



2020 Sustainability Indicators Handbook

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[Click here](#) to view our Financial Statements.



ABOUT THE SUSTAINABILITY INDICATORS HANDBOOK

This document is part of the annual disclosure of Banco Santander Brasil, which also includes the Financial Statements and the Annual Report. Its objectives are to report on the period's activities and demonstrate how we help people and business prosper.

In 2020, the preparation of the Sustainability Indicators Handbook was governed by four guidelines:

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

Icons throughout this document indicate which capitals¹ of the IIRC framework are being worked on in each segment. In addition, it is possible to identify practices related to the "PRSA", our Social and Environmental Responsibility Policy. Furthermore, in this edition, you can learn more about the meaning of underlined terms in our Glossary.



Financial Capital



Human Capital



Intellectual Capital



Natural Capital



Social and Relationship Capital



Manufactured Capital

EXECUTIVE SUMMARY

THE YEAR OF ESG TRANSFORMATION IN BUSINESS AND SOCIAL MOBILIZATION

Here at Santander, we foster societal transformation through business, not in parallel with it.

In 2020, we continued to advance our agenda, which organizes the Bank's activities into three strategic pillars:

- Strategic Use of Natural Capital
- Resilient and Inclusive Economy
- Development of Human Potential

Despite the challenges posed by the pandemic, we have made significant progress. Most notably, we can affirm that this was the year of the ESG (Environmental, Social and Corporate Governance) transformation in our business platform.

We contributed to the creation of markets, such as **Biofuel Decarbonization Credits ("CBIOS")**, under **RenovaBio**; we developed pioneering products, namely **financing with interest rates linked to ESG targets**; we were involved in groundbreaking transactions, including the **first Green Bond**

issuance in the international market by a Brazilian logistics company and launched a **R\$ 5 billion line specifically geared towards sanitation projects**.

Thanks to these novelties, combined with traditional "off-the-shelf" products, **we enabled R\$ 27 billion¹ in social and environmental businesses**, over the period, an increase of approximately 100% from the previous year². The highlights include green bond issuances (R\$ 11 billion), renewable energy (R\$ 9.6 billion), sustainable agribusiness (about R\$ 513 million) and support for small entrepreneurs through Prospera (R\$ 2.5 billion), our microfinance program. The **weighted share relative to the overall portfolio of the respective product lines corresponded to 37.2%**.

¹The amount includes disbursements for renewable energy, sanitation, sustainable agribusiness, ESG-linked loans, Prospera Santander Microfinance, as well as Project Finance (renewable energy and sanitation) advisory and disbursements, in addition to participation in Green Bond structuring and advisory, including total amounts of green bonds issued and enabled in collaboration with other companies.

²Compared to 2019, new items were added to total social and environmental businesses in 2020: Project Finance advisory, ESG-linked loans and sanitation



Topping it all off, we coordinated alliances in the financial sector that led to unprecedented collaborations between the three largest private banks in Brazil. The **Heroes Wear Masks** initiative and the **Amazon Plan** – an agenda of concrete measures linked to the core business of the financial industry to make a decisive contribution to the region's development – are just a few examples that have emerged from this effort.

We engaged our customers, suppliers and partners in social actions, such as pandemic-response initiatives, among others. We contributed approximately **R\$ 100 million to initiatives aimed at combating Covid-19**, in addition to joining forces with our competitors in donation campaigns, as we recognize that complex problems demand collaborative solutions.

Another highlight of the year was the impact generated by the social mobilization of our relationship networks, strengthening the culture of giving. In 2020, we recorded more than 72,000 participations of employees and guests in fundraising, volunteering and blood donation drivers³. Altogether, **306,000 people were positively impacted** by recurring actions and targeted initiatives to fight Covid-19.

Our results are accompanied by responsible internal management. The proportion of **women**

³Data adjusted after the publication of the Portuguese version of this Handbook on April 1st, 2021.

in leadership positions has increased again, and now stands at **28.8%**⁴. We have also evolved in terms of **racial equality**, with **24.6%** of the Organization's employees being black⁵. In the environmental arena, we have already met **47% of our goal of using only clean energy by 2025, eliminated single-use plastic from our administrative buildings** and will expand this initiative to our branches in 2021.

We have also made strides on cross-cutting issues, such as **combating climate change**, which entails developing new economic models, judicious use of environmental resources, governance, risk, as well as commitments like adhering to the Task-Force on Climate-Related Financial Disclosures (TCFD). These actions have translated into recognitions, such as the A- score from the Carbon Disclosure Project (CDP).

This handbook explains how we are dealing with all of these issues and provides an account of our progress on this journey. We wish you a pleasant reading experience and welcome any questions you may have via the contact information provided at the end of this publication.

⁴The 28.8% figure for women in senior leadership roles (superintendent, executive superintendent, and director) was determined considering the position of Superintendent as part of the Managerial category, while Executive Superintendent and Director positions were considered in the Executive category for Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A..

⁵Including black and brown employees of Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A..

MATERIALITY ASSESSMENT

The materiality matrix aims to identify, from the perspectives of both the Bank and stakeholders, the expectations, interests, and themes that are most relevant to the sustainability of our business.

In 2018, we developed our own methodology based on GRI Standards, Santander Group methods, and mathematical categorization.

The matrix results were used in the preparation of the 2019 and 2020 Indicators Handbooks. This year, we added the pandemic topic, addressing "Covid-19".

In addition to guiding the content of the Indicators Handbook, materiality is used as reference for the Bank's actions, for prioritizing the Sustainable Development Goals ("SDGs") most relevant to the business, as well as to elaborate other market reports.

For material topics, please refer to the GRI Content Index on page 68.

OUR STRATEGIC AUDIENCES AND MAIN DIALOGUE CHANNELS

Stakeholders	Dialogue channel	Frequency
Employees	Open Channel	Ongoing
	Engagement Survey	Yearly
	Coffee with Rial	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

ESG INDICATORS

ECONOMIC INDICATORS

	2018	2019	2020	YoY
Managerial Gross Interest Income ¹ (R\$ MM)	43,904	47,933	51,103	7%
Fees (R\$ MM)	17,285	18,684	18,464	-1%
Managerial Allowance for Loan Losses ^{1,2} (R\$ MM)	-10,860	-12,099	- 15,757	30%
General Expenses ¹ (R\$ MM)	-20,232	-21,238	- 21,410	1%
Managerial Net Profit ¹ (R\$ MM)	12,398	14,550	13,849	-5%
Total Assets (R\$ MM)	805,819	857,543	1,002,389	17%
Loan Portfolio (R\$ MM)	305,260	352,028	411,655	17%
Funding from Customers ¹ (R\$ MM)	332,254	353,654	455,751	29%
Efficiency Ratio ¹ (%)	40.6	38.9	37.0%	-5%
Delinquency Ratio (over-90-days) ¹ (%)	3.1	2.9	2.1%	-28%
ROE ¹ (%)	19.9	21.3	19.1% ³	-10%
Total Social and Environmental Businesses enabled (R\$ MM)	3,921	13,654	26,795	96%

¹ Figures disclosed in the 4th Quarter 2020 Earnings Release (BR-GAAP), which includes data that differ from those in the audited financial statements.

² As of 2019, Discounts Granted have been reclassified in the managerial statement from Net Interest Income to Allowance for Loan Losses.

³ Considering the extraordinary provision of R\$ 3.2 billion booked in 2Q20.

CORPORATE GOVERNANCE INDICATORS

	2018	2019	2020	YoY	
% of independent members in Governance bodies	% Board of Directors	50	56	56	0.0p.p.
	% Nomination and Governance Committee	100	100	100	0.0p.p.
	% Remuneration Committee	100	100	100	0.0p.p.
	% Sustainability Committee	50	40	50	10.0p.p.
	% Audit Committee	100	100	100	0.0p.p.
	% Risk and Compliance Committee	60	75	75	0.0p.p.
	% Fiscal Board ¹	-	100	100	0.0p.p.
% of women in Governance bodies (Board of Directors and Advisory Committees) ²	23	29	34	5.0p.p.	

¹ The Fiscal Board was established in 2019.

² As we strive for continuous improvement, the assessment criteria for our governance bodies have been revised in comparison to the previous year. The figures reflect the percentage of Board and advisory committee positions held by women.

SOCIAL INDICATORS

	2018	2019	2020	YoY	
Customers	Net Promoter Score (NPS) (points)	57	56	63	7.0 points
	Volume of complaints on customer service channels (in thousands)	779	898	906	1%
	Prospera Santander Microfinance - Active customers	250,332	514,970	543,268	5%
Employees	% of women in leadership positions	25.0	26.4	28.8	2.4p.p.
	% of black employees ¹	23	24	24.6	0.6p.p.
	Turnover Rate (%)	13.9	17.4	16.9	-0.5 p.p.
	New Hires Rate (%)	12.6	13.8	9.1	-4.7p.p.
	% of employees who completed the online course on Preventing and Combating Corruption	99	99	99	0.0p.p.
Society	Number of participations in Financial Education actions	-	28,414	156,000	449.0%
	Number of scholarships awarded by Santander Universities	4,605	6,621	24,857	275%
	"Friend of Value" program - amount raised (R\$ MM)	13	19	23	21%
	Social and Cultural investment (R\$ MM) - total	118	135	210	56%

¹ Including black and brown employees of Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A..

ENVIRONMENTAL INDICATORS

	2018	2019	2020	YoY
Total Energy consumption (GJ)	1,024,173	1,054,950	981,638	-7%
% of internal consumption from renewable energy sources	20	24	47	23.0p.p.
Environmental Management				
Total Water consumption (m ³)	587,967	616,126	485,531	21%
Total waste weight (tons)	889	883	516	-42%
% of Scope 1 and 2 emissions offsetting	100	100	100	0.0p.p.
Number of Social and Environmental Risk assessments	2,951	3,061	3,038	-1%

Total Greenhouse Gas emissions - Scopes 1 and 2 (tCO₂eq) will be reported at www.santander.com.br/sustainability in August/21.



STRATEGY

We work to help build a more prosperous, inclusive Brazil that promotes responsible development. The business platform is our primary lever. Through it, we support the various layers that make up the Brazilian social fabric: people, businesses, organizations and governments.

Based on our action pillars (see page 4), we contribute to the economic, social and environmental dimensions of sustainable development, with our corporate governance as the guiding light, while moving towards meeting the UN SDGs.

SDGS TO WHICH OUR ACTION PILLARS CONTRIBUTE:

STRATEGIC USE OF NATURAL CAPITAL:



RESILIENT AND INCLUSIVE ECONOMY:



DEVELOPMENT OF HUMAN POTENTIAL:



Learn more about each pillar in the chapters of this Handbook. The contribution to the specific goals of each SDG can be found in the [GRI Content Index](#) (page 68).

THE PANDEMIC CHALLENGE

Given the substantial impacts of Covid-19 on the country, our Annual Report outlines the steps we have taken since the pandemic first arrived in Brazil in mid-February 2020 (please refer to pages 8 to 14 of the Annual Report).

As providers of an essential service to society, from the Bank's top leadership, we have structured our activities around three goals. Some of the outcomes were as follows:

1. Provide financial relief and support to customers (see more on pages 30 and 31):

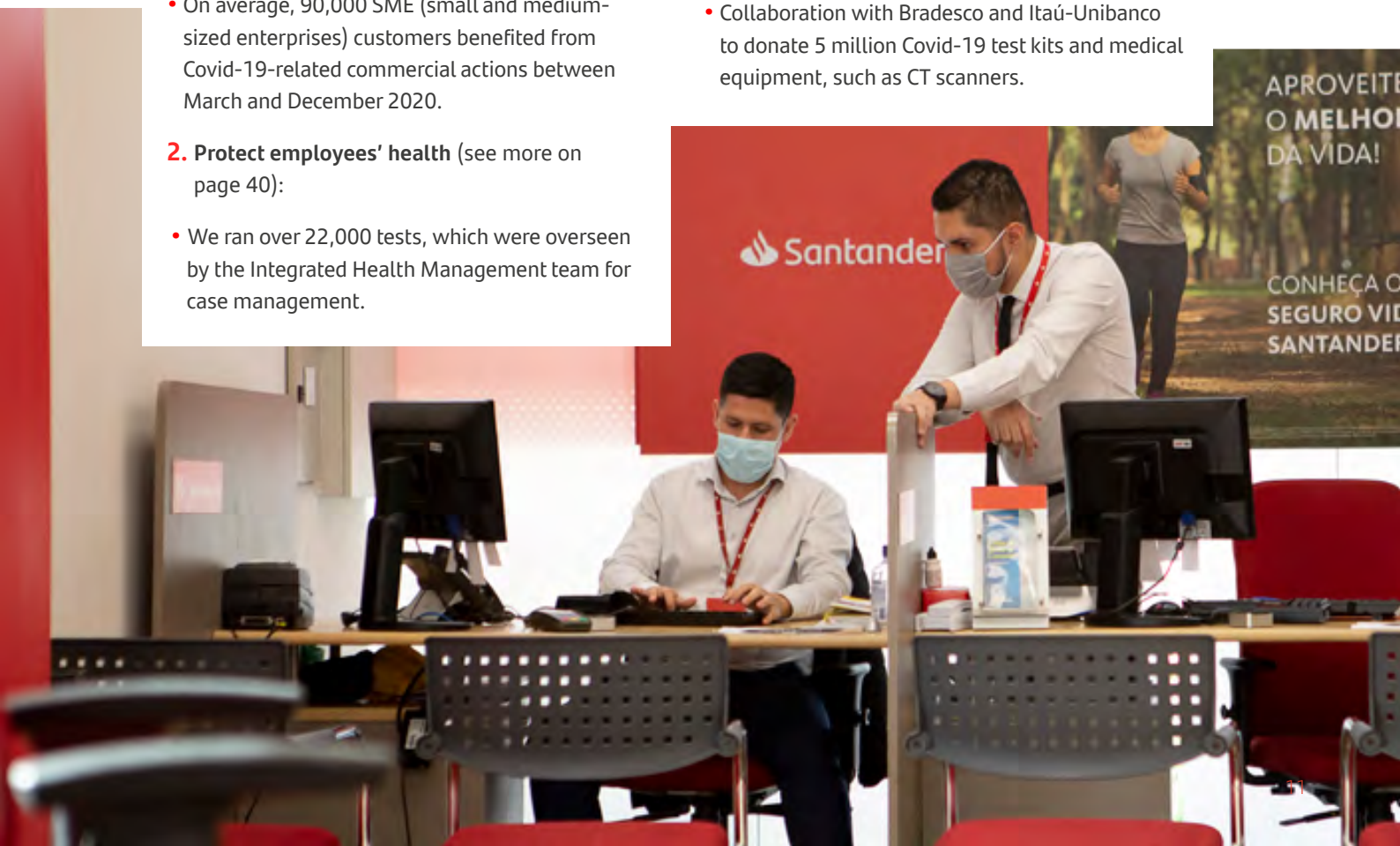
- On average, 1.7 million individual customers benefited from Covid-19-related commercial actions between March and December 2020.
- On average, 90,000 SME (small and medium-sized enterprises) customers benefited from Covid-19-related commercial actions between March and December 2020.

2. Protect employees' health (see more on page 40):

- We ran over 22,000 tests, which were overseen by the Integrated Health Management team for case management.

3. Contribute to the collective effort against the pandemic (see more on pages 43 to 45):

- Approximately R\$ 100 million was donated using the Bank's own funds;
- R\$ 7.2 million was donated to "CUFA" (Central Union of Slums), benefitting over 20,000 mothers;
- R\$ 7 million was raised for five institutions by the special edition of the "Amigo de Valor" (Friend of Value) program;
- To help customers, we introduced a series of emergency offerings and gathered them on a specially created website, superamosjuntos.com – which received over 1.5 million hits in the first month alone;
- Collaboration with Bradesco and Itaú-Unibanco to donate 5 million Covid-19 test kits and medical equipment, such as CT scanners.



ENVIRONMENTAL

WHAT YOU FIND HERE:



- We are committed to **fighting climate change**;
- Business is our primary tool for assisting the country's transition towards a **low-carbon economy**;
- In 2020, we enabled approximately **R\$ 27 billion⁶ in ESG businesses**, helping our customers become more sustainable;
- We were in pioneers ESG deals, namely CBIOs, and engaged in groundbreaking transactions, such as **low-interest financing tied to social and environmental targets**;



- **We are the go-to bank for infrastructure**: we are leaders in financial advisory, according to Dialogic's and ANBIMA's rankings, in addition to being named the best infrastructure bank in the country by Latin Finance magazine for 2019 and 2020;

- We helped to create a **market for decarbonization credits ("CBIOs")** under the RenovaBio program and **underwrote 70% of CBIOs in the market**;



- We launched a **R\$ 5 billion** line of credit dedicated to **sanitation projects**;
- We expanded our **support for the sustainable development of the Amazon** by creating an ambitious plan in collaboration with Bradesco and Itaú;



- To **improve environmental efficiency** in our operations, we implemented measures such as having a 100% renewable energy matrix by 2025. **In 2020, we achieved 47% of this target**;

- **We are carbon neutral**, having offset scope 1 and 2 emissions since 2010;

- **We received an A- score from the Carbon Disclosure Project (CDP)**; and



- In 2020, we stopped consuming 757 tons of paper and eliminated single-use plastic from our administrative buildings.

