

ESG and CLIMATE
ACTION REPORT
Santander BRASIL
2021



SANTANDER BRASIL AND THE GLOBAL COMPACT

Since 2006, we have applied the principles of the Global Compact, the world's largest voluntary corporate responsibility initiative, to our management practices and third-party relationships. Currently, we have a seat on the Board of Directors of Instituto Rede Brasil do Pacto Global.

We work to ensure that our sustainability performance contributes to the UN Sustainable Development Goals (SDGs) and the International Integrated Reporting Council - IIRC framework capitals.

Environmental: Setting a standard for sustainable business






Social: Working to provide opportunity for all



Governance: Having the best ESG management practices



IIRC framework capitals

-  **Financial Capital**
-  **Human Capital**
-  **Intellectual Capital**
-  **Natural Capital**
-  **Social and Relationship Capital**
-  **Manufactured Capital**



SUMMARY



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[See our sustainability journey over the last 20 years.](#)

ABOUT THE REPORT

[102-1; 102-50; 102-53; 102-54]

Why and for whom did we create this report?

The purpose of this report is to describe in a clear and objective manner the activities we developed in 2021 and their effects on society.

We have compiled our key ESG (environmental, social, and governance) metrics so that everyone may understand our way of doing business.

The goal is to be accountable and illustrate through quantifiable data and tangible outcomes how we contribute to the prosperity of people and businesses. We want the reader, be they a customer, employee, student, analyst, or investor, to have access to the most pertinent sustainability-related information.

This document is part of Banco Santander Brasil's annual disclosure, which also comprises the Financial Statements and the Annual Report. Together, they provide a comprehensive and thorough picture of our entire organization.

In preparing this edition, we considered four primary references:

- Materiality Assessment;
- Global Reporting Initiative ("GRI") Standards ("Core" option);
- Sustainability Accounting Standards Board ("SASB");
- International Integrated Reporting Council ("IIRC").

On the following pages, we elaborate on how each of these topics relates to our activities in greater depth.

To this end, we have added references in each chapter, such as icons denoting which SDGs, GRI indicators, and IIRC framework capitals are being addressed throughout the various themes of this report (see illustrations to the right).

As in past years, this document concludes with a glossary of technical terms, followed by the GRI Content Index, which contains references to the topics covered.

In addition, for the first time, we published a basis of preparation that facilitates the understanding of the limitations and assumptions adopted during the compilation of this report.

If you have any questions or would like to suggest additional topics and indicators for the next report, please emails us at sustentabilidade@santander.com.br.

Have a pleasant reading!

Understand the icons displayed in this report:



CEO MESSAGE

[102-14]

Our flight toward tomorrow

We have the ambition to transform Santander into the best consumer company in Brazil. To make this vision a reality, we will give the customer dimension an even more special meaning, and together with our customers, we will take a deeper look at society, encompassing all social, environmental, and governance aspects.

At Santander, we have put the ESG agenda into practice in a comprehensive manner since long before these three letters became mainstream. This theme permeates our entire business, from our program for micro-entrepreneurs, Prospera, to our work with multinational corporations. It is reflected in the way we interact with customers and, as such, it is increasingly ingrained into our culture.

This report celebrates the most successful year in our history in the field of Sustainability. We exceeded R\$ 50 billion in sustainable businesses facilitated, nearly doubling the amount from the prior year. Our Prospera program serves over 700,000 micro-entrepreneurs, with a loan portfolio of close to R\$ 2 billion. All this by further enhancing the robustness and transparency of our ESG governance.

In 2021, we also made a long-term commitment to become Net Zero by 2050, reaching net-zero emissions from our operations and customer portfolio. This will guide our business decisions over the coming years and decades, as we refine the dynamics of product development, risk assessment, and commercial strategy formulation.

This work starts from within: by 2025, 100% of our operations will be powered by renewable energy, 40% of our leadership roles will be held by women, and 40% of our organization will be comprised of black individuals. These are key components of the commitments we have made to our stakeholders and to society – which include adhering to the United Nations Global Compact and making progress on the Sustainable Development Goals.

Our more than 20-year journey in sustainability serves as a cornerstone for our efforts going forward. Broad issues, ranging from tackling climate change to fostering financial inclusion, must be addressed by everyone. Navigating through these challenges is part of our flight plan to achieve our ambition. And with this document, we invite you to learn more and join us on this journey.

Mario Leão

Chief Executive Officer of Santander Brasil



ESG INDICATORS

[102-7]

ECONOMIC INDICATORS	2021	2020	2019	Change (2021 x 2020)
Managerial Net Interest Income (R\$ MM) ¹	R\$ 55.617	R\$ 51.103	R\$ 47.933	9% ↑
Fees (R\$ MM) ¹	R\$ 18.879	R\$ 18.464	R\$ 18.684	2% ↑
Managerial Allowance for Loan Losses 1,2 (R\$ MM) ¹	-R\$ 13.856	-R\$ 12.557	-R\$ 12.099	10,3% ↑
General Expenses (R\$ MM) ¹	-R\$ 21.212	-R\$ 20.412	-R\$ 21.238	3,9% ↑
Managerial Net Profit (R\$ MM) ¹	R\$ 16.347	R\$ 13.849	R\$ 14.550	18% ↑
Total Assets (R\$ MM) ¹	R\$ 963.376	R\$ 1.002.389	R\$ 857.543	-4% ↓
Loan Portfolio (R\$ MM) ¹	R\$ 462.749	R\$ 411.655	R\$ 352.028	12% ↑
Funding from Customers (R\$ MM) ¹	R\$ 493.462	R\$ 455.751	R\$ 353.654	8% ↑
Efficiency Ratio (%) ¹	35,3%	36,2% ²	38,9%	-0,9p.p. ↓
Delinquency Ratio (over-90-days) (%) ¹	2,7%	2,1%	2,9%	0,6p.p. ↑
ROE (%) ¹	21,2%	19,1%	21,3%	2,1p.p. ↑
Total Sustainable Businesses Enabled (R\$ MM ³)	R\$ 51.613	R\$ 26.795	R\$ 13.654	93% ↑

¹ Earnings Release - Fourth Quarter 2021 (BR GAAP)

² The partial spin-off of Santander Brasil was approved at the EGM held on 03/31/21, resulting in the segregation of the shares of its ownership issued by Getnet. Accordingly, for comparability purposes, we normalized our results and balance sheet as of 1Q20, disregarding Getnet's figures, combined with eliminations between the two companies. [102-48]

³ Information not presented on the BRGAAP Earnings Release - Fourth Quarter 2021. It includes disbursement in renewable energy, sanitation, sustainable agribusiness, ESG Linked-Loan, Prospera Santander Microfinanças, green bonds issued by the bank, other businesses (accessibility and mobility, other finance, RFC and Multiagro Verde) and advisory and disbursement in Project Finance (renewable energy and sanitation).

[302-1; 303-5; 305-5; 306-3]

ENVIRONMENTAL INDICATORS	2021	2020	2019	Change (2021 x 2020)
Total Energy Consumption (GJ)	946.525	981.638	1.054.950	-4% ↓
% of Internal Consumption from Renewable Energy	53	47	24	6,0p.p. ↑
Environmental Management				
Total Water Consumption (m ³)	418.272	485.531	616.126	-14% ↓
Total Waste Weight (tons)	456	516	883	-12% ↓
% of Scope 1 and 2 Emissions Offsetting	100	100	100	0 -
Number of Social and Environmental Risk Assessments	2.725	3.038	3.061	-10% ↓

[401-1; 405-1]

SOCIAL INDICATORS

	2021	2020	2019	Change (2021 x 2020)	
Customers	Net Promoter Score (NPS) (points)	59	63	56	-4,0 points ↓
	Volume of complaints on customer service channels (in thousands)	835	906	898	-8% ↓
	Prospera Santander Microfinance - Active customers	707,858	543.268	514.970	30% ↑
Employees	% of Women in Leadership Positions ¹	31,4%	28,8%	26,2%	2,6p.p. ↑
	% of Black Employees	27,3%	25,3%	24,6%	2,0p.p. ↑
	Turnover Rate (%)	23,7%	16,9%	17,4%	6,8p.p. ↑
	New Hires Rate (%)	30,0%	9,1%	13,8%	20,9p.p. ↑
	% of Employees who Completed the Online Course on Corruption Prevention	99,0%	99,0%	99,0%	0,0p.p. -
Society	Participants in Financial Education Actions (consolidated)	9.915.336	156.075	28.414	6.253% ↑
	Santander Universities - Scholarships	33.074	24.857	6.621	33% ↑
	"Friend of Value" Program - amount raised (R\$ MM)	20	23 ²	19	-13% ↓
	Social and Cultural Investment (R\$ MM) - total	129	210	135	-39% ↓

¹ The calculation criterion of Santander Brasil differs from the Santander Group's, reported on page 12.

² At the onset of the pandemic in 2020, we launched a special edition of Friend of Value aimed at supporting five hospitals. This edition raised a total of R\$ 7 million, with employees donating R\$ 3.5 million and the Bank contributing R\$ 3.5 million. The regular edition of the program brought in R\$ 15.8 million.

[102-22]

COMPOSITION OF THE BOARD OF DIRECTORS, ADVISORY COMMITTEES, AND FISCAL BOARD

% of Independent Members in Governance Bodies	2021	2020	2019	Change (2021 x 2020)
Board of Directors	56	56	56	0,0p.p. -
Nomination and Governance Committee	100	100	100	0,0p.p. -
Compensation Committee	100	100	100	0,0p.p. -
Sustainability Committee	50	50	40	0,0p.p. -
Audit Committee	100	100	100	0,0p.p. -
Risk and Compliance Committee	75	75	75	0,0p.p. -
Fiscal Board/Independent Members	100	100	100	0,0p.p. -
% of Women in Governance Bodies ¹	36%	34	29	2,0p.p. ↑

¹ The figures reflect the percentage of positions held by women on the Board of Directors and its advisory committees.



MATERIALITY

[102-40; 102-42; 102-43; 102-44; 102-46; 102-47; 102-49; 103-1]

What really matters, after all?

The Materiality Matrix is one of the most important tools for preparing this report and for the Bank's operating strategy. Its purpose is to identify the most pertinent sustainability-related topics for our business in the environmental, social, and governance domains.

In 2018, we developed our own approach for evaluating the materiality of ESG matters by combining the GRI Standards with Santander Group methodologies and a mathematical categorization of the issues identified. The result was utilized in the preparation of this ESG Report (previously called Indicators Handbook) for the years 2019 and 2020.

This year, we conducted a new study to update global and Brazilian financial industry sustainability trends. The specific trends in Brazil were derived from Brazilian Central Bank ("Bacen") and Brazilian Federation of Banks ("Febraban") publications.

Throughout the process, we applied the same methodology employed by the Santander Group on a worldwide scale: "double materiality." Under this concept, environmental, social, and governance issues are examined through two lenses:

- How the themes affect the financial performance and long-term business value of the company; and
- How the company's actions in these areas impact society and the environment.

We prioritized themes by considering both the near and medium term. To this end, we utilized the methodology's weighing and grading from the standpoint of different stakeholders.

We also listened to the Bank's customers, employees, and top management. In addition, we considered investors, consumers, civil society (non-customers), as well as applicable regulations.

[102-42]

The update process contributed to our matrix dynamically reflecting the key ESG risks and opportunities in the context of changes facing the globe. In the years to come, we will maintain the same approach: in 2022, our materiality will undergo another review.

We believe this is crucial for guiding our strategic vision, directing our actions, and assisting us in prioritizing the SDGs most relevant to our business.

[102-44]

[102-46; 102-47; 103-1]

This report focused on six priority material topics¹:

Portfolio alignment with net zero emissions by mid-century

Assessing the current carbon footprint of our portfolios and their convergence with the Paris Agreement by employing climate methodologies, establishing targets, and taking steps to direct those portfolios towards net zero.

Financial well-being of the customer

Supporting customers and local economies with products and services that meet their needs. Treating them as individuals in a straightforward and fair manner. Innovation and use of digital technologies to maximize access to products/services, while enhancing customer experience and satisfaction.

ESG Finance

Assisting and advising our customers in the transition to a low-carbon economy, including the integration of environmental and social factors into product offerings and risk assessments, and supporting the growth of markets focused on sustainable financial products.

Equality, diversity, inclusion, and well-being

Promoting diversity and inclusion in the workplace, among customers, and in society. Seeking to ensure equality, health, emotional/financial well-being, and respect among employees, with zero tolerance for harassment and discrimination.

Privacy, data protection, and cyber security

Managing risks associated with the collection, storage, and use of personally identifiable data.

Operational and business resilience

Being able to respond to a changing environment, including adverse events, while maintaining the business's resilience and evolving in accordance with the strategic priorities of One Santander, DCB, and PagoNxt.

¹ The boundaries of each topic can be found in the GRI Content Index on page 86.

Sixteen pertinent themes were identified during the materiality update process, of which six were designated as PRIORITY MATERIAL TOPICS for this reporting cycle. All other issues, however, are covered in this document - albeit without the same level of specificity as the priority themes - and are properly indicated in the GRI Content Index (page 86).

The table below displays the sixteen themes and their connections to the SDGs.

	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Priority Material Topics																	
Portfolio alignment with net zero emissions by mid-century													●				
Financial well-being of the customer								●	●			●					
ESG Finance		●				●	●						●				
Equality, diversity, inclusion, and well-being			●		●					●			●				
Privacy, data protection, and cyber security									●							●	
Operational and business resilience									●								
Relevant Topics																	
Biodiversity / ecological conservation		●												●	●		
Responsible Procurement								●				●					
Culture, Conduct, and Ethical Behavior								●								●	
Education & other support to local communities	●		●	●				●		●							
ESG risk management, incorporating climate												●	●				
Talent management and development								●									
Corporate governance					●					●							●
Financial inclusion and empowerment	●				●			●	●	●	●						
Artificial intelligence and intellectual robotization									●								●
Environmental footprint of operations							●				●						

[102-40; 102-42; 102-43; 102-47]

OUR STRATEGIC AUDIENCES AND MAIN DIALOGUE CHANNELS

Stakeholders	Dialogue channel	Frequency
Employees	Open Channel	Ongoing
	Engagement Survey	Yearly
	Coffee with Rial / Together with Mario Leão	Monthly
Customers	Customer Service ("SAC")	Ongoing
	Ombudsman's Office	Ongoing
	Social networks	Ongoing
Shareholders and investors	Meetings and gatherings	Ongoing
	Assistance to "ESG" (environmental, social and governance) rating agencies and market indexes	Ongoing
Society	Suppliers page on the Bank's website	Ongoing
	Sustainability portal	Ongoing
	Participation in external working groups	Ongoing

In addition to engaging with stakeholders for this reporting cycle, Santander communicates with them year-round.

Stakeholder engagement is critical for us to generate value for our stakeholders, whether through the way we offer our products and services, a better working environment and opportunities for our employees, stronger returns for shareholders and investors, and, most importantly, for the sustainable development of our country.

STRATEGY

We want to be part of the solution through sustainable business

[102-2; 102-4; 102-6; 103-2; 103-3; 203-2]

Our purpose is to contribute to the progress of people and businesses. At the same time, we want to support the construction of a more equitable and sustainable Brazil.

Just as important as knowing where we want to go is knowing how to get there. That is why we have a clear strategy for our environmental, social, and governance aspirations.

At Santander, we have no doubt that our primary way of creating value for our stakeholders and society is through business.

Our priorities are determined by a combination of three factors: key themes for the country's development, our vocation, and market opportunities.

We are present in every region of the country, with more than 50 million customers from all segments. This enables us to support individuals and organizations in a scalable manner, as well as maximize value creation.

We are committed to this vision. In 2017, we incorporated our sustainability positioning into our strategic planning. Consequently, our business priorities have been aligned with ESG priorities ever since.

This positioning guides us toward initiatives that are grouped into three pillars: environmental (setting a standard for sustainable business), social (working to provide opportunity for all), and governance (having the best ESG management practices).

In addition to operating through our business platform, we also seek to promote prosperity through Private Social and Cultural Investment in strategic areas.

To further boost the impact of our projects, we act to mobilize and foster a culture of giving across our internal teams and relationship networks.

We invite you to learn more about how we put this strategy into action on the following pages.

We offer a complete portfolio of financing options for renewable energy generation, emissions reduction, as well as water and energy consumption reduction for individuals, companies, and agribusinesses. [See more in Social and Environmental Business - Santander](#)

COMMITMENTS

[102-12]

The Santander Group has made global public commitments in the ESG realm, to which Santander Brasil contributes. Learn more about the 2021 goals and performance of the Group and Brazil for each of these objectives.

Our public commitments	Group Commitment	2021	
		Group	Brazil
To be among the top 10 companies to work for. ^A	Top 10 in six countries in 2021	✓ 6	6th place
Women on the Board ^B	40%-60% in 2021	✓ 40%	33,30%
Mulheres em cargos de Liderança (%) ^C	30% in 2025	26,30%	25,96%
Wage equity ^D	~0% in 2025	1%	1,90%
Financially empowered individuals ^{D E} (overall)	10MM in 2025	7,5MM	1,2MM
Renewable energy consumption ^F	100% in 2025	✓ 75%	53,30%
Single-use plastic (administrative buildings and branches) ^G	100% in 2021	✓ 100%	100%
Scholarship program (overall number of scholarships)	325k in 2021 ^H	✓ 388k	64k
Individuals helped by social programs ^I (overall)	4MM in 2021	✓ 6,1MM	855k

Visit www.santander.com for the Santander Group Report.

A. According to a reputable external source in each country (Great Place to Work, Top Employer, Merco, etc.).

B. Considers only Board of Directors.

C. The calculation criterion of the Santander Group differs from Santander Brasil's, as reported on pages 7 and 51. The Group's methodology considers CEOs and executives reporting to them up to two levels. In Santander Brasil's criterion, the calculation includes the positions of Superintendents, Executive Superintendents, and Officers.

D. Gender pay equity is determined by comparing the wages of employees holding the same position or performing similar duties at the same hierarchical level.

E. Individuals (with no access or with restricted access to banking services or who are financially vulnerable) who have access to financial services, financing, and financial education to improve their knowledge and resilience through financial literacy.

F. In countries where it is possible to certify that the electricity is generated from renewable sources. The reported percentage considers the main countries in which we operate (G10).

G. The reported percentage considers the main countries in which we operate (G10). The calculation did not penalize the deployment of any specific actions that may have been taken to address the Covid-19 pandemic and may have entailed the usage of plastic materials.

H. Individuals who were benefited by Santander Universities (students who received a Santander scholarship, had an internship with an SME, or participated in Bank-supported entrepreneurship programs).

I. The initial target of 200,000 beneficiaries was met in 2020. Consequently, the Bank has pledged to provide an additional 125,000 scholarships by 2021. Santander Universities and financial education initiatives are not considered in the data.

ENVIRONMENTAL AND CLIMATE ACTIONS



Change must happen now

The year 2021 represented a milestone in our journey to Net Zero! We made our longest-term commitment in our history. We boosted customer support for the transition to a low-carbon economy through initiatives such as clean energy financing and fostering of sustainable finance. We enhanced our operational efficiency by eliminating single-use plastic. And we made significant progress in climate governance.

ON THE WAY TO NET ZERO

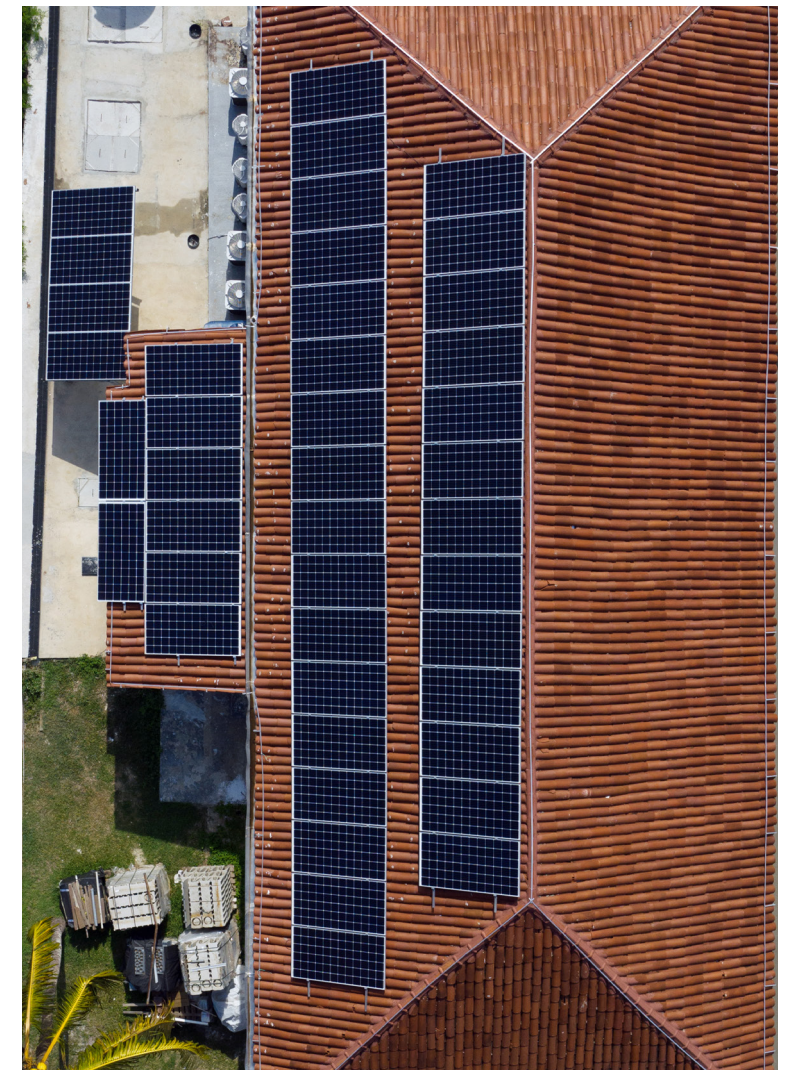
Our commitment for 2050

The corporate world is confronted with one of its greatest challenges and an enormous opportunity: the need to revolutionize business to combat climate change, which is already having an impact on people and economies around the globe.

Since we are fully aware of the critical role banks play in the transition to a low-carbon economy, we are accelerating the transformation of our governance structure, risk management, and commercial strategy to provide an even more meaningful and agile contribution to customers and the country.

We are committed to achieving net-zero carbon emissions from our customer portfolios by 2050, and we have made strides in outlining the steps required to fulfill this goal.

The next few pages underscore our main accomplishments in 2021, underpinned by the guidelines of the Net Zero Banking Alliance, TCFD (Task Force on Climate-Related Financial Disclosures), the European Central Bank, and the Brazilian Central Bank.



SCIENCE AND THE GLOBAL LANDSCAPE

The Intergovernmental Panel on Climate Change (IPCC) of the United Nations, which represents the state of the art in global climate science, scathingly concluded that climate change:

- Is serious;
- Is already underway;
- Is provoked by human action;
- And, to stop it, urgent measures must be implemented by the end of this decade.

There is robust and unequivocal evidence that human influence on the climate system is already triggering rapid and unprecedented changes in the atmosphere, oceans, biosphere, and permanent ice and snow areas.

According to the IPCC, the average global temperature has already increased by 1.1°C since the pre-industrial era (from 1850 to 1900). If urgent steps are not taken to curb greenhouse gas (GHG) emissions, the average rise of 2°C might occur by 2050, posing severe impacts and hazards to the balance of ecosystems and to mankind.



