiatives that add value and boost the results of partner startups through investment funds. Banrisul has already approved an investment of up to R\$20 million in the BNDES angel co-investment fund for innovative initiatives focused on the state of Rio Grande do Sul, and is analyzing further investments in innovation-driven funds.

Hub.Education

Fosters innovation culture, training and building improvements, encouraging knowledge throughout the ecosystem, allied to regional development needs. At BanriTech, this pillar also connects Banrisul's internal mentors to the incubated companies, encouraging a culture of innovation within the Bank and helping to accelerate these companies by means of professionals specialized in topics of interest to the entrepreneurs.

HackatAgro Desafio Banrisul

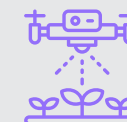
HackatAgro promotes awareness-raising initiatives and activities for the entrepreneurial community, encouraging the innovation ecosystem to focus on the economic potential of agribusiness. Besides the portal, a webseries of 10 episodes on innovation in Brazilian agribusiness, 20 podcast episodes, 10 webinars, and 3 hackathons are available. One of the innovation marathons (hackaton) in 2021 was held by Banrisul, which challenged startups to think about the digitalization of the sector, a movement that was repeated in mid-2022. The challenge focused on two pillars;



More information about the winners of the last editions and details about the initiative are available at www.hackatagro.com



Promote sustainable soil management, enabling greater gains and providing differentials for rural producers.



Present technological solutions that can assist in the daily routine of rural producers in the generation of carbon credits, adding tangible results to production.

Digital Banking

There are several resources available for those who wish to make fully digital transactions, whether they are individuals or companies. The Banrisul application for mobile devices, for example, is one of the most complete on the market, enabling the customers to make payments, transfers, control personal or company finances. The app has innovative features for cardless withdrawals and the creation of a virtual credit card for purchases on the internet and via applications. Hence, Banrisul's app was chosen the third best app by Cardmonitor, which surveyed 63 functions in the 40 main card applications in Brazil. The app will feature an intelligent virtual assistant in 2022 for a better interaction with users.

Digital transformation is one of Banrisul's strategy pillars, which is a pioneer in several technological and innovative initiatives, including operational market developments such as PIX and Open Finance.



63 Functions

in Top 40 Country Card Apps

The app will get an intelligent virtual assistant in 2022 for better interaction with users

In order to offer Pix, Banrisul has developed systems and created hardware and security infrastructures to make the service available to customers in a simple, clear, intuitive and secure way. Based on the General Data Protection Regulation, a system was developed for clear and effective management of the information used by the Bank for all customers.



The Bank also stands out in the process of defining Open Finance Brazil, by participating in the Open Finance User Experience Technical Groups of the Bacen and Febraban Convention. Several digital solutions have been delivered for the future operation in this new technological and business scenario, always assessing the impacts and adopting measures for adequacy and compliance with the regulation in force. In January 2021, Stage 1 was implemented, related to sharing data from customer service channels, products, and services available to customers. As of August 2021, due to its greater complexity, Stage 2, which enables Banrisul to share record and financial data with other institutions, upon customer's consent, began in a phased manner. In October, the Bank started Stage 3, related to instantaneous

payment (PIX) and Stage 4 is under development, focusing on sharing insurance, investment, foreign exchange operations and accreditation data.

The Brazilian Central Bank's Joint Resolution no. 1 determines that Banrisul, because it is classified as an S2 institution, must participate in the Open Finance ecosystem and make data sharing interfaces available to customers. Therefore, specific technological development standards must be followed, as well as the follow-up and compliance with all the regulator's demands regarding the Open Finance implementation. Given its importance, this project affects all IT and business areas. It is necessary to manage resources in order to meet the deadlines and requirements for implementing the project at Banrisul.

82 IT projects

aimed at meeting the regulatory and business demands of Open Finance.

Throughout 2021, 82 IT projects were developed to meet Open Finance's regulatory and business demands, with 64 of them completed and 18 in progress at the end of the year. Of this total, 76 projects met the regulatory demands required for compliance with the joint resolution and regulator's demands, while six projects met specific demands of Banrisul's business areas for the use of information shared by customers.

64 projects
completed and **18 in progress**
at the end of the year.
Of this total, **76 projects**
met regulatory demands

Banrisul measures and compares on a weekly basis the volume of requests received and made, the number of consents created and authorized as an Institution receiving and transmitting data.