⁶The amount includes disbursements for renewable energies, sanitation, ESG-linked loans, sustainable agribusiness, Prospera Santander Microfinance, Project Finance advisory and disbursements (renewable energy and sanitation), in addition to participation in the structuring and advisory of Green Bonds, including the total value of green bonds issued and enabled in conjunction with other companies.

STRATEGIC USE OF NATURAL CAPITAL



We are committed to combating **climate change**. This entails assisting our customers in transitioning their businesses to a low-carbon economy, as well as properly managing the risks and opportunities associated with our operations.

Our actions in 2020 stand out primarily in two areas: **Business**, aimed at supporting customers in their transition to sustainable models, and **Responsible Internal Management**, which seeks to reduce and offset the impact of our activities. Both fronts are embedded at the highest level of the Bank's **Governance and Risk Management**, and are regularly monitored as part of the agenda of the Sustainability and Risk Committees, which advise the Board of Directors.

SUSTAINABLE BUSINESSES

For us, 2020 was the year of the ESG transformation in business. We enabled approximately R\$ 27 billion⁷ in initiatives that helped customers implement social and environmental solutions, doubling the volume of the previous year. Themes such as renewable energy and sustainable agribusiness were in the spotlight, as was our participation in unprecedented operations via financial instruments related to ESG principles.

This evolution derives from the combination of new product development, creation of a team specializing in sustainable business, and expansion of commercial teams' skills to serve both individuals and large corporations.

TCFD SIGNATORY

In December 2017, we announced that we had become a signatory to the Task-Force on Climate-Related Financial Disclosures ("TCFD").

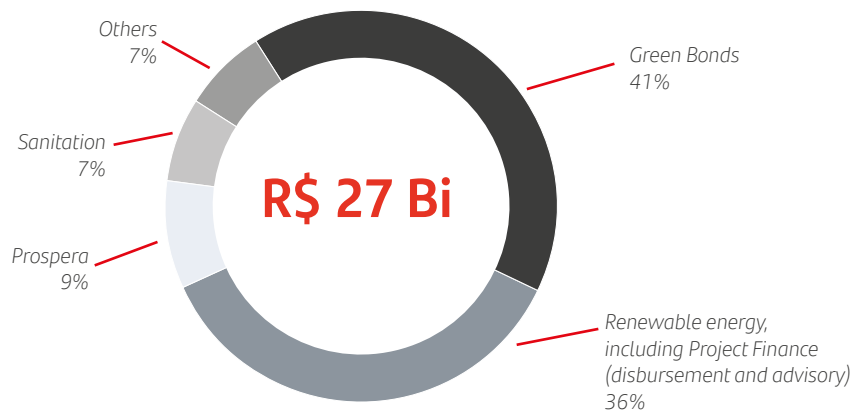
We acknowledge that the TCFD provides a framework for increasing transparency and awareness of financial risks and opportunities associated with climate change. That is why, as a Group, we are running a program to implement its recommendations.

In this chapter, you find information on the four pillars proposed by the TCFD: Strategy (divided between Environmental Business and Internal Environmental Management); Governance; Risk Management; and Metrics & Targets.

⁶ The amount includes disbursements for renewable energies, sanitation, ESG-linked loans, sustainable agribusiness, Prospera Santander Microfinance, Project Finance advisory and disbursements (renewable energy and sanitation), in addition to participation in the structuring and advisory of Green Bonds, including the total value of green bonds issued and enabled in conjunction with other companies.

2020 HIGHLIGHTS:

<p>1st ESG-Linked Loan in Brazil, with rate reduction tied to achieving social and environmental targets</p>	<p>2nd Sustainability-Linked Bond in the world, amounting to US\$ 1.25 billion</p>	<p>Approximately R\$ 513 million disbursed for agribusiness, through dedicated financing lines and BNDES</p>	<p>Disbursement of R\$ 2.5 billion through Prospera</p>
<p>Launch of the Sanitation line: R\$ 5 billion (R\$ 1.9 billion enabled in 2020)</p>	<p>Renewable energy: we fomented R\$ 9.6 billion</p>	<p>1st Green Bond issuance in the transportation and logistics sector, totaling US\$ 500 million</p>	<p>We helped create a market for biofuel decarbonization credits and closed the year with a 70% market share</p>



SUSTAINABLE INFRASTRUCTURE: RENEWABLE ENERGY AND SANITATION

Our portfolio addresses customers' needs in infrastructure projects, particularly in renewable energy and sanitation, with solutions ranging from project financial modeling to financing and securing funds for execution. In each deal, we mitigate risks and help to remove bottlenecks that hinder development in critical sectors for the country.

We are one of the banks that invests the most in renewable energy in Brazil. In 2020, we fomented R\$ 9.6 billion, considering products that promote the use of renewable energy sources (wind, photovoltaic and small hydroelectric plants). Since 2009, over 30% of wind projects in auctions held by the National Electric Energy Agency ("ANEEL") have been advised by Santander.

We have a complete portfolio of solutions, from advisory and financing services for large projects (Project Finance), such as wind farm construction, to lines of credit for end-users purchasing photovoltaic panels.

In Centralized Power Generation, we are leaders in the number of advisory services provided for infrastructure projects in Brazil, according to Dealogic's ranking. Since 2005, with the first projects of the Incentive Program for Alternative Sources of Electric Energy ("Proinfa"), we have distinguished ourselves as a structuring, advisor, financier, and guarantor bank for major wind energy projects.

Similarly, we have been one of the most active banks in the solar energy segment since 2014. Our support to companies covers every stage of the project, from participation in energy generation and transmission auctions to the disbursement of long-term financing.

We also encourage individuals and businesses to transition from traditional energy sources to solar energy. At the end of 2020, we extended the repayment plan for photovoltaic equipment from 60 to 72 months

and extended the grace period for paying the first installment from 90 to 120 days.

We raised US\$ 100 million in funds from the International Finance Corporation ("IFC"), a member of the World Bank Group, for sustainable projects. Half of it was earmarked to finance photovoltaic panels, while the other half went to small and medium-sized enterprises ("SMEs"), with an emphasis on women-led initiatives.

We scaled up our work in the Sanitation sector, based on the New Legal Framework for Sanitation (Bill No. 4,162/19). Shortly after its approval, we announced a R\$ 5 billion credit line to finance investment projects in the water, sewage and waste treatment segments. Engagement with customers entails a discussion of ESG metrics that will be delivered by their operations. Our activities range from financing for commercial solutions to advising on large infrastructure projects. In 2020, we enabled R\$ 1.9 billion for this sector.

Learn more about our work in sustainable infrastructure and renewable energy on the [website](#).

DECARBONIZATION CREDITS

In 2020, we were at the forefront of the creation of the Decarbonization Credit ("CBIOS") market, as part of the RenovaBio program, which aims to promote the development of the biofuel chain in Brazil. We were the first bank in the country to underwrite, trade and custody these assets.

RenovaBio was the first national expression in the creation of a sector-oriented Brazilian carbon market, paving the way for discussions on the topic as part of Brazil's commitment to the Paris Agreement. In the year, we were responsible for about 70% of CBIOS underwritten in the country. By entering into this market, we started to provide an array of financial services for all stages of RenovaBio: from raw material production, in biofuel, to certification, issuance, underwriting, trading and custody of CBIOS.

SUSTAINABLE AGRIBUSINESS

We support the development of responsible, efficient, and productive agribusiness in Brazil throughout the value chain of the fastest growing sector in the country. In 2020, we disbursed approximately R\$ 513 million in Retail, using our own financing lines and BNDES' (National Bank for Economic and Social Development). Additionally, we disbursed R\$ 1.0 billion in ESG-linked loans to agribusiness companies (learn more in ESG-Linked Loan / ESG Financing).

Under our model, credit is accompanied by technical guidance for rural producers who want to invest in innovation and sustainability in the field. For this purpose, we have trained agronomists and technicians.

This work is supported by our specialized commercial network. In 2020, we inaugurated our 40th Agro store in Brazil, with service tailored to producers seeking guidance and access to specific lines of credit for agricultural production. Furthermore, we have dedicated branches with commercial teams that specialize in serving the country's agribusiness customers.

We also disseminate relevant content on responsible agribusiness. This year, we hosted three live streams with market experts discussing responsible agribusiness, technology in the field and sustainable livestock. The *Agromais* web series had 8.2 million impressions on social media and 2.8 million video views.

It is worth noting that we have always promoted responsible land use. In our credit operations, throughout the duration of the contract, we analyze and monitor social and environmental risks in rural properties in benefited areas, as well as properties used as collateral for agribusiness transactions (Rural Loans, BNDES and CPR).

In this process, we track all rural properties (approximately 12,930 properties were under monitoring at the end of 2020) using a tool



that provides us with daily information on social and environmental risk alerts, such restrictions placed in connection with deforested areas, incursions into indigenous territories and conservation units, archaeological sites, *quilombola* communities, individual taxpayer ID ("CPF") and business taxpayer ID ("CNPJ") monitoring for slave labor, as well as IBAMA suspensions by CPF and CNPJ.

During the year, we conducted over 2,000 Social and Environmental Risk assessments (which are part of operations involving Wholesale Banking and the "E3" Companies segment – the top of the Retail pyramid), covering businesses from a variety of industries, including major soy traders and producers. We also paid close attention to meatpackers (particularly their supply chains), taking into account the agreements these companies had signed with the Public Prosecutor's Office regarding cattle sourcing from the Amazon.

We participate in three external forums where sustainable agriculture strategies are discussed:

- Roundtable on Responsible Soy (“RTRS”);
- Sustainable Livestock Working Group (“GTPS”);
- FEBRABAN Working Group on forestry/agribusiness issues.

Learn more about sustainable agribusiness on our [website](#).

ESG-LINKED LOANS / ESG FINANCING

In 2020, we conducted the first ESG-linked loan in Brazil, in the amount of R\$ 180 million.

Over the year, we completed 11 operations in this format, totaling R\$ 1 billion in business, evidencing Santander’s commitment to the transition of its customers toward more sustainable, transparent and competitive business models.

In the first deal of this type, we set goals with the client, who committed to increasing efficiency in their production for RenovaBio, while also obtaining the Global Reporting Initiative (“GRI”) seal and Climate Bonds Initiative (“CBI”) certification. We will evaluate achievement of targets in 2021, and if they are met, the financing rates will be revised while the contract is still in effect.

We also issued the first “green” Export Credit Note (“NCE”) in the market, totaling R\$ 250 million, with a four-year term. The financing received a second-party opinion (independent opinion) from a specialized consultancy and will be monitored externally to ensure that the funds are invested in projects committed to sustainability, such as reducing carbon emissions, recycling, and lowering waste and water consumption.

GREEN BONDS

Over the year, we were involved in the issuance of five Green Bonds worth nearly R\$ 11 billion for investments in sustainability projects.

We participated in the global coordination of the first Green Bond issuance in the international market by a Brazilian company in the transportation and logistics sector, with the Climate Bonds Initiative (“CBI”) global certification. We also served as sustainability advisors in this US\$ 500 million operation.

The funds will be used to make investments that should reduce the company’s fuel consumption and generate less greenhouse gas emissions. We also coordinated the second deal and the retapping of sustainability-linked bonds worldwide, amounting to US\$ 1.25 billion.

Furthermore, following the approval of the new law, we served as financial advisors and structuring bank in the first issuance of green debentures in the sanitation sector, totaling R\$ 620 million.

ESG INVESTMENTS

In order to encourage investors to deploy funds into businesses committed to ESG practices, in 2020 we implemented two initiatives through Santander Asset Management:

- We launched the **Santander GO** fund (ESG focused), in collaboration with Robeco, a Dutch asset management firm known for its investment policies in companies that meet sustainability criteria. On 12/31/2020, the fund had R\$ 72 million in net assets; and
- We relaunched the **Ethical** fund, which was one of the first in the country to utilize ESG criteria for asset selection. Using a proprietary methodology, we only pick companies that stand out in terms of natural resource management, responsible business and ethics, among other factors. On 12/31/2020, the fund had R\$ 115 million in net assets and a portfolio of 37 companies.

AMAZON

We are committed to the sustainable development of the Amazon. We already have more than 80 branches, 1,100 employees and about 400,000 customers in the region. Furthermore, we have been looking for new ways to contribute in an increasingly decisive manner.

In 2020, we launched the Amazon Plan, a collaboration between the country's three largest private banks to scale solutions that promote development in the region. The initiative consists of concrete measures linked to the core business of the financial sector, which are divided into three fronts: environmental conservation and bioeconomy development; investment in sustainable infrastructure; and ensuring the population's basic rights.

To help implement these measures, we established the Amazon Consultative Council, which is composed of seven experts: Adalberto Luis Val, Adalberto (Beto) Veríssimo, André Guimarães, Carlos A. Nobre, Denis Minev, Izabella Teixeira and Teresa Vendramini. Among the council's key responsibilities is to provide reflections on the dynamics of the region and to challenge the banks on the effectiveness of proposed actions.

In 2021, we announced the creation of the Amazon Network, with the goal of expanding our footprint in the region. We plan to open 10 to 15 stores, with a focus on recruiting local workers and targeting sustainable crops.

TEN COMMITMENTS FOR SUSTAINABLE DEVELOPMENT IN THE AMAZON BY BRAZIL'S THREE LARGEST PRIVATE BANKS:



Zero deforestation in the meat supply chain

During this first year, we prioritized **four measures**:



Encouraging sustainable chains

1. Zero deforestation in the meat supply chain: working to achieve zero deforestation in the meat industry, reinforcing internal diligence, assisting with the transition, as well as coordinating companies and associations to create a sector-specific commitment.



Promoting the development of an infrastructure for sustainable transportation



Enabling investments in basic infrastructure

2. Encouraging sustainable chains: fostering sustainable crops (such as cocoa, *açaí* and Brazil nuts) through differentiated financing lines, among other financial and non-financial tools.



Green financial instruments



Climate information for credit and investment policies

3. Land regularization: coordinating and supporting the implementation of a computerized registration system for land regularization.



Financial guidance and inclusion

4. Fostering the bioeconomy: attracting investments that foster partnerships and the development of bioeconomy-enhancing technologies.



Land regularization



Socioeconomic development



Fostering the bioeconomy

INTERNAL ENVIRONMENTAL MANAGEMENT⁸

Optimizing the use of natural resources and waste is becoming increasingly urgent in our daily lives. In 2020, we achieved a series of milestones: we stopped consuming 757 tons of paper, reduced water consumption by 21% and slashed energy consumption by about 7%.

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

- **Energy:** utilizing only renewable energy sources in 100% of our stores, administrative buildings and data center by 2025.
- **Plastic:** eliminating single-use plastic consumption in our operations by 2021.

However, our quest for greater efficiency in the use of environmental resources is wider and encompasses a number of initiatives.

Through the Fit to Grow (“FTG”) program, we engage employees to make our operations more efficient, which often involves actions related to environmental factors.

Another initiative to promote the rational use of resources and eradicate bureaucratic processes is Santander 5.0, a simplification, optimization and digitization program that aims to achieve efficiency and productivity gains. There are over 400 actions, ranging from eliminating the use of stamps – more than 72,000 units – to the intense process digitalization agenda, which saved 757 tons of paper during the year and seeks to provide a better customer experience while maintaining maximum operational efficiency.

Learn more about these initiatives on page 27 of our 2020 Annual Report.

⁸ Environmental indicators include, in addition to Banco Santander (Brasil) S.A., the following companies, which operate in administrative buildings controlled by Banco Santander (Brasil) S.A.: Getnet, PI, BEN, Santander Securities Services Brasil DTVM S.A., Return, Super Digital Brasil, Santander Corretora de Seguros, Investimentos e Serviços S.A. and Aymoré Crédito, Financiamento e Investimento S.A.

Due to the pandemic, the population of our administrative buildings decreased and some stores were temporarily closed, resulting in lower energy, water, and waste consumption, as shown in the tables on the following pages.

ENERGY

Internal energy usage remained efficient in 2020. Total electricity consumption was 33.7 GJ per thousand active customers, which means an 11% drop from the previous year. As for renewable energy generation capacity, we ended the year at 47%, growing by 23 p.p. compared to 2019.

Our goal of using only renewable energy has already been met in our administrative units; we expect our stores to achieve this target by the end of 2021, and our data center by 2025. Solar and wind energy, small hydroelectric power stations, and landfill biogas are among the alternative energy sources purchased under this initiative.

In the states of Acre, Ceará, Minas Gerais, Pernambuco and Sergipe, our consumption is already 100% renewable. In Rio de Janeiro, we increased this percentage to 97%, while in Rio Grande do Sul we reached 90%.