The current global climate commitments were signed by nations under the Paris Agreement, which was celebrated during the 21st Conference of the Parties (COP) in 2015. This treaty seeks to unify efforts in the fight against climate change by coordinating actions and investments aimed at stabilizing the average global temperature increase to well below 2°C, in addition to steps toward limiting the rise to 1.5°C.

Furthermore, the Paris Agreement binds all signatories, including Brazil, to Nationally Determined Contributions (NDCs) and the pledge to make their efforts more ambitious over time. In 2021, the IPCC reviewed 14,000 scientific articles and evaluated five potential emission scenarios to assess the attainment of this goal. Only one of the five scenarios has a chance of keeping the 1.5°C target alive.

For this scenario to become a reality, the study indicates that global emissions must be reduced by 45% (relative to 2010 levels) by 2030 and reach Net Zero by 2050.

See how water stress affects our customers on [page 73](#).



STRATEGY

[102-12]

Swift responses to pressing challenges



Our route to Net Zero requires that we comprehend the magnitude of climate risk in our portfolio while collaborating with each of our customers for a definitive transition of their businesses to the new economy.



Carolina Learth

Head of Sustainability at Santander Brasil

Our global ambition is to reach net zero emissions by 2050. This includes both greenhouse gas (GHG) emissions from our own operations (which have been carbon neutral since 2010) and indirect emissions, in connection with our lending, advisory, and investment services.

Our actions have due regard for the recommendations of national and international regulators, as well as industry treaties to which we have adhered. The following are a few of the most important ones:

- CMN Resolution No. 4,327/2014 by the Brazilian Central Bank: see page 77.
- SARB Regulation No. 14 by the Brazilian Federation of Banks (Febraban): formalizes key guidelines and procedures for the social and environmental practices of its signatories.

- European Central Bank: in 2021, it established deadlines and the methodology for stress tests on climate-related risks.
- TCFD: Task Force on Climate-Related Financial Disclosures. Developed by the G20 Financial Stability Board, it provides recommendations for the disclosure of clear, comparable, and consistent information regarding the risks and opportunities posed by climate change.
- Net Zero Banking Alliance (NZBA): we are signatories and co-founders of this initiative, which aims to expedite the transition of operational and attributable greenhouse gas emissions from banks' loan and investment portfolios toward alignment with net zero emissions by 2050 or earlier.
- Net Zero Asset Managers: Santander Asset Management joined this international group of 220 asset managers committed to supporting the goal of achieving net zero emissions by 2050 or sooner, in line with efforts to limit global warming to 1.5°C.
- Glasgow Financial Alliance for Net Zero: umbrella alliance bringing net zero finance initiatives under a strategic sector forum.

We will continue to make strides in integrating climate considerations into our governance, business strategy, and risk management. We have devised action plans, procedures, and targets to achieve this transition by 2050.

What does it mean to be Net Zero?

It entails reducing GHG emissions in accordance with the global targets established under the Paris Agreement and offsetting any residual emissions by removing an equivalent amount of GHGs from the atmosphere.

Globally, our strategy encompasses four action fronts and public commitments:

1. Aligning our portfolio with the Paris Agreement targets

Alignment targets are being developed in accordance with *Net Zero Banking Alliance* guidelines to ensure that projected GHG emissions are consistent with the objective of limiting the average temperature increase to 1.5°C from pre-industrial levels.

Starting from global climate-critical sectors in our portfolio, the first two decarbonization targets are to:

- Cease offering financial services to energy industry customers who derive more than 10% of their revenues from thermal coal by 2030;
- Eliminate our exposure to thermal coal mining in 2030.

2. Supporting customers in decarbonizing their operations

Offering financial solutions to assist customers in achieving their climate goals and transitioning to a low-carbon economy. See details [on page 22](#).

3. Keeping our operations carbon neutral

Reducing the environmental impact of our activities, reaching 100% of our electricity from renewable sources by 2025, and maintaining neutral GHG emissions from our operations. Learn more in the environmental management chapter. See details [on page 30](#).

4. Integrating climate into our risk management

Understanding and controlling the origins of the risks that climate change brings to our portfolios, as well as devising action plans and strategies to manage them. See details [on page 19](#).

WAYCARBON

In March 2022, the Santander Group announced a deal to acquire 80% of Brazil-based ESG consulting firm WayCarbon Soluções Ambientais e Projetos de Carbono.

WayCarbon provides three core services to assist clients in developing and implementing strategies to improve their sustainability: ESG consulting, ESG strategy and climate risk management software, and carbon credit origination and trading.

This acquisition is a major step toward enhancing Santander's sustainability solutions to support customers across all markets with their transitions to the low-carbon economy. The deal will also help the Bank further advance its own ESG objectives by committing to the voluntary carbon market, reforestation and forest conservation projects, and other kinds of emissions trading.



CLIMATE GOVERNANCE



[102-19; 102-20; 102-31; 103-2; 103-3]

How we structure ourselves to fulfill our commitments

Governance bodies involved in climate change management and the frequency with which this topic is addressed in Brazil:

Board of Directors

Advisory to the Board of Directors	
Sustainability Committee (quarterly)	Risk and Compliance Committee (quarterly)
Management – Executive Level	
Institutional Relations and Sustainability Department and Risk Department	
Sustainability Executive Superintendence	Risk Management
PRSA Senior Group (Resolution No. 4,327)	Reputational Forum
Working Groups – Technical Level	
GT PRSA Sustainable Finance Forum Reputational Risk Forum	

In Brazil, we have a local governance model that provides support to climate management. See more details:

Structure

Climate change management is embedded into the core structures of our organization. The topic is overseen by the Board of Directors, with advice from the Sustainability Committee, Risk and Compliance Committee, and Executive Committee.

Our Head of Sustainability reports to the Vice President of Institutional Relations and Sustainability and is directly responsible for the development and implementation of the overall sustainability strategy, including climate change-related actions.

Moreover, the risk management structure enables us to have an integrated perspective of climate and social and environmental risks, together with other risks related to our operations. Learn more in the Risk Management chapter, on our website, and [on the 20-F Form](#).

Working Group

Climate risks and opportunities are assessed and managed by focal points from various Santander Brasil departments, including Sustainability, Risk, Business, Facilities, and Public Policies. The group's purpose is to engage these departments in the monitoring and implementation of climate-related actions.

Policies

You can view all our climate-related operational policies by clicking on the links provided below.

- [Social and Environmental Responsibility Policy \("PRSA"\)](#)
- [Global Sustainability Policy](#)

Find out how Climate Change is part of Santander's global strategy in the [Climate Finance Report](#).

Sustainability dashboard

The key indicators of our sustainability agenda are tracked monthly through a dashboard that is reported to the Bank's CEO, the Sustainability Committee, and executives responsible for the strategy and management of ESG issues. This monitoring encompasses the performance of social and environmental risk assessments, sustainable business, and internal management (such as water and energy consumption and greenhouse gas emissions).

For information on the composition and procedure rules for our decision-making bodies, please visit the [Investor Relations website](#).

Climate-related targets and incentives

We incorporated specific ESG-related targets, including sustainable business, into the performance reviews of our executives and other staff at various hierarchical levels, with direct implications for their variable compensation (see the [Governance](#) chapter).

ESG Culture: Retail and Wholesale training

At the end of 2021, 98% of the professionals in our branch network were trained in sustainable business. In addition, we launched the Wholesale Certification program at the end of the year, concentrating on environmental, social, and governance matters. This certification is mandatory for career progression within the organization.

CLIMATE RISK MANAGEMENT



Our actions in the short, medium, and long term



Climate change is rapidly becoming a theme of integrated risk management, and Santander Brasil is evolving at a swift pace in this direction. In addition to complying with a new set of Brazilian Central Bank regulations, in 2021 we started working on the execution of the European Central Bank-mandated climate stress test over a 30-year horizon.



Marcelo Golovaty
Executive Superintendent of Integrated Risk Management

[102-11; 102-15; 103-2; 103-3; 201-2]

To identify the Santander Group's vulnerability to climate change, we keep track of our exposure to the most sensitive sectors, as specified by the TCFD, as well as the geographies most likely to be affected by physical risks.

The Santander Group's strategy for assessing and managing the possible consequences and effects of climate change on its loan portfolio is predicated on three major actions:

- Construction of climate scenarios;
- Translation of climate scenarios into risk factors for financial impact estimates;
- Adaptation of climate risk factors to the methodology and credit models used to determine the Probability of Default (PD) and Loss Given Default (LGD).

Furthermore, we identify, assess, monitor, and proactively manage the most significant social and environmental risks that could have an impact on our results, liquidity, or capital, thereby harming the financial health of our businesses. Climate change-related risks have also been incorporated into the Top Risks ([click here to learn more](#)).

Climate stress test

In 2021, we participated in climate stress tests initiated by the Group. The Brazilian unit provided data for the global analysis that is being undertaken with a view to adapting our risk management to the new European Central Bank regulations.

By doing so, we are taking the first steps towards aligning the Brazilian unit with the most advanced social and environmental standards in the country, as well as international requirements.

To learn more about the methodology employed in the climate stress test, please refer to the [latest Climate Finance Report](#).

Climate Risks mapped by the Santander Group

The Santander Group views climate risk as a cross-cutting issue. In other words, it can be an aggravating factor for all risks conventionally managed by Santander: credit, market, and operational (including reputational) risks.

We believe there are two major risk sources associated with climate change: physical and transition risks.

Physical risks

They can be caused by either acute events or long-term (chronic) changes.

- Acute physical risks: these include an increase in the frequency and intensity of extreme weather events such as droughts, hurricanes, and floods.
- Chronic physical risks: these include changes in rainfall patterns and extreme weather variability, higher average temperatures, chronic heat waves, and rising sea levels.

Physical risks can lead to financial repercussions, namely:

- Reduced revenues stemming from transportation issues, disruptions in the supply chain, and other sources of stress generation;
- Reduced revenues and increased costs due to workforce-related problems (health, safety, absenteeism, etc.);
- Loss of assets resulting from damage to property in “high-risk” areas;
- Increased operating costs brought on by, for instance, a lack of water at hydroelectric plants;
- Wind pattern shifts causing decreased energy production;
- Agricultural losses;
- Higher capital costs attributable to, for example, facility damage;
- Reduced revenues owing to sales declines;
- Higher insurance premiums and lower insurance sales in “high risk” areas.

Transition risks

They pertain to actions needed to meet climate change mitigation and adaptation requirements, encompassing regulatory, technological, and market risks.

- Regulatory risks: these generally fall into two categories — those that seek to restrict activities contributing to the adverse effects of climate change and those that look to promote adaptation to climate change. The associated risk and financial impact of regulatory changes are contingent on the nature and timing of the change.
- Technological risks: these derive from improvements or innovations to enable the transition to a low-carbon, energy-efficient economy, and can have a substantial impact on businesses when new technology displaces old systems and disrupts portions of the existing economic structure.
- Market risks: these can manifest as shifts in supply and demand for certain commodities, products, and services, as growing importance is placed on climate-related risks and opportunities.

Our short-, medium- and long-term horizon

Short term	Up to 1 year	The actions that comprise our strategic planning consider three implementation time horizons and are aligned with the projected budget. Periods exceeding seven years are subject to ad hoc assessments.
Medium term	From 1 to 5 years	
Long term	From 5 to 7 years	

Long-term strategic risk mitigation

Climate risks are a component of our primary framework for identifying and evaluating strategic risks, Top Risks. This is a tool designed to identify, quantify, and mitigate potential internal and external threats, including climate change, that could have an impact on the Bank's strategic and financial planning.

The Integrated Risk Management department is responsible for the identification and evaluation process, which is updated every quarter. The generated insights inform our Risk Profile Assessment, Business Model Assessment, and regulatory exercises (ICAAP and ILAAP).

These risks fall into two categories:

- **Plausible risks:** scenarios with a 5% to 15% chance of occurring within the next three years. These risks pose threats to Financial Planning.
- **Tail risks:** scenarios with less than a 5% chance of occurring within the next decade. Although they are less likely to materialize, if they do, the repercussions may be more significant than those caused by plausible risks. These risks pose threats to Strategic Planning.



To learn about short- and medium-term risk mitigation, please refer to the Social and Environmental Risk section in the Risk Management chapter.

SUSTAINABLE BUSINESS



Pioneering solutions for decarbonizing the economy

[102-15; 103-2; 103-3; 201-2; 203-1; 203-2, G4 FS8]

Climate change and social inequality are two of the most pressing challenges of our time. We collaborate with our customers to develop financial solutions to support both the transition to more sustainable business models and the adaptations required to make them more resilient in the face of climate change effects that are already impacting us.

Over the past two decades, we have consolidated a comprehensive portfolio of financial solutions for sustainability, serving everyone from low-income micro-entrepreneurs and Retail customers to large Wholesale corporations. Microfinance, renewable energy, agribusiness, sanitation, water and energy efficiency, waste management, and mobility are our primary activity areas.

We have a seat on the Board of the ICMA (International Capital Markets Association). The Green and Social Bond Principles devised by the association serve as a source of inspiration for our daily endeavors.

In February 2022, we published the Sustainable Finance Classification System (SFCS) – the Santander Group’s framework, which was reviewed by Sustainalytics¹¹ – to provide transparency regarding the criteria we apply to our products, services, and investments classified as green, social, or sustainable.

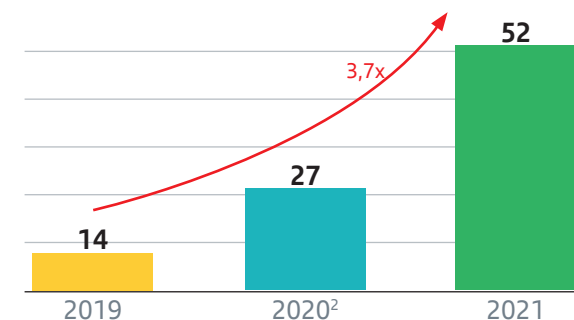
¹¹ Sustainalytics, a Morningstar company, is a leading global provider of ESG and corporate governance research, ratings, and analysis. It has vast expertise assisting financial institutions in the development of eligibility standards and providing third-party opinions on sustainable securities and funds.

This document is based on international industry guidelines and principles, including the ICMA Green and Social Bond Principles, the Climate Bonds Standard, as well as the European Union and Febraban Taxonomies.

In July 2021, we established the Sustainable Finance Forum to prevent the risk of greenwashing. This body is responsible for reviewing sustainable operations and ensuring consistency with the SFCS and market standards. The forum, which is composed of senior executives from the Sustainability, Risk, Social and Environmental Risk, Business, Compliance, and Legal departments, also evaluates the reputational risks associated with our transactions. In total, 31 proposals were approved out of 40 that were evaluated during the year.

With this, we facilitated **R\$ 51.6 billion¹ in sustainable business initiatives in 2021**, a 93% increase from the previous year². In the past three years, this volume has nearly quadrupled.

Evolution (R\$Bi)



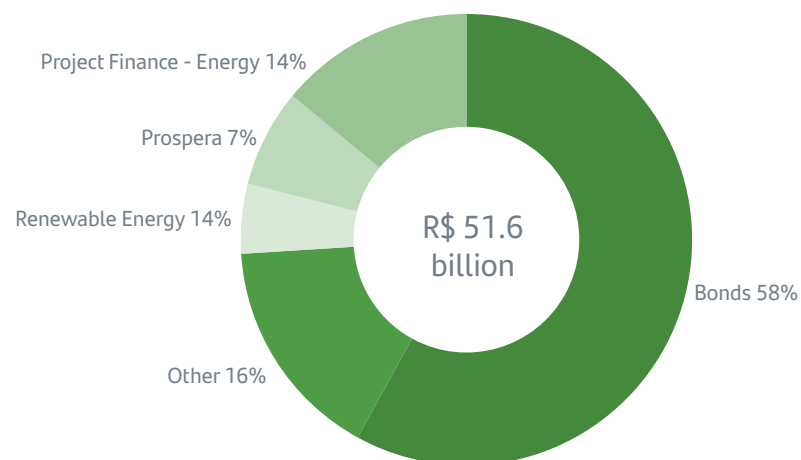
¹ Including disbursements for renewable energy, sanitation, sustainable agribusiness, ESG-linked loans, Prospera Santander Microfinance, other businesses (accessibility and mobility, other financial operations, RFC, and Green Multiagro), as well as Project Finance advisory and disbursements (renewable energy and sanitation), in addition to green bonds issued by the Bank in 2021.

² Compared to 2020, the overall figure for sustainable business now includes accessibility and mobility, other financial operations, RFC, and Green Multiagro.

2021 Disbursement Highlights

- **R\$ 30 billion** in sustainable debt securities issued with Santander's participation
- **R\$ 3.4 billion** for productive and targeted microcredit through Prospera Microfinance
- **R\$ 1.3 billion** in sustainable financing for medium and large Wholesale companies

disbursement % by operation type



Sustainable Finance Classification System (SFCS)

Early in 2022, the Santander Group published the Sustainable Finance Classification System, which comprises a set of standards guiding the framework of operations with social and environmental characteristics, thereby promoting business consolidation, transparency, and growth.

Sustainable businesses innovation and expansion in Wholesale

We were at the forefront of the first Green Bond issues by Brazilian companies on the international market in 2015. Since then, we have grown our business in this field, launching new solutions on the national market that support customers in raising capital for their development projects.

In 2020, for instance, we helped structure the second sustainability-linked bond issue in the world and introduced unprecedented financing lines into Brazil, such as sustainability-linked loans. Under this loan type, there are no restrictions on the use of funds, but their rates are tied to the achievement of sustainable targets, according to recognized industry principles and guidelines, such as the LMA (Loan Market Association) Sustainability-Linked Loan Principles, and the ICMA (International Capital Market Association) Sustainability-Linked Bond Principles.

In 2021, we released the Low-Carbon CDB, which is geared toward businesses seeking low-risk, sustainable investments. By purchasing this product, investors can designate a predetermined percentage of their investment yield – which may also vary – to fund credit lines and sustainable operations that promote a low-carbon economy. We closed the year with R\$ 110 million invested.

Instrument	Volume	YoY
Green, social, and sustainability-linked bond issues	R\$ 30 bi	173,5% ↑
Green financing (targeted purpose and sustainability-linked)	R\$ 1.3 bi	4,2% ↑

Leadership in renewable energy

We have been fueling the development of this industry since 2009, accounting for the structuring and financing of over 30% of all wind projects built in the country, according to data from the National Electric Energy Agency ("ANEEL"), in addition to playing a prominent role in concentrated solar energy.

We also stand out in distributed solar generation financing. Through Santander Financiamentos, we offer specific credit lines for the purchase of photovoltaic panels to individuals, businesses, and agribusinesses. To achieve this position, we undertook a series of actions during the year:

- We launched a television ad campaign;
- We extended the financing period for Retail customers from 60 to 96 months;
- We trained 95% of store relationship managers to offer this type of financing;
- Together with our partner companies, we hosted in-store events where we set up stands to display solar panels and run financing simulations;
- At Santander-sponsored stands, we used solar panels to generate electricity. At the "Taste of São Paulo" event, all energy consumed by the stand was generated in this manner;
- We introduced a homeowner's insurance policy that covers solar panels installed on home rooftops.



Santander Brasil remains committed to the expansion of energy generation from renewable sources, acting as one of the country's most active financiers of sustainable projects. In addition to fostering its viability through contracts for the purchase and sale of energy in the free market, the Bank fulfills its customers' demand for energy from clean sources and is committed to utilizing 100% renewable energy by the end of 2025.



Rafael Thomaz

Head of Energy Trading at Santander Brasil



Partnership with responsible agribusiness

We are partners of Brazilian rural producers in their transition to a more responsible, productive, and efficient agriculture.

We provide these customers with a comprehensive array of credit lines, including our own and on-lending products, which fund, among other solutions, low-carbon practices, more efficient equipment, and traceability certifications. In 2021, we disbursed R\$ 346 million in these lines.

Moreover, we were one of the biggest players in the on-lending of funds through the BNDES' ABC Program, which is directed to initiatives that contribute to mitigating greenhouse gas emissions and other environmental impacts resulting from agricultural activities, such as pasture recovery, no-till farming, and organic production systems. Through this line alone, R\$ 326.3 million were on-lent to our customers.

Energy+ Agro

To encourage the adoption of solar energy generation systems in rural areas, we developed the Energy+ Agro program, which features sector-specific conditions, including a 120-day payment grace period, terms of up to 96 months, and a fully online contracting process. Partner distributors develop the entire system implementation project for the customer and the budget is established via the santander.com.br/agrosolar website.

AGRO LIVE STREAMS

During the year, we hosted six live stream sessions on agribusiness-related themes, including climate change, opportunities and trends, the importance of risk management in the industry, and the role of financial institutions. Overall, we registered 376,000 impressions on our social networks.



To help our rural producer customers prosper, we go far beyond just providing financing. Our offer includes guidance on the proper use of land and the preservation of natural resources, which entails, among other measures, the reduction of fertilizer use, the disposal of packaging, and the mitigation of social and environmental risk.



Carlos Aguiar Neto
Director of Agribusiness at Santander Brasil

Boosting the national carbon market

The National Biofuel Policy, also known as RenovaBio, went into effect in 2019 to promote the decarbonization of the country's transportation energy matrix by establishing emission reduction targets for the sector.

To facilitate this transition, Brazil's first regulated carbon market, on which decarbonization credits ("CBIOs") are traded, was introduced in 2020. The credits are issued by certified biofuel manufacturers and importers.

These assets can be purchased by individual investors and businesses that need or wish to voluntarily offset their CO2 emissions. Each CBIO represents one ton of CO2 emissions prevented.

Since we believed in the program's potential, we worked alongside biofuel producers to ensure its success, becoming pioneers in underwriting these types of securities. In 2021, we accounted for 65% of the volume of CBIOs underwritten, operating in both the primary and secondary markets.

CBIOs trading can be followed in real time by our customers at <https://cbio.santander.com.br/>.



We maintained our dominance in the CBIOs market with a 65% share. The Brazilian market presents numerous opportunities, and our ambition is to also expand into the voluntary carbon market, which has grown exponentially over the past few years.



Luiz Masagao Ribeiro Filho
Treasury Director at Santander Brasil

Sanitation

Sanitation is one of the areas in Brazil that most need investment. Throughout the course of the year, we provided advisory and financing services for projects totaling R\$5.6 billion in this field.

At the start of the year, we held three days of discussions and reflections on the sector, which is expected to generate R\$ 600 billion in investments in the coming years. The event's videos received over 700,000 views and impacted 8.7 million people on social media.

In May, we directed US\$ 25 million through a line from the International Finance Corporation (IFC) to the São Paulo government-led Pinheiros River cleanup project. The goal of the project is to reduce the discharge of sewage, improve the quality of river's waters, and restore its surrounding environment. A portion of the funds will be allocated to waste pickers' cooperatives to support the removal of recyclable waste from creeks and streams that flow into the river.

In August 2021, we provided financial advisory to the Marco Zero Consortium, spearheaded by Equatorial Energia, in structuring an offer that won the first major sanitation auction in Northern Brazil, involving the concession of services by Companhia de Água e Esgoto do Amapá ("CAESA"). Currently, only seven out of every 100 people in Amapá have access to sewage collection, and just one in every three has access to treated water. The project will improve the provision of basic sanitation services to approximately 750,000 people across all sixteen municipalities in the state for a period of 35 years.

Urban mobility

We were the first to establish credit lines to fund accessibility and urban mobility in the country. In 2021, we strengthened this strategy by relaunching Mobility CDC, a loan product that finances the purchase of regular or electric bicycles.