GRI and SASB Content Index

SASB and GRI Content Index

| GRI 102-14 |

Disclosure		Observation	Page
STANDARD CONTENT			
GRI Standard 2016: 102: GENERAL DISCLOSURES			
ORGANIZATIONAL PROFILE			
102-1	Organization name		14
102-2	Activities, brands, products and services		14
102-3	Headquarters location		14
102-4	Location of operations		14
102-5	Ownership and legal form		14
102-6	Markets served		21
102-7	Size of organization		21
102-8	Information about employees and other collaborators		14
102-9	Suppliers chain		66
102-10	Significant changes in the organization and its supply chain		66
102-11	Precautionary principle or approach		48
102-12	External Initiatives	The Bank adheres to the Carbon Disclosure Project (CDP), GHG Protocol, and Global Compact.	-
102-13	Membership in association	The Bank participates in Febraban commissions and in the AMCHAM Committee.	-
STRATEGY			
102-14	Statement from senior decision-maker		4
102-15	Key impacts, risks, and opportunities		48

Disclosure		Observation	
ETHICS AND INTEGRITY			
102-16	Values, principles, standards, and norms of behavior		19
102-17	Mechanisms for advice and concerns about ethics		56
GOVERNANCE			
102-18	Governance structure		31
102-20	Executive-level responsibility for economic, environmental, social topics		31
102-22	Composition of the highest governance body and its committees		32
102-23	Chair of the highest governance body		32
102-24	Nominating and selecting the highest governance body		32
102-25	Conflicts of interest		32
102-28	Evaluating the highest governance body's performance		32
102-30	Effectiveness of risk management processes		32
102-31	Review of economic, environmental, and social topics		32
102-32	Highest governance body's role in sustainability reporting	The Executive Board is the highest-level position to which the sustainability report is submitted for approval.	-
102-35	Remuneration policies		32
102-36	Process for determining remuneration		41
STAKEHOLDER ENGAGEMENT			
102-40	<i>List of stakeholder groups</i>		9
102-41	Collective bargaining agreements	100% of employees are covered by collective bargaining agreements.	-

Disclosure		Observation	
STAKEHOLDER ENGAGEMENT			
102-42	Identifying and selecting stakeholders		9
102-43	Approach to stakeholder engagement		9
102-44	Key topics and concerns raised	<p>On the consultation process for materiality, the vision of the leaders showed some divergence with the points raised by Febraban, and internally the concerns are focused on the business result (expansion, quality, and digitalization of services, diversification of the public served, reduction of bureaucracy, impacts of new regulations).</p> <p>Environmental issues were raised by stakeholders, such as the potential to act in the face of climate change with agribusiness customers, in addition to issues related to labor relations, sustainable products, data security, accessibility, environmental and financial education, renovation of branch spaces, and privatization.</p>	-
REPORTING PRACTICE			
102-45	Entities included in the consolidated financial statements	The consolidated financial statements include Banrisul's operations, the subsidiaries abroad, the controlled companies (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. e Banrisul Seguridade Participações S.A.) and Investment Funds in which Banrisul substantially assumes or retains risks and benefits.	-
102-46	Defining report content and topic Boundaries		9
102-47	List of material topics		9
102-48	Restatements of information	In 2022, the company Banrisul Cartões S.A. changed its corporate name to Banrisul Soluções em Pagamento S.A., and this corporate name was considered for the report.	8
102-49	Changes in reporting		8
102-50	Reporting period	01/01/2021 to 31/12/2021.	8
102-51	Date of most recent report	Sustainability Report 2020 (without the use of GRI).	8
102-52	Reporting cycle	Annual 2021.	8
102-53	Contact point for questions regarding the report	Sustainability Management - Rua Caldas Junior, 108 6º andar. E-mail: Sustentabilidade@banrisul.com.br	8
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Essential option.	8
102-55	GRI content index		-
102-56	External assurance	Only the portuguese version of the report was assured by independent third party.	8, 126

Disclosure		Observation	
MATERIAL TOPICS			
SUSTAINABLE PRODUCTS AND BUSINESS			
GRI Standard 2016: 103 - MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		97
103-3	Evaluation of the management approach		97
GRI Standard 2016: 203 - INDIRECT ECONOMIC IMPACTS			
203-2	Significant indirect economic impacts		84
G4: Financials Services Sector Disclosures			
G4-DMA	Product Portfolio: Policies with specific environmental and social components applied to business lines (former FS1)	<p>For Agribusiness: there is no specific sustainability policy, for rural credit lines there is the Rural Credit Manual, which deals with socio-environmental compliance. In addition to "Social, Environmental and Climate Risk Management" and "Banrisul's Social and Environmental Responsibility Policy", the latter of which is also publicly available on the institutional website.</p> <p>For the Loan and Financing Products Unit: there is no specific sustainability policy, however, the credit products in their reviews observe the Bank's Sustainability policies and seek to keep up with sustainable innovations.</p> <p>There is no specific sustainability policy for the Development Products and Microcredit Unit, however, the products under its management comply with the Bank's Sustainability policies and the guidelines of the on-lending agents.</p> <p>Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/</p>	-
G4-FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
G4-FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-