ENERGY CONSUMPTION WITHIN THE ORGANIZATION (IN GJ)¹

	2018	2019	2020	% of total consumption (2020)	Annual reduction
Fuel consumption from renewable sources	23,420	20,859 ²	9,794	1%	-53%
Fuel consumption from non-renewable sources	73,295	40,550 ²	27,680	3%	-32%
Electricity consumption	927,458	993,541	944,164	96%	-5%
Total energy consumption	1,024,173	1,054,950	981,638	100%	-7%

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

² The figures for 2019 have been corrected because the reported numbers for renewable and non-renewable fuels were inverted the previous year.

WATER

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

- Centralized monitoring of water consumption in our administrative buildings, which enables rapid action whenever an abnormality is detected.
- Use of systems such as vacuum flushing, automatic taps and aerators for water flow control.
- Rainwater use at our Headquarters and at the Data Center in Campinas, São Paulo. The Data Center also has an air conditioning system that does not require the use of water for cooling purposes.

WATER CONSUMPTION (IN M³)

	2018	2019	2020
Branches ¹	477,731	484,300	374,366
Administrative buildings ²	110,236	131,826	111,165
Total	587,967	616,126	485,531³

¹ Network consumption refers to 100% of the branches.

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

³ Reduced consumption as a result of lower employee flow in the administrative buildings considered in the table, as well as the temporary closure of some stores due to the pandemic.

WASTE TREATMENT

At our administrative buildings, we manage, properly dispose of and, when applicable, compost waste – ensuring that only non-compostable waste is sent to landfills.

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 substrate compound that is used in gardens and green areas of administrative buildings.

We also compost coffee sludge and capsules, in addition to recycling cigarette butts.

We have been recycling electrical and electronic waste, such as computers, self-service machines, and telephones, since 2017. The equipment is delivered to a specialized company, which processes and separates the materials. Plastic and metal are reused by industries that utilize these raw materials, bringing them back into the production cycle.

WASTE (IN TONS)¹

Disposal method – non-hazardous wastes	Type of waste	2018	2019	2020 ³	%
Recycling	Paper	204.3	190.1	122.1	-36%
	Plastic	106.8	104.8	46.6	-56%
	Metal	31.0 ²	9.9	5.7	-42%
	Glass	9.1	21.8	16.0	-27%
Composting	Organic waste	296.0	342.0	179.4	-48%
Landfill	Non-recyclable waste	243.0	213.0	146.2	-31%
Total		890.3	881.7	516.0	-42%

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.

² Significant decline as a result of lower employee flow in the administrative buildings considered in the table.

³ Due to the Deplastify program, we had an increase in consumption and disposal of glass water bottles.

CERTIFICATIONS AND RECOGNITIONS

The Headquarters, Radar, and Data Center buildings are ISO 14001 certified (renewed in 2020) and recognized as environmental management benchmarks by external auditors.

We also have the “LEED” (Leadership in Energy and Environmental Design) seal at our Data Center in Campinas and Granja Viana branch in Cotia, both in the state of São Paulo. This seal attests to the sustainability and low environmental impact of buildings.

In 2020, the Data Center was awarded the S Seal by the municipality of Campinas for meeting a set of sustainability criteria.

We further improved our score in the Carbon Disclosure Project (CDP), receiving an A-. The improved rating derived from our progress in cross-cutting issues, including combating climate change, which involves the creation of new economic models, the proper use of environmental resources, the development of human potential, governance, risk, and commitments, such as becoming a signatory to the TCFD. Our suppliers were also invited to participate in the CDP Supply Chain. See more on page 63.

GOVERNANCE AND CLIMATE RISK MANAGEMENT

Climate Change is addressed at the highest levels of the Bank's governance and risk management.

GOVERNANCE STRUCTURES

Regularly discussed as part of the agendas of the Sustainability and Risk Committees, both of which advise the Board of Directors.

The Board is permanently striving to enhance its assessments. In 2020, its members participated in discussions on Climate Change and the Amazon.

RISK

Since 2019, we have monitored our loan portfolio's exposure to sectors⁹ that are particularly vulnerable to the impacts of climate change.

In order to manage short-term risks, we have fine-tuned our social and environmental risk analysis. We started monitoring our corporate clients' exposure to water stress and their dependence on this natural resource.

Using a proprietary tool, we quantify the exposure of each company (eligible for social and environmental assessment) to water risk, which may affect its credit rating. Find out more about our Social and Environmental Risk assessment on pages 58 and 59.

We also look at medium and long-term risks. The topic is taken into account in our leading process for identifying and assessing strategic risks ("Top Risks").

TARGETS AND METRICS

The carbon inventory is one of the most critical aspects of environmental governance. Since 2009, we have quantified direct and indirect emissions from our activities, and have taken steps to minimize them – such as the purchasing renewable energy, composting and recycling.

Measuring the carbon footprint also enables us to make progress in the offsetting strategy. We have been carbon neutral since 2010 by fully offsetting our scope 1 (direct) and 2 (indirect, third-party) emissions.

Since 2013, we have employed a methodology to select projects from which to purchase Verified Emission Reductions ("VERs"), ensuring social and environmental benefits for the region where they are located. In recent years, we have purchased credits from reforestation and renewable energy ventures.

Our emissions data for 2020 should be released by August 2021 and will be available on the Public Emissions Registry, created by the Brazilian GHG Protocol Program.

⁹ Large CO₂ emitters, with high energy and water consumption.

NET ZERO BY 2050

IN EARLY 2021, THE SANTANDER GROUP ANNOUNCED ITS AMBITION TO ACHIEVE NET ZERO CARBON EMISSIONS BY 2050 TO SUPPORT THE PARIS AGREEMENT GOALS ON CLIMATE CHANGE. THIS OBJECTIVE APPLIES TO BOTH THE GROUP'S OWN ACTIVITIES, WHICH HAVE BEEN CARBON NEUTRAL SINCE 2010, AND ALL EMISSIONS FROM ANY CUSTOMER OF FINANCIAL, ADVISORY, OR INVESTMENT SERVICE PROVIDED BY THE BANK.

SOCIAL

WHAT YOU FIND HERE:

- Our **NPS** (Net Promote Score), one of the most important metrics for evaluating our performance, increased by 7.0 points in the year, reaching **63 points**.
- In 2020, we **introduced GENTE**, our 24-hour virtual assistant, which uses Artificial Intelligence to provide quick answers.
- We promoted financial inclusion through **Prospera Santander Microfinance**, which had **over 543,000 entrepreneurial customers** at the end of the year.
- We contributed to financial education through initiatives such as **Santander On**, which received more than **72 million visits** in 2020.
- We invested in higher education by awarding **over 24,000 scholarships to students**.
- We **encouraged diversity and meritocracy**, and we made investments to increase the representation of different social groups in leadership positions.
- In 2020, we expanded our mobilization efforts across our relationship network, resulting in **more than 72,000 participations in social actions**.
- This year alone, we mobilized **R\$ 23 million** through the **Friend of Value program**, considering the Covid-19 special edition.
- **Over 306,000** people were impacted by pandemic-related actions and other initiatives from existing programs.

RESILIENT AND INCLUSIVE ECONOMY



With approximately 28 million active customers, about 45,000 employees and a presence in all regions of Brazil, we can make a meaningful contribution to the country's economic and social development. One way of doing that is by helping to build a resilient and inclusive economy. We recorded a net profit in excess of R\$ 13 billion in 2020 – considering the extraordinary allowance for loan losses booked in the second quarter of 2020 –, by operating in a simpler, more intuitive, and digital manner. The over-90-day delinquency ratio hit 2.1%, the lowest in our history. For more on our 2020 financial results, please visit the Investor Relations website (www.santander.com.br/ri).

RELATIONSHIP WITH CUSTOMERS

We have used the NPS (Net Promoter Score) as one of our key performance assessment metrics since 2017. Despite all of the pandemic-related adversities, our NPS increased by 7.0 points in 2020, reaching 63 points at the end of December.

Based on this methodology, which measures customer satisfaction with the Bank, we are able to identify opportunities and implement actions to enhance the customer experience.

One of the most important pillars at Santander is the engagement of the entire organization in this process. For this reason, we have institutionalized the NPS to evaluate employee performance.

We rely on the Customer Relationship Policy to guide our teams in their daily activities. This document outlines the principles of ethics, responsibility, transparency, and diligence in customer relations at the pre-purchase,

purchase, and post-purchase stages of our products and services. According to this regulation, the information provided to customers must be clear, precise, sufficient, and timely.

We train our teams to approach customers with clarity and transparency, taking into account their personal circumstances. To that end, mandatory online courses on the Consumer Protection Code ("CDC") and the Customer Relationship Policy are assigned to employees.

Our internal audit also includes specific reviews. This is the case with product sales, where compliance with legal and internal requirements, including aspects of conduct, is assessed. In addition, periodic checks are performed, with a focus on product purchases that were canceled over a short period of time, which may indicate atypicality in terms of marketing and sales quality.

FAIR AND TRANSPARENT PRODUCTS AND SERVICES

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

The Products Committee is responsible for evaluating elements such as the characteristics and functionality of each item in the portfolio, social and environmental risk, legislative compliance, and employee training.

Get to know the Life Cycle of financial products on our [website](#).

The key information about the products is available to the customer in both the acquisition channels and the agreements. This includes prices, terms, rates, charges, 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 [website](#), providing clear information on definitions, advantages, prices, and conditions of the products,

as well as general contractual clauses and conditions for safe lending.

In agreements with business customers, we also include clauses in which the parties undertake to protect and preserve the environment, as well as ensuring that any funds released in connection with the agreement are not used for any purpose or project that may cause social harm and is not strictly compliant with legal and regulatory provisions under Brazil's National Environmental Policy.

SERVICE CHANNELS

In 2020, we launched GENTE, our 24-hour virtual assistant. Available on the Santander app and internet banking, the tool utilizes Artificial Intelligence to provide quick answers to customers.

With that:

- We gained efficiency: numerous questions were answered before they ever reached our customer service teams.

- We improved our customer experience: the NPS of mobile customers who used GENTE hit 76 points in the year.

This innovation adds to the work of our Customer Service Department ("SAC"), which receives complaints, as well as product information and cancellation requests. If the solution provided through the primary channels is found to be unsatisfactory, customers can turn to the Ombudsman's Office. This channel also serves as a conflict resolution mechanism, as well as a means of satisfying customers who have filed claims with the Brazilian Central Bank and consumer protection agencies, such as Procon. Additionally, we also offer customer support in our stores.

A significant portion of product and service-related inquiries can be addressed via Santander's digital platforms and the Solve It Online section of our [website](#), which consolidates the frequently asked questions already answered by our relationship channel staff. Our consumers can also contact us on social networks.

NUMBER OF COMPLAINTS

Channel	Volume of Complaints (in thousands)			Change (previous year x current year)
	2018	2019	2020	
Customer Service - SAC ¹	704	805	802	-0.4% ²
Consumer Protection Agency/Official Letter	14	14	16	14.0%
Ombudsman's Office	32	51	49	-4.0%
Brazilian Central Bank	29	28	39	39.0%
Total	779	898	906	0.9%

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

² Due to an agreement signed with FEBRABAN and in compliance with Justice Ministry Ordinance No. 414, issued on 07/22/2020, our Customer Service ("SAC") operated under reduced service hours between March 2020 and January 2021.

COMPLAINT RESPONSE

	2018	2019	2020
Customer Service - SAC (% of complaints resolved within 5 business days)	94.0%	93.0%	98.8%
Ombudsman's Office (% of complaints resolved within 10 business days)	96.0%	99.0%	96.0%

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



ACCESSIBILITY

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 Department 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 coverage throughout the country.

DIGITAL BUSINESS

With the growing use of digital platforms, we have increased our investments in innovations to assist our customers in organizing and controlling their finances. We ended the year with 15.6 million digital customers, a 16% rise relative to 2019.

Here are a few examples of launches in 2020:

- **SX** (Santander's special Pix): we were the first bank to offer a Pix-based financial solution, giving customers

access to Pix, as well as the ability to conduct financial transactions in real time, 24 hours a day, seven days a week.

- **Troca+Troco**: enables customers to sell their financed vehicles, finance the purchase of a less expensive one and keep the difference. Also, in collaboration with dealerships, we created Car Delivery, a service that allows customers to purchase a vehicle online and have it delivered to their home.
- In the real estate segment, we strengthened our digital presence and reduced the financing rate to 6.99% p.a., with a 35-year term. In parallel, we lowered the monthly interest rate on *Usecasa*, our personal credit line that allows customers to use paid-off properties as collateral, to 0.94% (home equity).

With regard to Customer Relationship Management (“CRM”), we strive to continually enhance information processing and intensify responsible data usage in order to identify customer needs, fine-tune our offerings and fill service gaps. This agenda enables us to strengthen our relationships and make the dialogue more effective, even when service teams change.

Through Next Best Advisor (“NBA”), which are reminders sent via Push and SMS notifications, we notify customers about the best times to make credit card transactions and bill due dates.

PROSPERA HAS BEEN IN BUSINESS FOR 19 YEARS, WITH A 91.6% LOAN REPAYMENT RATE

FINANCIAL INCLUSION AND ENTREPRENEURSHIP

We believe that building a stronger economy entails fostering entrepreneurship, promoting banking inclusion of those who are not currently part of the financial system, and contributing to the resilience and growth of small and medium-sized enterprises, which account for more than half of all formal jobs in the country. Learn more about our initiatives:

PROSPERA SANTANDER MICROFINANCE
Prospera Santander Microfinance is aimed at both formal and informal micro-entrepreneurs, with the goal of generating work and income. This is a critical tool for increasing financial inclusion in the country and supporting thousands of families who rely on microcredit to start and grow their businesses.

In 2020, we conducted a study in collaboration with the United Nations Development Program ("UNDP") to capture the key socioeconomic outcomes that Prospera brings to the communities where we operate.

According to the study, smaller micro-entrepreneurs experience an average growth in sales 5% greater than others; their sales rise over time and outperform the control group (15%), while women have a profit margin up to 8% higher than men.

In 2020, Prospera's active base grew by 6%, with over 543,000 customers in approximately 1,400 municipalities. During the year, we disbursed R\$ 2.5 billion, representing growth of 14.7% in comparison with 2019. This initiative has been operating for 19 years, having already disbursed



a total of R\$ 10 billion. Its loan repayment rate reached 91.6%.

Our offering also includes a checking account, a credit card, a POS device (acquiring), insurance, and a savings account. This provides entrepreneurs with the support needed for their activities, thereby fueling local development.

Our offering is complemented by the "Partners in Action" program, which provides financial and management guidance courses. Find out more on page 44.

On its dedicated [website](#), you can learn about the stories of Prospera entrepreneurs.



CUSTOMER SERVICE AND FINANCIAL GUIDANCE TO ENTREPRENEURS ARE PROVIDED BY PROSPERA AGENTS, WHO OFTEN RESIDE IN THE SAME COMMUNITIES WHERE PROSPERA OPERATES. SINCE 2019, WE OFFER THE PROSPERA + CERTIFICATION, A TRAINING INTENDED TO PREPARE THESE AGENTS FOR A MORE CONSULTATIVE AND PERSONALIZED APPROACH.

	Portfolio (R\$ thousands)			Origination (R\$ thousands)			Active Customers		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Women	431,046	739,859	822,595	783,620	1,418,096	1,627,963	167,560	334,134	358,557
Men	211,558	427,248	442,935	399,352	732,924	838,647	82,772	180,836	184,711
Total	642,604	1,167,107	1,265,530	1,182,972	2,151,020	2,466,610	250,332	514,970	543,268

OUR ECOSYSTEM AS A CATALYST FOR FINANCIAL INCLUSION

We are a financial services platform that adds to the solutions offered by our commercial bank. Our ecosystem contributes to the financial inclusion of the unbanked population by providing easy access to banking products and services.

Learn more about our financial education initiatives: :

Superdigital: to assist customers in managing their financial resources, as well as to simplify the banking and digital accounts segment, we have created a separate financial education and personal finance channel. In 2020, this channel was visited by nearly 500,000 people. Superdigital is a company of the Santander Group, with a customer base of 588,000 as of the end of 2020 (an increase of 18% over 2019).

SIM Loan: the **Sim Blog** features content that helps people organize their finances and stay on top of their financial health.

SIM is a fully digital platform that allows customers to quickly assess their financial health and obtain personal loans by using their cars and motorcycles as collateral. After 15 months,

the loan platform had positive revenue and a R\$ 700 million loan portfolio, along with 3 million registered customers.

EmDia: the **emDia** Blog brings information for people to better manage their money, renegotiate their debts and obtain credit again. The emDia digital debt renegotiation platform connects creditors and debtors. At the end of 2020, emDia had 4 million customers and R\$ 46 million in recovered credit volume.

Getnet: In 2020, Getnet released the "Overcome" podcast, which shares stories of entrepreneurs who rose to the challenges of running their own business. The company created an online store for customers who wanted to move into e-commerce and offered an additional POS device for those who make delivery sales. It focuses on financially empowering small entrepreneurs through business management solutions and products, as well as educational initiatives such as the "**Successful Business**" blog.

With approximately 900,000 customers, Getnet recorded a processed turnover volume of R\$ 274 billion in 2020.

To learn more about the business strategies and results of the companies in our ecosystem, please visit the Investor Relations website.