To empower our commercial team, we bolstered our internal communication about the product and began promoting our other cycling-related solutions:

- Homeowner's insurance with coverage for bicycles and scooters, including occurrences both inside and outside the house;
- Ben Bike, an assistance service that offers repairs, tire changes, brake adjustments, and transportation in the event of bicycle accidents. This product debuted on the market in January 2022;
- Electric motorcycle sharing, a project in partnership with manufacturer Riba that makes 50 vehicles available to customers and non-customers in São Paulo's south zone. The initiative was launched in January 2022, on the day of the city's anniversary.

Along with these solutions, we sponsored the country's largest cycling event, Brasil Ride, as well as the athlete Henrique Avancini.

Recycled Card

In 2021, we became the first bank to issue cards made of recycled plastic. The pilot project's first batch of 1,500 cards was distributed to businesses committed to sustainable development. Beginning in the first quarter of 2022, this material will be used to manufacture new SX and Elite cards, in card exchanges, and for new customer cards. We anticipate an 85% reduction in the use of conventional plastic.

Tran\$forma Project

In October, we teamed up with Brazil's Mint ("Casa da Moeda do Brasil") and Equipa Group, a company specializing in positive impact, to give banknotes an unprecedented and sustainable destination. Under the Tran\$forma Project, Brazilian Real banknotes will be repurposed to build furniture for Santander's mini branches ("PAB"), thereby extending their useful life. Casa da Moeda's headquarters in Rio de Janeiro houses the initiative's first PAB.

The initiative is founded on the non-linear production principle underlying the circular economy. In other words, the raw material and its application are thought out for the entire life cycle of the product or service, generating transformation and new purposes since their conception.

Sustainable Station

We transformed the Vila Olímpia station in the city of São Paulo into the first sustainable station in the country, thus increasing the efficiency with which natural resources are being used on site. As a result, the station now generates 70% of its power from solar panels and boasts a water recycling system.



AMAZON

How we embrace the cause of developing one of our nation's greatest assets



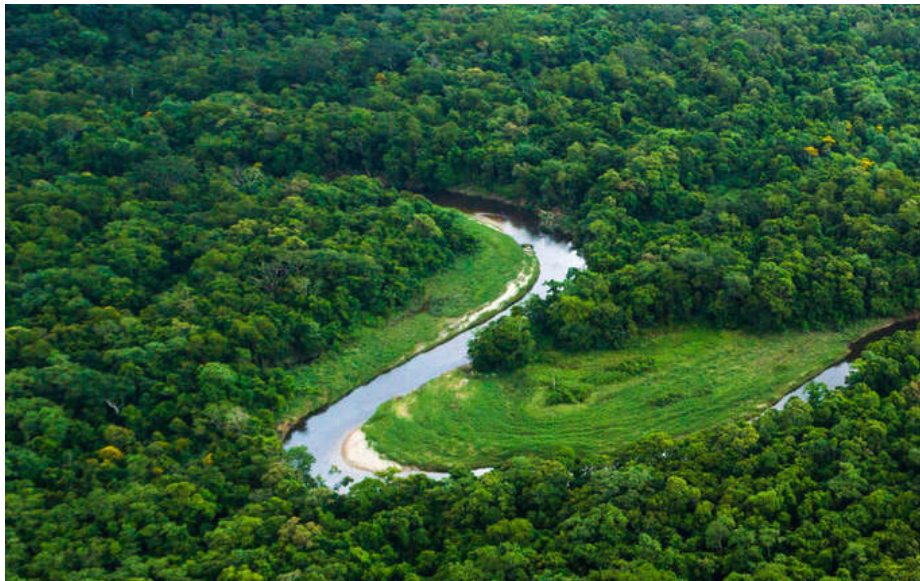
[103-2; 103-3]

In its first year of implementation, [the Amazon Plan](#) was structured around strengthening the bioeconomy, a central theme of our discussions since 2017 and in our commitment to the region's sustainable development.

The plan seeks to promote sustainable development in the region and has prioritized the elimination of deforestation in its beef processing production chain ([learn more in the Risk chapter](#)), funding the cultivation of local crops such as açai, Brazil nuts and cocoa, as well as identifying opportunities for bioeconomy development and land tenure regularization. Check out the [landing page on our website](#).

In 2021, we engaged our top meatpacking customers with our goal of achieving zero deforestation in the entire cattle supply chain by 2025, as part of the Amazon Plan implementation.

In September 2021, we hosted the "Bioeconomy in Focus" event in collaboration with Bradesco and Itaú. The meeting put a spotlight on the importance of the sector to Brazil's GDP and featured an opening panel of CEOs, who took stock of the first year of the Amazon Plan. In the first week, the video of the event garnered 2.9 million views and impacted 9.3 million people through Santander Brasil's social media channels alone.



Understand the Amazon Plan

Launched in 2020 by Santander, Itaú, and Bradesco in 2020, the Amazon Plan is a task force dedicated to the region's sustainable development. The document outlining the initiative contains ten concrete action steps to eliminate deforestation in the meat production chain, encourage sustainable crops, develop environmentally friendly transportation, payment projects for environmental services and carbon credits, among others.

In 2021, we established the Northern Amazon Network, a business unit that covers the Brazilian states of Amazonas, Acre, Rondônia, and Roraima. We reinforced our structure to better serve our customers in these states, ending the month of December with 36 stores.

Throughout the year, our Agribusiness, Sustainability, and Northern Amazon Network teams visited small and large cocoa and fish farming producers, slaughterhouses, and processing industries for these crops in Rondônia, following the Amazon Plan's agenda for financing sustainable crops. At the end of the year, disbursements to these businesses totaled R\$ 270 million, thus bolstering enterprises that preserve the standing forest, while generating income for local communities.

Live streams on climate change and the green economy

In June 2021, we sponsored the Global Citizen Forum, where former U.S. Vice President Al Gore spoke about the environment, climate change, and sustainable development. Considering the social networks of the Globo Group and Santander, we registered a total of 7.5 million impressions.

In December, we held the "Rio: The Green Investment Capital of Brazil" event at the Museum of Tomorrow, which discussed opportunities on the ESG agenda for the city of Rio de Janeiro and Brazil. The meeting had 17 speakers and 363 in-person attendees, as well as 7.8 million impressions and 3.8 million views on digital channels.



ENVIRONMENTAL MANAGEMENT



Increasingly efficient operations

[103-2; 103-3; 302-1; 303-5; 305-1; 305-2; 305-3; 305-5; 306-3; 306-4; 306-5]

In recent years, we have made two major commitments to society to make our operations more environmentally efficient:

Energy	Use only renewable energy in 100% of our stores, administrative buildings, and Data Center by 2025.	53.3% implemented in administrative buildings and stores across Brazil as of December 2021.
Plastic	Eliminate single-use plastic consumption in our operations by 2021.	100% implemented in 2021

Environmental Management

The Headquarters, Radar, and Data Center buildings are ISO 14001 certified, recognized by external auditors, and subjected to annual maintenance.

We also have the LEED (Leadership in Energy and Environmental Design) certification at our Headquarters, Data Center, and Granja Viana store in Cotia (São Paulo state), which was the first building in South America to receive this accreditation. This seal attests to the sustainability and low environmental impact of buildings.



NEW ROOFTOP SOLAR POWER PLANT

In early 2022, we inaugurated a solar power plant atop the Digital Generation and Radar buildings. More than 3,000 solar panels generating enough energy to power nearly 800 homes or 100 small stores. In technical terms, we estimate 1,500 MWh of generation per year.

The panels were installed in just four months, without halting work on either structure. In this era of resource constraint, Santander is once again positioning itself sustainably by promoting the use of renewable energy.

Emissions Measuring and Reporting

Greenhouse Gas (GHG) emissions were first measured at our facilities in 2009. Since then, we have utilized this data for our mitigation and offsetting strategies.

Greenhouse Gas Emissions

[102-49; 305-1; 305-2; 305-3]

Emissions in CO2 equivalent metric tons (tCO2e)

	2021	2020	2019	Change (2021 x 2020)
Scope 1	6.434,25	13.037,47	17.319,38	-51% ↓
Scope 2	27.765,03	8.495,73	20.302,41	227% ↑
Scope 3	28.354,63	12.631,54	28.602,76	124% ↑

In addition, we began reporting to the [CDP \(Carbon Disclosure Project\)](#) in 2011, the largest database of business practices relating to climate change, emissions, water, and forests.

Our emissions history is available on the Brazilian GHG Protocol [Public Emissions Registry](#) and at www.santander.com.br/sustentabilidade.

Visit the [CDP](#) website and www.santander.com.br/sustentabilidade for our answers.

Emissions mitigation

[302-4]

- Energy: since 2007, we have contracted energy from renewable sources (small hydroelectric, solar and wind power plants, as well as biogas from landfills). Since 2020, all our administrative buildings have been entirely powered by renewable energy, and in 2021, we advanced with the implementation of this power source at the Radar and Digital Generation buildings. Beginning in 2022, these facilities will be supplied by one of Brazil's five largest solar power plants erected in an urban area. The Data Center will start using renewable power in 2022, moving forward in our pledge to reach 100% by 2025.

[302-1]

Energy consumption within the Organization (in GJ) ¹					
	2021	2020	2019	% of total consumption (2021)	Annual reduction
Fuel consumption from renewable sources	5.393	9.794	20.859	0,6%	-45% ↓
Fuel consumption from non-renewable sources	25.463	27.680	40.550	2,7%	-8% ↓
Electricity consumption	915.669	944.164	993.541	96,7%	-3% ↓
Total energy consumption	946.525	981.638	1.054.950	100%	-4% ↓

¹ Including consumption at the Headquarters, Santander Theater, Radar, Data Center, Digital Generation 1, Rio Branco 70, Álvares Penteado, Generali, Santander Lighthouse Porto Alegre, Santander Lighthouse São Paulo, Investment Block, Station 33 buildings.

- Waste management: see the adopted measures on [page 33](#).
- Transportation: control of land and air travel, increased use of videoconferencing, and the provision of bike racks for employees at Santander Headquarters in the city of São Paulo and the Data Processing Center in Campinas (São Paulo state).

Emissions offsetting

We have been carbon neutral since 2010, fully offsetting our scope 1 (direct responsibility) and 2 (indirect responsibility, stemming from electricity consumption) emission sources¹.

From 2009 to 2013, our offsets were accomplished by planting native trees in degraded regions as part of two projects: Santander Forest and Ecological Corridor.

From 2013, we began purchasing carbon credits from projects authorized to issue Verified Emission Reductions ("RVEs"). To select these projects, we have adopted our own methodology, which ensures social and environmental benefits for the regions in which they are located.

Since 2021, the acquisition of credits in Brazil has followed Santander's global methodology, which governs the Group's Carbon Neutral strategy across all its business units. On a par with Brazil's approach, it is predicated on working with certified projects that not only help to offset carbon emissions, but also provide social and environmental gains.

Carbon-meter

In 2021, to engage our employees on the matter, we launched the Carbon-meter, which measures the Bank's carbon emissions in real time and makes this information available on NOW, our internal platform.

The initiative aims to engage our staff in our commitment to being Net Zero by 2050. At the end of the year, another step was taken: we began encouraging our employees to reduce their own carbon footprints.

To this purpose, a calculator that estimates individual emissions based on lifestyle, transportation, and energy consumption has been developed, in addition to offering tips for changing habits. We also provide special financing terms for the purchase of solar power generation equipment, bicycles, and electric vehicles.

Fornecedores

To engage our supply chain on the importance of climate awareness, we invited 238 suppliers to complete the [CDP Supply Chain](#) questionnaire in 2021. In total, we had 80 respondents.

Water

To make rational and efficient use of water, we employ a variety of technologies and management practices, including:

- Centralized monitoring of water consumption at our administrative buildings, allowing for prompt action whenever an anomaly is detected.
- Use of systems such as vacuum flushing, automatic taps, and aerators for water flow control.
- Utilization of rainwater at our Headquarters in São Paulo, the Data Center in Campinas (São Paulo state), and, since August 2021, the Radar and Digital Generation buildings. Additionally, the Data Center includes an air conditioning system that does not use water for cooling. With the rise in rainfall volume in the region throughout the year, we were able to significantly reduce water consumption at the Data Center.

[303-5]

	Water consumption (in m ³)		
	2021	2020	2019
Branches ¹	335.652 ↓	374.366	484.300
Administrative buildings ²	91.178 ↓	97.065 ³	131.808 ³
Total	426.830 ↓	471.431 ³	616.108 ³

¹ Network consumption refers to the total number of stores that are supplied with water by a concessionaire.

² Including consumption at Santander Headquarters, Santander Theater, Radar, Data Center, Digital Generation 1, Rio Branco 70, Álvares Penteado, Generali, Porto Alegre Cultural Center, Santander Lighthouse São Paulo, and Investment Block buildings.

³ Revised figures due to bill price adjustments. [102-48]

¹ Scope 1: emissions from sources that the organization owns or controls (own fleet). Scope 2: emissions from the company's own energy consumption. Scope 3: emissions from our value chain (cash transportation, travel, employee commute, waste, and goods & services purchased).

Waste Management

At our administrative buildings, we manage, properly dispose of, and, if applicable, compost waste, sending only non-compostable waste to landfills. We achieved considerable reductions in waste generation in 2021:

- Paper: a 15% decrease thanks to the Santander 5.0 program, which was implemented to promote process digitization.
- Plastic: through the Deplastify program, we accomplished our aim of eradicating all single-use (disposable) plastics from our buildings and stores by 2021. The total amount of plastic waste decreased by 52% compared to the previous year.
- Organic waste: our corporate headquarters has a system for dehydrating organic waste from restaurants and common areas. The biomass produced is then transformed, through windrow composting, into a compost substrate that is used in gardens and green spaces of administrative buildings.
- Electronics: we have recycled electronic waste such as computers, self-service machines, and telephones since 2017. A specialized company processes and separates the materials after receiving the equipment. Plastic and metal are reused by industries that employ them as raw materials, thereby reentering the production cycle.
- With the Landfill Zero project, we initiated a series of actions to end the disposal of non-recyclable waste in Brazil's landfills, providing an alternative destination for non-recyclable trash. We seek solutions to repurpose waste to, for instance, generate energy or heat ovens. The project has already been implemented in seven buildings (Headquarters, Digital Generation, Álvares Penteado, Santander Lighthouse Porto Alegre, Santander Lighthouse São Paulo, Investment Block, and Data Center).

[301-1; 306-2; 306-3; 306-4; 306-5]

Waste (in tons) ¹					
Disposal method – non-hazardous waste	Type of waste	% reduction	2021	2020	2019
Recycling	Paper	-15% ↓	104,1	122,1	190,1
	Plastic	-52% ↓	22,6	46,6	104,8
	Metal	-32% ↓	3,9	5,7	9,9
	Glass	-35% ↓	10,4	16	21,84
Composting	Organic waste	-4% ↓	172,5	179,4	342,0
Landfill	Non-recyclable waste	-2% ↓	142,8	146,2	213,0
Total		-12% ↓	456,3	516,0	881,6

¹ Including consumption at Santander Headquarters, Radar, Data Center, Digital Generation 1, Rio Branco 70, Álvares Penteado, Generali, Porto Alegre Cultural Center, Santander Lighthouse São Paulo and Investment Block buildings.

Total Paper Consumption - Administrative Buildings + Branches (in tons)			
	2021	2020	2019
Total	2.134 ↓	2.471	4.304

SOCIAL

Humanity is pressed for time

Our social initiatives accelerated considerably in 2021. In the entrepreneurship sphere, our microfinance program beat its own marks and established itself as the country's largest among private-sector banks. In the field of education, Santander Universities celebrated its 25th anniversary, while in the realm of internal mobilization, Friend of Value attained all-time highs in participation and fundraising.



SOCIAL AND CULTURAL INVESTMENT

[103-2; 103-3; 201-1; 201-4]



Supporting projects, mobilizing people



Through social programs and projects, we support socially vulnerable individuals from different regions of the country. This entails promoting the rights of children, adolescents, and the elderly to ensure that every single person is treated with dignity.

In 2021, the number of people impacted totaled **542,000**.

We also look to contribute to the cultural formation of society, as we recognize that this is an essential element for the individual development of each citizen. Through institutional actions, investments in cultural units, and sponsorship of programs and projects, we strive to increase the population's access to culture.

On the following pages, you will find additional information regarding these efforts.

SOCIAL PROGRAMS AND PROJECTS

Friend of Value

Established in 2002, the Friend of Value program enables individuals and businesses to designate a portion of their Income Tax liability to programs that safeguard the rights of individuals under the age of 18. Its mechanics are based on article 260 of Brazil's Child and Adolescent Statute ("ECA" in Portuguese).

In practice, the initiative makes it possible to deduct charitable contributions from the income tax, within the parameters of the legislation. In this manner, it encourages taxpayers to help the supported projects and to exercise tax choice.

The funds are employed by the Child and Adolescent Rights Councils of each municipality in a series of projects undertaken by local social organizations chosen by our team. By participating in the program, employees, customers, and suppliers can pick a pre-selected initiative to help with their contributions. After a donation has been made, each project is responsible for handling all bureaucratic formalities and providing donation receipts, thus ensuring that project supporters' tax returns are processed smoothly.

In this edition, 100 social projects from 21 states across the nation were chosen to receive donations. Compared to the previous year, this marked a 70% jump in the number of initiatives embraced.

In addition to mobilizing our employees and vast relationship network, the Santander Conglomerate also contributes to the fundraising effort. Each year, 1% of the Income Tax (IR) due by Banco Santander and its Affiliates is allocated to the program.

In 2021, on the eve of its 20th anniversary, Friend of Value mobilized employees, customers, suppliers, affiliates, and partner companies to raise a record-breaking of around R\$ 20 million.



In addition to preserving the rights of children, particularly those in vulnerable situations, the exercise of tax choice allows us to redirect 6% of our tax liability to projects that touch us. And it is always worth noting that those who receive funds at the time of the tax return will receive more than the amount contributed once the Selic rate has been applied. And whoever pays will, obviously, pay less.



Renata Biselli
Superintendent of Social Projects

Elderly Partner

The Elderly Partner program is also based on a tax incentive law and functions similarly to Friend of Value. In addition to directing funds from our own income tax, we encourage corporate customers and suppliers to contribute a portion of their income tax to Municipal Funds for Elderly Rights through this program. Approximately R\$ 9 million was raised and channeled to 59 projects in 2021.

Our cause is to uphold and enforce the law that safeguards the rights of children and adolescents, as well as to promote care for the elderly, thereby ensuring that every person is treated with dignity. Respecting and preserving rights are a core premise and fundamental part of our social engagement. How about joining us in this cause?

Partners in Action

Executed in partnership with Accenture, this program offers training, specialized support, and financial education for entrepreneurs, customers, and non-customers from all regions of Brazil. The initiative provides free online education at www.parceirosemacao.com.br. More than 11,400 individuals participated in the program in 2021.

Corporate Volunteer Program

A series of actions aimed at encouraging social engagement and a culture of giving among our employees. In 2021, more than 26,000 employees took part in initiatives such as:

- **Santander Effect:** our employees are mobilized to carry out coordinated actions throughout Brazil, from revitalizing squares and schools to collecting items for donation. In 2021, we had over 2,400 voluntary participants;
- **Brazil Without Hunger Campaign:** an internal project designed to raise funds for the donation of food baskets to the non-governmental organization Ação da Cidadania. The campaign garnered support from over 18,000 employees. Considering contributions from affiliated companies and the Bank itself, the total amount raised was equivalent to 167,000 food baskets;
- **T.H.I.N.K.:** our basic financial guidance program served roughly 800 individuals in 2021. Its purpose is to impart basic financial knowledge to the public serviced by social organizations, either online or in person.

Endowment

We have made increasing investments to establish endowments. By utilizing these vehicles, also known as equity or philanthropic funds, non-profit institutions, and organizations, such as universities and hospitals, can secure a structure for their long-term financial viability. We have experts in resource allocation, philanthropy, and legal advice to help the organization on its journey to long-term sustainability.

In essence, endowments are managed in the same way as investment funds available on the market. The distinction is that the earnings are reinvested to ensure the perpetuity of the institution or programs that inspired the donations. Hence, the instrument ensures financial resource predictability and continuity, providing stability for the entity to focus on its mission.

In 2022, we doubled our Assets Under Management (AUM).

CULTURAL PROJECTS

To enhance the population's access to culture, we deploy institutional initiatives, investment in cultural units, as well as program and project sponsorships. See below.

Santander Lighthouse

In January 2022, we celebrated the four-year anniversary of Santander Lighthouse São Paulo, our culture, leisure, and entrepreneurship hub that has been contributing to the revival of the city's historic downtown district.

Throughout 2021, we hosted unprecedented exhibitions, such as the "Space Future" show. We also staged virtual events, including the "Miró's Garden of Wonders" exhibit, which was open to the public via free remote access.

In addition, we have Santander Lighthouse Porto Alegre, which was inaugurated in 2019 and is in the heart of the historic downtown area of Rio Grande do Sul's capital city. There, we showcase contemporary art created both within and beyond the state. A highlight of 2021 was the "Tarsila for Children" exhibit, which featured immersive experiences designed for children and adults alike.

In 2021, due to the pandemic, we maintained special safety and health protocols, along with restricted hours and a lower maximum occupancy at both units. Nevertheless, approximately 283,500 people visited the two buildings during the year.

Santander Theater and 033 Rooftop

These cultural spaces in São Paulo are operated with state-of-the-art structure and technology, hosting national and international artistic shows, as well as major events. Due to the pandemic, both venues remained closed for a portion of the year. In the second half, the Theater was home to high-profile performances, including "The Nutcracker," "Here Comes Silvio Santos," and "Summer – Donna Summer Musical," which were viewed by over 77,500 people.



Projects and sponsorships

We invest in projects that foster entrepreneurship, sport, and culture, in addition to encouraging innovation and contributing to the prosperity of people and businesses.

In 2021, we once again sponsored the Global Citizen Forum, which hosted former U.S. Vice President Al Gore (see more on page 29). Furthermore, we supported projects in the fields of gastronomy (Taste of São Paulo, Rio Gastronomy, and Comer & Beber), fashion (Veste Rio, São Paulo Fashion Week, and Santander ELLE Consulting), culture (Space Adventure), and sports (Brasil Ride, Run of Hope, and Pinheiros River Bike Path).



Santander Brasil Collection

We work to preserve, expand, and disseminate the artistic heritage of Santander Brasil's history. We also manage the institutional memory records of the banks that have been incorporated into our organization. This includes objects, documents, photographs, publications, testimonials, and architectural legacy.

We dedicate a great deal of care to our visual arts collection, performing research, cataloging, conservation, and restoration. Through exhibitions, guided tours, and educational activities, we promote public access to the artworks. In addition, we periodically enrich our collection by acquiring works created by contemporary Brazilian artists.

Visit our website to learn more about our investment in culture.

[201-4; 203-2]

Santander Brasil Social and Cultural Investment¹

	Amount Invested (R\$ thousand)			Incentivized (R\$ thousand)			Non-Incentivized (R\$ thousand)		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
Education	37.905	43.093	46.294	17.019	19.349	18.458	20.886	23.744	27.836
Culture	42.706	34.990	57.046	35.519	23.818	35.793	7.187	11.171	21.253
Children and Adolescents' Rights	6.658	4.830	6.662	6.568	4.588	5.591	91	241	1.071
Elderly Rights	6.573	4.469	6.089	6.573	4.427	5.359	0	42	729
Entrepreneurship and Income Generation	461	300	275	207	120	110	254	180	165
Sports	19.755	9.928	13.071	12.451	6.883	7.992	7.304	3.044	5.079
Valuing Diversity	0	100	15	0	45	6	0	55	9
Environment	778	788	304	0	355	121	778	434	182
Health	5.383	2.741	4.013	5.383	2.741	3.647	0	0	365
Covid-19	82	99.612	0	18	17.799	0	64	81.813	0
Other	9.214	9.228	2.073	3.901	3.680	819	5.313	5.548	1.254
Grand total	129.515 ↓	210.079	135.842	87.639 ↑	83.805	77.896	41.877 ↓	126.272	57.943²
% of Managerial Net Profit^{2,3}	0,8% ↓	1,5%	0,9%						

¹ The amounts include tax benefits. In 2021, tax benefits totaled R\$ 87.6 million.

