

## **Social, Environmental, and Climate Responsibility Policy - PRSAC**

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## 1. Introduction

- 1.1. The Social, Environmental, and Climate Responsibility Policy (“PRSAC”) sets out the Sustainability and Responsible Banking approach for Banco Santander Brasil S.A. (“Santander”), and covers the principles, actions, key processes, and governance related to social, environmental, climate, and corporate governance issues associated with Santander’s activities with stakeholders.
- 1.2. Responsible Banking and Sustainability in Santander aims to create long-term value for all its stakeholders. To do this, the impacts, risks and opportunities associated with our activity are identified and managed, promoting the positive impacts and opportunities, and mitigating the negative impacts and risks
- 1.3. Santander’s approach to sustainability is structured as follows:
  - I. Regarding environmental and climate matters: Santander aims to achieve net zero carbon emissions by 2050 through the development of a transition plan, setting alignment targets, portfolio monitoring, and respect for the environment. To accomplish this, the focus is on a three-pillar strategy – helping clients achieve their transition goals, incorporating climate into risk management, and aligning Santander’s operations with the Paris Agreement – as well as understanding the impacts and dependencies of banking activities on nature and biodiversity.
  - II. Regarding social matters: Santander aims to support growth through financial inclusion and financial health, responsible investment and social financing, support for education, employability and entrepreneurship, and development of an inclusive culture that promotes meritocracy; all by supporting and respecting human rights.
  - III. Regarding corporate governance: Santander seeks to embed behaviors, processes, and policies that allow for ethical and responsible conduct, engaging with stakeholders and treating them in a “Simple, Personal, and Fair” way. This approach is grounded in strong governance, careful risk management, and adherence to all applicable internal and external regulations.
- 1.4. This Policy is aligned with:
  - I. The provisions of Banco Santander S.A.’s Responsible and Sustainable Banking Policy (*Política de Banca Responsable y Sostenibilidad*), as the parent company of the Santander Group, are based on the Responsible Banking Corporate Framework, supported by the Responsible Banking Model, and other related policies, all designed to ensure compliance with international best practices;
  - II. Existing best practices from international conventions and protocols, codes of conduct, and international guidance relevant to Sustainability and Responsible Banking (*Annex I*); and
  - III. Applicable Brazilian laws, regulations, and self-regulatory standards (*Annex II*).

## 2. Objective and effectiveness of the PRSAC

- 2.1. This Policy aims to establish social, environmental, climate, and governance principles and guidelines for Santander to follow in carrying out its business, activities, and processes, and in interacting with stakeholders.
- 2.2. Actions to make the PRSAC effective must be:
- I. Proportional to the business model, the nature of operations, and the complexity of products, services, activities, and processes;
  - II. Suitable for the scale and significance of exposure to social, environmental, and climate risks; and
  - III. Continuously monitored and assessed for their contribution, using clear and verifiable criteria.

### 3. Scope of application

- 3.1. This policy applies to Banco Santander (Brasil) S.A. and the companies within the Prudential Conglomerate (*Annex III*), collectively referred to as "Santander."

### 4. Definitions

- 4.1. For the purposes of this Policy, the following is understood as:
- I. **Human rights due diligence:** the process by which Santander identifies, prevents, mitigates, and addresses potential human rights impacts linked to its banking and financial activities that could affect stakeholder-related processes, including risk assessment and management of financing and investment activities in line with international standards, as well as setting criteria for supplier selection, evaluation, and management, considering compliance with human rights.
  - II. **Double materiality assessment:** a process, carried out periodically and aligned with the Santander Group, by which Santander identifies sustainability issues with both positive and negative impacts, as well as material risks and opportunities in environmental, social, and governance areas, considering the entire value chain; and which guides its sustainability strategy.
  - III. **Common interest:** an interest associated with a group of people connected legally or in practice by the same cause or circumstance, when not related to environmental or climate matters.
  - IV. **Environmental aspects:** the preservation and restoration of the environment, including its recovery, when possible.
  - V. **Climate aspects:** Santander's positive contribution:
    - a. Supporting the transition to a low-carbon economy by reducing or offsetting greenhouse gas (GHG) emissions and preserving natural carbon capture mechanisms; and
    - b. Reducing the impacts of frequent and severe weather events or long-term environmental changes linked to shifting climate patterns.
  - VI. **Social aspects:** respecting, protecting, and promoting fundamental rights and guarantees, as well as common interests.