OFFERINGS FOR SMALL AND MEDIUM-SIZED ENTERPRISES (SMEs)

In 2020, the SME portfolio totaled R\$ 55.9 million. The segment benefited from loans granted under government-sponsored credit lines.

We provide a wide range of specialized products and services to help entrepreneurs prosper:

Santander Co-Pilot: a digital tool for better business management. The system automates the selling and payment process, providing greater financial flexibility and cash flow visibility. The service includes an online store for the company, integrated with Getnet's e-commerce. Learn more by following this link.

Digitalization: a digital signature solution that made it possible for customers to apply for working capital and preventative credit lines entirely online.

As a result, customers and legal representatives no longer need to visit our branches or submit paper documents via Sedex. The tool is expected to process 30,000 requests a month.

Collaboration with the Federal Government and other private banks: we have partnered with the National Treasury, the Brazilian Central Bank, BNDES and our private peers on two programs to mitigate the economic effects of the pandemic:

- **"PESE":** the Emergency Employment Support Program (or "PESE") was aimed at providing low-cost credit to fund payrolls for up to four months (for companies with annual revenues between R\$ 360,000 and R\$ 50 million). The offering included a 180-day grace period for the first installment payment and interest rate aligned with Brazil's benchmark rate. Over the course of the year, we granted R\$ 1.9 billion in credit through this program;

- **Pronampe and FGI:** we granted R\$ 10.5 billion in credit with special terms and price conditions. Under this operation, customers had a 180-day grace period for the first installment payment. Its goal was to help businesses stay afloat by supporting the payment of basic expenses, since this was a non-earmarked credit line.

Santander Negócios & Empresas – “Avançar” (Advance) program: we relaunched the program’s digital platform with new content, including online courses and podcasts, as well as news and related articles. We brought in experts to discuss credit, e-commerce, labor legislation, financial guidance and sustainability, among other topics. In 2020, the platform reached over 410,000 visits. We also awarded more than 400 scholarships to university students.

Learn more about the Advance program on our [website](#).

FINANCIAL EDUCATION

Banking products and services, when accessible to the general public and used responsibly, can help to foster entrepreneurship, contribute to job creation, promote responsible consumption, and improve people’s quality of life.

For this reason, we assist clients and people who are not Santander customers in improving their financial management knowledge. In 2020, we had approximately 156,000 participants in the Bank’s financial guidance actions, which were aided by an online strategy tailored to the pandemic period, allowing it to gain scale.

To help our customers assess and manage their financial situation, we offer Santander On. The tool enables users to closely monitor their finances in order to improve money management. In 2020, Santander On had 72 million visits and 11.9 million users. Approximately 80% of those users fall into the lower-income category. Simultaneously, we establish credit limits that take into account each individual’s income and ability to pay. We offer safer credit lines and products to keep consumers

from falling behind on their payments and to help them refinance their debt.

With the purpose of bringing financial guidance to an even wider audience, we launched the “O que eu faço?” (What do I do?) podcast with CNN Brasil, providing advice from Bank experts to those looking to organize their finances and plan their investments. More than 60 episodes were produced over the course of the year, with the participation of CNN Brasil’s team of journalists. In less than a year, the podcast rose to fourth place among the most popular on the channel’s platform.

We also launched “No corre” (In a Hurry), a Santander podcast that covers general financial planning and product usage topics. The first season consisted of 16 episodes and is available on Spotify and on Santander Brasil’s YouTube channel. On the subject of investments, we launched the “Santander Investimentos” (Santander Investments) portal, featuring live broadcasts and daily investment analysis for both beginners and seasoned investors. Furthermore, we held investment talks with over 5,000 attendees.

We also bolstered our presence in this field by engaging in a series of unprecedented activities last year. One of the initiatives was the free financial guidance provided by our Customer Service (“SAC”) during the 7th National Financial Education Week (“ENEF”).

We also have actions for our internal audience, such as the Specialized Personal Support Program (“PAPE”), which provides financial guidance sessions to employees (including young apprentices) and their family members.

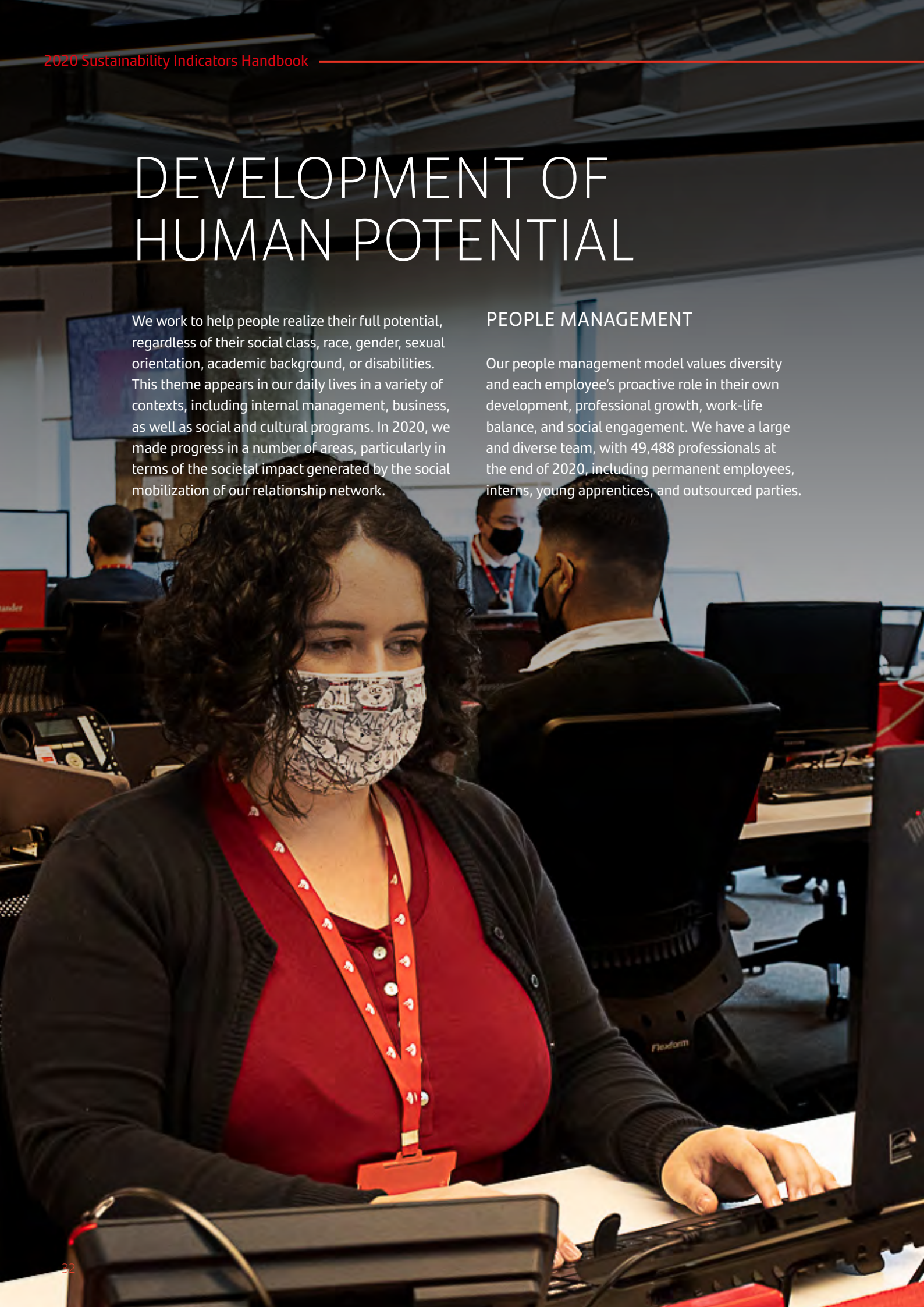
At the onset of the pandemic, we promoted several commercial initiatives to bring financial relief to our customers. From March to December 2020, on average, 1.7 million individual customers and 90,000 SME customers benefited from commercial actions related to Covid-19.

DEVELOPMENT OF HUMAN POTENTIAL

We work to help people realize their full potential, regardless of their social class, race, gender, sexual orientation, academic background, or disabilities. This theme appears in our daily lives in a variety of contexts, including internal management, business, as well as social and cultural programs. In 2020, we made progress in a number of areas, particularly in terms of the societal impact generated by the social mobilization of our relationship network.

PEOPLE MANAGEMENT

Our people management model values diversity and each employee's proactive role in their own development, professional growth, work-life balance, and social engagement. We have a large and diverse team, with 49,488 professionals at the end of 2020, including permanent employees, interns, young apprentices, and outsourced parties.





DIVERSITY¹⁰

Diversity is one of the five guiding principles of our Code of Ethical Conduct. Gender equality, racial equality, inclusion of people with disabilities (“PCD”), diversity of experiences and generations, and LGBTI+ are our top priorities within this theme. More than 12,000 employees have already taken part in some form of diversity training, and are now tracking the topic through metrics and goals.

¹⁰ The diversity data comprises the following companies: Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A., as they are the associated companies over which we have 100% control, representing roughly 90% of the Group’s companies in number of permanent employees.

Gender: encouraging leadership in every woman

One of the main challenges we face in creating a more diverse organization is increasing female representation in senior leadership roles (superintendent, executive superintendent and director). At the end of 2020, women held 28.8%¹¹ of these positions – surpassing the year’s goal of 28%.

¹¹ The 28.8% figure for women in senior leadership roles (superintendent, executive superintendent, and director) was determined considering the position of Superintendent as part of the Managerial category, while Executive Superintendent and Director positions were considered in the Executive category.

TOTAL EMPLOYEES

	2018			2019			2020		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Permanent Employees ¹	27,570	20,442	48,012	27,259	20,560	47,819	25,374	19,225	44,599
Interns	1,081	968	2,049	458	530	988	224	289	513
Outsourced	982	3,317	4,299	1,179	3,999	5,178	995	3,107	4,102
Apprentices	488	159	647	390	109	499	241	33	274
Total	30,121	24,886	55,007	29,286	25,198	54,484	26,834	22,654	49,488

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

% OF EMPLOYEES BY GENDER¹

Employee category	Female			Male		
	2018	2019	2020	2018	2019	2020
Operational	65.6%	64.4%	64.4%	34.3%	35.6%	35.6%
Administrative	58.3%	58.7%	59.2%	41.7%	41.3%	40.8%
Specialist	40.2%	42.0%	42.7%	59.8%	58.0%	57.3%
Managerial	26.5%	27.3%	30.1%	73.5%	72.7%	69.9%
Executive	19.1%	23.9%	25.7%	80.9%	76.1%	74.3%
Total	58.6%	58.4%	58.5%	41.4%	41.6%	41.5%

¹ Considering only permanent employees.

WE HELD THE "50+" PROGRAM AT OUR NEW COMPANY, TOQUEFALE, IN NOVO HAMBURGO AND CAMPO BOM (STATE OF RIO GRANDE DO SUL). TALENTS OVER 50 YEARS OLD AND PEOPLE WITH DISABILITIES WERE AMONG THOSE HIRED FOR CUSTOMER SERVICE AND SUPERVISION POSITIONS.

Racial Equality: professional growth for all

In 2020, we took several steps to increase the representation of black and brown employees in the organization. Among other initiatives, we carried out a finance training program and CPA20 (ANBIMA Professional Certification - Series 20) to support black professionals who want to enter the financial market. At the end of the year, we had 24.6%¹² black employees in our workforce.

¹² Including black and brown employees of Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A. and Santander Corretora de Seguros, Investimento e Serviços S.A..

People with disabilities: skill-based professional development

People with some form of disability account for about 6.7% of the Brazilian population. Since 2012, we have maintained a 5%¹³ proportion of employees with disabilities, as required by law. Our goal is to strengthen these professionals' development so that they can advance in their careers under the same conditions as others.

¹³ Considering only Banco Santander Brasil S.A..

% OF EMPLOYEES BY RACE¹

Employee category	Asian (Yellow)			White			Indigenous			Black (Black and Brown)			Others		
	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Operational	2.1%	2.0%	2.0%	68.7%	65.9%	65.3%	0.2%	0.2%	0.2%	28.5%	31.4%	32.1%	0.5%	0.5%	0.5%
Administrative	2.8%	2.7%	2.8%	77.2%	75.6%	74.6%	0.2%	0.2%	0.2%	19.5%	21.2%	22.1%	0.4%	0.3%	0.3%
Specialist	3.3%	3.1%	3.0%	85.0%	84.5%	83.9%	0.1%	0.1%	0.1%	11.4%	12.1%	12.8%	0.2%	0.2%	0.2%
Managerial	4.2%	3.6%	4.3%	87.8%	89.1%	88.6%	0.0%	0.0%	0.0%	7.1%	6.9%	6.5%	0.9%	0.4%	0.6%
Executive	2.2%	1.7%	2.2%	95.5%	94.4%	94.0%	0.0%	0.0%	0.0%	2.2%	3.3%	2.7%	0.0%	0.6%	1.1%
Total	2.6%	2.5%	2.5%	74.7%	72.8%	72.4%	0.2%	0.2%	0.2%	22.2%	24.2%	24.6%	0.4%	0.4%	0.4%

¹ Disregarding terminations due to disability retirement. 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..

Generations: valuing diversity of backgrounds, generations and experiences

In our pursuit of background diversity, we recruit professionals with a variety of profiles, experiences, undergraduate studies, and economic segments. The goal is to add different visions to our businesses. In 2020, we launched another initiative to promote professional training diversity: Data Masters, in collaboration with Santander Universities and Santander Academy, offering over 300 scholarships for technology studies.

LGBTI+: respect for everyone to work without barriers

In 2019, we introduced the “Aliados” (Allies) program, which teaches teams to respect and value diversity. Currently, there are more than 1,500 employees participating in this program.

MATERNITY AND PATERNITY LEAVE

The assistance provided to mothers, from pregnancy to the postpartum period, enables women to invest in their professional lives while also devoting themselves to their children. We have a program called “Nascer” (Being Born) which provides health advice to female employees and their dependents during pregnancy and the first few months of the baby’s life. Furthermore, program participants are exempt from copay, which serves as an incentive for proper prenatal care. In 2020, there were more than 3,000 participants in the program¹⁴.

Another benefit is extended maternity leave. All pregnant women have the option to extend their leave period from 120 to 180 days. Paternity leave also goes beyond what the law provides: instead of five days, it is extended to 20 days¹⁵. The same periods are applicable in cases of adoption, regardless of the child’s age. Homosexual couples enjoy the same benefits.

¹⁴ The companies eligible for the program in 2020 were: Banco Santander (Brasil) S.A., Aymoré Crédito, Financiamento e Investimento S.A., Ben Benefícios e Serviços S.A. Esfera Fidelidade S.A., PI Distribuidora de Títulos e Valores Mobiliários S.A., Santander Brasil Gestão de Recursos Ltda., Santander Brasil Tecnologia S.A., Santander Corretora de Câmbio e Valores Mobiliários S.A., Santander Corretora de Seguros, Investimentos e Serviços S.A., Santander Holding Imobiliária S.A., Santander Caceis B.

¹⁵ To extend the leave period from 5 to 20 days, employees must present a paternity course certificate.

RETURN TO WORK AND RETENTION RATES AFTER MATERNITY/PATERNITY LEAVE¹

	Women			Men			Total		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Return Rate (%)	98%	99%	100%	97%	97%	100%	97%	97%	100%
Retention Rate ² (%)	87%	87%	77.3%	89%	91%	77.8%	87%	88%	77.5%

¹ Considering only permanent employees.

² The retention rate was determined considering the number of employees who continued to work for more than 12 months following their return from parental leave over the number of employees who should have returned from parental leave in the previous period.



CULTURE OF ENGAGEMENT

Our Culture and Engagement Plan includes the following practices to make us the best place to work:

- **Coffee com Rial:** every month, we host a dialogue between our CEO, Sérgio Rial, and employees. In 2020, we addressed topics related to culture, results, leadership and risks, among others. We had an average attendance of 20,300 employees per event.
- **Santander Week:** held annually in all units of the Santander Group worldwide, the initiative promotes activities aimed at reinforcing the culture of service. In Brazil, we championed a major drive to help the “Mães da Favela” (Favela Mothers) project by the Central Union of Slums (“CUFA”). For more on this topic, please refer to page 43.
- **All for the Customer:** a project focused on the culture of service, in which participating employees visit the Call Center and the Customer Service Department to listen to and serve customers. Employees are given online training from Santander Academy as part of this action. In 2020, we had 100 participants from São Paulo and Rio de Janeiro.

CAPACITY BUILDING AND TRAINING

With a focus on key position succession and talent management, we promote internal mobility and assess potential, laying the groundwork to plan the formation of leaders.

Santander Academy, our corporate university, has five physical units (São Paulo, Rio de Janeiro, Belo Horizonte, Recife and Porto Alegre), 15 co-working environments, 33 classrooms and learning resources available through an online platform and smartphone app.

In 2020, Santander Academy achieved the following milestones:

- More than 698,000 participations in online courses;
- Over 900 new learning experiences were developed;
- More than 1 million visits to the platform.