² Adjustment in the 2019 total non-incentivized amount.

³ Calculation based on the Managerial Net Profit published on the BRGAAP Earnings Release - Fourth Quarter 2021 (amounts in millions: R\$16,347 in 2021; R\$13,849 in 2020; R\$14,550 for 2019).

CUSTOMER RELATIONSHIP



The foundation for building the best consumer company in Brazil

[102-2; 102-7; 102-15; 102-43; 102-44; 103-2; 103-3; 417-1]

We ended 2021 with

53.4

million customers

The cornerstone of a sustainable business is a quality relationship between the company and the customer. Accordingly, we always strive to provide solutions that suit the needs of each profile, while continually enhancing our service channels.

We want to be there for our customers wherever and whenever they need us, whether in a physical or digital setting. Through innovation, technology, and close attention to consumer demands and expectations, we work to offer a simple, personal and fair experience¹.

Starting from this vision, our ambition is to be the best consumer company in Brazil. Here is what we have been doing to achieve this goal.

SATISFACTION LEVEL

The Net Promoter Score (NPS) serves as one of our primary performance evaluation metrics. Based on this methodology, which gauges customers' likelihood to recommend our services, we find opportunities and take steps towards improving the experience we deliver.

We concluded 2021 with an NPS score of 59 points.

One of the most crucial pillars underpinning these results is the engagement of the entire organization in this process. That is why we have institutionalized the NPS, making it a part of our employee performance reviews. This ensures everyone's involvement in the continuous improvement of this indicator.



¹ Discover our product portfolio in the "Products and Services" section of www.santander.com.br

Institutional Policy and training

The Customer Relationship Policy is a critical tool for guiding our teams in their daily activities.

The document defines the expected behaviors for consumer relationships, governs teams' and initiatives' adherence to the model through reward and accountability mechanisms, and establishes governance for ongoing enhancements.

Hence, the Institutional Policy drives the management and improvement of our processes.

The guidelines span the entire consumer journey, including the pre-purchase, purchase, and post-purchase stages of our products and services. One of its major purposes is to ensure that the customer is provided with information that is clear, accurate, sufficient, and timely.

Constant personnel training is another ally in our quest to boost the customer experience throughout our channels. We empower our teams to make product offerings with clarity and transparency, considering the personal and financial circumstances of each customer.

To move forward in this direction, we promote mandatory online courses covering the Consumer Protection Code ("CDC") and the Customer Relationship Policy. Last year, a total of 7,855 and 8,892 employees respectively attended these courses. Moreover, one of the Relationship Policy management's targets for the second half of 2021 was to develop a tailored approach for audiences deemed vulnerable based on social, accessibility, and financial condition criteria. This work should translate into tangible actions in 2022.

Audit and monitoring

Our internal audit undertakes detailed reviews centered on the customer journey. That is the case with product commercialization, in which compliance with legal and internal regulations, including aspects of conduct, is examined.

Additionally, periodic checks are performed with a focus on product purchases that were canceled within a short period of time, which may suggest commercialization and sales quality anomalies.

Fair and transparent products and services

[417-1]

We provide clear information regarding our products and services, pursuant to current regulations, and we adjust internal procedures as needed to keep them up to date.

Furthermore, we have a Product Committee that assesses aspects such as the characteristics and functionality of each portfolio item, social and environmental risk, legal compliance, and employee training.

To ensure complete consumer transparency, we provide the key product details in both the purchase channels and the contract itself. This includes prices, terms, rates, fees, risks, and other conditions, as required by regulatory bodies.

Banking service fees are detailed in the Service Table, which is available in our stores and on our institutional website, offering clear information on product definitions, benefits, costs, and terms. Likewise, we convey the general contractual clauses and conditions for safe lending in a straightforward manner.

In our agreements with business customers, we also include provisions requiring the parties to protect and preserve the environment. In addition, we seek to ensure that funds released in connection with the agreement are not used for any purpose or project that may cause social harm or that is not in strict compliance with Brazil's National Environmental Policy.

[Learn about the financial product Life Cycle on our website.](#)

SERVICE CHANNELS

Alongside in-person service, provided in our stores across Brazil, we offer several alternatives for those who need to talk to us. See below:

Gent&

To serve our customers with increasing quality and convenience, we have a collective intelligence on a virtual platform, Gent&. The solution is available on WhatsApp, the Santander app, and the Santander website 24 hours a day, seven days a week.

Customer Service ("SAC") and Ombudsman's Office

The technological innovations developed by the Bank complement the work of our Customer Service unit ("SAC"), which handles inquiries, complaints, and product cancellations.

Customers can resort to the Ombudsman's Office when the solution given through the primary channels is deemed unsatisfactory. The Ombudsman's Office operates impartially, seeks effective solutions, and works to strengthen other relationship channels. This channel engages in conflict resolution, in addition to handling cases with customers who have filed complaints with the Brazilian Central Bank, the Consumidor.gov platform, and consumer protection agencies such as Procon.

The following is a summary of the complaints received through our service channels over the past three years:

NUMBER OF COMPLAINTS Volume of complaints (in thousands)

Canal	2021	2020	2019	Change (2021 x 2020)	
CUSTOMER SERVICE - SAC ¹	697	802	805	-13%	↓
CONSUMER PROTECTION AGENCY/OFFICIAL	25	16	14	56%	↑
OMBUDSMAN'S OFFICE	65	49	51	33%	↑
BRAZILIAN CENTRAL BANK	48	39	28	23%	↑
TOTAL	835	906	898	-8%	↓

¹ Telephone, Contact Us (Portal), Internet Banking (Contact Us with logged-in customers) and Letter.

COMPLAINT RESPONSE

	2021	2020	2019
Customer Service - SAC (% of complaints resolved within 5 business days)	98% ↓	99%	93%
Ombudsman's Office (% of complaints resolved within 10 business days)	93% ↓	96%	99%

[Access Santander's full list of relationship channels and talk to us on our website.](#)

Digital platforms

Most product and service-related inquiries can be addressed through Santander's digital channels and the Solve It Online section of our website, which consolidates the most frequently asked questions that have already been answered by our customer relationship teams.

Our consumers can also reach us via our social media pages. Presently, we are active on Facebook, Instagram, Twitter, YouTube, and LinkedIn.

[Access Santander's full list of relationship channels and talk to us on our website.](#)

ACCESSIBILITY

[G4-FS14]

Our facilities adhere to accessibility guidelines and, whenever necessary, new interventions are implemented to ensure that these requirements are met.

In 2019, Digital Generation and Santander Lighthouse São Paulo were awarded the "Guia de Rodas" seal, a certification that attests to building accessibility and appropriate staff training to welcome and accommodate people with disabilities in its spaces. Our Headquarters received the same seal in 2017.

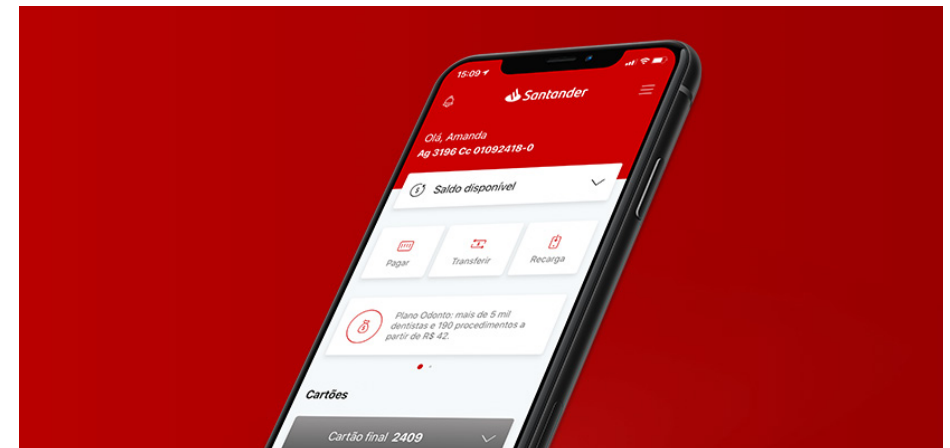
Additionally, our Customer Service Office and Ombudsman's Office have specific numbers to assist customers with speech and hearing impairments via Customer Service - SAC (0800 7627777), Santander Call Center (0800 7023535) and the Ombudsman's Office (0800 7260322), providing nationwide coverage.

Customer communication

Our work in the field of Customer Relationship Management ("CRM") aims to continuously improve information processing and use data responsibly to identify customer needs, enhance our offerings, and fill service gaps.

This agenda enables us to qualify the relationship and achieve greater assertiveness in our interactions with consumers, even if our service teams experience turnover.

In addition, through Next Best Advisor ("NBA"), which are Push and SMS-delivered reminders, we inform customers of the optimal time to use their credit cards and bill due dates. With this, we help them better organize and plan their finances.



FINANCIAL INCLUSION

Helping those who need it most to take care of their finances

[102-2; 102-15; 103-2; 103-3; 203-2]

The challenge of building a more resilient and inclusive economy, in our view, entails promoting banking inclusion for those outside the financial system, fostering entrepreneurship, and bolstering small and medium-sized enterprises, which account for more than half of the country's formal jobs.

We disbursed **R\$ 3.4 billion** in microcredit in **2021**

In our daily operations, we strive to contribute to these causes in different ways. Find out more on the next page.



PROSPERA SANTANDER MICROFINANCE

With a 19-year history, Prospera Santander Microfinance is a private microcredit program aimed at formal and informal micro-entrepreneurs, with the goal of generating jobs and income.

This is a vital tool for boosting financial inclusion in the country and supporting thousands of families that rely on microcredit to grow their businesses.

Through this program, we help a variety of professionals, including seamstresses, beauty salon and bar owners, and cosmetics sellers, among others. In addition to providing them with resources, we offer guidance on managing and mapping business prospects, which is essential during challenging times such as the pandemic.

Our offering also includes a checking account, a POS device (acquiring), insurance, and capitalization bonds. This provides entrepreneurs with the support they need to run their businesses, ultimately driving local economic growth.

Prospera's active base grew by 30% in 2021, surpassing 707,000 customers across about 1,600 municipalities. We disbursed R\$ 3.4 billion¹ over the year, representing a 40% increase relative to 2020.

Over its 19 years of operation, the initiative has granted a total of R\$ 13.4 billion¹ in credit. In 2021, its loan repayment rate was 93%.

In parallel to Prospera, we engage in microfinance through the Partners in Action Program, which offers financial guidance and management courses. More information can be found on [page 47](#).

¹ Considering contract renegotiations..

In July 2021, we hosted a live webcast titled "Entrepreneurship as an agent of transformation," which was moderated by Sérgio Rial and featured Luis Felipe López-Calva (UNDP Regional Director) and Muhammad Yunus (Nobel Peace Prize winner and founder of Grameen Bank/Bangladesh).

The event discussed the importance of microcredit, especially in the post-Covid world, and how we might use our resources to alleviate social inequality. The live stream had 1.6 million views.

[Discover Prospera entrepreneur stories on its dedicated website.](#)

See below for further details about Prospera Santander Microcredit disbursements, the proportions of women and men served, and the overall number of active customers.

	Portfolio (R\$ thousands)			Origination (R\$ thousands)			Number of Active Customers		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
Women ¹	R\$ 1.223.041	R\$ 822.595	R\$ 739.859	R\$ 2.238.764	R\$ 1.627.963	R\$ 1.418.096	460.108	358.557	334.134
Men ¹	R\$ 658.561	R\$ 442.935	R\$ 427.248	R\$ 1.205.488	R\$ 838.647	R\$ 732.924	247.750	184.711	180.836
Total	R\$ 1.881.601 ↑	R\$ 1.265.530	R\$ 1.167.107	R\$ 3.444.253 ↑	R\$ 2.466.610	R\$ 2.151.020	707.858 ↑	543.268	514.970

¹ Gender classification is based on projected percentages of 65% for women and 35% for men.

FINANCIAL EDUCATION

[FN0101-03]

When accessible to the population and used consciously, banking products and services are an important tool for fostering entrepreneurship, contributing to job creation, promoting responsible consumption, and enhancing people's quality of life.

Based on this premise, we devise actions that help everyone improve their financial management knowledge, regardless of being a Santander customer.

In 2021, we had nearly 10 million participants in the Bank's financial guidance initiatives, which included lectures, live streams, and podcasts. Here are a few of them:

"On The Run" Podcast: addresses financial planning and product usage in general. The content is available in two seasons on Spotify and Santander Brasil's YouTube channel, garnering over 9 million views in the year.

Advance Program: delivers financial guidance content, online courses and podcasts, as well as news and articles, with the goal of supporting SMEs. We hosted meetings with experts throughout the year to discuss credit, e-commerce, labor law, financial guidance, and sustainability. In 2021, the program reached over 4,900 individuals.

Next Steps Platform: we provide distance learning courses on careers, entrepreneurship, and financial education to individual and business customers. In 2021, we impacted more than 1,000 people with our financial education roadmaps.

Partners in Action: we offer business management training to both Prospera customers and non-customers. In 2021, we trained over 11,000 microentrepreneurs.

National Financial Education Week ("ENEF" in Portuguese): during the week promoted by Febraban, we underlined the significance of the topic and encouraged our teams to participate in our programs.

Knowledge

We want our customers to gain a better understanding of investing. For this purpose, we developed the "Santander Investments" portal, which features live broadcasts and daily analyses on the topic, as well as valuable advice for beginners and experts alike. During the year, we hosted investment discussions attended by over 2,600 individuals.

EDUCATION



The key to transforming society

[103-2; 103-3]

We believe in the transformative power of education to build a more equitable and prosperous society. As such, our organization has set up structures entirely dedicated to this topic, and we have developed numerous initiatives to make the academic ecosystem more robust and interconnected with the business world.

Learn more details below.

SANTANDER UNIVERSITIES

Founded as a global education-focused arm of the Santander Group, Santander Universities celebrated its 25th anniversary in 2021. Its purpose is to support people and startups through education by creating alliances with educational institutions, learning platforms, and initiatives geared toward students, teachers, and young entrepreneurs.

The actions developed are built on three pillars: education, employment, and entrepreneurship. Through this strategy, Santander Universities has led a journey of support and transformation in the lives of thousands of people.

In 2021 alone, more than 33,000 scholarships were awarded, representing a 33% jump from the previous year. Altogether, our scholarship programs attracted over 440,000 students. The total investment for the year was R\$ 35.8 million.

Diversity

[103-2; 103-3]

Diversity and meritocracy are values ingrained in our relationships with employees and society. This theme occupies a prominent position in our projects at Santander Universities, serving as a powerful tool for social inclusion. That is why we have designed unique incentives for women and blacks in our higher education and employability support programs.

Here are a few examples:

- **Santander Bootcamp:** in this 100% free, immersive training program, gender and race are underscored as central issues that must be addressed due to the still existing imbalance in tech careers. With over 50,000 applicants and more than 10,000 beneficiaries¹, the initiative focuses on technical and behavioral skills in the technology field. In addition, we provide participants with genuine opportunities to join the Bank. In this project, 50% of available positions are reserved for blacks and 30% for women;
- **Santander CPA-20:** the program aims to prepare its participants for the CPA20-ANBIMA certification, which targets professionals who aspire to work in the financial industry. In 2021, nearly 30,000 applications were submitted. We granted 1,600 scholarships for the course, which was attended by 48% blacks and 51% women. The Bank paid for the ANBIMA exams of the 500 top-performing scholarship recipients;
- **Santander Graduation:** a program designed for undergraduate and graduate students nationwide. It seeks to assist students in paying for tuition, study materials, meals, and transportation. In 2021, the program benefited more than 1,400 students with R\$ 300 each month for a year. Blacks comprised 43% of the beneficiaries, while women represented 66%. Overall, 24% of the recipients were from the North and Northeast regions of Brazil.

¹Considering only scholarship recipients who started and completed the course.

Opportunities for young talent

We work to narrow the gap between the academic world and the job market. To this end, we invest in training young people in high-demand fields with strong employability potential. Through our programs, scholarships, and financial solutions, we provide opportunities for new talent to develop their full potential.

Here are a few highlights:

- **Technology:** By providing a comprehensive training program at the Let's Code school, Santander Coders enables individuals to distinguish themselves on the job market as programming experts. Approximately 90,000 applications were received for the Santander Coders and Santander Bootcamp projects, and 23,000 participants¹ were selected.
- **Financial Support:** We invested around R\$ 10 million in the Santander Graduation and Overcome Together initiatives, which provide financial backing for college education (covering tuition fees and expenses related to study materials, transportation, and others). We awarded scholarships to 2,686 university students. Visit www.becas-santander.com for details on the programs.

[Learn more about Santander Universities on its website.](#)

UNIVERSIA

We also invest in education via Universia, a Santander Group company. In Brazil, its purpose is to facilitate the entry of young people into higher education and ensure their employability.

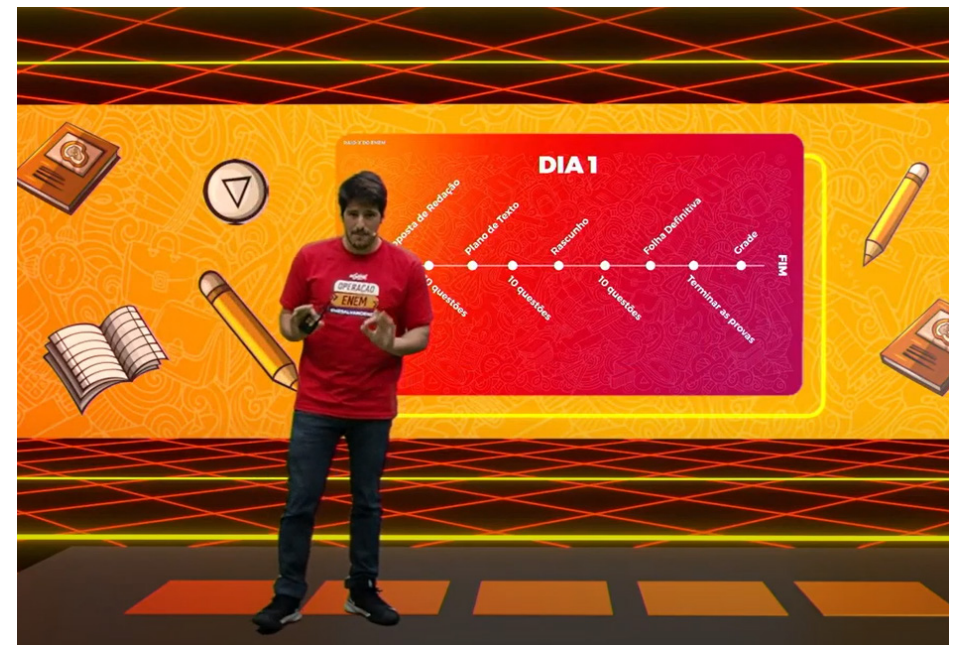
During 2021, Universia Brasil recruited² over 2,600 students for internships, young apprentice programs, and first jobs, in addition to posting more than 1,700 employment and internship opportunities on its portals.

¹ Considering only scholarship recipients who started and completed the course.

² The recruitment processes are undertaken for Santander Brasil and other companies.

Preparação

One of Universia's key initiatives is the Preparação festival, which helps students prepare for Brazil's national high school exams ("ENEM" in Portuguese), while also providing insights into university life and the job market. In 2021, for the third time, the event was hosted entirely online. The agenda included two live streams, in November 2021 and February 2022, which had around 287,000 and over 205,000 participants, respectively.



OUR PEOPLE

The power of more than 49,000 flames

[102-7; 102-8; 103-2; 103-3; 401-2; 401-3; 403-1; 403-6; 403-9; 403-10; 404-1; 404-2; 404-3; 405-1]

We want our employees to have the opportunity to develop their full potential. For this to occur, we understand that it is crucial to build an environment of respect, diversity, and inclusion.

Discover more details about how we care for our people below.

DIVERSITY

Our culture is founded on respect, inclusion, and equity. Our objective is to enable everyone to realize their talents according to their own unique attributes. For this reason, we have adopted the internal motto "Here, you can be yourself."

Diversity in Practice was **Santander Academy's** most popular training course in 2021.

Diversity is one of the five tenets of our Code of Ethical Conduct. To ensure proper governance and execution of our strategies, we have established the following priorities within this theme: gender equity, racial equity, inclusion of people with disabilities (PWDs), experience and generational diversity, LGBTI+, and ecosystem.

40%

of employees have already received Diversity training

Our actions in each of these pillars are outlined below.



Gender: encouraging leadership in every woman

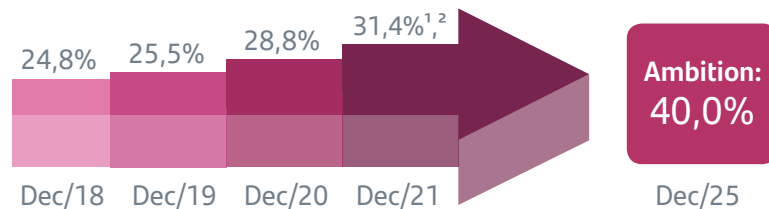
One of our key priorities has been to boost female representation in leadership roles. And we have achieved increasingly consistent results in this realm.

In 2021, the number of women in leadership positions climbed by 2.6% from a year earlier. Consequently, we surpassed the 2.3% growth target we had set for the year.

Currently, 31,4% of our leadership roles are filled by women. Our pyramid covers middle management, senior leadership, and vice president positions.

[405-1]

Women in leadership positions



¹ The calculation criterion of Santander Brasil differs from the Santander Group's, reported on page 12.

² The amount of 31.4% refers to women in leadership positions (managerial and director categories) for the companies Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A.

Racial Equity

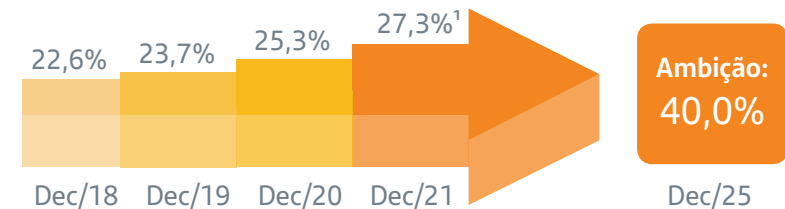
We devised multiple initiatives in 2021 to expand the representation of black people within the organization and on the labor market, to the benefit of all society.

In collaboration with Santander Universities, we distributed about 40% of the approximately 28,000 available scholarships to black students. In addition, we conducted training programs in finance and CPA20 (Anbima Professional Certification - Series 20), awarding 767 scholarships to black talent seeking work in the finance industry.

Our organization finished the year with 27.3%¹ black employees, a 2% rise from the prior year. Out of this total, 7% hold leadership roles².

[405-1]

Representation of Blacks



¹ Includes the companies Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A.

² For leadership positions, the managerial and director categories are considered.