- VII. **Santander Group:** Banco Santander S.A., the parent company headquartered in Spain, along with its subsidiaries.
- VIII. **Stakeholders:** the clients and users of Santander's products and services, its Santander's workforce, relevant suppliers and outsourced service providers, investors in securities issued by Santander, and other parties impacted by Santander's products, services, activities, and processes.
- IX. **Key processes:** in the context of Sustainability and Responsible Banking, key processes include the double materiality assessment and the implementation of human rights due diligence.

## 5. Principles

5.1. The following principles set Santander's minimum standards for all Sustainability and Responsible Banking activities:

- I. **Customer focus.** Santander builds responsible relationships with its clients, with the goal of encouraging sustainable practices and fostering long-term growth.
- II. **Contributing to global challenges.** Santander works to help meet the challenges and needs of the people and societies it serves, following international standards.
- III. **Coordinated approach to Sustainability and Responsible Banking at Santander (One Santander).** Managing and implementing the sustainability agenda requires coordination between the corporation and its subsidiaries under group leadership. Santander entities use common tools and methodologies, adjusted to their local context.
- IV. **Senior Management involvement.** The Board of Directors oversees and approves the Group's sustainability strategy and ensures that sustainability criteria are integrated into the Group's strategy (short-, medium-, and long-term), business and financial plans, and risk management structure.
- V. **Staff involvement.** Santander encourages the participation of all employees, supporting sustainable and inclusive growth.
- VI. **Engagement with stakeholders.** Active listening, improved collaboration, and commitment with stakeholders to help society prosper, collaborating and facilitating capacity building in sustainability issues .
- VII. **Measurement and transparency.** Santander establishes key performance indicators and public targets aligned with its social, environmental, and governance strategy. The bank also applies transparent practices when reporting on its Sustainability and Responsible Banking initiatives.

## 6. Main areas of focus

### 6.1. Environmental and climate action

6.1.1. Santander recognizes society's right to a clean, healthy environment and works to reduce the environmental and climate impacts of its operations while complying with all applicable laws and regulations.

6.1.2. Santander works to integrate environmental and climate considerations across the entire organization, including in its **banking and financial activities**. To achieve this, the Group takes into account international reference frameworks and standards, as well as relevant legislation, with the goal of:

- I. Identifying environmental and climate impacts, risks, and opportunities during the analysis of financing and investment activities;
- II. Supporting environmental protection by promoting the use of renewable energy, low-carbon technologies, and other solutions that help advance the energy transition;
- III. Assessing the impact of climate change by identifying the needs arising from the transition to a low-carbon economy and providing financial products and services that promote sustainability;
- IV. Analyzing environmental and climate risks and their impact on financial activity, for their gradual integration into corporate policies, management processes and systems, including the compliance with regulatory requirements;
- V. Aligning our portfolios with the transition to a low-carbon, resilient economy; and
- VI. Communicating environmental sustainability progress transparently, informing the decision-making of our stakeholders, and fostering environmental awareness.

6.1.3. Santander is committed to effectively managing its direct environmental and climate impact, focusing on:

- I. Continuously implementing and enhancing management systems following international standards, like ISO, in accordance with internal regulations governing the Environmental Management System;
- II. Tracking and disclosing its carbon footprint, creating a reduction plan, and focusing, among other measures, on the following levers:
  - a. Using renewable energy, including self-consumption;
  - b. Cutting direct emissions; and
  - c. Improving energy efficiency in buildings, data centers, and service facilities;
- III. Supporting environmental protection by applying the pollution prevention principle to minimize, reduce, and mitigate potential negative impacts;
- IV. Promoting responsible control and consumption of resources, as well as proper waste management, reducing waste generation whenever possible;
- V. Overseeing the documentation and proper execution of environmental management, assessing performance and tracking relevant indicators;
- VI. Promoting continuous improvements in environmental performance; and
- VII. Training the Santander's workforce on environmental and climate management to promote responsible behavior, share best practices, and encourage engagement.