We also provide financial assistance to our employees for their first undergraduate degree and graduate programs by offering scholarships and subsidizing half of their monthly tuition fees. In 2020, 1,917 employees benefited from this initiative. Moreover, we maintain educational partnerships with language schools, undergraduate courses, MBA programs and certification prep courses.

90.25% OF BANCO SANTANDER EMPLOYEES, INCLUDING ASSOCIATED COMPANIES¹⁶, HAVE VOLUNTARILY PARTICIPATED IN AT LEAST ONE SANTANDER ACADEMY PROGRAM OR EXTERNAL COURSE SPONSORED BY THE BANK

LEADERSHIP TRAINING

In 2020, our leaders participated in development programs specifically tailored to their roles:

- **Communicator Leader:** 226 participants were trained to be capable of communicating our strategy, culture, and goals.
- **Digital Leader:** 263 participants took part in this training, focused on building the Bank of the future.
- **Data Leaders Workshop:** 482 participants, primarily from the Bank's top leadership, were involved in this training on business opportunities and responsibilities surrounding data usage and protection.

CAREER AND MOBILITY

Performance management combines the results achieved by employees with their level of adherence to corporate behavior and the Bank's risk culture. At the start of the year, managers and their teams set goals (which may be non-financial) and plan development actions. These goals are tracked on an ongoing basis, and feedback discussions take place in two formal processes during the year, or at any time, as needed¹⁷.

In 2020, we had over 12,136 internal job changes and over 4,000 new hires through "Meu Lugar Santander" (My Santander Place), which advertises openings across the Bank on the corporate intranet. We also have international mobility initiatives, such as the "Mundo Santander" (Santander World) program and the Global Job Posting platform.

AVERAGE TRAINING HOURS¹

	2018	2019	2020
Operational	20.1	27.2	10.4
Administrative	27.0	29.5	21.6
Specialist	27.8	24.2	20.4
Managerial	21.6	29.5	18.0
Executive	27.3	24.3	19.6
Intern			13.9

¹ The reduction in training hours is due to the pandemic, which led Santander Academy to either curtail or stop certain activities.

¹⁶ 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.

¹⁷ Except for those on leave of absence and new employees in their first cycle, all employees are subjected to a performance review, which applies to 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.



NEW HIRES AND TURNOVER RATES

In order to recruit, train, and retain our best talents, we rely on human resources practices to govern the various stages of the professional relationship, such as hiring, training, engagement and termination.

Our Trainee program set a new record in 2020, with over 72,000 young people applying for a position. The difference this time is that, at the end of the program, the three best performers will have the opportunity to participate in an international exchange in one of our Latin American units. See more on page 37 of the Annual Report.

NEW HIRES AND TURNOVER RATES

	New Hires Rate			Turnover Rate		
	2018	2019	2020	2018	2019	2020
Total¹	12.60%	13.84%	9.07%	13.90%	17.42%²	16.93%²
Gender						
Male	14.89%	16.90%	10.21%	15.00%	19.72%	17.77%
Female	10.89%	11.53%	8.21%	13.00%	15.71%	16.30%
Age group						
Below 30 years old	19.07%	24.89%	20.41%	10.80%	13.45%	14.85%
Between 30 and 50 years old	7.01%	10.85%	5.25%	11.80%	17.49%	17.60%
Above 50 years old	2.48%	1.85%	5.04%	22.60%	30.83%	18.20%
Employee category						
Operational	14.62%	16.99%	3.71%	11.80%	17.12%	15.71%
Administrative	11.94%	12.49%	14.96%	15.50%	17.61%	18.22%
Specialist	8.15%	8.82%	4.01%	14.50%	16.40%	16.30%
Managerial	9.75%	12.01%	10.49%	18.90%	26.69%	18.14%
Executive	27.20%	14.23%	7.60%	24.80%	22.92%	14.72%

¹ Around 35% of the total number of employees who left the company during the year did so voluntarily.

² Including only permanent employees. Turnover rates are calculated by dividing layoffs by the average headcount in 2019 and 2020 (as of 12/31).

WE HAD A TOTAL OF 4,424 MERIT-BASED PROMOTIONS AND SALARY INCREASES IN 2020¹⁸

REMUNERATION AND BENEFITS

Our salary and variable remuneration policy follows market practices and is consistent with both local legislation and the global premises of the Santander Group. Meritocracy is a deciding factor, rewarding individual and collective performance regardless of ethnicity, gender, sexual orientation or any other condition.

Our variable remuneration models encourage and recognize good performance through tools and indicators that align the interests of shareholders, employees and customers. To this end, they promote best conduct and risk management practices, ensuring incentives for the sale of the most suitable alternatives to our customers' profiles and needs. The variable remuneration may be linked to social and environmental performance goals, depending on the scope of the position. This year, we included risk culture in the performance reviews of all employees. For executives, ESG issues have a direct impact on variable remuneration.

Our benefits policy provides a competitive package, with the purpose of recruiting and retaining top talent, increasing employee engagement, and improving productivity. Private pensions, scholarships for children with intellectual disabilities, as well as meal, food, and funeral allowances are among the benefits we offer.

¹⁸ Excluding Banco Olé Consignado S.A.





FREEDOM OF UNION ASSOCIATION

The Collective Bargaining Agreement establishes the terms for free unionization of our employees. We are signatories to bank employees' Collective Bargaining Agreement and actively participate in negotiations as a permanent member of the employers' negotiating commission. The rules and conditions set forth in this convention apply to all Bank employees.

HEALTH AND SAFETY

In 2020, we introduced a series of pandemic-related measures, under constant monitoring by the Integrated Health Management team. Our actions included:

- Daily tracking of employee well-being (positive cases and contacts¹⁹) through the "Como você está?" (How are you doing?) questionnaire, which was available on an app and received over 51,000 responses.
- Use of employee support channels, such as a 24-hour phone number with a nursing team ready to answer questions about the coronavirus, as well as a website specifically designed for communication on the topic and case reporting.

¹⁹ Employees who came into contact with an individual who tested positive for Covid-19.

- Testing protocols and sick leave for positive and contact cases, with over 22,000 tests.
- Access to 24-hour telemedicine from Albert Einstein Hospital for all employees and their dependents.
- Adaptation of service points, including social distancing floor markings, as well as distribution of protective equipment and hand sanitizers.
- Mapping of high-risk groups (pregnant women, chronic patients and the elderly), in order to take specific protective measures.
- Creation of the Remote Work Recommendation Guide, with ergonomic guidelines.

We support the various needs and circumstances of our employees and their family members through the Be Healthy global program²⁰, promoting a wellness culture based on four pillars:

²⁰ 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.

1 Know your health indicators: We have *Sírio-Libanês* Corporate Health Units in our administrative buildings to help our employees monitor their health metrics, where each employee has access to his or her own reference physician. More than 15,000 medical assistance requests were made in 2020.

2 Get moving: We promote physical activity by providing employees with easy access to gyms at our administrative centers in São Paulo, as well as partnerships with *Gympass* and *TotalPass* across the country. Our partners offered online classes and access to wellness-related apps, as gyms closed due to the pandemic. Additionally, we make videos encouraging employees to engage in physical activity at home.

3 Balance your Mind: We empower employees to keep a positive attitude and make conscious decisions that help them maintain mental balance. We have a program called “PAPE” (Specialized Personal Support Program), which offers help from a diverse team of specialists. In 2020, more than 174,000 assistance requests were made by employees and their dependents. Also, we launched our new Emotional Health program, offering:

- (a) Leadership workshop, designed to educate and raise awareness about emotional health, while demystifying topics such as depression, burnout and anxiety;
- (b) Free guided meditation app (for all employees), to address issues such as anxiety, self-esteem, insecurity, mood and focus;
- (c) Mindfulness online course, focusing on the practice of full awareness;
- (d) Communication actions, featuring topics related to emotional health and highlighting the importance of self-knowledge.

4 Eat Well: We offer access to nutritionists at medical centers, nutritional coaching through “PAPE,” and healthy options on our vending

machines, which are identified with the “Be Healthy” seal. Furthermore, we enable meal vouchers to be converted into food vouchers, without a minimum reversal period.

With a focus on disease prevention and promotion of full health, we also carry out other important initiatives such as:

- **Flu vaccination:** we were ahead of the campaign and administered over 29,000 vaccine doses via drive-thru at our administrative buildings.
- **“SIPAT” (Internal Week for the Prevention of Accidents at Work):** online action due to the pandemic, with more than 20,000 visits to the content we shared.
- **Pink October and Blue November:** women’s health was a big theme during the month dedicated to raising awareness about breast cancer prevention. Our female employees and their dependents were exempt from copay for women’s health exams. Furthermore, all women who underwent mammography at one of our partner labs in São Paulo had the chance to donate the same exam to another woman. In addition, during the month of prostate cancer prevention, male employees and their dependents were exempt from copays for men’s health exams.
- **Safe environment:** in 2020, our Occupational Health and Safety department conducted over 3,300 environmental and ergonomic assessments at our branches and administrative centers. We also provided training to minimize the risk of workplace accidents and illness, as well as safe working environments for employees.
- **Return Well program:** Contributes to the professional rehabilitation of employees who have reduced work capacity when returning to work after a long-term leave or when the work environment needs to be adapted. The program takes a multidisciplinary approach, overseen by a rehabilitation physician. We ended the year with 170 participants.

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

	2018	2019	2020 ²
Number of work accidents ³	178	148	46
Number of occupational diseases	9	8	1
Lost-day rate ⁴	24.51	20.32	4.48
Attendance rate	2.08	1.69	0.62

¹ Considering only Banco Santander (Brasil) S.A.

² When comparing 2020 to previous years, a portion of the decrease is due to the atypical year, as well as Provisional Measure No. 927/2020, which paralyzed some occupational health and safety services from March to June 2020.

³ Commuting accidents began to be counted again on April 20th, 2020, following the repeal of Provisional Measure No. 905/2019 by Provisional Measure No. 955/2020.

⁴ 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, through internal investigation), multiplied by 1,000,000 and divided by total hours worked.

SUPPORTING MOBILITY

To encourage our employees to use alternative modes of transportation, we have 485 bicycle spaces available at Santander Headquarters, Radar and Digital Generation I.

FLEXIBLE WORK ("FLEXIWORKING")

"Flexiworking" is a set of practices aimed at assisting employees in striking a balance between their professional, personal and family lives. The procedures adopted include:

- **Staggered hours:** ability to adjust working hours based on personal preferences and the needs of the field of operation. It requires compliance with customer service hours (if applicable), internal support hours, and full-time work hours;
- **Flexible vacation:** allows employees to divide their vacation time into up to three periods, as long as the vesting period is respected;
- **Work-hours management:** meal and rest breaks are strictly enforced, and overtime must not exceed two hours per day, pursuant to current legislation.





SOCIAL IMPACT

Through social programs, we contribute to social and economic inclusion, promoting the rights of children, adolescents and the elderly. During the pandemic in 2020, the mobilization of our employees and our culture of giving grew even stronger.

The “Friend of Value” program, established in 2002, allows individuals and businesses to allocate a portion of their income tax due to funds (municipal, state, or federal) that protect the rights of people under the age of 18. Its mechanics are based on article 260 of the Child and Adolescent Statute (“ECA”).

The funds are used by each municipality’s Council for the Rights of Children and Adolescents in projects executed by local social organizations. Employees, customers, and suppliers who join “Friend of Value” can choose which project to support from those selected by our team.

Besides mobilizing our extensive relationship network, we also contribute to fundraising. Every year, we donate 1% of Banco Santander and its Associated Companies’ income tax (“IRPJ”) to the initiative.

We also engaged in social initiatives and drives to combat Covid-19. In collaboration with the Central Union of Slums (“CUFA”), we organized a 12-hour live broadcast on TV and radio channels, with the participation of artists and employees. In light of the challenges posed by the pandemic, we invited the entire society to join our employees in mobilizing resources to support the Favela Mothers project. More than 20,000 mothers benefited from over R\$ 7.2 million²¹ received in donations (pages 12 and 13 of the Annual Report).

²¹ Data adjusted after the publication of the Portuguese version of this Handbook on April 1st, 2021.

SOCIAL ACTIONS: STRENGTHENING THE CULTURE OF GIVING

306,000 people impacted by Covid-19 and non-Covid-19 initiatives

“Friend of Value” program:

R\$ 23 MM* considering the special edition

participation of 60% of employees

72,200 social initiative participations (employees and guests)

17.7 MM masks** manufactured under the **Heroes Wear Masks** project***

R\$ 100 MM donated to support the fight against Covid-19

156,000 participations in **financial education** initiatives

R\$ 27.2 MM amount invested

24,900 scholarships awarded

* Friend of Value: R\$ 15.7 MM + Friend of Value Covid-19 edition: R\$ 7 MM;

**Data adjusted after the publication of the Portuguese version of this Handbook on April 1st, 2021;

***In collaboration with Itaú and Bradesco.

FRIEND OF VALUE HAD ITS USUAL YEAR-END CAMPAIGN AND AN EXTRAORDINARY EDITION IN 2020, FOCUSED ON RAISING FUNDS FOR THE FIGHT AGAINST THE PANDEMIC (IN THIS PARTICULAR CASE, FUNDS ARE NOT USED FOR TAX BENEFIT PURPOSES).

THE REGULAR CAMPAIGN RAISED R\$ 15.7 MILLION AND WILL BENEFIT 59 PROJECTS. THE SPECIAL EDITION RAISED R\$ 7 MILLION FOR FIVE INSTITUTIONS (EMPLOYEES DONATED R\$ 3.5 MILLION, AND THE BANK MATCHED THAT AMOUNT, FOR A TOTAL OF R\$ 7 MILLION).

In collaboration with Bradesco and Itaú, we organized the “Heróis Usam Máscaras” (Heroes Wear Masks) project, with the goal of producing masks for donation, while also providing a source of income for low-income women. Altogether, 17.7 million masks were manufactured.

In addition, we contributed to a variety of organizations. We teamed up with Vivo Telefónica to import over 200 ventilators. We joined forces with the Estímulo organization for a project that aided 804 businesses by providing financial support and professional training to small entrepreneurs. Moreover, we helped Hcor hospital purchase several personal protective equipment (“PPE”) items.

The “Parceiro do Idoso” (Elderly Partner) program, which is also based on a tax incentive law, operates in a similar manner to “Friend of Value.” Through this initiative, we encourage our business customers and suppliers to designate a portion of their income tax to Municipal Funds for the Rights of the Elderly, in addition to allocating resources from our own income tax. In 2020, approximately R\$ 9 million was raised and distributed to 35 projects.



With the goal of assisting micro-entrepreneurs in strengthening their skills, businesses and the local economy, the “Parceiros em Ação” (Partners in Action) program provides training, specialized support and financial education for entrepreneurs, customers, and non-customers from all over Brazil. The initiative offers free online training at www.parceirosemacao.com.br. More than 7,000 people participated in the program in 2020.

IN 2020, MORE THAN R\$ 7.2 MILLION* WERE DONATED TO THE FAVELA MOTHERS PROJECT, THANKS TO AN ALLIANCE BETWEEN SOCIETY AND OUR EMPLOYEES TO FACE THE PANDEMIC CHALLENGES

* Data adjusted after the publication of the Portuguese version of this Handbook on April 1st, 2021.

CORPORATE VOLUNTEER PROGRAM

Through the Corporate Volunteer program, we encourage social engagement and the culture of giving among our employees. In 2020, we had more than 12,000 participations. Here are a few initiatives that stand out:

- **Santander Effect:** a single day of activities held across Brazil, with over 9,000 volunteers taking part in projects ranging from the revitalization of squares and schools to the collection of objects for donation.
- **Donation drives during the pandemic:** our volunteers rallied on a regional level, raising over 790 tons of food, as well as clothing and hygiene kits. More than 500 institutions and 170,000 people were impacted.
- **National Blood Donation Campaign:** every year, we organize two campaigns to increase blood supply at blood banks. To this end, we mobilize employees, family, friends, customers and communities. In 2020, despite the restrictions imposed by Covid-19, we recorded 8,957 blood donations. This volume can save 35,828 lives²².
- **Support for the elderly during the pandemic:** an online campaign in which 83 employees talked to

²² Calculation based on the government's estimate that each bag of donated blood can save up to four lives.

IN 2020, WE RECORDED A TOTAL OF 8,957 BLOOD DONATIONS, DESPITE THE RESTRICTIONS IMPOSED BY COVID-19

elderly people who were part of the "Elderly Partner" program once a week, with the goal of providing company during this time.

- **THINK:** our financial guidance front, which reached over 300 people in two months. Its goal is to disseminate basic knowledge among the people served by social service organizations.

ENDOWMENT

In 2020, we established the Sustainable Solutions division in our Private Banking operation. A year earlier, we had already developed an exclusive Wealth Management service to encourage the use of philanthropic endowment funds (Endowment) by non-profit organizations, such as universities and hospitals. We have professionals specialized in resource allocation, philanthropy and legal advice to assist the organization in its long-term sustainability journey.