People with disabilities

We seek to boost the professional development of People with Disabilities, focusing on skills, so that they may advance in their careers under the same conditions as others. To this end, we provide mentoring programs that assist them in this endeavor. In 2021, we trained and hired more than 50 professionals with this profile in programming languages to work in our technology department.

About 6.7% of the Brazilian population is composed of individuals with some sort of disability. As mandated by law, we maintain a 5% quota of employees with disabilities¹.

Generations

In our pursuit of a diverse workforce, we recruit professionals with a variety of profiles, experiences, undergraduate studies, and economic backgrounds. This allows us to add new perspectives, ideas, and opinions to our business.

Hiring professionals from different generations also contributes to reinforcing our diversity. In 2021, we implemented the 50+ program at TOQUEFALE, one of the Group's companies, where we hired 221 talents over the age of 50 for customer service and supervision roles.

LGBTI+

We believe that respect must be the foundation of all interactions. Therefore, it is vital that our employees respect the freedom, essence, and uniqueness of their coworkers.

With that in mind, we introduced the Allies Program back in 2019. Its purpose is to raise employees' awareness of the importance of appreciating diversity, including gender identity and sexual orientation. Currently, there are over 1,200 allies in the program who defend its agenda within the organization.

Ecosystem

We seek to emphasize the importance of diversity in our ecosystem. For this reason, all Group companies are engaged in this commitment.

Moreover, our contracts with suppliers include a diversity commitment, with the purpose of fostering a more diverse environment and creating more employment opportunities on the market.

Accolades

In 2021, GPTW named Santander Brasil one of the best companies to work for, one of the best companies for women to work for, best ethnic-racial practices, best LGBTI+ practices, and was featured in the 50+ best practices category.

In addition, we were recognized by Euromoney's Awards for Excellence for our Diversity and Inclusion practices.

¹ Considering only Banco Santander Brasil (company 8)

STAFF COMPOSITION

We ended the year with nearly 55,000 employees, interns, apprentices, and outsourced workers spread across the country. See the tables below for a breakdown of our staff by category, gender, and race.

TOTAL EMPLOYEES, INTERNS, APPRENTICES, AND OUTSOURCED WORKERS

	2021			2020			2019		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Permanent Employees ¹	27.960	20.874	48.834	25.374	19.225	44.599	27.259	20.560	47.819
Interns ²	332	389	721	224	289	513	458	530	988
Apprentices ²	424	108	532	241	33	274	390	109	499
Outsourced ³	1.159	4.005	5.164	995	3.107	4.102	1179	3999	5.178
Total	29.875	25.376	55.251	26.834	22.654	49.488	29.286	25.198	54.484

¹ All employees have indefinite-term employment contracts and work full-time hours.

² Interns and apprentices work part-time and have fixed-term contracts.

³ This report considers the outsourced employees of the administrative building (Sede, Vila, Geração and Radar); (ii) The following companies are being considered: F1rst Tecnologia e Inovação Ltda.; Banco Santander (Brasil) S.A.; Santander Global Technology; Aymoré Crédito, Financiamento; Santander Caceis Brasil Distribui; Webmotors S.A.; Santander Holding Imobiliária; Santander Brasil Tecnologia S.A.; BEN Benefícios e Serviços S.A.; Universia Brasil S.A.; (iii) They are not considered to be outsourced for building, consulting and auditing services.

% OF EMPLOYEES BY GENDER¹

Employee category	Female			Male		
	2021	2020	2019	2021	2020	2019
Operational	61,0%	64,4%	64,4%	39,0%	35,6%	35,6%
Administrative	58,8%	59,2%	58,7%	41,2%	40,8%	41,3%
Specialist	43,4%	42,7%	42,0%	56,6%	57,3%	58,0%
Managerial	33,7%	30,1%	27,3%	66,3%	69,9%	72,7%
Executive	25,0%	25,7%	23,9%	75,0%	74,3%	76,1%
Total	56,8% ↓	58,5%	58,4%	43,2% ↑	41,5%	41,6%

¹ Considering only permanent employees.

% OF EMPLOYEES BY RACE¹

Employee Category	Asian (Yellow)			White			Indigenous			Black (Black and Brown)			Others		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
Operational	2,0%	2,0%	2,0%	61,2%	65,3%	65,9%	0,2%	0,2%	0,2%	36,2%	32,1%	31,4%	0,5%	0,5%	0,5%
Administrative	2,8%	2,8%	2,7%	71,2%	74,6%	75,6%	0,2%	0,2%	0,2%	25,5%	22,1%	21,2%	0,4%	0,3%	0,3%
Specialist	3,1%	3,0%	3,1%	81,6%	83,9%	84,5%	0,1%	0,1%	0,1%	15,0%	12,8%	12,1%	0,3%	0,2%	0,2%
Managerial	4,4%	4,3%	3,6%	87,0%	88,6%	89,1%	0,0%	0,0%	0,0%	7,9%	6,5%	6,9%	0,7%	0,6%	0,4%
Executive	2,6%	2,2%	1,7%	93,2%	94,0%	94,4%	0,0%	0,0%	0,0%	3,6%	2,7%	3,3%	0,5%	1,1%	0,6%
Total	2,6% ↑	2,5%	2,5%	69,6% ↓	72,4%	72,8%	0,2% =	0,2%	0,2%	27,3% ↑	24,6%	24,2%	0,4% =	0,4%	0,4%

¹ Disregarding disability retirees. Considering only permanent employees of Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A., and Santander Corretora de Seguros, Investimento e Serviços S.A.

MATERNITY AND PATERNITY LEAVE

From pregnancy until postpartum, we support mothers so that they may take care of their health, invest in their careers, and devote themselves to their children. The Being Born Program provides employees and their dependents with health guidance during pregnancy and the infant's first few months. Furthermore, as an added incentive to seek proper prenatal care, copays are waived for those who participate in the program. In 2021, there were 2,880 program participants¹.

Extending the maternity leave period is yet another benefit we provide. Every pregnant employee has the option of extending her leave from 120 to 180 days. Additionally, paternity leave can also be extended to 20 days² instead of the five days provided by law. The same periods apply to adoption cases and same-sex couples, regardless of the child's age.

[401-2]

These practices contribute to return and retention rates (remaining on the job for longer than 12 months after the leave) following the maternity and paternity leave periods. See the compiled data for the last three years in the table below.

[401-3]

RETURN TO WORK AND RETENTION RATES AFTER MATERNITY/PATERNITY LEAVE¹

	Women			Men			Total		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
Return Rate (%)	99,9% ↓	100,0%	99,0%	99,2% ↓	100,0%	97,0%	99,7% ↓	100,0%	97,0%
Retention Rate ² (%)	80,0% ↑	77,3%	87,0%	79,0% ↑	77,8%	91,0%	79,7% ↑	77,5%	88,0%

¹ Considering only permanent employees.

² The retention rate was determined by comparing the number of employees who continued to work for more than 12 months after returning from parental leave to the number of employees who were expected to return from parental leave during the prior period.

¹ The companies eligible for the Program in 2021 were: Banco Santander (Brasil) S.A., Aymore Cred. Fin. e Invest.S/A, Ben Benefícios e Serviços S.A., Santander Brasil Gest Recursos, Santander Brasil Tecnolog S.A., Santander Cor Seg Inv Serv S.A., Santander Holding Imobil S.A., Santander Caceis B. Santander Tec E Inovação Ltda, Webmotors S/A, and Atual Rec Cre Meio Digitais S.

² Employees must present a paternity course certificate to extend their leave from 5 to 20 days.

CULTURE AND ENGAGEMENT

Through the Culture and Engagement Plan, the following practices were implemented to make our organization the best place to work:

- **Coffee with Rial:** we promoted a monthly dialogue between Sérgio Rial, the Bank's CEO until December 2021, and employees. In June, we held a special edition on sustainability, addressing topics such as bike lanes, CO₂ emissions, and conscious use of resources.
- **Santander Week:** the initiative, held yearly in all Santander Group units around the globe, promotes activities aimed at reinforcing the service culture. In Brazil, we conducted a massive mobilization for Friend of Value-participating projects.
- **Blood Donation:** we organized the "I Give the Blood" campaign, with the participation of our employees and society. Through this mobilization, we managed to collect enough donations to save approximately 7,000 lives¹.

¹ Calculation based on data from Brazil's National Health Surveillance Agency, which estimates that each bag of donated blood has the potential to save up to four lives.

CAPACITY BUILDING AND TRAINING

We are continuously engaged in talent management and succession planning for key positions within the organization. Under this strategy, we promote internal mobility and ongoing assessment of our people's potential. This allows us to plan for the formation of leaders in the short and long term.

Santander Academy, our corporate university, plays a fundamental role in this process. It presently has four physical locations (São Paulo, Rio de Janeiro, Belo Horizonte, and Porto Alegre). Additionally, it offers learning resources via an online platform and a mobile app.

In 2021, Santander Academy tallied the following figures:

- Over 1.44 million non-unique online course participants;
- 21,812 participants in in-person and virtual training courses, of which 78% were instructed by Internal Multipliers;
- 17,445 employees earned internal certifications such as the Leadership and Fundamentals Certification and the Commercial, Wholesale, and Risk Network Certification, among others.
- 3,295 employees participated in technology-focused training initiatives such as DataMaster, Digital Culture, and BigData;
- 91% of employees accessed the Academy Portal/Mobile App;
- 724 individuals attended the Communicator Leader course, which prepares professionals to convey our strategy, culture, and goals;
- 322 employees participated in the Digital Leader training, which focuses on building the bank of the future;
- 461 employees attended the People Skills and Management workshop, created in 2021.

78.39% OF BANCO SANTANDER EMPLOYEES, INCLUDING AFFILIATED COMPANIES¹, VOLUNTARILY PARTICIPATED IN AT LEAST ONE SANTANDER ACADEMY PROGRAM OR BANK-SPONSORED EXTERNAL COURSE

In addition, we provide grants and 50% monthly tuition subsidies to employees pursuing their first undergraduate degree and postgraduate studies. In 2021, 924 new scholarships were awarded to employees. We also have partnerships with educational and MBA institutions, language schools, and certification preparation courses that offer discounts and exclusive conditions to our employees.

¹ Santander Brasil Tecnologia S.A., Santander Holding Imobiliária S.A., BEN Benefícios e Serviços S.A., Atual Serviços de Recuperação de Crédito e Meios Digitais S.A., PI Distribuidora de Títulos e Valores Mobiliários S.A., Aymoré Crédito, Financiamento e Investimento S.A., Santander Corretora de Seguros, Investimentos e Serviços S.A., and Santander Tecnologia e Inovação Ltda.

CAREER AND MOBILITY

[404-2]

Performance management is a key tool in employee career development in our organization. The process combines the assessment of two leading indicators: the results achieved by employees and their level of adherence to corporate behaviors and the Bank's risk culture.

At the beginning of the year, managers and their teams establish goals (which may be non-financial) and plan development actions. These objectives are monitored on an ongoing basis, and feedback discussions take place in formal sessions held twice a year, or at any time, as needed¹.

To encourage employee mobility between different areas, we have "My Santander Place", which is a corporate intranet job board that advertises openings within the Bank. In 2021, we had 20,872 internal job changes and over 14,660 new hires. We also have international mobility initiatives, such as the "Santander World" program and the Global Job Posting platform.

[404-1]

AVERAGE TRAINING HOURS¹

	2021	2020	2019
Operational	14,3 ↑	10,4	27,2
Administrative	19,5 ↓	21,6	29,5
Specialist	21,8 ↑	20,4	24,2
Managerial	24,7 ↑	18	29,5
Executive	21,5 ↑	19,6	24,3
Intern	23,3 ↑	13,9	-

¹ Considering training provided by Santander Academy (disregarding external affiliated companies)

¹ Except for those on leave of absence and new hires in their first cycle, every employee is subject to a performance review at the following organizations: Banco Santander (Brasil) S.A., Santander Brasil Tecnologia S.A., Santander Holding Imobiliária S.A., BEN Benefícios e Serviços S.A., Atual Serviços de Recuperação de Crédito e Meios Digitais S.A., Esfera Fidelidade S.A., PI Distribuidora de Títulos e Valores Mobiliários S.A., Return Capital Serviços de Recuperação de Créditos S.A., Banco RCI Brasil S.A., Santander Corretora de Câmbio e Valores Mobiliários S.A., Aymoré Crédito, Financiamento e Investimento S.A., and Santander Corretora de Seguros, Investimentos e Serviços S.A..

NEW HIRES AND TURNOVER RATES

We follow best market practices to recruit new professionals, train teams, engage employees, and retain talent. Through our human resources processes, we keep track of every employee's journey inside our organization, from hiring to termination.

In 2021, our Trainee Program registered more than 45,000 young job applicants. The standout feature this time around is that, at the conclusion of the program, the top performing trainees will have the opportunity to participate in an international exchange at one of our units around the world.

[401-1]

NEW HIRES AND TURNOVER RATES

	New hires rate			Turnover rate		
	2021	2020	2019	2021	2020	2019
Total¹	30,0% ↑	9,1%	13,8%	23,7% ↑	16,9%	17,4%
	Gender					
Male	31,1%	10,2%	16,9%	23,5%	17,8%	19,7%
Female	29,1%	8,2%	11,5%	23,8%	16,3%	15,7%
	Age group					
Below 30 years old	59,6%	20,4%	24,9%	31,4%	14,9%	13,5%
Between 30 and 50 years old	18,4%	5,3%	10,9%	21,6%	17,6%	17,5%
Above 50 years old	7,2%	5,0%	1,9%	14,2%	18,2%	30,8%
	Employee category					
Operational	24,7%	3,7%	17,0%	17,1%	15,7%	17,1%
Administrative	20,0%	15,0%	12,5%	21,6%	18,2%	17,6%
Specialist	51,7%	4,0%	8,8%	39,1%	16,3%	16,4%
Managerial	11,1%	10,5%	12,0%	14,4%	18,1%	26,7%
Executive	8,3%	7,6%	14,2%	10,2%	14,7%	22,9%

¹ In 2021, involuntary turnover accounted for 10.1% of the overall turnover rate (23.7%), while voluntary turnover accounted for 13.6%.

COMPENSATION AND BENEFITS

[401-2]

Our salary and variable compensation policy follows best market practices and is compliant with both local legislation and the global assumptions of the Santander Group.

Meritocracy is a determining factor across our entire organization. Our objective is to recognize individual and collective performance based solely on technical criteria, irrespective of race, gender, sexual orientation, or any other element.

IN 2021, WE HAD NEARLY **12,000** MERIT-BASED PROMOTIONS AND SALARY INCREASES¹

Our variable compensation models incentivize and recognize good performance through tools and indicators that align the interests of shareholders, employees, and customers. To this purpose, they encourage best practices in ethical behavior and risk management. By doing so, we stimulate product and service sales that are best suited to our customers' profiles and needs.

SOCIAL AND ENVIRONMENTAL PERFORMANCE TARGETS ARE IMPORTANT PERFORMANCE INDICATORS AND MAY HAVE AN IMPACT ON VARIABLE COMPENSATION.

Social and environmental performance targets are also important performance indicators that may have a direct impact on variable compensation, depending on the scope of the role. In the case of executives, for instance, variable compensation is tied to the achievement of these goals. Since 2020, risk culture has also been a component of every employee's performance review.

We have a benefits program that provides a competitive package with the purpose of attracting and retaining top talent, boosting employee engagement, and enhancing productivity. Among the benefits we offer are private pensions, scholarships for children with intellectual disability, as well as meal, food, and funeral allowances.

[401-2]

¹ Excluding Banco Olé Consignado S.A.

FREEDOM OF UNION ASSOCIATION

The Collective Bargaining Agreement establishes the parameters for free unionization of our employees. We are signatories to the Collective Bargaining Agreement for bank employees and actively participate, as permanent members, of the employers' negotiating committee. The rules and conditions stipulated in this document are applicable to all Bank employees.

HEALTH AND SAFETY

In 2021, in addition to routine initiatives focusing on the health and safety of our employees, we maintained the emergency measures implemented in response to the Covid-19 pandemic, under constant supervision by the Integrated Health Management team. Among our actions were the following:

- Employee support channels, such as a 24-hour phone number with nursing professionals ready to answer inquiries regarding the coronavirus;
- Regular updating of communication channels to keep our employees informed of changes to health protocols and vaccines;
- Testing protocols and sick leave for positive and contact¹ cases, with over 29,000 tests administered in 2021;
- Telemedicine service provided by health plans for all employees and their dependents;
- Continued mapping of high-risk groups (pregnant women, chronic patients, and the elderly), in order to take specific protective measures;
- Adaptation of service points, including social distancing floor markings, as well as distribution of protective gear and hand sanitizers;
- Creation of the "Vaccine-meter" (over 37,000 employees reported receiving at least one dose of the vaccine in 2021);
- Health monitoring of employees who tested positive for Covid-19 to support them in the event of any virus-related after-effects. The initiative began at the end of 2021. Currently, 2,012 employees are being monitored;
- Provision of the Remote Work Recommendation Guide, which contains ergonomic guidelines and tips for organizing the work routine.

¹ Employees who had contact with someone who tested positive for Covid-19.

Healthy Living

Through the “Be Healthy”¹ global program, we foster a culture of health, supporting the diverse needs and circumstances of our employees and their families.

Every year, we also host the Be Healthy Week to raise awareness about the importance of health care. In 2021, we provided an exclusive content platform for our employees and their families.

Listed below are the four pillars of the program:

1. **Know your health indicators:** We encourage our employees to regularly monitor their health metrics. To this end, we have SÍrio-Libanês corporate health units in our administrative buildings, where every employee has access to his or her own physician. In 2021, more than 26,000 medical assistance requests were handled.

2. **Move around:** We promote physical activity through a variety of initiatives. Our administrative centers in São Paulo provide gyms for our staff. We also have nationwide partnerships with Gympass and TotalPass. With the reopening of gyms in 2021, around 9,000 individuals joined the gym plans of our partners.

3. **Balance your mind:** We encourage employees to keep a positive mindset and make mindful decisions that help them maintain mental balance. “PAPE” (Specialized Personal Support Program) is one of the instruments to assist our employees and their families in this regard, featuring specialists in a variety of fields. It played a critical role in offering emotional support throughout the pandemic. More than 182,000 assistance services were provided to employees and their dependents in 2021.

Even before the onset of the pandemic, emotional health care has gained increasing importance. As evidenced by the growing number of indicators pertaining to this theme, emotional health, like physical health, is vital for personal and professional balance.

With that in mind, the Emotional Health Program has provided the following since 2020:

- Leadership workshop, designed to educate and promote awareness about emotional wellness, while demystifying topics such as depression, burnout, and anxiety;
- Guided meditation app (free for all employees) to tackle anxiety, self-esteem, insecurity, mood, and concentration issues;
- Mindfulness online course, focusing on the practice of full awareness;
- Communication actions, featuring emotional health-related topics and underlining the importance of self-knowledge;
- Telepsychology service, providing online health support for employees and their dependents through the health plan.

4. **Eat well:** We have nutritionists at the medical centers, dietary counseling through “PAPE,” and healthy alternatives (with the “Be Healthy” seal) in our vending machines.

Disease prevention and employee support

With a focus on disease prevention and promoting full health, we also carry out other important initiatives. See below:

- **Flu vaccination:** during the 2021 campaign, we continued to offer drive-through and in-person immunization at our administrative facilities. This resulted in the administration of roughly 28,000 doses to employees, interns, and young apprentices;
- **Pink October and Blue November:** in the month dedicated to breast cancer awareness, our female employees and their dependents were again exempted from copayments for women’s health exams. In November, the month of prostate cancer prevention, copays were waived for our male employees and their dependents for men’s health checks;
- **More health:** we provide health assistance to employees at our administrative offices, with a focus on stabilizing chronic conditions, including hypertension and diabetes, as well as reducing obesity.

¹ Considering the following companies: Banco Santander (Brasil) S.A., Santander Brasil Tecnologia S.A., Santander Holding Imobiliária S.A., BEN Benefícios e Serviços S.A., Atual Serviços de Recuperação de Crédito e Meios Digitais S.A., Esfera Fidelidade S.A., PI Distribuidora de Títulos e Valores Mobiliários S.A., Return Capital Serviços de Recuperação de Créditos S.A., Banco RCI Brasil S.A., Santander Corretora de Câmbio e Valores Mobiliários S.A., Aymoré Crédito, Financiamento e Investimento S.A., and Santander Corretora de Seguros, Investimentos e Serviços S.A.

Healthy and safe work environment

We work to ensure that all our employees have access to safe and healthy working conditions.

We provide all employees with training on how to adjust their workspace from an ergonomic and postural standpoint to reduce the risk of workplace accidents. Wherever necessary, we also make modifications and adaptations to fulfill health and safety standards. The training programs are available at Santander Academy and are categorized by type of activity performed (central areas, branches, and mini branches).

Our administrative centers have "CIPA" (Internal Commission for Accident Prevention), with the participation of elected employees, representing both the employees and the employer.

Learn more about the initiatives performed in 2021:



- **SIPAT (Internal Workplace Accident Prevention Week):** an online event where the shared content received more than 85,000 hits. Through the "Balanced Mind" theme, we sought to demonstrate how emotions can impact day-to-day work and provide tips for balancing them. We also hosted a lecture on the topic of resilience, which presented techniques for emotional management;
- **Safe environment:** our Occupational Health and Safety staff made technical visits to the Bank's 3,274 active premises to elaborate legal documents and map the locations requiring adaptations. In addition, we conducted training to lessen the risk of workplace accidents and diseases;
- **Return Well Program:** we contribute to the professional rehabilitation of employees with reduced work capacity upon their return to work, following an extended absence, or when the work environment must be adapted. The program employs a multidisciplinary approach and is overseen by a rehabilitation physician. In 2021, 1,124 employees were assisted.

[403-9; 403-10]

WORK ACCIDENTS, OCCUPATIONAL DISEASES, LOST-DAY RATE, AND ATTENDANCE RATE¹

	2021	2020	2019
Number of work accidents ²	29,0 ↓	46,0	148,0
Number of occupational diseases	3,0 ↑	1,0	8,0
Lost-day rate ³	7,7 ↑	4,5	20,3
Attendance rate ⁴	0,5 ↓	0,6	1,7

¹ Considering only Banco Santander (Brasil) S.A. and permanent employees.

² Typical and commuting accidents are considered. Commuting accidents were re-accounted as of April 20, 2020 with the repeal of Provisional Measure No. 905/2019 by Provisional Measure No. 955/2020.

³ The lost-day rate represents the days lost in connection with the employee's first leave (first medical certificate) due to occupational accidents and diseases (exclusively from accidents/diseases recognized by the employer as work accidents/diseases, following internal probes) multiplied by 1,000,000 and divided by total hours worked.

⁴ The attendance rate represents occupational accidents and diseases (exclusively from accidents/diseases recognized by the employer as work accidents/diseases, following internal probes) multiplied by 1,000,000 and divided by total hours worked.

SUPPORTING MOBILITY

In line with our sustainability initiatives, we encourage our employees to choose alternative forms of transportation that have a smaller impact on the environment. To contribute to this purpose, Santander Headquarters, Radar, and Digital Generation I offer a total of 485 bike parking spots.

FLEXIBLE WORK (“FLEXIWORKING”)

“Flexiworking” is a set of practices designed to help employees strike a balance between their professional, personal, and family lives. The adopted procedures include:

- **Staggered hours:** the employee's working hours can be adjusted based on his or her personal preferences and the requirements of his or her field of activity. This implies adherence to customer service hours (if applicable), internal support hours, and full-time work hours;
- **Flexible vacation:** vacation time may be divided into up to three periods, provided that the vesting period is observed;
- **Work-hours management:** to ensure adequate working conditions for employees, meal and rest breaks are strictly enforced, and overtime must not exceed two hours per day, pursuant to current legislation.