## **6.2. Action in social and corporate governance issues**

6.2.1. Santander upholds and respects the human rights of its stakeholders across its operations and supply chain, following the UN Guiding Principles on Business and Human Rights, the Universal Declaration of Human Rights, ILO standards, and other

applicable regulations (*Annex I*), while complying with all relevant laws and regulations. Santander works to:

- I. Identify social impacts, risks, and opportunities when analyzing financing and investment activities, in line with international reference standards;
- II. Develop long-term trust with clients, including those who are vulnerable, by responding to their needs, enhancing satisfaction, providing products and services tailored to their circumstances, and supporting the development and economic stability of the communities it serves;
- III. Provide dignified employment that promotes work-life balance and attracts the best professionals, fostering meritocracy, equal opportunities, professional development, and fair compensation. The bank avoids discrimination and practices that violate human dignity, rejects forced labor and child exploitation, respects freedom of association and collective bargaining, and ensures the health and safety of its employees;
- IV. Set environmental and social standards for evaluating suppliers, incorporating contract clauses that ensure compliance and ethical behavior;
- V. Assess social risks in financial activities and ensure regulatory compliance, aiming for continuous improvement in identifying and managing social risks in financial and investment operations;
- VI. Work to eliminate corruption in all its forms, including extortion and bribery, lead efforts against money laundering, fraud, corruption, terrorism, and other serious crimes, and support fair competition;
- VII. Support society through:
  - a. Higher education as a driver of growth, enhancing employability and entrepreneurship;
  - b. Financial education aimed at equipping communities in which the bank operates with tools and knowledge to support informed financial decisions, in line with its Financial Education Policy and applicable regulations;
  - c. Support programs for vulnerable people, aligned with public policies;
  - d. Programs supporting culture, local specific needs, and institutional activities; and
  - e. Employees taking part in volunteer initiatives.

### **6.3. Management of social, environmental, and climate risks**

6.3.1. Santander's management of social, environmental, and climate risks is supported by policies, systems, routines, and procedures designed to identify, evaluate, manage, and mitigate the social, environmental, and climate risks associated with its products, services, activities, and processes, prioritized according to relevance and proportionality principles, and included in the scope of its integrated risk management system. The following guidelines, in addition to other complementary measures, must be observed:

- I. Imposing restrictions on relationships with clients, potential clients, and suppliers, both individuals and companies, included in the "Register of Employers Who Have Submitted Workers to Conditions Analogous to Slavery"

- (Interministerial Ordinance on Human Rights and Citizenship, Racial Equality, and Labor and Employment No. 18/2024);
- II. Counterparty assessment for transactions, applied when proportional and relevant according to criteria specific to each institution in the prudential conglomerate, potentially including restriction or exclusion of sectors and activities with negative social, environmental, or climate impacts;
  - III. Compliance with the criteria of the banking self-regulation system, especially the regulations of the Brazilian Federation of Banks;
  - IV. Adoption of specific procedures to manage social, environmental, and climate risks in project financing, potentially including contractual clauses and analysis requirements aligned with the Equator Principles;
  - V. Adoption of social, environmental, and climate due diligence for the acceptance, renewal, and management of real estate guarantees, considered to have higher sensitivity and potential impact;
  - VI. Application of criteria during the development or review of products, considering transparency, client suitability, and reputational risk;
  - VII. Adoption of measures to mitigate risks related to money laundering, terrorist financing, corruption, and bribery;
  - VIII. Evaluation of social, environmental, and climate risks as part of the decision process for new investments involving equity stakes in companies; and
  - IX. Execution of reputational risk assessments and their connection to social, environmental, and climate risks by tracking media coverage, sensitive issues, and relevant metrics.