Disclosure	Observation		
G4: Financials Services Sector Disclosures			
G4-FS11	Percentage of assets subject to positive and negative environmental or social screening	<p>"Development Unit: Positive screening criteria is not used, however, we use the approach that excludes companies in environmental non-compliance following labor legislation due to the requirements of transfer agents (BNDES, FINEP, and FGTS).</p> <p>Regarding socio-environmental criteria, we do not grant credit to companies that carry out activities that do not have formal authorization from the competent environmental agency (environmental license). The presence of the borrower in the list of employers of the Ministry of Economy who subject their workers to degrading forms of work or keep them in conditions analogous to slave labor is also considered a restriction for the credit granting.</p> <p>For Cards and Banricompras Unit: not applicable, as there is no percentage of assets subject to social or environmental screening, positive or negative."</p>	97
MANAGEMENT OF RISKS THAT CAN SIGNIFICANTLY IMPACT BUSINESS			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary	10	
103-2	The management approach and its components	48	
103-3	Evaluation of the management approach	48	
GRI Standard 2016: 102 – GENERAL DISCLOSURES			
102-11	Precautionary principle or approach	48	
102-30	Effectiveness of risk management processes	32	
GRI Standard 2019: 207 – TAX			
207-2	Tax governance, control, and risk management	48; 54	

Disclosure		Observation	
G4: Financials Services Sector Disclosures			
G4-FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures (former FS9)	<p>Banrisul has, in its organizational structure, an Internal Audit area subordinated to the Board of Directors. The scope of the Internal Audit activity considers all functions of Banrisul and the other companies that make up the conglomerate, observing the guidelines of CMN Resolution No. 4,879/2020.</p> <p>Thus, from the publication of CMN Resolution No. 4,945, of September 15, 2021, the audit forecast was included in the planning of the Internal Audit for 2022. The work is scheduled to start in August/2022.</p>	50
CRITERIA FOR FINANCING ASSIGNMENT, POSITIVE IMPACT AND DELINQUENCY			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		59
103-3	Evaluation of the management approach		59
SASB: FINANCIAL INCLUSION & CAPACITY BUILDING 2018			
FN-CB-240a.1	1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	<p>Banrisul's strategy is to seek partnerships to increase the contracting of Microcredit operations. For the year 2022, among other partnerships, progress is being made on the partnership with Sindimoto RS, providing microcredit with differentiated conditions to members of this union, for the acquisition of new motorcycles, safety equipment for use in the motorcycle freight activity, and the financing of bicycles, contributing for deliveries to be made in a sustainable way.</p> <p>In Oriented Productive Microcredit, in 2021, 3 credit operations were granted, totaling R\$ 13,600.00. Accounting Balance on 12/31/2021: R\$ 8,381.04.</p> <p>Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/</p>	-
RISK APPROACH AND OPPORTUNITIES RELATED TO CLIMATE CHANGE			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		50
103-3	Evaluation of the management approach		50

Disclosure		Observation	
GRI Standard 2016: 201 – ECONOMIC PERFORMANCE			
201-2	Financial implications and other risks and opportunities due to climate change		50
GRI Standard 2016: 305 – EMISSIONS			
305-1	Direct (Scope 1) GHG emissions		88; 90
305-2	Energy indirect (Scope 2) GHG emissions		88
305-3	Other indirect (Scope 3) GHG emissions		88; 90
MANAGEMENT OF ENERGY CONSUMPTION AND SOLID WASTE GENERATION			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		87; 91
103-3	Evaluation of the management approach		87; 91
GRI Standard 2016: 302 – ENERGY			
302-1	Energy consumption within the organization		90
GRI Standard 2020: 306 – WASTE			
306-2	Management of significant waste- related impacts		91
306-3	Waste generated	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
306-4	Waste diverted from disposal	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
306-5	Waste directed to disposal	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-