CORPORATE GOVERNANCE

Best practices that guide us



Vision and long-term commitment are key components of Santander's culture. That is why we enhance our governance model each year, with the purpose of challenging ourselves in terms of best market practices and strengthening our risk management, in order to make it increasingly comprehensive and integrated with ESG aspects.



Marilia Rocca
Independent director and coordinator of the Sustainability Committee

[102-18; 102-22; 102-23; 102-31; 103-2; 103-3]

We believe that Corporate Governance is essential for ensuring the company's proper functioning, preserving its perpetuity, and safeguarding the interests of shareholders.

For this reason, we have adopted a robust model, with rules and practices that transcend the legally required standards (namely, the Brazilian Corporation Law, Law No. 6,404/1976).

Among the distinguishing characteristics of our corporate governance are the prohibition on the accumulation of the posts of Chairman of the Board of Directors and Chief Executive Officer, as well as the presence of independent directors, who currently account for 56% of the body.

The model we employ is grounded on four pillars that govern the formulation of processes, flows, and our decision-making. They are as follows:

- 1 Equity in the preservation of shareholder rights
- 2 Management transparency and integrated communication with strategic audiences
- 3 Accountability, establishing criteria for periodically disclosing the company's results
- 4 Corporate responsibility, associated with our social commitment

2022 Members of the Board of Directors

- Sérgio Agapito Lires Rial - Chairman of the Board
- Alberto Monteiro de Queiroz Netto - Director
- Angel Santodomingo - Director
- Deborah Patricia Wright - Independent Director
- Deborah Stern Vieitas - Independent Director
- José Antonio Álvarez Álvarez - Director
- José Antonio Garcia Cantera - Director
- José de Paiva Ferreira - Director
- Marília Artimonte Rocca - Independent Director
- Mario Roberto Opice Leão - Director
- Pedro Augusto de Melo - Independent Director

STRUCTURE

The most important corporate bodies in our Governance structure are the General Meeting, which is composed of the Bank's shareholders, the Board of Directors, which establishes the long-term strategy and oversees the Executive Board, and the Executive Board itself, which is responsible for managing the company's operations.

The advisory committees, which support the Board of Directors and provide technical assessments on specific topics, are another crucial component. Currently, there are five of them:

- Audit Committee
- Risk and Compliance Committee
- Compensation Committee
- Nomination and Governance Committee
- Sustainability Committee

We also have a non-permanent Fiscal Board, which is provided for in our bylaws and was established in 2021, as approved by the Ordinary and Extraordinary General Meeting held on 04/30/21. On that occasion, three effective members and three alternates were elected for the annual term that will remain in effect until the next ordinary general meeting in 2022.

In addition to other responsibilities specified in article 163 of the Brazilian Corporation Law, the primary objective of this body is to oversee administrative management acts in order to safeguard the organization's and shareholders' interests. Its members convene at least at the end of each quarter.

Diversity and Independence

[103-2; 103-3]

When selecting and appointing members to the Board of Directors and its Committees, we constantly strive for a balance of expertise, skills, qualifications, and experience.

As a result, we have made consistent progress in gender diversity, a company-wide priority. In 2021, the representation of women in our corporate bodies reached 36%¹.

Experience

100%

of the Board of Directors is knowledgeable about financial services.

55%

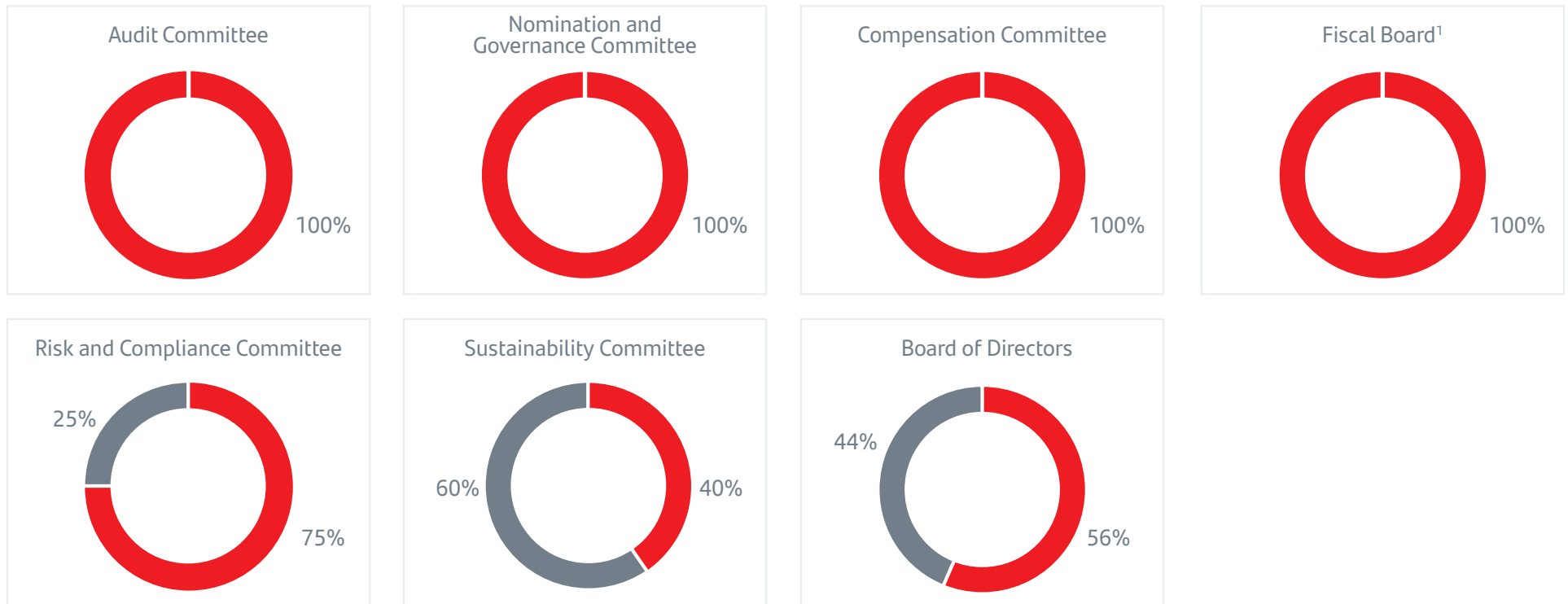
has already been professionally involved with the theme of sustainability.

Moreover, we seek to ensure that independent members are adequately represented. The Board of Directors, for instance, consists of 56% independent members.

For more on our governance bodies, functions, and curriculum vitae of the members of the Board of Directors, its advisory committees, the Fiscal Board, as well as our Senior Management Selection and Succession Policy, please visit the [Investor Relations website](#). Additionally, check out the new Board of Directors composition as of 01/01/22.

¹ The figures represent the percentage of positions held by women on the Board of Directors and its advisory committees.

Composition of the Board of Directors, Advisory Committees, and Fiscal Board



- Independent directors
- Non-independent directors

¹ All members of the Fiscal Board must compulsorily be independent members

SUSTAINABILITY COMMITTEE

This is an advisory body responsible for advising the Board of Directors on ESG-related matters. It convenes at least four times a year, or more frequently whenever extraordinary meetings are called.

Get to know the Committee's responsibilities and composition on the [Investor Relations website](#).

BEST GOVERNANCE PRACTICES

[102-27; 102-28; 102-35; 102-36]

We have specific guidelines, programs, and training in place to ensure the proper functioning of our governance bodies. Learn more about our practices.

Performance review

Our Board of Directors and its Committees are subject to annual reviews, with the most recent one taking place in the year 2021. A portion of this assessment is conducted by the Board itself, focused solely on performance and effectiveness.

Another step consists of evaluating the corporate bodies and each member of the Board of Directors to identify strengths and opportunities for improvement.

To ensure complete objectivity, we engage a specialized external consulting firm to undertake these reviews. The result is reported to both the Board of Directors and the Nomination and Governance Committee.

Also examined annually is the composition of the Board of Directors and its advisory committees. The goal is to ensure that all members possess the required qualifications, skills, technical knowledge, and professional competence.

Continuing Education Program

This initiative is aimed at the independent members of our governance bodies to promote their integration, deepen their knowledge of the financial industry, and provide a better understanding of the internal context.

In 2021, the program covered five topics: Compliance, Digital Transformation, Market, Leadership, and Data.

Executive compensation

Our Compensation Policy aims to foster continuing performance improvement, safeguarding shareholder interests while encouraging commitment from members of the Board of Directors, Executive Board, and employees.

The objective is to establish compensation criteria that simultaneously reward high performance and discourage undesirable behavior. Thus, we actively work to prevent behaviors that may increase our risk above the thresholds deemed prudent in our short-, medium-, and long-term strategies.

Our regulations provide for deferred payment, as well as clawback and malus provisions, which are mechanisms relating to internal rule compliance and risk exposure.

We also promote meritocracy, distinguishing individual efforts from collective contributions in achieving goals and executing business strategies.

Our Annual Variable Compensation ("PPG") program, for which our executives are eligible, contains quantitative and qualitative indicators, including three ESG metrics covering the topics of diversity, financial empowerment, and green finance.

Under the PPG, the Board of Directors, upon recommendation from the Compensation Committee, undertakes a qualitative assessment of each quantitative metric. This process examines the means by which the objective was achieved and other relevant factors.

More information on the compensation of the members of the Board of Directors, Advisory Committees, and Fiscal Board can be found in the Reference Form and 20-F, which are available on the [Investor Relations website](#).

Tax governance

[207-1; 207-2]

As a responsible organization with a long-term vision, we collect all applicable taxes in accordance with the effective law. In 2021 alone, the total amount of taxes owed and paid by Santander Brasil was approximately R\$ 17 billion. This amount was comprised of R\$ 7.7 billion in own taxes and R\$ 9.4 billion in third-party taxes.

R\$ 17 BILLION

WAS THE TOTAL AMOUNT
OF TAXES OWED AND PAID
BY SANTANDER BRASIL IN
2021

Our Tax Policy, approved by the Board of Directors, describes the principles that govern our conduct in all tax matters. Its purpose is to establish guidelines (see box to the right) and best practices for preventing and reducing tax and reputational risks. This enables us to further reinforce our legal and economic security.

Additionally, our organization has a team specifically tasked with overseeing compliance with tax compliance: the Tax and Standards Department. Through its activities, we can ensure the prevention and mitigation of tax and reputational risks.



Tax Policy Guidelines

- Comply with legally mandated tax obligations by applying a reasonable interpretation of the applicable regulations to meet the purpose and intent of the law;
- Refrain from establishing or acquiring companies domiciled in countries or territories regarded as tax havens unless specifically authorized by the Board of Directors, along with favorable recommendations from both the Audit and Contingency Committees;
- Respect transfer pricing rules, particularly in operations that are not related to Santander Brasil's regular business activities;
- Abstain from providing any form of tax advisory or tax planning when promoting and selling financial products and services to customers;
- Cooperate with the tax administration, grounded on the principles of transparency and mutual trust, and provide, in a faithful and complete manner, the information required for the fulfillment of its tax obligations;
- Disclose tax expenses, duly audited, in the quarterly Financial Statements, accessible through the [Investor Relations website](#).

INTEGRITY AND ETHICAL CONDUCT



Our way of creating a responsible business environment

[102-16; 102-17; 103-2; 103-3; 205-1; 205-2; 415-1]

We are committed to providing the market and society with a safe and ethically sound business environment.

That is why we are constantly working on preventing, detecting, and remediating fraud and other illicit acts, including combating corruption, bribery, money laundering, insider trading, unfair competition, child labor, forced and/or compulsory labor, discrimination, and any other form of misconduct in our business.

Several Corporate Governance instruments, including the participation of Senior Management in compliance issues, institutional policies and codes, the Ethics and Compliance Committee, the whistleblower channel ("Santander Open Channel"), as well as institutional actions and communications sent to employees, are in place to guide the conduct of our staff and management.

We endeavor to foster ethical behavior both internally and in our external relationship network. To this aim, we periodically disseminate the Supplier Code of Conduct and the Code of Conduct and Ethics, in addition to taking proper actions for hiring and supervising third parties and regularly investing in the acculturation of this audience.

Find out more about these initiatives below.

CODES AND POLICIES

- [Code of Ethical Conduct](#);
- [Anti-Corruption Policy](#);
- [Related-Party Transaction Policy](#);
- [Supplier Code of Conduct](#);
- [Anti-Money Laundering and Counter Terrorist Financing Policy](#).

Code of Conduct

Santander's Code of Ethical Conduct addresses fundamental themes for an ethical culture, such as information confidentiality and privacy, respect, diversity, and integrity.

All employees are required to be aware of and adhere to this Code, under penalty of disciplinary action. To ensure their comprehension, training and communication activities are coordinated by Compliance and/or the Ethics and Compliance Committee.

These guidelines are also widely disseminated to our suppliers. Awareness and commitment to the rules occur throughout the procurement phase, through adherence to the Supplier Code of Conduct during the competition process, as well as the approval stage, and by means of contractual provisions. Failure to uphold these guidelines results in the imposition of legally and contractually mandated measures or sanctions.

Ethics and Compliance Committee

This deliberative body advises the Board of Directors and the Executive Committee on compliance risk prevention and mitigation. The objective is to ensure conformity with the Bank's applicable ethical principles, laws, and regulations, including the conduct standards that govern employee activities.

Corruption-related risk assessments

The Compliance Department performs a Risk and Control Self-Assessment ("RCSA"), which allows for the identification and assessment of the Organization's key risks, with the aim of minimizing the likelihood of regulatory non-compliance or employee conduct failures by identifying, properly reporting, and resolving any risks that may arise.

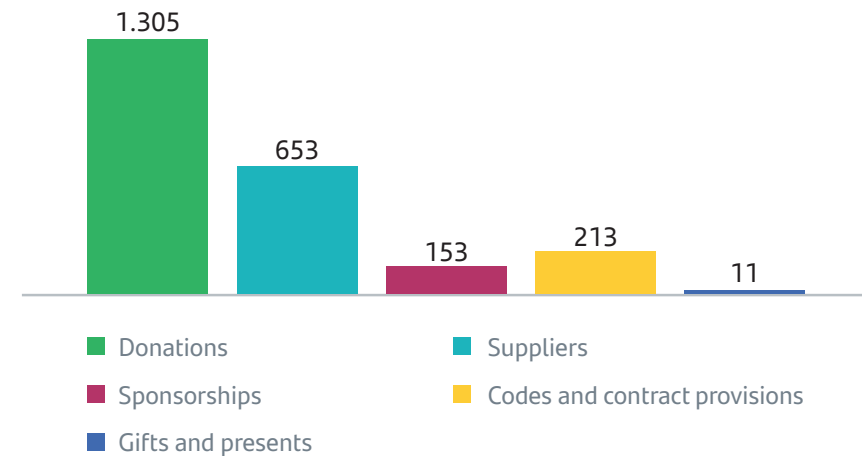
Among the risks assessed in the RCSA are those related to corruption, which must be avoided without exception. In this vein, we adopt stringent practices that regulate our relationships with customers, suppliers, partners, and recipients of donations and sponsorships.

Based on the nature and purpose of the relationship, rules, procedures, and internal controls for managing third-party interactions are implemented in proportion to the corruption risk posed.

Other assessments are also conducted to identify integrity risks in various processes and relationships involving third parties. As shown in the table below, over 2,335 different types of assessments concerning this topic were completed in 2021.

[205-1]

Process Integrity Analysis



Specialized technology

[103-2]

Since the year 2020, we have consistently invested in specialized compliance technology to further strengthen our security standards. Monitoring via algorithms and machine learning has been implemented with the goal of enhancing assertiveness, security, and speed in internal processes, as well as improving MLP (Money Laundering Prevention) analysis and COAF (Council for Financial Activities Control) reporting.

Data-driven tests have also been introduced to hone MLP, Conduct, and Regulatory risk management, encompassing suppliers, partners, and recipients of donations and sponsorships. In addition, the initiative enables us to detect potential engagement of these groups in acts detrimental to the public administration and/or activities inconsistent with our principles.

Guidelines on donations to political parties

[415-1]

Pursuant to the legislation in force (Law No. 9.504/1997), we do not make any form of donation or contribution (monetarily or in kind) to election campaigns and political parties, either on our own behalf or through intermediaries (directly or indirectly). This includes our affiliated companies.

Whistleblowing channel

Santander Open Channel was conceived to receive reports of situations where there is any suspicion of unlawful activity concerning Santander or its affiliated companies. It also handles infractions of the Code of Ethical Conduct and/or internal regulations.

This channel is available to employees, interns, customers, partners, and suppliers, as well as anyone else who wants to report, without having to identify themselves, any situation relating to these matters. Confidentiality, information secrecy, and non-retaliation are guaranteed in every circumstance.

The cases reported on Open Channel are reviewed by Compliance and submitted to those responsible for verifying and deciding on the adoption of appropriate measures. This might include reports on human rights, diversity, corruption, accounting, and auditing.

Open Channel is advertised on Santander's institutional portal, and its effectiveness and confidentiality are widely disseminated to all employees, suppliers, and service providers through senior management, the Ethics and Compliance Committee, as well as the Bank's policies, training, and communications.

Talk to us: canalaberto@santander.com.br

Santander's Open channel is responsible for receiving and retransmitting notifications for proper handling in circumstances involving:

- Non-compliance with internal regulations or applicable laws;
- Behavioral deviations (threats, conflict of interest, humiliation, discrimination, misuse of Bank property, and negligence, among others);
- Inadequate management;
- Information security;
- Internal fraud, including but not limited to those involving financial statements, internal controls, internal audit or influence on external audits, password sharing, document tampering, misappropriation of Bank or customer assets, signature forgery, sale of Bank products without customer authorization, target tampering, theft, robbery, and electronic point, among others;
- Moral and/or sexual harassment;
- Physical integrity risks;
- Corruption and/or bribery/practice of detrimental acts, as defined by Federal Law No. 12,846/2013;
- Anti-competitive practices that may violate any Brazilian laws, including but not limited to Federal Laws No. 9,279/1996, No. 12,529/2011, and No. 8,137/1990;
- Improper use of confidential or strategic information
- Money laundering;
- Any other situation involving inappropriate or unethical behavior.

Open Channel data is periodically compiled into a report, as mandated by regulatory bodies. Its content is reported to the Audit Committee and approved by the Board of Directors.

In 2021, Open Channel received 2,526 reports. Here are a few highlights:

Total Reports

2.526

Well-founded	Unfounded
83%*	14%*
In progress	Inconclusive
7%**	2%*

Average Response Time* ("ART")

29

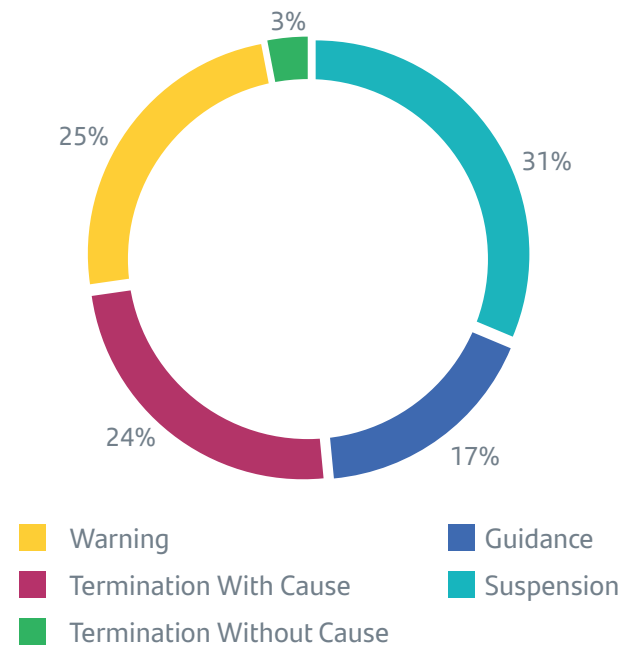
Days

Anonymity**

92%		Identified
8%		Anonymous

* Based on the total number of reports received and completed through 12/31/2021 (2.260).
 ** Based on the total number of reports received through 12/31/2021 (2.526).

Disciplinary Actions¹



Talk to us: canalaberto@santander.com.br

¹ a) The reported measures refer to Compliance activities, which consist of verifying occurrences (fraud, behavioral misconduct, non-compliance with operational and commercial standards, etc.); b) Resolutions on measures imposed by other Santander internal bodies, as well as any non-formal administrative measures, such as verbal feedback, were not considered in this report; c) In some occurrences referred for inquiry, disciplinary action cannot be imposed even if the probe concludes that the allegations are well-founded or partially well-founded, as in the case of employees whose employment has already been terminated; d) Including disciplinary actions taken that did not stem from a valid report, such as inquiries derived from oversight systems and detection of anti-normative behavior; e) For measures in connection with a well-founded report, the figures refer to measures applied in 2021, irrespective of when the report was registered on Open Channel.

Training

To ensure that all employees are aware of our codes and policies, we have the following mandatory online courses:

[205-2]

Online course	Trained employees ⁽¹⁾	Content
Preventing and Combating Corruption	99,09%	Ethics, fighting corruption and bribery. The course describes our practices, laws in effect and covers the Anti-Corruption Policy.
New Code of Ethical Conduct	97,83%	Ethical principles (integrity, transparency, responsibility, diversity, respect) that must govern the actions of all Santander employees and affiliated companies, in all relationships.
Money Laundering Prevention	98,93%	Money laundering and concealment, origins of illicit funds, examples of atypical situations, whistleblowing channels and current legislation. The course also covers the Know Your Customer Policy.
Antitrust – Introduction to Competition Law	99,61%	Guidance on communication, relationships, prohibitions, obligations, and competition rules between companies in the industry.
Fraud Prevention	99,51%	Guidelines on fraud prevention, explaining, among other aspects, what fraud is, how it is classified, and what procedures should be adopted upon its detection, in addition to compliance with regulatory requirements of the Santander Group.
Conflict of Interest	99,43%	Conflict of interest, examples of atypical situations and expected behaviors. The course also covers the General Interest Policy.
Corporate Defense	98,24%	Guidance on how the Bank acts to prevent crime and inhibit inappropriate conduct. The course details control and oversight measures, the Corporate Defense model, the Criminal Risk Prevention Manual, the Criminal Risk Prevention Policy and the Open Channel.
Conduct Risk in the Sale of Products and Services	99,57%	Ethical conduct risks and standards associated with the product creation, sale, and after-sale stages.
Securities Market Code of Conduct ("SMCC") ⁽²⁾	99,03%	Guidance on securities transaction rules.

¹ Considering the following companies: Banco Santander (Brasil) S.A, Atual Serviços de Recuperação de Créditos e Meios Digitais S.A., Aymoré Crédito, Financiamento e Investimento S.A., BEN Benefícios e Serviços S.A., Esfera Fidelidade S.A., FIRST Tecnologia e Inovação LTDA., Santander Brasil Gestão de Recursos LTDA., Santander Corretora de Seguros, Investimentos e Serviços S.A., Santander Holding Imobiliária, S.A., Uniersia Brasil, S.A., and Webmotors S.A. Among the employees who have not yet taken the course are the new hires, who are eligible, but may still be on schedule for completion. The figures reflect both completed and ongoing training.

² The total number of eligible employees differs from others because its calculation considers specific criteria from the Securities Code of Conduct.