## **7. Relationship with stakeholders**

- 7.1. Santander engages in ongoing dialogue with stakeholders to understand their expectations, communicate its priorities, and find ways to improve its key processes.
- 7.2. Professional ethics and respect for human rights guide the conduct of Santander's workforce and are embodied in its Code of Ethical Conduct and related policies referenced in this Code.
  - 7.2.1. The primary ways Santander engages with its Santander's workforce are as follows:
    - I. The Your Voice channel gives employees a way to provide feedback and measure engagement. An independent third party manages the data confidentially, keeping everyone anonymous and reporting results only in aggregate.
    - II. The Open Channel provides a confidential and anonymous way for stakeholders to report unethical behavior, breaches of the Code of Ethical Conduct, or violations of this Policy (see *Annex IV* for Santander's communication channels).
    - III. Santander engages in continuous, open, and direct dialogue with employees' legal representatives via union representation, encouraging ongoing discussion and negotiation.

- 7.2.2. Santander promotes sustainability training for all employees with the aim of achieving the necessary competence to carry out the responsibilities assigned to them in accordance with applicable regulations, supporting the implementation of this Policy.
- 7.3. Santander engages with clients through processes and mechanisms designed primarily to assess satisfaction and experience through regular NPS (Net Promoter Score) surveys, identifying improvement opportunities and guiding action plans. These approaches are tailored for individual or corporate clients and comply with relevant regulations and internal policies.
- 7.4. The objective of Santander's engagement with suppliers and service providers is to support our value chain in advancing sustainability while increasing Santander's resilience to social, environmental, and climate risks. Santander's Supplier Code of Conduct requires all suppliers to act in accordance with the highest standards of integrity, transparency, responsibility, diversity, and respect in carrying out their activities, complying with applicable legislation and other policies.
- 7.5. The objective of Santander's engagement with investors in securities or bonds issued by the bank is to strengthen the relationship and offer a value proposition with added benefits for their investment, including sustainability-related information. We establish channels that allow smooth dialogue, enhancing understanding of the business and communication with senior management. These include surveys, events, direct meetings, and increasingly, digital channels.
- 7.6. The objective of the dialogue with other parties impacted by Santander's products, services, activities, and processes, as well as society in general, is to understand the needs and challenges they face related to Santander's activities. This is done through surveys on Santander's perceived performance, dialogue with non-governmental organizations, and analyses of social, environmental, and/or climate risks within the framework of the Equator Principles, in compliance with applicable laws, regulations, and internal policies.
- 7.7. Santander has communication channels such as Customer Service (SAC), Ombudsman, Fale Conosco (Contact Us), and Open Channel for interaction with stakeholders, which can be considered for the purpose of improving this Policy (Annex IV).

## **8. Governance**

- 8.1. Santander maintains a robust corporate governance framework to oversee the implementation of the PRSAC and ensure the effectiveness of its actions, with clearly defined roles and responsibilities.
- 8.2. Santander has a Director responsible for ensuring compliance with the PRSAC, appointed by the Executive Committee and duly registered with the Central Bank of Brazil, whose duties include:



- I. Providing support and participating in decisions regarding the establishment and review of the PRSAC, reporting to the Sustainability Committee and assisting the Board of Directors;
  - II. Implementing actions aimed at the effectiveness of the PRSAC;
  - III. Monitoring and evaluating the actions implemented;
  - IV. Refining the implemented actions if shortcomings are detected;
  - V. Disseminating information accurately and faithfully, in accordance with regulations from the Central Bank of Brazil and other applicable standards; and
  - VI. Providing interpretation of the PRSAC when there are differences in understanding among the areas responsible for its implementation.
- 8.3. The Sustainability Committee, an advisory body linked to the Board of Directors, is responsible for providing guidance on social, environmental, and climate responsibility, and its responsibilities related to this Policy include:
- I. Making recommendations to the Board of Directors on establishing and reviewing the PRSAC;
  - II. Assessing how well the implemented actions align with the PRSAC and, when needed, making recommendations for improvement;
  - III. Keeping a record of the recommendations;
  - IV. Coordinating its activities with the Risk and Compliance Committee and the Audit Committee to ensure smooth information exchange;
  - V. Approving the analysis of materiality, key impacts, risks and opportunities, and Santander's sustainability agenda, which guides the bank's strategy in this area; and
  - VI. Monitoring the progress of Santander's sustainability agenda.
- 8.3.1. The members of the Sustainability Committee must be published on Santander's website.
- 8.4. The Audit Committee is responsible for overseeing and assessing the financial and non-financial reporting process, along with other internal control systems linked to Sustainability and Responsible Banking.
- 8.5. The Risk and Compliance Committee is responsible for supporting and advising the Board of Directors in defining and evaluating risk policies, as well as in considering internal or external factors that impact financial and non-financial risks linked to Sustainability and Responsible Banking.
- 8.6. The Board of Directors is responsible for:
- I. Approving and reviewing the PRSAC with the assistance of the designated officer and the Sustainability Committee;
  - II. Ensuring that Santander complies with the PRSAC and the actions designed to make it effective;
  - III. Ensuring that the PRSAC is compatible with and integrated into Santander's other policies, including those on credit, human resources, risk, capital, and compliance;

- IV. Ensuring that any deficiencies related to the PRSAC are corrected promptly;
  - V. Establishing the organization and responsibilities of the Sustainability Committee;
  - VI. Ensuring the institution's pay structure does not incentivize actions that conflict with the PRSAC; and
  - VII. Promoting internal awareness of the PRSAC and the initiatives supporting its effectiveness.
- 8.7. Santander's Executive Board is responsible for carrying out its activities in line with the PRSAC and the measures put in place to ensure its effectiveness.
- 8.8. Santander has forums and working groups – including the Sustainable Finance Forum, ESG Forum, Suppliers Forum, Reputational Working Group, and Social, Environmental, and Climate Risk Working Group – that form the governance structure for its Sustainability and Responsible Banking activities.
- 8.9. Whenever necessary, Santander will establish roles and responsibilities related to the PRSAC within its organizational structure, considering the knowledge and expertise in Sustainability and Responsible Banking.

## **9. PRSAC approval and review**

- 9.1. The PRSAC should be reviewed at least once every three years or whenever events identified as material changes by Santander occur, including:
- I. The introduction of new relevant products or services;
  - II. Relevant changes in Santander's products, services, activities, or processes;
  - III. Significant changes in Santander's business model;
  - IV. Significant corporate reorganizations;
  - V. Political, legal, regulatory, technological, or market changes, including significant changes in consumer preferences, that significantly impact Santander's business, either positively or negatively; and
  - VI. Changes regarding exposure to social, environmental, and climate risks.
- 9.2. The PRSAC may be revised more frequently if improvements or updates are needed.
- 9.3. When reviewing this Policy, the following should be taken into account:
- I. The impact of social aspects, environmental aspects, or climate aspects of Santander's activities and processes, as well as of its products and services;
  - II. Santander's strategic objectives, as well as business opportunities related to social aspects, environmental aspects and climate aspects; and
  - III. The competitive and regulatory context.
- 9.4. Any changes to this policy must first be validated with the Santander Group, in line with the Responsible Banking and Sustainability Policy, reviewed by the Sustainability Committee, and approved by Santander's Board of Directors.

## **10. Internal auditing**

10.1. Processes related to the establishment of the PRSAC and the implementation of actions to ensure its effectiveness should be periodically reviewed by Santander's internal audit, following the guidelines in the Internal Audit Framework.