HIGHER EDUCATION

SANTANDER UNIVERSITIES

The work of Santander Universities with students, professors, and employees of higher education institutions revolves around three pillars: Education, Employment, and Entrepreneurship. These areas are contemplated in our financial and non-financial offerings targeting the segment. In 2020, we had more than 350,000 students enrolled in our programs, representing a 16% rise over the previous year. Furthermore, the number of beneficiaries (24,857) increased by 275% in programs developed with the strategy of increasing the availability of online courses and content.

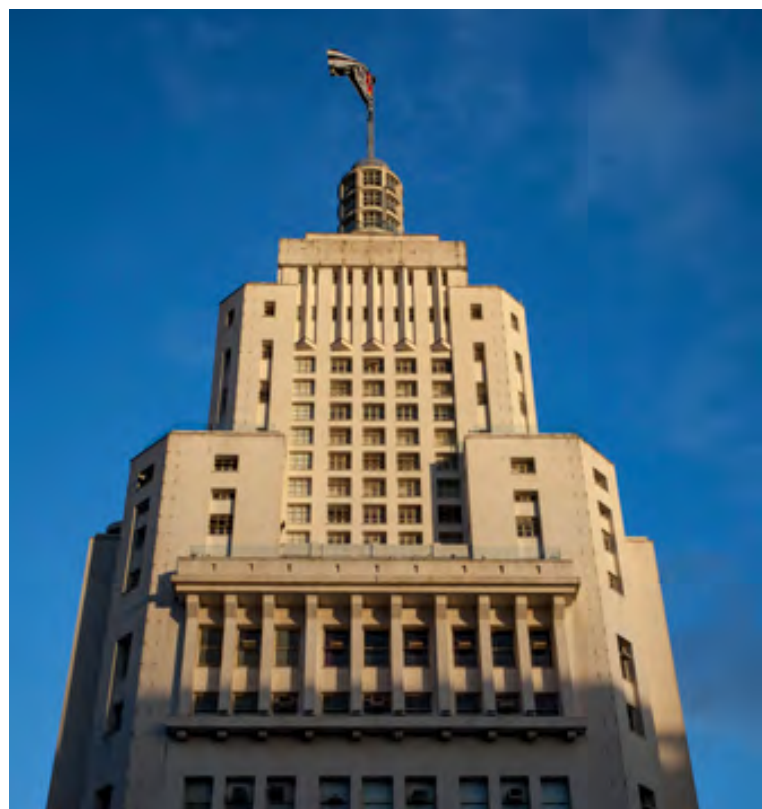
Here are a few highlights:

- **Education:** In 2020, Santander Universities helped more than 24,000 students and professors in their academic pursuits (over 5,000 in-person and the remaining online). We provided R\$ 4 million to more than 1,000 scholarship recipients who had difficulties to continue their studies due to the pandemic.
- **Employment:** The University Student-Companies program connects university students looking for an internship with SMEs. In 2020, over 24,000 university students enrolled in the initiative. During this edition, we helped more than 400 students get jobs.

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

Universia, a Santander Group company with operations in nine countries, is yet another initiative to support education. In Brazil, its primary focus is on helping young people access Higher Education and ensuring employability.

Throughout 2020, Universia Brasil conducted internship, young apprentice, or first job recruitment processes involving over 372,000 students, and listed approximately 1,400 work and internship opportunities on its portals. Moreover, it hosted two online editions of the “Preparadão” festival, aimed at preparing students for the National High School Exam (“ENEM”), while also



providing insights into university life and the job market. In 2020, the festival was held online in live format, with over 800,000 students in attendance.

CULTURAL INVESTMENT

Cultural management, in our opinion, is an entrepreneurial endeavor that generates innovations, has a multiplier effect, and creates an impact on socioeconomic development. As a way of contributing, we increased the population’s access to culture through institutional actions, cultural units, as well as program and project sponsorships.

SANTANDER BRASIL COLLECTION

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

Among the initiatives aimed at the visual arts collection are research, cataloguing, conservation,

and restoration. We promote its dissemination through exhibitions, guided tours, projects, and educational activities. We are also committed to expanding our collection by acquiring works by contemporary Brazilian artists.

SANTANDER LIGHTHOUSE

At the beginning of 2020, we celebrated the two-year anniversary of Santander Lighthouse São Paulo, our culture, leisure and entrepreneurship hub that has helped to revitalize the city's historic downtown district. We also have Santander Lighthouse Porto Alegre, which opened its doors in 2019 and is located in the historic downtown area of Rio Grande do Sul's capital. There, we promote contemporary art from both within and outside the state. Due to the pandemic, the two units remained closed to the public from March to October of 2020. They reopened with special safety and health protocols in place, as well as limited hours and a lower maximum occupancy.

SANTANDER THEATER AND 033 ROOFTOP

We maintain these cultural spaces in São Paulo with cutting-edge structure and technology, serving as venues to host national and international artistic performances, as well as major events. They remained closed for most of the year due to the pandemic.

PROJECTS AND SPONSORSHIPS

We invest in projects that promote entrepreneurship, sports and culture, in addition to fostering innovation and contributing to the prosperity of people and businesses. In 2020, we sponsored entrepreneurship (Global Citizen Forum), gastronomy (Taste of Solidarity, Taste at Home, Eating & Drinking and Comida di Casa), fashion (Veste Rio, São Paulo Fashion Week 25th anniversary celebration and Santander ELLE Consulting), citizenship and sporting (Track & Field, Rio Open and Rio Pinheiros Bicycle Path) events.

Find out more about our investment in culture on our [website](#).

SOCIAL AND CULTURAL INVESTMENT (R\$ THOUSANDS)

	Amount invested			Incentivized			Non-incentivized		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Culture	35,384	57,046	34,990	23,250	35,793	23,818	12,134	21,253	11,171
Children and Adolescent Rights	2,710	6,662	4,830	2,645	5,591	4,588	65	1,071	241
Elderly Rights ¹	2,415	6,089	4,469	2,341	5,359	4,427	74	729	42
Education	58,893	46,294	43,093	27,113	18,458	19,349	31,779	27,836	23,744
Entrepreneurship and Income Generation	765	275	300	765	110	120	0	165	180
Sports	11,884	13,071	9,928	6,835	7,992	6,883	5,049	5,079	3,044
Valuing Diversity	0	15	100	0	6	45	0	9	55
Environment	640	304	788	552	121	355	88	182	434
Health	4,472	4,013	2,741	4,450	3,647	2,741	22	365	0
Other	1,237	2,073	9,228	400	819	3,680	838	1,254	5,548
COVID-19	-	-	99,612	-	-	17,799	-	-	81,813
Total	118,400	135,842	210,077	68,351	77,896	83,805	50,049	57,946	126,272
% of Managerial Net Profit ²	1.00%	0.90%	1.52%						

¹ Investments in Elderly Rights started to be accounted separately in 2020. As a result, the 2019 and 2018 figures have been updated.

² Calculation based on the managerial net profit disclosed in the BR-GAAP Earnings Report (amounts in millions: R\$ 13,849 for 2020; R\$ 14,550 for 2019; and R\$ 12,398 for 2018).

GOVERNANCE

WHAT YOU FIND HERE:

- Santander adopts **Governance practices** that exceed legal requirements.
- **Women's participation in governance bodies** increased from **29% to 34%**²³.
- We have a **global risk culture**, Risk Pro, that involves all employees in risk management rather than limiting it to a single department.
- We adhere to the highest standards in **social and environmental risk assessment**, encompassing both customers and suppliers.
- We have comprehensive policies and mechanisms in place to prevent and **mitigate corruption and human rights violations**.
- We make massive investments in **digital security**. To that end, we have both local and global governance, by the Santander Group.

²³ In order to ensure continuous evolution, the assessment criteria of our governance bodies have been revised in comparison with the previous year. The figures reflect the percentage of Board and advisory committee positions held by women.

CORPORATE GOVERNANCE



OUR CORPORATE GOVERNANCE MODEL HAS FOUR PILLARS:



STRUCTURE

We have voluntarily adopted a judicious set of rules and practices that exceeds the legally required standards – Brazilian Corporate Law (Law No. 6,404/1976). For example, when selecting and appointing members to the Board of Directors and its Committees, we strive for a balance of knowledge, skills, qualifications, and experiences. As a result, we have made progress in gender diversity. In 2020, the participation of women in governance bodies increased from 29% to 34%²⁴.

Another critical factor is the presence of independent members and committees to enhance the technical quality of the processes. We currently have five

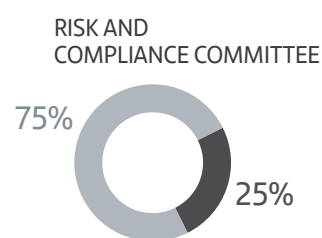
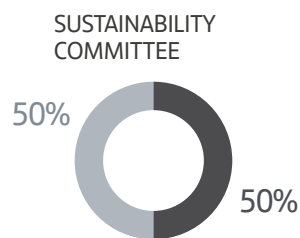
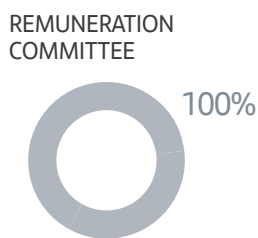
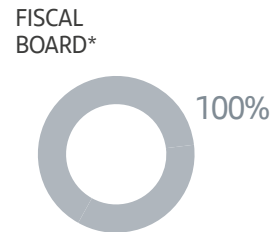
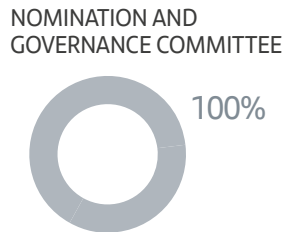
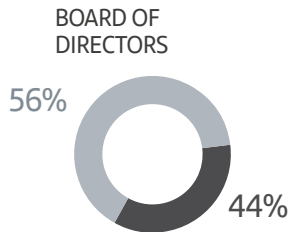
independent directors on our Board (out of a total of nine). Among the five advisory committees to the Board, the Sustainability Committee is the only one with internal members, linked to the Executive Board.

Finally, in accordance with best governance practices, we maintain separation between the Chairman of the Board of Directors and Chief Executive Officer roles.

Please refer to the [Reference Form](#) for more information on the rules, policies, and practices governing the General Shareholders' Meetings.

²⁴ In order to ensure continuous evolution, the assessment criteria of our governance bodies have been revised in comparison with the previous year. The figures reflect the percentage of Board and advisory committee positions held by women.

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



■ Independent members
 ■ Non-independent members

* The Fiscal Board must be comprised of "independent members"



From left to right: José de Paiva Ferreira, Deborah Patricia Wright, Sérgio Rial, Pedro Augusto de Melo, Marília Artimonte Rocca, Álvaro Antonio Cardoso de Souza and Deborah Stern Vieitas. Pictured separately on the top left: José Maria Nus Badia, and on the top right, José Antonio Álvarez.

SUSTAINABILITY COMMITTEE

It is a consultative body responsible for advising the Board of Directors on ESG-related issues. Its meetings are held at least four times a year, or more frequently whenever extraordinary meetings are called. Its responsibilities include the following:

- Assuring that the Board of Directors is aware of sustainability practices and developments, with the purpose of engaging its members in monitoring and refining such activities, as well as avoiding situations that may pose risks.
- Discussing, evaluating and proposing goals, innovations, programs and initiatives, from both a legal standpoint, as well as regarding best national and international practices. To that end, it must consider the various stakeholders of the Company (customers, employees, suppliers and shareholders), society and the environment, with the objective of:
 - (a) Improving sustainability, environmental and social management guidelines and practices.
 - (b) Introducing new sustainability practices, integrating them into the Bank's businesses and activities.
- Monitoring the programs and initiatives associated with the Company's Sustainability Practices, including: the achievement of our Social and Environmental Responsibility Policy's goals, as well as the development of training and work aimed at raising awareness of topics relevant to Sustainability Practices, such as financial education.

FISCAL BOARD

Our bylaws provide for the establishment of a non-permanent Fiscal Board, which was requested at the annual and extraordinary general meeting held on April 30th, 2020. On that occasion, three effective members and three deputies were elected for an annual term that will last until the seating of those elected at the 2021 annual general meeting. Its primary purpose is to oversee the administrative management acts of the Company, in addition to other duties specified in Article 163 of the Brazilian Corporate Law, in order to protect the interests of Santander Brasil and its shareholders. Its members meet, at the very least, at the end of each quarter.

To learn more about the governance bodies, functions and curriculum vitae of the members of the Board of Directors, its advisory committees and the Fiscal Board, please visit our [Investor Relations](#) website.

94%

OF THE MEMBERS OF THE BOARD OF DIRECTORS, ADVISORY COMMITTEES AND FISCAL BOARD HAVE EXPERIENCE IN FINANCIAL SERVICES AND

41%

IN SUSTAINABILITY.



BEST GOVERNANCE PRACTICES

The Bank has a set of rules, incentives, and specific training in place to ensure the proper functioning of its governance bodies. Learn more about our practices below.

EVALUATION AND PERFORMANCE

Our Board of Directors and its Committees are evaluated on a yearly basis for the quality of their work. External consultants with specialized knowledge may be hired to conduct these assessments.

In 2020, we evaluated those institutional bodies and each member of the Board of Directors to identify strengths and improvement opportunities.

The annual assessment results are shared with the Board of Directors and the Nomination and Governance Committee. The advisory committees' results are communicated to the respective bodies.

If improvement opportunities are identified during the disclosure of the evaluation results, the institutional body approves action plans to be implemented, which may occur with the assistance of the Corporate Governance Secretariat.

The composition of the Board of Directors and its advisory committees is also reviewed annually to ensure that its members have the necessary qualifications, skills, technical and professional competence.

CONTINUING EDUCATION PROGRAM

Designed for independent members of our governance bodies to promote member integration, deepen their knowledge of the financial industry, and provide a better understanding of the internal context.

The 2020 program covered three themes: Regulatory Environment, Technology vs. Jobs and Sustainability. In the sustainability sessions, there were two specific modules to address the current scenario, trends, risks and opportunities.

EXECUTIVE REMUNERATION

The Remuneration Policy aims to promote continuous improvement in the Bank's performance and safeguard the interests of shareholders through long-term commitment from members of the Board of Directors, Executive Board and employees. Its rules and guidelines are compliant with all applicable legislation.

The regulation provides for deferred payment, *clawback* and *malus* clauses, in addition to recognizing meritocracy, as well as differentiating individual contributions from each area for goal achievement and execution of business strategies proposed by the Executive Board and approved by the Board of Directors.

The objective of this Policy is to establish remuneration criteria as a way to avoid encouraging behaviors that may increase our risk above the

thresholds deemed prudent in our short, medium and long-term strategies.

The Annual Variable Remuneration program ("PPG"), to which Executive Board members are eligible for, contains quantitative and qualitative indicators, including those related to ESG topics (see more on page 39). The Board of Directors, on the recommendation of the Remuneration Committee, conducts a qualitative assessment of each quantitative metric, taking into account how the objective was met as well as other relevant factors. This evaluation may cause the results of each quantitative metric to rise or fall.

More information about the remuneration 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.

INTEGRITY

The fight against corruption and discrimination is a relentless and uncompromising practice. Our governance, policies, codes, the Ethics and Compliance Committee, as well as other initiatives guide our directors, management, employees, and suppliers in their actions. We provide training and promote internal communication actions on a regular basis to foster ethics both internally and in our relationships with third parties.

ETHICS AND COMPLIANCE COMMITTEE

This deliberative body advises the Executive Committee ("COMEX") on the prevention and mitigation of Compliance risks. By doing so, it seeks to ensure that the Bank's ethical standards, legislation, and regulations, as well as the rules of conduct that govern employee actions, are upheld and followed. The Chief Executive Officer and Executive Officers serve on the Ethics and Compliance Committee, which reports to the Board of Directors.

CODES AND POLICIES

CLICK ON THE LINKS BELOW TO SEE THE CONTENTS OF OUR POLICIES:

- [CODE OF ETHICAL CONDUCT;](#)
- [ANTI-CORRUPTION POLICY;](#)
- [TRANSACTIONS WITH RELATED PARTIES POLICY;](#)
- [CODE OF CONDUCT FOR SUPPLIERS.](#)

CORRUPTION-RELATED RISK ASSESSMENTS

To avoid corruption-related risks, we adopt practices that govern our interactions with customers, suppliers and partners.

Customers are monitored for Money Laundering Prevention (“MLP”). Before conducting financial operations, we assess reputational risk, corruption, and MLP in cases where it is deemed necessary. In 2020, we invested in advanced MLP technology to further raise our safety standards.