To prevent undesired instances of harassment and discrimination, we devised the "Santander Against Moral Harassment in Labor Relations" program. Through a booklet and an online course, the project educates and instructs our employees on the topic. Additionally, we offer specific in-person training for managers.

RISK MANAGEMENT



Increasingly integrated perspective

[102-11; 102-15; 103-2; 103-3; 201-2]

To build a safe and responsible business, we are continuously managing the risks associated with our operations and their potential impacts on our organization, shareholders, customers, society, and the environment.

Credit, liquidity, structural, social and environmental, operational, model, compliance, and reputational risks are among the leading risks we face in our activities.

Furthermore, we employ Integrated Risk Management to identify, monitor, control, and consolidate the various forms of risks associated with our business. We have a team dedicated to making sure that all financial and non-financial risks are properly addressed, hence ensuring continuous governance monitoring.

On the following pages, we will highlight our sustainability-related risk management practices.

Visit our [Investor Relations page](#) to learn more about the main risks we monitor.



SOCIAL AND ENVIRONMENTAL RISK



Since 2002, Social and Environmental Risk assessment in lending has been an integral part of our day-to-day business management, and since 2009, we have been signatories to the Equator Principles, a set of guidelines aimed at mitigating social and environmental risks in large project financing (project finance).

Currently, we review the social and environmental risks of customers from 14 industries in the Wholesale and Retail Companies 3 segments with annual revenues of at least R\$ 20 million and credit limit or risk exposure greater than R\$ 5 million. This evaluation may lead to conditions or limitations for companies to engage in business with the Bank.



With robust social and environmental risk controls in place, we see Santander Brasil expanding its loan portfolio among Agro Retail customers without contributing to illegal deforestation.



Christopher Wells
Global Head of Social and Environmental Risk

SECTORS REQUIRING SOCIAL AND ENVIRONMENTAL ATTENTION

- 1 Oil or natural gas prospecting and exploration
- 2 Mining
- 3 Metallurgy, steel, pig iron, and electroplating
- 4 Lumber, sawmill, splitting, furniture, and trade
- 5 Power generation, transmission, and distribution
- 6 Industry
- 7 Agriculture, agricultural cooperatives, and soybean trading
- 8 Animal breeding and slaughtering
- 9 Sanitation, water and sewage collection and treatment, domestic, industrial and hospital solid waste collection, treatment, recycling and disposal
- 10 Transportation, terminals (except for passengers), and depots
- 11 Construction
- 12 Developers
- 13 Fishing and aquaculture
- 14 Utilization of biological diversity, forestry, and forest by-products

In 2016, the analysis also started to impact credit ratings, affecting rates, limits, terms, and guarantee requirements for Wholesale businesses with annual revenues over R\$ 200 million.

The procedure entails filling out the Social and Environmental Questionnaire, which is designed to collect data on business sustainability practices, such as carbon emissions and offsets.

Our Compliance department, supported by the Social and Environmental Risk team, also examines potential social and environmental risks associated with admitting and retaining corporate customers in the Wholesale segment with revenues above R\$ 200 million/year.

Furthermore, real estate properties utilized as collateral in credit operations are subjected to a social and environmental risk assessment, which looks for possible contamination of soil and groundwater by substances at levels exceeding legal limits.

Water Stress

One of the most significant effects of climate change in Brazil is the alteration of the rainfall pattern, accompanied by a rise in the frequency of extreme hydrological events, such as floods and extended droughts.

With that in mind, beginning in 2020, our social and environmental assessments started to include customers' exposure to water stress and their dependence on this resource by employing a proprietary tool that evaluates three factors:

- Water management process quality;
- Economic activity vulnerability; and
- Region where the business is located.

In 2021, the following upgrades were implemented:

- We incorporated a specific question on resilience into the social and environmental rating tool in order to map the degree of sensitivity to physical and transition risks. Customers' credit ratings are impacted by their classification as high, neutral, or low.
- Risk analysts began using a table designed to guide their assessment of the business's climate resilience.

Deforestation risk management

Eliminating illegal deforestation is one of Brazil's major commitments under the Paris Agreement. The preservation of Brazilian forests, particularly the Amazon, is essential for combating climate change due to the Amazon's pivotal role in the South American rainfall regime, the region's water security, and the global climate balance, as well as the need to curb emissions from forest fire.

The Santander Group is committed to contributing through a concrete agenda of measures, which were consolidated in the [Amazon Plan](#) in 2020. In addition, we have integrated three sector-specific efforts that seek solutions to halt deforestation in the meat supply chain:

- We are co-founders of the Round Table on Responsible Soy ("RTRS"), which established the first certification for responsible soy cultivation;
- We are co-founders and board members of the Sustainable Livestock Working Group ("GTPS" in Portuguese), a cross-sector initiative aimed at promoting best agricultural practices in Brazil; and
- We participate in Febraban working groups pertaining to forests and agribusiness.

Regarding risk analysis, we outline below the additional precautions we take when accepting customers and financing operations with potential ties to deforestation, including practices that have already been adopted and those that are in the process of being implemented, which will have an impact over the short and medium term.

To learn more, visit our Social and Environmental Risk page at www.santander.com.br/sustentabilidade.

PRACTICES ALREADY ADOPTED

Wholesale and Companies 3 Customers

Our global Environmental, Social, and Climate Change Risk Management ("ESCC") policy prescribes special consideration for activities with potential impacts on conservation and extraction areas, as well as the sale of native tropical timber.

[Learn more](#)

The Social and Environmental Risk Policy ("PORSÁ" in Portuguese) establishes a series of processes and controls to check legal compliance and best practices for all our corporate customers with operations in Brazil. Every year, around 1,900 assessments are completed, including those of companies operating in the Amazon, such as large soybean producers and meat processors.

Project Finance

Since 2009, we have adhered to the Equator Principles when funding major projects in the region. In 2021, climate change vulnerability was incorporated into the social and environmental analyses of these activities.

Particularly sensitive sectors to deforestation

- Since 2002, we have not done business with customers who extract, process, or split native timber without a green seal certification (Forest Stewardship Council - FSC).
- The social and environmental practices of our customers engaged in meat processing and commercialization of soybeans and timber are assessed every year.
- When lending to farmers and livestock breeders in the Retail segment, the social and environmental risk analysis involves continuous monitoring of government restrictions imposed due to illegal deforestation and the overlap of properties with officially recognized conservation units, indigenous and "quilombola" lands, reserves, and forest parks.

[See the assessments performed on page 75](#)

Early in 2022, we completed the necessary steps to monitor deforestation alerts (legal or illegal) in the 17,000 properties financed or accepted as collateral by Santander Brasil. This monitoring is performed in real time using satellite images from Mapbiomas Brasil. The process was tested on our customer base last year, encompassing all operations conducted between the second half of 2018 and December 2020. The conclusion was that inadequacies were uncommon among our clientele.

When a problem is identified, our social and environmental risk policy calls for the following actions:

- We contact the customer to request clarification;
- If a violation of the law is confirmed, corrective measures are taken, including, if applicable, the early payment of the debt.

PRACTICES BEING IMPLEMENTED

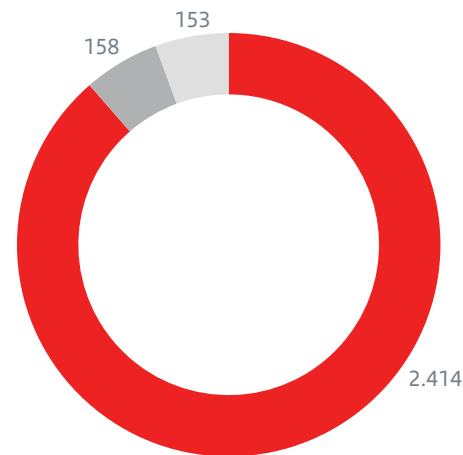
Traceability at slaughterhouses

Under the Amazon Plan, we committed to achieving zero deforestation in the meat supply chain by 2025, reinforcing internal diligence, supporting slaughterhouse adaptations, and working with businesses and associations to develop a sector-specific commitment.

To this end, beginning in 2021, we started to question and monitor the cattle traceability practices of the largest slaughterhouses in our customer base. With this, we are creating a map of how these companies control the origin of their livestock. The next step will be to establish a framework for implementing the required upgrades to this control mechanism.

In 2021, we conducted 2,725 Social and Environmental Risk assessments, which were categorized according to the graph below:

Social and Environmental Risk assessment results



- Approved
- Approved with reservation
- Declined

[102-11; 102-15]

Assessments by segment in 2021	Total
Wholesale segment ¹	911
Companies 3 segment (Retail) ¹	1.049
Projects ²	28
Collaterals ³	197
Real estate loans ⁴	199
Flagged by Compliance ⁵	12
Agribusiness operations ⁶	329
Total	2.725

¹ This figure represents the total number of examined economic groups, each of which may contain dozens of corporate taxpayer identification numbers ("CNPJs" in Portuguese) eligible for social and environmental risk assessment.

² Further assessment details, as well as historical data on analysis indicators, including projects reviewed in accordance with the Equator Principles, are available on our Sustainability [website](#).

³ Social and environmental factors are incorporated into the valuation reports of real estate assets used as collateral for customer operations. If attention points are identified, the Social and Environmental Risk unit must issue an opinion.

⁴ Social and environmental risk assessments for Real Estate Loans may be conducted at the time of project financing (Business Plan). The reported amount refers to the Business Plan.

⁵ Wholesale customers starting their relationship with the Bank are subjected to analysis by the Compliance department, which includes social and environmental components. If attention points are identified, the Social and Environmental Risk unit must issue an opinion.

⁶ Specific cases of agribusiness operations with social and environmental risks (e.g., suspensions, indigenous lands, Conservation Units) detected through a proprietary tool developed by Banco Santander Brasil.

[102-16]

Special restrictions

We have adopted stringent restriction policies for relationships with customers who directly or indirectly operate in sensitive industries.

We have a specific policy for the defense industry, under the responsibility of the Compliance department. As a result, we are prohibited from doing business with customers who manufacture, distribute, or sell anti-personnel mines, cluster munitions, nuclear, chemical, or biological weapons, or ammunition containing depleted uranium.

See the table below for details on specific industries:

Industry	Portfolio (R\$)	% of the Overall Portfolio ¹
Weapons and Ammunition ²	1.380.449,70	0,00%
Alcoholic Beverages	880.509.551,76	0,19%
Fossil Fuels and Derivatives ³	6.263.704.756,94	1,35%
Health Hazardous ⁴	172.694.044,46	0,04%
Tobacco	96.620.514,95	0,02%
Legalized Gaming and/or Betting ⁵	1.454,13	0,00% ⁶
TOTAL	7.414.910.771,94	1,60%

We do not invest in these industries, a restriction that applies to our controlled and affiliated companies, categories over which Banco Santander Brasil has control and whose accounting balances are therefore consolidated into its Financial Statements in accordance with the consolidation accounting rules for Financial Statements set forth by the Brazilian Central Bank ("BACEN").

¹ Total loan portfolio balance.

² We have a specific policy for the defense industry, establishing criteria for activities related to this sector.

³ This category includes activities such as production and/or sale of fossil fuels and their derivatives.

⁴ Industries whose products, when misused or abused, can lead to chronic diseases, such as cholesterol or hypertension.

⁵ Games that can lead to addiction in the case of unhealthy habits. Banco Santander has policies restricting relationships with unlicensed bookmakers or "gambling", maintaining relationships only with licensed entities.

⁶ Value close to zero.

Review of specific cases

The Social and Environmental Risk assessment is conducted in accordance with our internal policies in the cases of collateral, real estate loans (specifically in the Business Plan), agribusiness operations, and customers flagged by the Compliance department. Our goal is to mitigate risks associated with degrading work, IBAMA suspensions, and contaminated areas, among others.

Assessment of large projects

We dedicate special consideration to social and environmental assessments for large-scale project financing (Project Finance) involving renewable energy and sanitation. In such situations, we employ a methodology based on the Equator Principles (to which we have been signatories since 2009).

Based on these guidelines, we assess the environmental reports required for the licensing of the enterprise to be financed, along with the impact mitigation plans, authorizations, and licenses applicable to the activity, which demonstrate social and environmental compliance, as well as quality management in the implementation and operation of the enterprise.

Climate change

Our Social and Environmental Risk division employs tools and conducts assessments centered on climate change.

[Learn more in the Environmental and Climate Actions chapter.](#)

Social and Environmental Responsibility Policy (“PRSA”)

Our Social and Environmental Responsibility Policy (“PRSA” in Portuguese) sets forth specific guidelines and standards for social and environmental practices in our business and stakeholder relationships. These practices include managing social and environmental risks, impacts, and opportunities.

The PRSA follows the directives of CMN Resolution No. 4,327/2014 and SARB Regulation No. 14 by the Brazilian Federation of Banks (“Febraban”), assuring full conformity with the themes addressed.

To contribute to the execution and enhancement of this policy, we rely on two critical support groups:

- PRSA Senior Group: composed of the Risk, Corporate, Human Resources, Finance, Institutional Relations, and Sustainability Vice Presidents, in addition to the Agribusiness and Compliance Officers. The group engages in strategic PRSA decision-making and serves as a liaison with the Executive Committee.
- PRSA Working Group: composed of representatives from the areas involved in the Senior Group.

In 2021, the Brazilian Central Bank issued Resolution No. 4,945, providing for the Social, Environmental, and Climate Responsibility Policy (“PRSA” in Portuguese). The goal is to enhance the set of regulations governing the management of social and environmental risk, which includes the climate issue. The PRSA goes into force on 7/1/22, the same day as the PRSA is set to be revoked.

[Explore PRSA in depth on our website.](#)



In 2021, we followed the efforts of Brazilian regulators to reinforce the responsibility of financial institutions on social, environmental, and climate matters. CMN Resolutions No. 4,945 and No. 4,943, which will go into effect in July 2022, mandate that organizations embrace a constructive agenda on these themes and take a more meaningful approach to managing their associated risks. This is an urgent agenda that we are absolutely committed to meeting.



Patricia Audi

Vice President of Institutional Relations and Sustainability

CYBER RISK AND INFORMATION SECURITY

[103-2; 103-3; FN0101- 07]

We have adopted a stringent governance framework to ensure that data security is a top priority for the organization.

Our security policies and procedures are approved by the Board of Directors and overseen by a range of corporate bodies (Board of Directors, Integrated Operational Risks Committee, Operational Risk Forum, and Audit Committee).

Security guidelines and progress reports on ongoing investments and projects are presented in these forums.

Our directives are consistent with:

- The Brazilian Central Bank's ("BACEN") cyber security resolution;
- The NIST-CSF cyber security framework, which is regarded as the most up-to-date and pragmatic on the market;
- ISO-27002, which outlines best practices for information security management;
- The global corporate cyber security policies issued by the Santander Group's headquarters.

Based on these references, we established best practices for a global security program, which is followed by the independent units of the organization.

On a local level, the operations of these units are subject to our Corporate Governance practices. Its composition includes the Operational Risks and Audit divisions, which serve as the second and third lines of defense, respectively.

As a regulated and publicly traded company, our security processes are also reviewed by independent auditors and the Brazilian Central Bank itself.

Local and global structure

Cyber Security & Anti-Fraud, which centralizes technology risk management, is our primary defense structure. This hub encompasses the Cyber Security, Fraud Prevention, and GRC (Governance, Risk and Compliance Control) areas.

We are also supported by the Security Operations Center, which is based at the Santander Group's headquarters in Madrid. This division is responsible for formulating monitoring actions for all Santander units.

Additionally, we have a local cyber security operation entirely dedicated to security practices and disciplines. Among its activities are technical architecture, data center infrastructure security, system development, and incident response.

Awareness and training

Employee and customer safety is one of our organization's most important pillars. Therefore, we have devised training and awareness strategies aimed at ensuring that the topic remains relevant in the everyday lives of our employees, interns, and customers.

In 2021, we delivered over 58 million security-related messages to customers across more than 15 channels, advising them on how to protect themselves from scams and cyberattacks.

The following are a few examples of initiatives conducted through internal and external communication channels:

- Launch of the "Protect Your Digital Life" global campaign, bringing messages on the topic to all customers;
- Phishing tests for employees, conducted on a regular basis with the aim of training them to identify cyberattack attempts via email;
- Security website redesign, providing exclusive content on how to protect against scams;
- Periodic events on cyber security for all Santander Group employees;
- Launch of Data Protection training for all Bank staff, highlighting responsibility in the handling of confidential information and secure data handling.

Security-focused initiatives

Throughout 2021, we developed new initiatives to enhance the security of our processes. The following are a few highlights:

- **Facial Biometrics:** we deployed this technology, which is a robust authentication tool, providing customers with the convenience of conducting risk transactions via electronic channels;
- **Prevention Against Information Leakage:** we bolstered our efforts on this front through an information classification process and the implementation of rules to safeguard information and comply with both local and international regulations;
- **Supplier Cyber Security Risk Management:** we assessed the maturity of preventive controls (detection and response) implemented by companies providing the Bank with critical services. In addition, specific assessments focusing on the handling of emerging threats, such as ransomware, and the monitoring of improvement plans have been conducted.

[Visit our website to learn more about information security.](#)

General Data Protection Law ("LGPD")

The General Data Protection Law ("LGPD" in Portuguese) governs the processing of personal data, including by private companies, and has been in effect since September 2020. We acknowledge the topic's significance and treat it with utmost priority.

Our approach is spearheaded by a division devoted to Privacy and Data Protection. This team invests in technologies that boost data security against cyber threats, while also working to strengthen and optimize internal systems that protect privacy across all our activities.

In addition to structuring processes and mechanisms that ensure compliance with the rights of data subjects outlined in the LGPD, we have strengthened our culture surrounding the topic through rigorous governance, which covers all levels of the organization, including affiliated companies.

[Find out more about the LGPD on our website](#)

A graphic with a dark blue background and a light blue bottom section. The text reads: "você SABE COMO NÃO CAIR EM UMA Tentativa DE PHISHING?". The word "NÃO" is in a red box. To the right is a dark blue fish with a white question mark. Below the fish is a QR code with the "NOW" logo. In the bottom left is the Santander logo. In the bottom right is an owl icon with the text "VEJA TODAS AS DICAS AQUI". The "NOW" logo is in the top right corner.

SUPPLIER RELATIONSHIP

Responsibility and best practices across the value chain



[102-9; 102-16; 103-2; 103-3; 308-1; 414-1]

We adhere to the highest governance standards within our organization, and we expect our suppliers to make basic commitments. This is, in our opinion, a key prerequisite for ensuring a responsible business environment.

Our relationship with suppliers is reliant on evaluation processes at all stages, including competition, approval, and contract duration. To this purpose, we utilize the guidelines of the UN Global Compact as our foundation.

One of the internal instruments used to make sure that these commitments are met is the Supplier Code of Conduct, which governs all principles that must be respected in our business relationships.

We also follow the Social and Environmental Responsibility Policy ("PRSA"), the Outsourcing and Third-Party Agreements Corporate Framework, as well as Anti-Corruption and Money Laundering Prevention regulations.



PROCUREMENT REQUIREMENTS

We have a contractual clause conditioning our relationship upon alignment with our values. These include social and environmental practices, the defense of human rights (such as preventing child and forced labor), guidelines against moral and sexual harassment, and the fight against corruption.

[308-1; 414-1]

All services and goods are procured exclusively from approved suppliers. This means that in addition to technical requirements, they must also meet legal, fiscal, tax, and reputational suitability standards, as well as environmental and social criteria.

For the approval of suppliers deemed relevant, we conduct a more thorough analysis of their inherent risks. This assessment includes the following risk categories: Business Continuity, Cyber Security, Physical Security, Facilities, and Data Protection.

At the end of 2021, we had active contracts with 1,659¹ suppliers, of which 8% were deemed more relevant² based on their activities and predefined risk criteria. Among the main activity areas of our suppliers are Collection Call Center, Telemarketing, BPO Real Estate Loans, BPO Finance, Cash Transportation, and Document Archiving.

¹ The information is based on the unique corporate taxpayer identification numbers ("CNPJs" in Portuguese) recorded in our system; suppliers with the same corporate name may be registered under multiple CNPJs.

² Suppliers with High + and Critical associated inherent risks.

Monitoring

[308-1; 414-1]

Throughout the service provision period, we perform periodic monitoring of our suppliers. Among the topics examined are labor, tax, fiscal, and reputational standing, as well as significant events relating to operational risks, involvement with forced labor, and penalties imposed by public authorities.

We have a Supplier Forum that deliberates on services and/or suppliers and relevant situations, in addition to monitoring the deployment of any action plans for improvement opportunities detected during the assessment process of participating companies.

It is also responsible for ensuring the implementation of the Outsourcing and Third-Party Agreements Corporate Framework, as well as the policies and regulations set out by regulatory agencies.

Diversity and inclusion

Since 2020, all new contracts and amendments have included a clause reinforcing the importance of respecting and fostering diversity and inclusion, along with a commitment to train all service providers on these themes. For the purpose of assisting our suppliers, we have also compiled an e-book covering these topics, gathering key concepts and behaviors that are minimally required by Santander and its affiliated companies.

[Visit our website for additional information on the Supplier Code of Conduct and the Social and Environmental Responsibility Policy \("PRSA"\).](#)

Encouraging climate management

We have made a public commitment to climate control and responsible use of natural resources. Accordingly, we encourage our partners to incorporate this agenda into their activities.

Since joining the CDP Supply Chain in 2017, we have invited our suppliers to report on their climate management practices. In 2021, 34% of invited suppliers provided information about their emissions, as well as the risks and opportunities associated with the topic for their businesses.

[Learn more about our supplier relationships on our website.](#)

ESG AWARDS AND INDEXES

In 2021, we were recognized by several institutions. The following are a few highlights:

- **Company of the Decade in Sustainability** by the Época 360° Yearbook.
- **“Change the World”** by Fortune Magazine – renewable energy case.
- **Best in ESG** from Exame magazine
- **ECO Award** from AMCHAM (American Chamber of Commerce) – we were one of 11 companies honored in the Sum category for Practices to Fight Covid-19.
- **Best Company to Work For** – ranked as one of the best companies to work for in Brazil and featured in the LGBTQI+ and Women categories.
- **CEBDS Award** from the Brazilian Business Council for Sustainable Development – Women on the Board category.
- **“ISE” - Corporate Sustainability Index** by B3 - Brasil, Bolsa, Balcão – for the 12th consecutive year, we were recognized for our sustainability practices.
- **Climate Disclosure Leadership Index** by the Carbon Disclosure Project (“CDP”) – we are one of the country’s leading companies on climate change.

GLOSSARY

Cbios: securities issued by biofuel producers based on production volume and commercialization. Although they are available for purchase on the stock exchange by investors, their primary destination is fossil fuel distributors, which must acquire decarbonization credits to satisfy government-established targets.

CDP (Carbon Disclosure Project): international non-profit organization that works with businesses, investors, and cities around the world to measure and understand their environmental impact.

CDP Supply Chain: a CDP initiative focused on the supply chain to better understand how global companies manage climate risks and encourage these businesses and their suppliers to act.

Clawback: a mechanism included in senior executive contracts or compensation plans to correct inappropriate or excessively risky behavior. It allows for the seizure of bonuses paid in instances of mismanagement or fraud.

Climate Bonds Initiative (CBI): international non-profit organization solely dedicated to mobilizing the securities market for climate change solutions.

Endowment: a permanent fund consisting of capital from individual and/or legal entity donations that is invested in the financial market by a professional manager, with investment returns channeled to programs related to the social purpose of the donations.