Disclosure		Observation	
SOCIAL INVESTMENT IN THE EXTERNAL COMMUNITY			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		81
103-3	Evaluation of the management approach		81
GRI Standard 2016: 203 – INDIRECT ECONOMIC IMPACTS			
203-1	Infrastructure investments and services supported		81
GRI Standard 2016: 413 – LOCAL COMMUNITIES			
413-1	Operations with local community engagement, impact assessments, and development programs		81
QUALITY OF CUSTOMER SERVICE AND SERVICES PROVIDED			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		59
103-3	Evaluation of the management approach		59
INNOVATION AND TECHNOLOGY: DIGITAL OPERATIONS, PROCESSES, PRODUCTS AND SERVICES			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		105
103-3	Evaluation of the management approach		105

Disclosure		Observation	
BUSINESS EXPANSION STRATEGY			
GRI Standard 2016: 103 – MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its Boundary		10
103-2	The management approach and its components		22
103-3	Evaluation of the management approach		22
EXTRAS GRI DISCLOSURES – DISCLOSURES NOT CONSIDERED IN MATERIALITY.			
GRI Standard 2016: 201 – ECONOMIC PERFORMANCE			
201-1	Direct economic value generated and distributed		25
GRI Standard 2016: 205 – ANTI-CORRUPTION			
205-1	Operations assessed for risks related to corruption		56; 57
205-2	Communication and training on anti-corruption policies and procedures		56; 57
205-3	Confirmed cases of corruption and actions taken		56; 57
GRI Standard 2016: 307 – ENVIRONMENTAL COMPLIANCE			
307-1	Non-compliance with environmental laws and regulations	In the year 2021, the following were identified: an infraction notice, of non-monetary penalty, and a new judicial process in progress with no recorded losses. The information regarding the content of the events and values is considered strategic for the management process. There was no total monetary value of significant fines and lawsuits brought through arbitration mechanisms.	50
GRI Standard 2016: 308 – SUPPLIER ENVIRONMENTAL ASSESSMENT			
308-1	New suppliers that were screened using environmental criteria		66

Disclosure		Observation	
GRI Standard 2016: 401 – EMPLOYMENT			
401-1	New employee hires and employee turnover	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
GRI Standard 2018: 403 – Occupational Health and Safety			
403-1	Occupational health and safety management system		76
403-3	Occupational health services		76
403-6	Promotion of worker health		76
GRI Standard 2016: 404 – TRAINING AND EDUCATION			
404-2	Programs for upgrading employee skills and transition assistance programs		72
GRI Standard 2016: 405 – DIVERSITY AND EQUAL OPPORTUNITIES			
405-1	Diversity in governance bodies and employees	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
405-2	Ratio of basic salary and remuneration of women to men	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-
GRI Standard 2016: 406 – NON-DISCRIMINATION			
406-1	Cases of discrimination and corrective measures taken	In 2021, no administrative processes of discriminatory origin were identified for any reason, whether by race, color, gender, religion, etc.	-
GRI Standard 2016: 414 – SUPPLIER SOCIAL ASSESSMENT			
414-1	New suppliers that were screened using social criteria		66
GRI Standard 2016: 418 – CUSTOMER PRIVACY			
418-1	“Substantiated complaints concerning breaches of customer privacy and losses of customer data”		64

Disclosure		Observation	
SASB: DATA SECURITY 2018			
FN-CB-230a.1	(1) Number of data breaches; (2) percentage involving personally identifiable information (PII); (3) number of account holders affected		64
GRI Standard 2016: 419 – SOCIOECONOMIC COMPLIANCE			
419-1	Non-compliance with laws and regulations in the social and economic area	In 2021, 50 lawsuits for non-monetary sanctions with root causes related to social aspects were identified, as provided for in CMN Resolution No. 4,557/17, amended by CMN Resolution No. 4,993/21. These events are identified in the Institution's Operating Loss Base. There was no total monetary value of significant fines and lawsuits brought through arbitration mechanisms.	50
SASB: INCORPORATION OF ENVIRONMENTAL, SOCIAL, AND GOVERNANCE FACTORS IN CREDIT ANALYSIS 2018			
FN-CB-410a.2	Commercial and industrial credit exposure, by industry		54
G4: Financials Services Sector Disclosures 2013			
G4-FS13	Access points in low-populated or economically disadvantaged areas by type		59
G4-FS14	Initiatives to improve access to financial services for disadvantaged people	Available on website the Indicators Center: https://banrisul.centralesg.com.br/en/indicadores/	-

Corporate Informations

| GRI 102-33 |

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Credits

| GRI 102-33 |

Banrisul Coordination: Sustainability Corporate Department

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