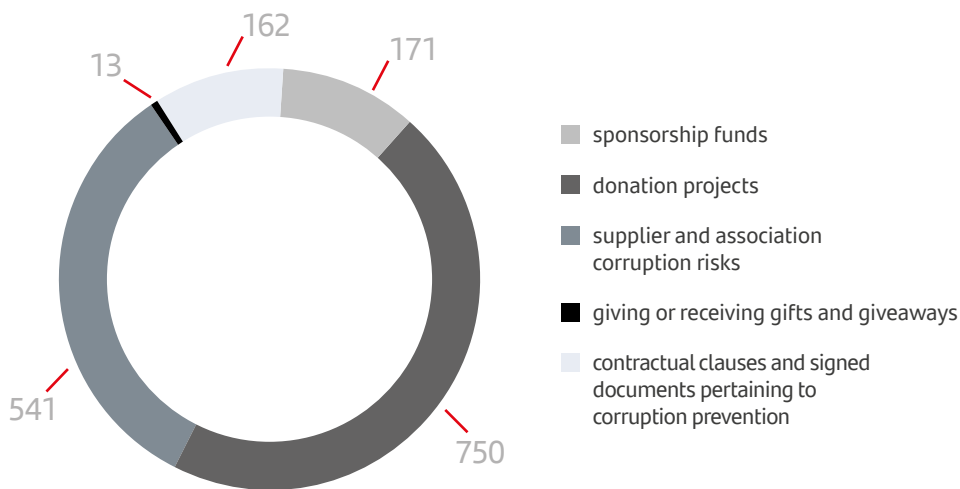
Supplier hiring, sponsorships, and donations are all subject to a Compliance review to identify potential corruption-related risks. In 2020, we conducted 1,637 assessments of various types concerning this theme, as shown in the graph below.

CONDUCT GUIDELINES ON DONATIONS TO POLITICAL PARTIES

Pursuant to the legislation in force (Law No. 9,504/1997), Santander and its affiliated and associated companies do not make any form of donation or contribution (monetarily or in kind) to election campaigns and political parties, on their own behalf or through intermediaries (directly or indirectly).



ANALYSIS TO IDENTIFY CORRUPTION-RELATED RISKS



WHISTLEBLOWING CHANNEL

Santander Open Channel receives reports from employees, interns, customers, partners, suppliers and any third parties about situations with signs of illegality of any sort concerning Banco Santander or its associated companies. It also addresses violations of the Code of Ethical Conduct and/or internal rules. In all cases, the confidentiality and secrecy of the information obtained is ensured by the areas involved.

The cases reported on Open Channel are reviewed and submitted to those responsible for verifying and deciding on the appropriate steps, including those relating to human rights, diversity, corruption, accounting and auditing.

Information on Open Channel is periodically compiled in a report to meet regulatory requirements. Its content is approved by the Board of Directors and reported to the Audit Committee.

Talk to us:

E-mail: canalaberto@santander.com.br



TRAINING

In order to ensure that everyone in the organization is aware of our codes and policies, we have the following mandatory online courses:

Online course	Trained employees ¹	Content
Preventing and Combating Corruption	99.11% ²	Ethics, fighting corruption and bribery. The course describes our practices, laws in effect and covers the Anti-Corruption Policy.
Code of Ethical Conduct	99.04%	Ethical principles that must govern the actions of all Santander employees and associated companies, in all relationships.
Money Laundering Prevention	99.14%	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	99.16%	Guidance on communication, relationships, prohibitions, obligations and competition rules between companies in the industry.
Fraud Prevention	96.66%	Directives on fraud prevention, explaining topics such as fraud, how it is classified and what procedures should be adopted upon its detection, in addition to compliance with the regulatory requirements of the Santander Group.
Conflict of Interests	96.72%	Conflict of interest, examples of atypical situations and expected behaviors. The course also covers the General Interest Policy.
Corporate Defense	99.14%	Guidance on how the Bank acts to prevent crime and inhibit inappropriate conduct. The course details control and supervision 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	99.07%	Ethical conduct risk and standards associated with the stages of product creation, sale, and after-sale.
Code of Conduct in the Securities Market ³	99.14%	Orientações sobre regras de operações com valores mobiliários.

¹ Considering the following companies: Banco Santander Brasil, Aymoré Créd. Fin. e Invest. S.A., Santander Participações S.A., Produban Servi. Informática S.A., Santander Brasil Gestão de Recursos, Santander Holding Imob. and Santander Tecnologia e Inovação. Among the employees who have not yet taken the course are those recently hired, who are eligible, but may still be on schedule for completion. The figures take into account both completed and ongoing training.

² Data adjusted after the publication of the Portuguese version of this Handbook on April 1st, 2021.

³ The number of total eligible employees differs from others because it takes specific criteria from the Securities Code of Conduct into account.

To address issues of harassment and discrimination in the workplace, we created **“O Santander Contra o Assédio Moral nas Relações de Trabalho” (Santander Against Moral Harassment in Labor Relations) program**. Through a booklet and an online course, the initiative educates and orients employees on the subject. In addition, we provide specific in-person training for managers.

RESPONSIBLE BUSINESS ENVIRONMENT



We adopt guidelines to ensure that our activities take place in a transparent, safe and ethical business environment.

RISK MANAGEMENT

We have a global risk management culture called "Risk Pro," which delineates the behaviors that all employees are expected to exhibit in order to proactively recognize and manage risks that arise in their daily activities. The goal is for everyone to observe, reflect, and react in the face of adversity, becoming protagonists in preventive management. By implementing processes and guidelines, we can manage risks that affect our businesses, image, stakeholders and the environment.

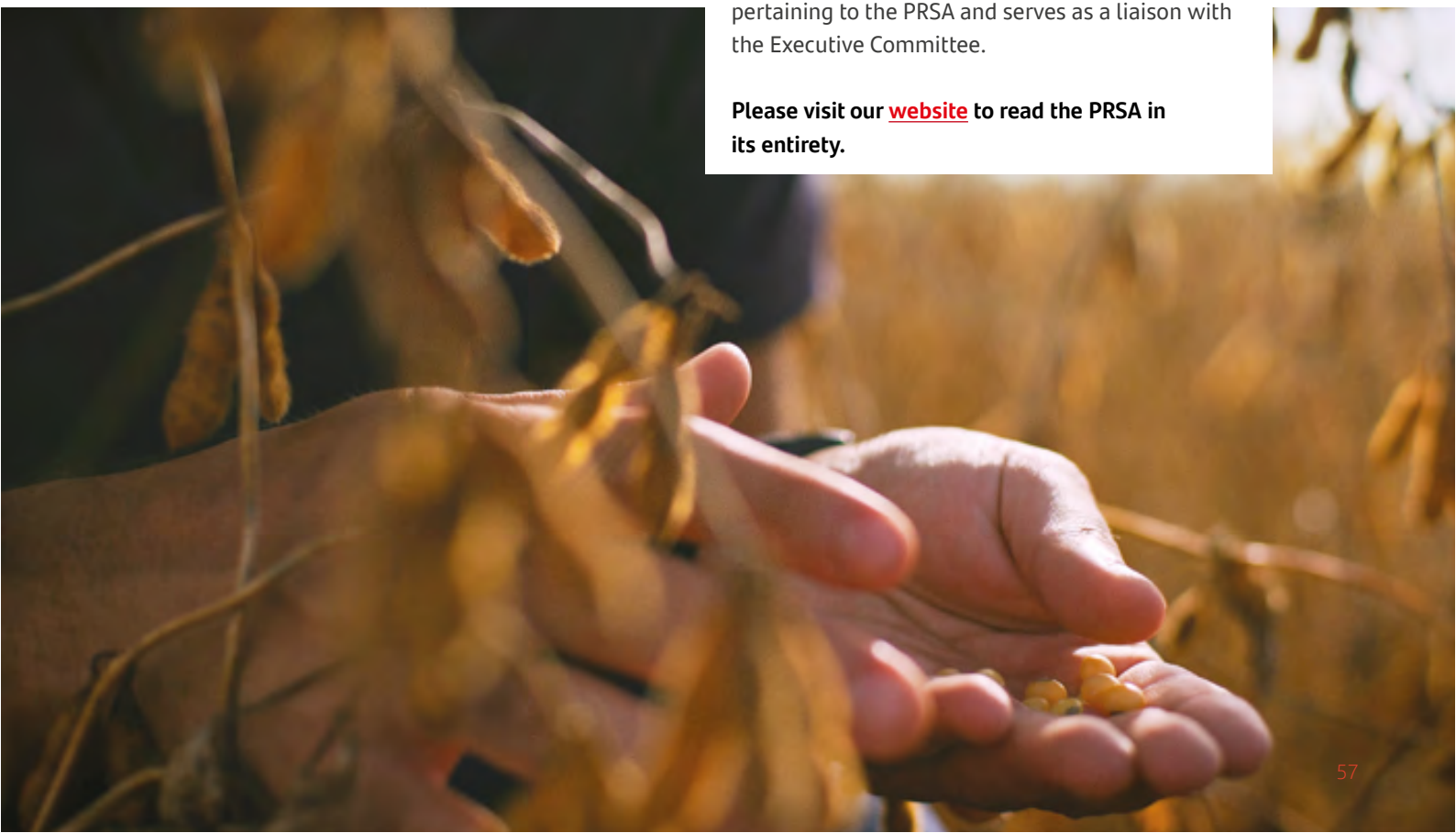
Find out more about the main risks that we monitor on the [Investor Relations](#) website.

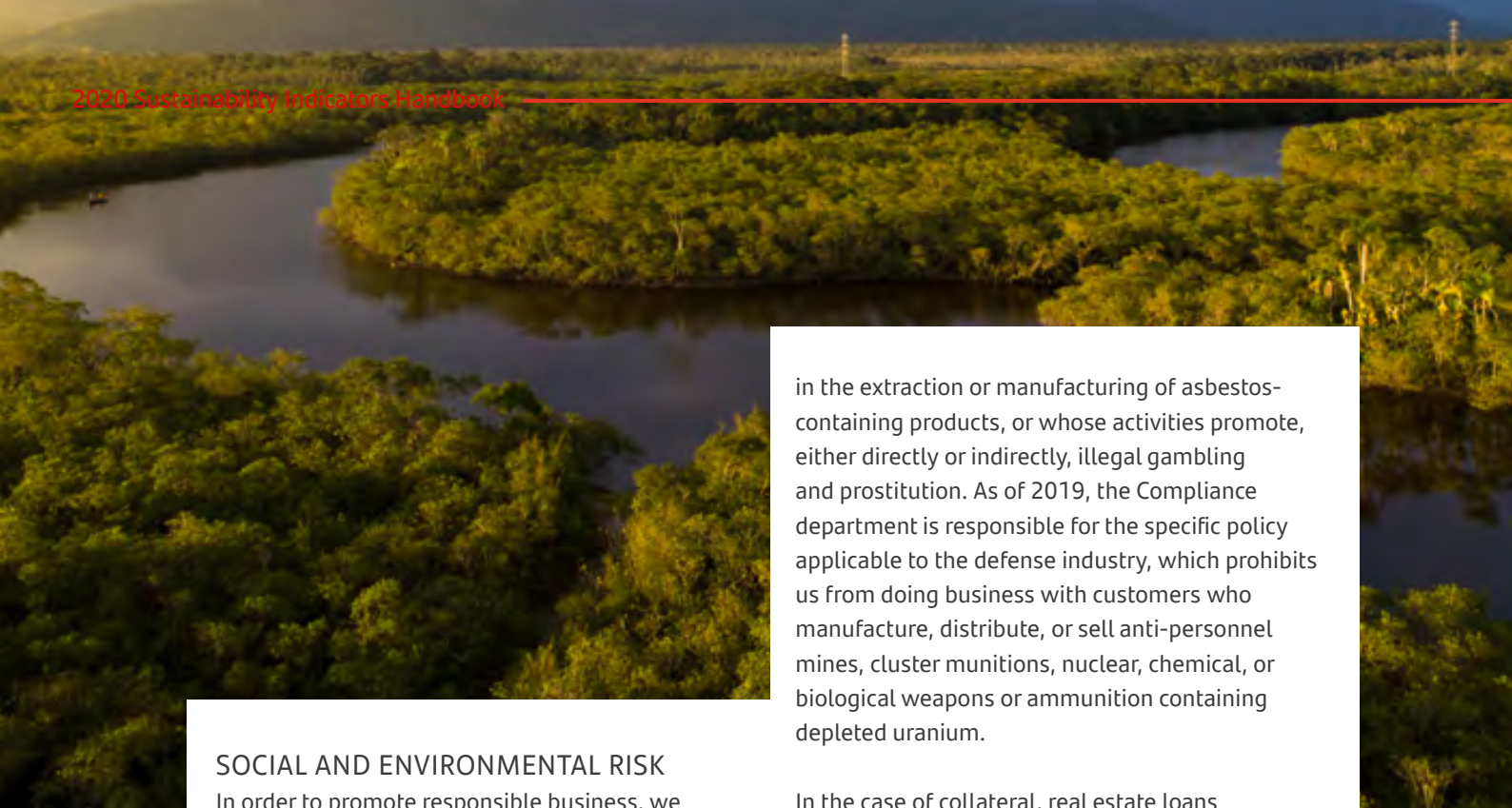
SOCIAL AND ENVIRONMENTAL RESPONSIBILITY POLICY ("PRSA")

Our Social and Environmental Responsibility Policy ("PRSA") follows the guidelines of CMN Resolution No. 4,327/2014 and SARB Regulation No. 14 by the Brazilian Federation of Banks ("FEBRABAN"). Its purpose is to establish directives and consolidate specific rules for social and environmental practices in business and stakeholder relationships. These practices include managing social and environmental risks, impacts and opportunities.

To contribute to the fulfillment and improvement of this policy, we have the PRSA Working Group, which includes representatives from the areas involved in the key processes related to this Policy, and the PRSA Senior Group, comprised of the Risk, Corporate, Human Resources, Finance, Communications, Marketing, Institutional Relations and Sustainability Vice Presidents, as well as the Agribusiness and Compliance Officers. The Senior Group engages in strategic decision-making pertaining to the PRSA and serves as a liaison with the Executive Committee.

Please visit our [website](#) to read the PRSA in its entirety.





SOCIAL AND ENVIRONMENTAL RISK

In order to promote responsible business, we assess the potential environmental and societal impacts of our financial operations. This practice is what we call social and environmental risk ("SER") assessment. The guidelines and procedures for this analysis are outlined in our Social and Environmental Risk Policy.

Our assessments seek to identify issues such as contaminated land, deforestation, as well as practices involving compulsory and child labor – all of which we deem unacceptable for doing business.

The social and environmental analysis is based on the customer or operation profile. In segments comprising the largest companies (all those served by our Wholesale Banking division, as well as Companies 3), we assess customers with credit limits or risks in excess of R\$ 5 million who are part of one of the 14 sectors that require social and environmental attention. In this case, risk is assessed in order to mitigate operational, capital, credit, and reputational risks.

In low-severity cases, the Bank acts to encourage best practices, and the relationship is conditional on improvements. In more delicate situations, the commercial partnership is terminated.

We have restrictive policies that establish we do not engage in business with customers who extract, process or split native timber without a green seal certification (Forest Stewardship Council - FSC or Forest Certification - Cerflor), operate

in the extraction or manufacturing of asbestos-containing products, or whose activities promote, either directly or indirectly, illegal gambling and prostitution. As of 2019, the Compliance department is responsible for the specific policy applicable to the defense industry, which prohibits us 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.

In the case of collateral, real estate loans (particularly in the Business Plan), agribusiness transactions and customers flagged by the Compliance department, the social and environmental risk analysis is performed in accordance with our internal policies, in order to mitigate risks related to degrading work, IBAMA suspensions and contaminated areas, among others.

The methodology for Project Finance is based on the Equator Principles (to which we have been signatories since 2009), which establish a specific framework for mitigating social and environmental risks in the financing of large projects. Environmental reports required for the environmental licensing of the enterprise to be financed are reviewed in these assessments, as are impact mitigation plans, authorizations, and licenses applicable to the activity, demonstrating social and environmental compliance, as well as efficient management in the enterprise's implementation and operation.

In 2020, the Social and Environmental Risk unit began using a water stress calculator for social and environmental valuation. The tool takes into consideration the customer's economic activity, the hydrographic basin in which it is situated and water resource management measures. The department also evaluates the customer's sensitivity to climate, legislative, and consumer preference changes. This new perspective on climate change was incorporated into the over 3,000 assessments completed in 2020, reinforcing our commitment to the issue.

Assessments by segment in 2020 ¹	Total
Wholesale Segment ²	1,120
Companies 3 Segment (Retail) ³	1,108
Projects	43
Collaterals ⁴	269
Real Estate Loans ⁵	137
Flagged by Compliance ⁶	15
Agribusiness Operations ⁷	346
Total	3,038

¹ 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.

² This figure represents the total number of economic groups examined, which may include anywhere from one to dozens of corporate taxpayer IDs ("CNPJs") that are eligible for social and environmental risk assessment.

³ See item 2, above.

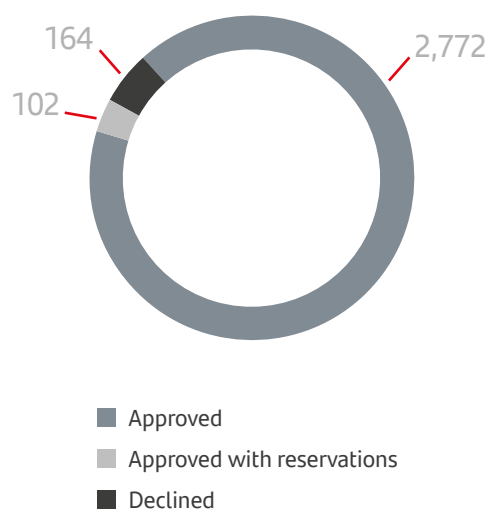
⁴ Real estate assets used as collateral for customer operations have a social and environmental component included in their valuation reports. If attention points are identified, the Social and Environmental Risk area is required to issue an opinion.