Equator Principles: a set of social and environmental criteria for voluntary adoption by financial institutions worldwide, as referenced in the International Finance Corporation's Performance Standards on Social and Environmental Sustainability and the World Bank Group's Environment, Health, and Safety Guidelines.

ESG: acronym for Environmental, Social, and Governance – a concept that encompasses the set of practices and principles adopted by companies in the Environmental, Social, and Corporate Governance domains.

ESG-Linked Loan: a loan operation in which the financial terms are contingent upon the attainment of specific environmental and/or social targets (under the ESG concept) that are aligned with the strategic goals of the borrowing company over a specified time period. In this loan type, the contracted amount may be used for any company-related purpose.

Global Compact: a United Nations (UN) initiative that encourages companies to adopt corporate social responsibility and sustainability policies.

Global Reporting Initiative (GRI): an independent international organization that helps businesses, governments, and other organizations understand and communicate their impacts on issues such as climate change, human rights, and corruption prevention.

Green Bonds: securities issued to raise capital for specific investments in sustainable assets and projects with a positive social and environmental impact.

International Integrated Reporting Council (IIRC): global coalition of regulators, investors, companies, accounting professionals, and NGOs. Its purpose is to promote communication on value creation as the next step in the evolution of corporate reports.

LEED (Leadership in Energy and Environmental Design): a sustainable building certification established and awarded by the United States Green Building Council (a non-governmental organization), with the purpose of promoting and encouraging sustainable construction practices that meet green construction criteria.

Malus: a mechanism that enables the institution to reduce, in whole or in part, the amount of deferred variable compensation in cases of non-compliance with internal regulations and excessive risk exposure.

NPS (Net Promoter Score): an international methodology for measuring consumer satisfaction and loyalty in which customers are asked to rate their likelihood of recommending the company's services on a scale from zero to ten.

Renovabio: a federal government program aimed at promoting biofuel production (ethanol, biodiesel, biomethane, biokerosene, and second-generation biokerosene, among others) in the Brazilian energy matrix and reducing carbon emissions in the national transportation matrix.

SDGs (Sustainable Development Goals): a set of 17 objectives established by the United Nations General Assembly in 2015 that encompass the environmental, economic, and social dimensions of sustainable development in a comprehensive and interconnected manner. **Sustainability Accounting Standards Board (SASB):** an international non-profit organization established to develop accounting standards for sustainability metrics, thereby facilitating communication between companies and investors.

Sustainability-linked bonds: debt securities tied to the company's environmental, social, or governance objectives. Unlike Green Bonds, this instrument does not require the allocation of funds to a specific project.

Task Force on Climate-Related Financial Disclosures (TCFD): a task force that brings together several organizations with the aim of developing a common standard for companies to measure and disclose climate-related financial risks.

Independent auditor's limited assurance report on the non-financial information contained in the 2021 ESG and Climate Action Report

To the Board of Directors and Shareholders
Banco Santander (Brasil) S.A.
São Paulo – SP

Introduction

We have been engaged by Banco Santander (Brasil) S.A. ("Bank" or "Santander") to present our limited assurance report on the non-financial information contained in Santander's 2021 ESG and Climate Action Report for the year ended December 31st, 2021.

Our limited assurance does not extend to prior-period information, or any other information disclosed in conjunction with the 2021 ESG and Climate Action Report, including any embedded images, audio files, or videos.

Responsibilities of Santander's management

Santander's management is responsible for:

- selecting or establishing adequate criteria for the preparation and presentation of the information contained in the ESG and Climate Action Report;
- preparing the information in accordance with the criteria and guidelines of the Global Reporting Initiative (GRI – Standards) and with the basis of preparation developed by the Bank itself;
- designing, implementing, and maintaining internal controls over pertinent data for the preparation of the information contained in the ESG and Climate Action Report, which is free from material misstatement, whether due to fraud or error.

Independent auditor's responsibilities

Our responsibility is to express a conclusion on the non-financial information included in the 2021 ESG and Climate Action Report, based on our limited assurance engagement conducted in accordance with Technical Communication CTO 01 – Issuance of Assurance Reports related to Sustainability and Social Responsibility, issued by the Federal Accounting Council (CFC), based on the Brazilian standard NBC TO 3000, “Assurance Engagements Other than Audit and Review,” also issued by the CFC, which is equivalent to the international standard ISAE 3000, “Assurance engagements other than audits or reviews of historical financial information,” issued by the International Auditing and Assurance Standards Board (IAASB). Those standards require the auditor to comply with ethical and independence requirements, as well as other responsibilities of said standards, including those regarding the application of the Brazilian Quality Control Standard (NBC PA 01) and, therefore, the maintenance of a comprehensive quality control system, including documented policies and procedures for complying with ethical requirements, professional standards, and applicable legal and regulatory requirements. Additionally, the above noted standards require that the engagement be planned and executed for the purpose of obtaining limited assurance that the non-financial information contained in the 2021 ESG and Climate Action Report, taken as a whole, is free from material misstatement.

A limited assurance engagement performed in accordance with NBC TO 3000 (ISAE 3000) mainly consists of making inquiries of Santander's management and other Bank professionals involved in the preparation of the information, as well as applying analytical procedures to obtain evidence that enables us to issue a limited assurance conclusion on the information taken as a whole. A limited assurance engagement also requires the execution of additional procedures when the independent auditor becomes aware of matters that lead the auditor to believe that the information disclosed in the ESG and Climate Action Report, taken as a whole, might present significant misstatements.

The procedures selected were based on our understanding of the aspects related to the compilation, materiality, and presentation of the information contained in the 2021 ESG and Climate Action Report, other circumstances of the engagement, and our analysis of the activities and processes associated with material information disclosed in the 2021 ESG and Climate Action Report in which significant misstatements might exist. The procedures comprised, among others:

- a) planning the work, considering the materiality, volume of quantitative and qualitative information, as well as the operating and internal control systems that were used to prepare the information contained in the 2021 ESG and Climate Action Report;
- b) understanding the calculation methodology and the procedures adopted for the compilation of indicators through inquiries of the managers responsible for preparing the information;
- c) applying analytical procedures to quantitative information and making inquiries regarding the qualitative information and its correlation with the indicators disclosed in the 2021 ESG and Climate Action Report; and
- d) for cases in which non-financial data relate to financial indicators, comparing these indicators with the financial statements and/or accounting records.

The limited assurance engagement also included the analysis of compliance with Global Reporting Initiative guidelines and criteria (GRI-Standards), as well as with the provisions of the basis of preparation developed by the Bank, applicable to the preparation of the information contained in the 2021 ESG and Climate Action Report.

We believe that the evidence obtained in our work is sufficient and appropriate to provide a basis for our limited assurance conclusion

Scope and limitations

The procedures performed in a limited assurance engagement vary in nature and timing and are less extensive than those applied in a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than that which would have been obtained in a reasonable assurance engagement. Had we performed a reasonable assurance engagement, we might have identified other matters and possible misstatements in the information contained in the 2021 ESG and Climate Report. Accordingly, we do not express an opinion on this information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used to determine, calculate or estimate these data. Qualitative interpretations of data materiality, relevance, and accuracy are subject to individual assumptions and judgments. Furthermore, we did not consider in our engagement the data reported for prior periods, nor future projections and goals.

The preparation and presentation of non-financial information and indicators followed the definitions of the basis of preparation developed by the Bank and the guidelines of the Global Reporting Initiative (GRI-Standards) and, therefore, the information included in the 2021 ESG and Climate Action Report is not intended to provide assurance regarding compliance with social, economic, environmental, or engineering laws and regulations. However, said standards require the presentation and disclosure of any non-compliance with such regulations when sanctions or significant fines are applied. Our limited assurance report should be read and understood in this context, which is inherent to the selected criteria and previously described in this paragraph.

Conclusion

Based on the procedures performed, as described herein, and on the evidence obtained, no matter has come to our attention that would lead us to believe that the non-financial information contained in the ESG and Climate Action Report for the year ended December 31st, 2021 of Banco Santander (Brasil) S.A. has not been prepared, in all material respects, in accordance with the criteria and guidelines of the Global Reporting Initiative – GRI (GRI-Standards) and with the basis of preparation developed by the Bank.

São Paulo, June 6th, 2022

PricewaterhouseCoopers
Auditores Independentes Ltda.
CRC 2SP000160/O-5

Eliane Kihara
Accountant CRC 1SP212496/O-5

GRI CONTENT INDEX

[102-55]

GENERAL CONTENT

GRI STANDARD	Disclosure item	Comments, page, link, and/or reason for omission	Contribution to the UN SDGs
GRI 101: Fundamentals 2016			
GRI 102: General disclosures 2016			
	102-1 Name of the organization	p. 4	
	102-2 AtiviActivities, brands, products and services	p. 11, 41, 45	8
	102-3 Location of headquarters	Avenida Presidente Juscelino Kubitschek, nº 2235/2041, Bloco A, Vila Olímpia, São Paulo/SP	
	102-4 Location of operations	p. 11	
	102-5 Ownership and legal form	Santander Brasil is a publicly traded company with shares listed on B3 - Brasil, Bolsa, Balcão (tickers SANB3, SANB4, and SANB11). It is also traded on the New York Stock Exchange via American Depositary Receipts under the symbol BSBR.	
	102-6 Markets served	p. 11	
Perfil da organização	102-7 Scale of the organization	p. 6, 41, 50, 53; Please refer to page 11 of the Earnings Report (santander.com.br) for the number of branches and mini branches in 2021	
	102-8 Information on employees and other workers	p. 50, 53	8
	102-9 Supply chain	p. 80	8, 16.6
	102-10 Significant changes to the organization and its supply chain	There were no significant changes to the supplier hiring and management process	
	102-11 Precautionary principle or approach	p. 19, 71, 75	16.6
	102-12 External initiatives	p. 12, 15	5, 6, 7, 8, 10, 12, 13, 16, 17
	102-13 Membership of associations	See the full list of forums in which Santander is actively engaged	5, 6, 7, 8, 10, 12, 13, 16, 17

GRI STANDARD	Disclosure item	Comments, page, link, and/or reason for omission	Contribution to the UN SDGs
GRI 101: Fundamentals 2016			
GRI 102: General disclosures 2016			
Strategy	102-14 Statement from senior decision-maker	p. 5	
	102-15 Key impacts, risks, and opportunities	p. 19, 22, 41, 45, 71, 75	16.6
Ethics and integrity	102-16 Values, principles, standards and norms of behavior	p. 66, 76, 80	10, 16.6
	102-17 Mechanisms for advice and concerns about ethics	p. 66	10, 16.6
Governance	102-18 Governance structure	p.61, 62	
	102-19 Delegating authority	p. 17	
	102-20 Executive-level responsibility for economic, environmental, and social topics	p. 17	16.6
	102-22 Composition of the highest governance body and its committees	p. 7, 61, 63	5
	102-23 Chair of the highest governance body	p. 61	
	102-27 Collective knowledge of highest governance body	p.64	
	102-28 Evaluating the highest governance body's performance	p. 64	
	102-31 Review of economic, environmental, and social topics	p. 17, 61	
	102-35 Compensation policies	p. 66	
	102-36 Process for determining remuneration	p. 64	

GRI STANDARD	Disclosure item	Comments, page, link, and/or reason for omission	Contribution to the UN SDGs
GRI 101: Fundamentals 2016			
GRI 102: General disclosures 2016			
Stakeholder engagement	102-40 List of stakeholder groups	p. 8, 10	
	102-41 Collective bargaining agreements	100% of employees subject to the Consolidation of Labor Laws ("CLT" in Portuguese) are covered by collective bargaining agreements.	8
	102-42 Identifying and selecting stakeholders	p. 8, 9, 10	
	102-43 Approach to stakeholder engagement	p. 8, 41, 43	16.6
	102-44 Key topics and concerns raised	p. 8, 9, 41	16.6
	102-45 Entities included in the consolidated financial statements	See the list of entities included in the financial statements, beginning on page 40	
	102-46 Defining report content and topic boundaries	p. 8, 9, 90, 91, 92, 93, 94, 95, 96, 97	12.6, 16.6
	102-47 List of material topics	p. 8, 9, 10	12.6, 16.6
	102-48 Restatements of information	p. 6, 32	
	102-49 Changes in reporting	p. 8, 31	12.6
Reporting practice	102-50 Reporting period	p. 4	12.6
	102-51 Date of most recent report	March 2021	12.6
	102-52 Reporting cycle	Annual	12.6
	102-53 Contact point for questions regarding the report	p. 4	12.6
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.	12.6
	102-55 GRI content index	p. 87	12.6, 16.6
	102-56 External assurance	The independent auditor's limited assurance report on the sustainability information can be found on pages 84 to 86 of this report. We followed this market best practice and the GRI recommendation.	12.6

SPECIFIC CONTENT

Prioritized material topic	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs	
ESG Finance	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	2, 6, 7	
	External: Customers and society		103-2 Management approach and its components	p. 11, 12, 22, 23		
	Where the impacts occur: inside the organization (economic performance, reputation, agenda of public commitments, customer and supplier relationships, employee performance) and outside the organization (customers, shareholders, investors, society).		103-3 Evaluation of the management approach	p. 11, 12, 22, 23		
	Direct and indirect impact	GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p. 22	7, 8, 9, 11, 13, 17	
			G4 Sector Disclosures: Financial services	G4-FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	p. 22	2, 7, 8, 9, 11, 13, 17
Equality, diversity, inclusion, and well-being	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	3, 5, 10, 16	
			103-2 Management approach and its components	p. 12, 48, 50, 52, 53, 62		
			103-3 Evaluation of the management approach	p. 12, 48, 50, 52, 53, 62		
	External: Customers and society	GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 7, 56	8	
			401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 50, 54, 57	8	
			401-3 Parental leave	p. 50, 54	4, 8	
	Where the impacts occur: inside the organization (employee performance, reputation, agenda of public commitments, institutional policies, customer and supplier relationships) and outside the organization (customers, companies, suppliers, shareholders, investors, society)	GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	p. 50, 59	8, 16	
			403-10 Work-related ill health	p. 50, 59	8, 16	
		GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	p. 7, 50, 51, 53	5, 8, 10, 16	
	Direct and indirect impact	G4 Sector Disclosures: Financial services	G4-FS14 Initiatives to improve access to financial services for disadvantaged people	p. 44	1,10	
Financial well-being of the customer	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	8, 9, 12	
			External: Customers and society	103-2 Management approach and its components		p. 12, 41
			Where the impacts occur: inside the organization (employee performance, reputation, economic performance) and outside the organization (customers, shareholders, and society)	103-3 Evaluation of the management approach		p. 12, 41
	Direct and indirect impact	GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information labeling	p. 42 Only items considered applicable to Bank's types services were reported.	168, 12, 13	

Prioritized material topic	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
Privacy, data protection, and cyber security	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	
	External: Customers and society		103-2 Management approach and its components	p. 68, 78, 79	
	Where the impacts occur: inside the organization (reputation, customer and supplier relationships, employee performance, shareholder and investor relationships, operational and economic performance) and outside the organization (customers, companies, suppliers, society)		103-3 Evaluation of the management approach	p. 68, 78, 79	
	Direct and indirect impact	GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data deemed strategic and confidential by the leadership of Santander Brasil, and hence not reported.	
		Sustainability Accounting Standards Board (SASB)	FN0101-07 Discussion of management approach to identifying and addressing vulnerabilities and threats to data security	p. 78	
Portfolio alignment with net zero emissions by mid-century	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	13
	External: Customers and society		103-2 Management approach and its components	p. 8, 17, 19, 22	
	Where the impacts occur: inside the organization (economic performance, reputation, agenda of public commitments, customer relationship, employee performance) and outside the organization (customer portfolio, suppliers, shareholders, investors, society)		103-3 Evaluation of the management approach	p. 8, 17, 19, 22	
	Direct and indirect impact	GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	p. 19, 22, 72, 73, 74, 75, 76, 77	12, 13
Operational and business resilience	Internal: bank and employees	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	p. 8, 9	9
	External: Customers, suppliers, and society		103-2 Management approach and its components	p. 11, 12, 22, 23	
	Where impacts occur: inside the organization (employee performance, reputation, economic performance) and outside the organization (customers, shareholders, and society)		103-3 Evaluation of the management approach	p. 11, 12, 22, 23	
	Direct and indirect impact	G4 Sector Disclosures: Financial services	G4-DMA Product and service labeling: Policies for the fair design and sale of financial products and services	The development or modification of products and services is predicated on the Bank's Social and Environmental Responsibility Policy (see more on page 77), which establishes social and environmental principles, guidelines, and procedures governing our business and stakeholder relationships. The Product Committee is responsible for analyzing the characteristics and functionality of each item, as well as its suitability to customer profiles in view of society's evolving needs and demands (see more on page 42). Further information can be found at https://www.santander.com.br/sustentabilidade/clientes/ciclo-de-vida	

Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
ESG risk management, incorporating climate	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: ensuring that our risk management framework encompasses environmental (such as climate) and social (such as human rights) risks from our customers and operations, and that they are reflected as a driver impacting all types of risk, policies, and procedures.	13
			103-2 Management approach and its components	p. 11, 12, 17, 18, 19, 20, 21, 22, 23, 71, 80	
			103-3 Evaluation of the management approach	p. 11, 12, 17, 18, 19, 20, 21, 22, 23, 71, 80	
		GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	p. 19, 22, 72	8, 12, 13
		GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p. 66, 80	10, 16
Culture, Conduct, and Ethical Behavior	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: ensuring exemplary employee and institution conduct, including a simple, personal, and fair work environment, integrated risk management, whistleblowing mechanisms, employee conduct with complete transparency toward customers, and best-in-class policies on AML & FC, ethical behavior, tax payment, and human rights.	8
			103-2 Management approach and its components	p. 66, 67, 68, 69, 70	
			103-3 Evaluation of the management approach	p. 66, 67, 68, 69, 70	
		GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p. 66, 67	10, 16
			205-2 Communication and training about anti-corruption policies and procedures	p. 66, 70	10, 16
		GRI 415: Public Policy 2016	415-1 Political contributions	p. 66, 68	16

¹These topics were identified as relevant during the materiality update process, but they were not prioritized in this reporting cycle. More information can be found on page 8.

Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
Financial inclusion and empowerment	Internal: bank and employees External: Customers and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: designing, creating, and delivering products and services to all potential customers, thereby ensuring their access to the financial system and financing that matches their credit needs, while fostering financial education.	1, 5, 8, 9, 10, 11
			103-2 Management approach and its components	p. 12, 45, 46, 47	
			103-3 Evaluation of the management approach	p. 12, 45, 46, 47	
	GRI 203: Indirect Economic Impacts	203-2 Significant indirect economic impacts	p. 40	4, 5, 8, 17	
	Sustainability Accounting Standards Board (SASB)	FN0101-03 Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	p. 47	1, 8, 9, 16	
Corporate governance	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: ensuring that the corporate governance framework remains well-established and effective, promoting shareholder value and efficient capital allocation, while serving the interests of all stakeholders with whom we engage actively (i.e., NGOs, investors, and ESG analysts), in addition to linking compensation to ESG metrics.	5, 10
			103-2 Management approach and its components	p. 61, 62, 63, 64	
			103-3 Evaluation of the management approach	p. 61, 62, 63, 64	
	GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	p. 70	10, 16	
	GRI 207: Taxes 2019	207-1 Approach to tax	p. 65	16, 17	
		207-2 Tax governance, control, and risk management	p. 65	16, 17	
	GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	p. 7, 51, 53	5, 8, 10, 16	

¹These topics were identified as relevant during the materiality update process, but they were not prioritized in this reporting cycle. More information can be found on page 8.

Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs	
Biodiversity, bioeconomy, and natural resources	Internal: bank External: Customers and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: managing the impact of Santander's financial products and services on ecosystems and biodiversity via its borrowers, including but not limited to those engaged in natural resource extraction, agro-industrial crops, or project development.	2, 14, 15	
			103-2 Management approach and its components			p. 16, 22, 23, 24, 25, 26, 27, 28, 29
			103-3 Evaluation of the management approach			p. 16, 22, 23, 24, 25, 26, 27, 28, 29
		GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	p. 19, 22, 72, 73, 74, 75, 76, 77 12, 13		
Responsible procurement	Internal: bank External: suppliers and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: ESG assessment across our supply chain to manage any associated reputational or service level risks.	8, 12	
			103-2 Management approach and its components			p. 30, 80, 81
			103-3 Evaluation of the management approach			p. 30, 80, 81
		GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	p. 80, 81	8, 12, 16	
		GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	p. 80, 81	8, 12, 16	

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Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
Education & other support to local communities	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: mainly by leveraging Santander Universities, providing education, employability, and entrepreneurship opportunities for individuals, as well as connecting start-ups and SMEs to talent, customers, training, and other resources. Keep supporting community well-being, improving the lives of those at risk of exclusion, and promoting territorial development.	1, 3, 4, 8, 10, 16
			103-2 Management approach and its components	p. 12, 35, 36, 37, 37, 38, 39, 40, 48, 49	
			103-3 Evaluation of the management approach	p. 12, 35, 36, 37, 37, 38, 39, 40, 48, 49	
		GRI 201: Economic Performance 2016	201-4 Financial assistance received from government	Benefits from tax incentives provided by law. See on p.35, 40	16
		GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	p. 11, 22, 45, 48	4, 5, 8, 17
Talent management and development	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: attracting, engaging, and retaining a talented and productive workforce (including benefits, development opportunities, and ensuring meritocracy).	8
			103-2 Management approach and its components	p. 12, 48	
			103-3 Evaluation of the management approach	p. 12, 48	
		GRI 401: Employment 2016	401-1: New employee hires and employee turnover	p. 7, 50, 56	8
			404-1 Average hours of training per year per employee	p. 50, 56	4, 8
		GRI 404: Training and education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	p. 50, 55, 56	8
			404-3 Percentage of employees receiving regular performance and career development reviews	p. 50, 56	8

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Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
Environmental footprint of operations	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: reducing the direct and indirect operational impacts of the supply chain, managing energy use, water consumption, material use/recycling and green building design, as well as implementing employee initiatives to assess and decrease the environmental footprint.	7, 11
			103-2 Management approach and its components	p. 12, 17, 19, 22, 28, 30, 31, 32, 33	
			103-3 Evaluation of the management approach	p. 12, 17, 19, 22, 28, 30, 31, 32, 33	
		GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 33	
			GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 6, 30
		302-4 Reduction of energy consumption		p. 31	
		GRI 303: Water and effluents 2018	303-5 Water consumption	p. 6, 30, 32	14
			GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	p. 30, 31
		305-2 Energy indirect (Scope 2) GHG emissions		p. 30, 31	13
		305-3 Other indirect (Scope 3) GHG emissions		p. 30, 31	13
		305-5 Reduction of GHG emissions		p. 6, 30, 32	13
		GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	p. 30, 33	14, 15
			306-3 Waste generated	p. 6, 30, 33	14, 15
			306-4 Waste diverted from disposal	p. 30, 33	14, 15
			306-5 Waste directed to disposal	p. 30, 33	14, 15

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Non prioritized material topic ¹	Topic Boundary	Disclosure item	Content	Comments, pages, links, and/or reason for omission	Contribution to the UN SDGs
Artificial intelligence and robotization	Internal: bank and employees External: Customers, shareholders, suppliers, and society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Topic definition: greater reliance on technology and carbon credit trading, green finance, and ESG products through crypto assets. Since this material topic is not a priority, the organization is considering the prospect of disclosing further details in the future.	
			103-2 Management approach and its components	p. 26, 55	
			103-3 Evaluation of the management approach	p. 26, 55	
Specific content		GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p. 35 and Financial Statements	

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Santander Release

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