## **11. Publication**

11.1. The following information should be made available to the public in one clearly identifiable location on Santander's website:

- I. The PRSAC, which will be available on the Investor Relations portal, in addition to other websites as applicable;
- II. The actions carried out to ensure the effectiveness of the PRSAC, along with the criteria used to evaluate them;
- III. A list of economic sectors subject to restrictions in business conducted by Santander due to social aspects, environmental aspects or climate aspects;
- IV. A list of Santander's products and services that have a positive impact on social aspects, environmental aspects or climate aspects;
- V. A list of national or international pacts, agreements, or commitments related to social, environmental, or climate matters in which Santander participates – or, where relevant, in which the Santander Group participates when Santander is involved;
- VI. The mechanisms used to promote stakeholder participation, if included in the process of establishing and reviewing the PRSAC;
- VII. The composition of the Sustainability Committee; and
- VIII. Optionally, an assessment of the actions' contribution to making the PRSAC effective.

11.2. The PRSAC will also be disclosed in Santander's regulatory system, available on the corporate intranet.

11.3. The Director in charge of the PRSAC is responsible for ensuring the proper and accurate disclosure of the information described in item 11.1.

11.4. The information disclosed must be updated promptly in the event of a PRSAC review, relevant changes, in accordance with regulatory provisions, as well as inconsistencies or errors in previously disclosed information.

11.5. Santander applies nationally and internationally recognized standards to transparently report on its social, environmental, and climate strategy and performance, taking into account its diverse stakeholders.

11.6. Documentation concerning the establishment of the PRSAC and the implementation of actions to ensure its effectiveness must be kept available to the Central Bank of Brazil for five years.

## **12. Interpretation, exceptions, and omissions**

- 12.1. The Director in charge of the PRSAC is responsible for interpreting this policy in the event of differing understandings among the areas involved in its implementation.
- 12.2. Requests for exceptions to PRSAC compliance must be submitted, with the appropriate justifications, by the interested party to the Executive Committee, which must review the request and formalize its final decision in the minutes.
- 12.3. Any omissions in this Policy must be reported to the Responsible Director, who will assess the situation and, if applicable, recommend that the Executive Committee review the case, formalizing its final decision in the meeting minutes, and, if necessary, initiate a process to review the PRSAC.

## **13. Term**

- 13.1. This policy takes effect on the date the Board of Directors approves it.

## **Annex I – Main conventions, protocols, and standards that guide the PRSAC**

1. Equator Principles (guidelines of the International Finance Corporation – IFC)
2. Free, Prior and Informed Consent (FPIC)
3. Roundtable on Sustainable Palm Oil (RSPO)
4. Roundtable on Responsible Soy Association (RTRS)
5. Programme for the Endorsement of Forest Certification (PEFC)
6. Forest Stewardship Council (FSC)
7. Universal Declaration of Human Rights (United Nations – UN)
8. Global Compact (UN)
9. United Nations Environment Programme Finance Initiative (UNEP-FI)
10. Principles for Responsible Banking (UNEP-FI)
11. Sustainable Development Goals (UN)
12. Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)
13. List of Wetlands of International Importance (RAMSAR)
14. List of Categories of the International Union for Conservation of Nature (IUCN)
15. List of Protected Areas 2014 (UN)
16. List of World Heritage Sites (UN)
17. Code of Conduct of the European Commission for European companies operating in developing countries
18. UN Guiding Principles on Business and Human Rights
19. Guidelines for Multinational Enterprises (Organisation for Economic Co-operation and Development – OECD)
20. Fundamental Conventions of the International Labour Organization (ILO)
21. Agreements reached at the COP 21 Paris 2015 on climate change
22. Governance Code of the National Securities Market Commission (CNMV) of Spain
23. International Financial Group against Wildlife Trafficking

## **Annex II – Main regulations and self-regulation related to the PRSAC**

1. CMN Resolution No. 4.557/2017
2. CMN Resolution No. 4.926/2021
3. CMN Resolution No. 4.943/2021
4. CMN Resolution No. 4.945/2021
5. CMN Resolution No. 4.950/2021
6. CMN Resolution No. 4.968/2021
7. BCB Resolution No. 151/2021
8. Joint BCB and CMN Resolution No. 8/2023
9. Interministerial Ordinance No. 18 de 2024
10. SUSEP Circular No. 666/2022
11. Febraban SARB Regulation No. 14/2014
12. Febraban SARB Regulation No. 26/2023

The list above is not exhaustive; it only aims to highlight the key local regulations that apply.

**Annex III - List of companies authorized by the Central Bank of Brazil that form Santander's prudential conglomerate**

Below is the list of companies covered by the PRSAC, defined according to the criteria set out in CMN Resolutions 4.945/2021, 4.950/2021, 4.968/2021 and SUSEP Circular No. 666/2022.

1. Banco Santander (Brasil) S.A.
2. Aymoré Crédito, Financiamento e Investimento S.A.
3. Banco Bandepe S.A.
4. Banco Hyundai Capital
5. Banco RCI Brasil Brasil S.A.
6. Evidence Previdência S.A.
7. Getnet Adquirência e Serviços para Meios de Pagamento S.A. - Payment Institution
8. Getnet Sociedade de Crédito Direto S.A. (SCD)
9. Santander Brasil Administradora de Consórcio Ltda.
10. Santander Capitalização S.A.
11. Santander Corretora de Câmbio e Valores Mobiliários S.A.
12. Santander Distribuidora de Títulos e Valores Mobiliários S.A.
13. Santander Leasing S.A. Arrendamento Mercantil
14. Toro Corretora de Títulos e Valores Mobiliários S.A.
15. Return Capital Gestão de Ativos e Participações S.A.

**Annex IV - Santander's communication channels**

Customer Service (SAC)	<ul style="list-style-type: none"><li>▪ 0800 762 7777 capital cities and metropolitan areas</li><li>▪ +55 (11) 3012 3336 from abroad (collect call)</li></ul>
Ombudsman	<ul style="list-style-type: none"><li>▪ 0800 726 0322</li><li>▪ WhatsApp: +55 (11) 3012 0322</li><li>▪ +55 (11) 3012 0322 no exterior (collect call)</li></ul>
Contact Us	<a href="https://www.santander.com.br/atendimento-santander/">https://www.santander.com.br/atendimento-santander/</a>
Open Channel	<p>Available 24 hours a day, identified or anonymously, through:</p> <ul style="list-style-type: none"><li>▪ Toll-free call to (021) 2038-5440</li><li>▪ Electronic form</li></ul> <p><a href="https://www.santander.com.br/sustentabilidade/funcionarios/etica-nas-relacoes">https://www.santander.com.br/sustentabilidade/funcionarios/etica-nas-relacoes</a></p> <ul style="list-style-type: none"><li>▪ Intranet (NOW)</li></ul>



## Annex V – Document management

Version	Date	Comment
1	30/06/2022	Revision of the Socio-Environmental Risk Policy (PRSA) to comply with the provisions of CMN Resolution No. 4.945/2021, which repeals Resolution No. 4.327/2014, and provides for the Social, Environmental, and Climate Responsibility Policy (PRSAC) and the actions aimed at its effectiveness, with the purpose of regulatory compliance and audit
2	26/08/2022	Revision to align with the new document editing model
3	11/11/2022	Revision to update information on the whistleblowing channel
4	24/07/2023	Revision to adjust definitions, related policy names, and policy supervision details
5	19/06/2024	Revision to update the scope of the Prudential Conglomerate
6	30/09/2024	Revision to update area names and relevant regulations
7	07/01/2025	Revision to update the scope of the Prudential Conglomerate
8	28/04/2025	Periodic revision to comply with the updates promoted in CMN Resolution No. 4.945/2021, which provides for the Social, Environmental, and Climate Responsibility Policy (PRSAC) and for the actions with a view to its effectiveness, by CMN Resolution No. 5.194/2024
9	25/09/2025	Periodic revision under the terms of Article 7, §1 of CMN Resolution No. 4.945/2021 (triennial), to align with the latest version of the Responsible Banking and Sustainability Policy of the Santander Group (02/2025)