⁵ The social and environmental risk assessment for Real Estate Loans may occur at the time of the project's financing (Business Plan) or when individuals seek to finance their property purchase. The reported amount refers to the Business Plan.

⁶ Wholesale Banking 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 area is required to issue an opinion.

⁷ Specific cases of agribusiness operations with social and environmental risks (examples: suspensions, indigenous lands, Conservation Units) detected through a proprietary tool developed by Banco Santander Brasil.

SER ASSESSMENT RESULTS



We also conduct specific monitoring of financing operations in the following industries:

Industry	Portfolio (R\$)	% of the Overall Portfolio ¹
Weapons and Ammunition ²	1,250,149.86	0.00
Alcoholic Beverages	760,591,956.30	0.18
Fossil Fuels and Derivatives ³	5,626,575,456.25	1.37
Health Hazardous ⁴	111,316,980.17	0.03
Tobacco	211,071,845.33	0.05
Legalized Gaming and/or Betting ⁵	88.03	0.00 ⁶
TOTAL	6,710,806,475.94	1.63

¹ We do not invest in these industries, considering both controlled and associated companies, categories over which Banco Santander Brasil has control and, as a result, whose accounting balances are consolidated into its Financial Statements in accordance with the consolidation accounting rules for Financial Statements set forth by the Brazilian Central Bank ("BACEN").

² Total loan portfolio balance.

³ We have a specific policy for the defense industry, which establishes criteria for activities related to this sector.

⁴ This category includes activities such as the production and/or sale of fossil fuels and their derivatives.

⁵ Industries whose products, if misused or abused, can cause chronic diseases, such as cholesterol or hypertension.

⁶ Banco Santander has policies that restrict relationships with bookmakers or "gambling" that are not officially sanctioned, and only maintains relationships with licensed entities.

⁷ Value close to zero.

TAX GOVERNANCE, CONTROL AND RISK MANAGEMENT

As a responsible company with a long-term vision, we collect all taxes due in accordance with current legislation. The total amount of taxes due and paid by Santander Brasil in 2020 was approximately R\$ 15 billion (R\$ 6.7 billion corresponding to its own taxes and R\$ 8.2 billion in third-party taxes).

Our Tax Policy, approved by the Board of Directors, establishes the principles that govern our actions in this area. These principles guide the adoption of best practices aimed at preventing and mitigating tax and reputational risks, thereby enhancing legal and economic security.

These are our main guidelines:

- Comply with legally mandated tax obligations by applying a reasonable interpretation of the applicable regulations in order to meet the spirit and intent of the law.
- Refrain from establishing or acquiring companies domiciled in countries or territories deemed to be tax havens without specific Board of Directors authorization and favorable recommendations from both the Audit and Contingency Committees, acting to ensure an appropriate level of control and governance over the Group's presence in such territories.
- Respect transfer pricing rules, particularly in regard to 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 TOTAL AMOUNT
OF TAXES DUE AND PAID BY
SANTANDER BRASIL
IN 2020 WAS

R\$ 15 BILLION

(R\$ 6.7 BILLION
CORRESPONDING TO ITS OWN
TAXES AND R\$ 8.2 BILLION IN
THIRD-PARTY TAXES).

the fulfillment of its tax obligations – whether as a taxable entity itself or as a tax collecting entity, acting as indirect taxpayer – in order to avoid conflicts and, consequently, minimize tax disputes.

- Disclose tax expenses, duly audited, in the quarterly Financial Statements, which are available on the Investor Relations [website](#).

CYBER SECURITY

The entire global financial system is exposed to technological risks, such as invasion of information technology systems and platforms, penetration of malicious software and cyber attacks, among other threats.

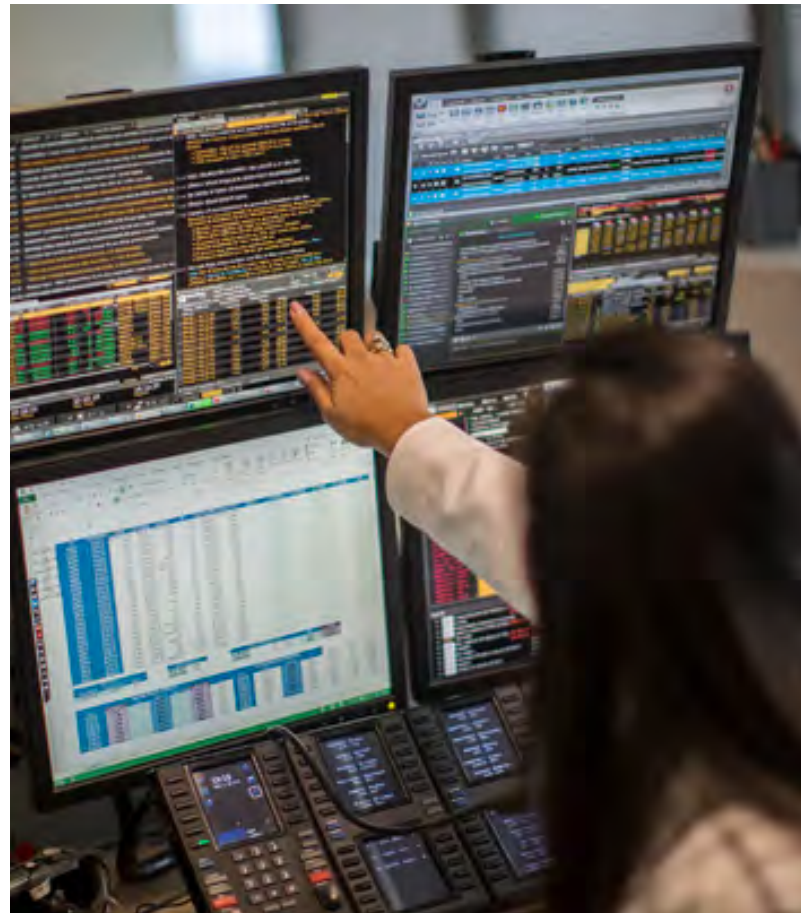
We leverage emerging technologies to improve the security of our operations and customers, as well as to prevent electronic fraud. We use resources such as behavioral and biometric data, which help us detect and deter the execution of fraudulent transactions in real time. These layers of security are already present in solutions as new as the SX, which was recently introduced in the financial system.

GUIDELINES

Our security policies and processes are approved by the Board of Directors and monitored by several institutional bodies (Board of Directors, Integrated Operational Risk Committee, Operational Risk Forum and Audit Committee). Security guidelines and updates on investments and ongoing projects are presented in these forums.

These guidelines are currently in line with:

- BACEN's cyber security resolution.
- The NIST-CSF cyber security framework, which is widely regarded as the most up-to-date and pragmatic on the market.
- ISO-27002, which outlines best practices for information security management;
- Global corporate Cyber Security policies issued by the Santander Group headquarters.
- The best practices outlined in these references are implemented in a globally defined security program and monitored by independent units of the Organization. On a local level, the operations of these units are subject to the Bank's 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 publicly traded and regulated company, our security processes are also reviewed by independent auditors and by the Brazilian Central Bank itself.



STRUCTURES

The Security Center, which centralizes the physical and technological risk functions, is our primary defense structure. This hub is composed of the Cyber Security, Fraud Prevention, GRC (Governance, Risk and Compliance Control) and Corporate Security divisions.

We also have the Security Operations Center, which is based at the headquarters of the Santander Group in Madrid and is in charge of developing monitoring actions for all Santander units.

Furthermore, we have a local cyber security operation that handles security practices and disciplines, including technical architecture, infrastructure security of our data centers, system development and incident response.

AWARENESS AND TRAINING

The topic of information security is covered in employee and intern training, but it is also important for our customers. Accordingly, we have a team dedicated to developing campaigns that warn about potential threats.

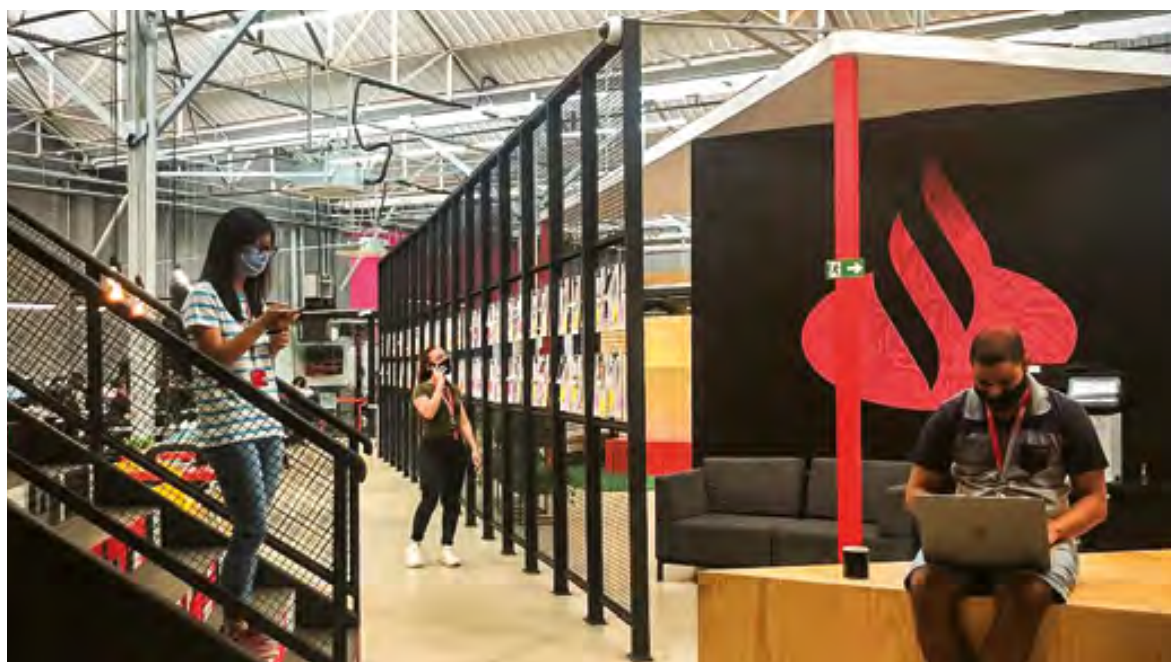
In 2020, in addition to routine personnel training actions, such as the annual employee training, new awareness fronts reported record volumes and impacted our communication channels. These are the highlights:

- We reached over 20 million people through advertising pieces focused on security and fraud issues that were broadcast on more than 15 internal and external channels.
- We launched the “Cyber Football” global project, which used the importance of defense teams in football as a theme to deliver security messages to society through social media.
- We designed data protection workshops that were presented to all senior management in Group companies in Brazil.
- We participated in events in the financial market and society, communicating customer protection and security messages.

Learn more about our information security actions on our [website](#).

GENERAL DATA PROTECTION LAW (“LGPD”)

Our project to comply with the General Data Protection Law (“LGPD”) began in March 2019, and the legislation went into effect in Brazil in September 2020, with penalties taking effect in August 2021. To meet the LGPD requirements, data processing was mapped out and classified, support was modified to accommodate individuals’ data rights (both customers and non-customers), our Terms of Use and Privacy Policy were updated, agreements with suppliers, employees, and customers were amended, and projects to adjust the responsibility of conglomerate companies were monitored. We also developed an online course called “Um olhar sobre a Lei Geral de Proteção de Dados Pessoais” (A Look at the General Personal Data Protection Law), which is mandatory for all employees.



SUPPLIER MANAGEMENT

Our relationship with suppliers relies on internal compliance procedures that are used in the competition, approval and procurement process, as well as during the term of the contracts, and are based on the UN Global Compact guidelines.

One of the instruments used to ensure that these commitments are met is the Code of Conduct for Suppliers, which governs the principles that must be respected in commercial relations with the Bank. Our relationship with this audience is also guided by the Social and Environmental Responsibility Policy, the Corporate Framework for Outsourcing and Third-Party Agreements, and the Supplier Approval Policy.

A contractual provision in our formalization process stipulates social and environmental obligations, such as preventing slave and child labor, respecting the environment, guidelines against moral and sexual harassment, and combating corruption.

Procurement of services or goods is carried out with approved suppliers, which must meet minimum legal, fiscal, tax and reputational criteria, as well as environmental and social requirements. The inherent risks of suppliers deemed relevant are assessed during the approval process. This analysis comprises the following risk types: Business Continuity, Cyber Security, Physical Security, Facilities and Data Protection.

In 2020, we addressed the commitment to Diversity and Inclusion with Santander suppliers. New agreements and contract renewals now contain a provision reiterating the importance of respecting and promoting diversity, in addition to the commitment to train all service providers in this realm. We have also created an e-book on the subject for all suppliers, gathering key concepts and behaviors.

A periodic monitoring process remains in place throughout the service delivery cycle. Numerous

issues are examined, including the labor, tax, fiscal, and reputational situation, major events related to operational risks, involvement with slave labor, and government penalties. Our Supplier Forum monitors and deliberates on the most important cases and seeks to ensure the implementation of the Corporate Framework for Outsourcing and Third-Party Agreements, as well as the policies and regulations of regulatory bodies.

At the end of 2020, we had 1,703 active suppliers, with 39% deemed critical based on their activity and pre-defined risk criteria.

Learn more about the Code of Conduct for Suppliers and the Social and Environmental Responsibility Policy on our [website](#).

PROMOTING CLIMATE STRATEGY IMPROVEMENTS

We encourage our partners to practice sustainability. Our supplier page contains educational content and support materials.

In 2017, we joined the CDP Supply Chain and invited our suppliers to report on their climate management practices. In 2020, 71% of critical suppliers who were invited to participate reported information on their emissions, as well as the risks and opportunities associated with the topic for their business.

We hold meetings for this audience in which we share solutions to reduce the social, environmental, and operational risks of their activities, thereby contributing to improve productivity and competitiveness. The New Anti-Corruption Law, the Bank's Code of Conduct, Business Innovation and Transformation, and the LGPD are a few of the topics that have already been covered.

Find out more about our relationship with suppliers on our [website](#).

2020 AWARDS AND INDEXES

In 2020, we were recognized by several institutions. Here are some of the highlights:

2020 Bank of the Year – The Banker magazine: best bank in Brazil and the Americas, for our commitment to responsible banking and innovation.

2020 World's Best Bank for SMEs – Euromoney magazine: for the third time, we were named the best bank in Latin America and the world for Small and Medium-Sized Enterprises.

"ISE" - Corporate Sustainability Index – B3 - Brasil, Bolsa, Balcão: for the 11th consecutive year, we were recognized for our sustainability practices.

2019 and 2020 Infrastructure Bank of the Year (Brazil) – Latin Finance magazine.

Climate Disclosure Leadership Index – Carbon Disclosure Project ("CDP"): we are one of the leading companies on climate change in the country.

Best Company to Work For – GPTW + Época magazine: ranked for the fifth year in a row, and in 2020, we were named among Brazil's top ten Best Companies for Women to Work For.

Institutional Investor – Most Honored Company.

Exame Diversity Guide (Ethnic-Racial category highlight) – Exame magazine: acknowledged for our efforts to increase the participation, representation and professional advancement of black employees.

2020 CNN Notables Award – CNN Brazil: ranked first in the Social Responsibility category, for our mobilization initiatives and support to society during the pandemic.

GLOSSARY

CBIOs: bonds issued by biofuel producers based on volume of production and commercialization. Although they can be purchased on the stock exchange by investors, their primary destination is fossil fuel distributors, who must purchase decarbonization credits in order to meet 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 focusing 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 cases of mismanagement or fraud.

Climate Bonds Initiative (CBI): international non-profit organization solely dedicated to mobilizing the bond 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 directed to programs related to the social purpose of the donations.

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 realms.

ESG-Linked Loan: a credit operation in which its financial terms are tied to the achievement of specific environmental and/or social targets (under the ESG concept) that are aligned with the borrowing company's strategic goals over a set period of time. In this loan modality, the contracted amount can be used for any purpose within the company.

Global Reporting Initiative (GRI): independent international organization that assists businesses, governments, and other organizations in understanding and communicating their impacts on issues such as climate change, human rights and corruption prevention.

Green Bonds: bonds issued to raise funds 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 goal 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 remuneration in cases of non-compliance with internal rules and excessive risk exposure.

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

SDGs (Sustainable Development Goals): a set of 17 objectives established by the United Nations General Assembly in 2015 that cover the environmental, economic and social dimensions of sustainable development in a comprehensive and interconnected manner.

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

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.

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.

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.

Sustainable-linked bonds: debt securities linked to the company's environmental, social or governance objectives. Unlike Green Bonds, this instrument does not require resources to be allocated to a specific project.

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



(A free translation of the original in Portuguese)

Independent auditor's limited assurance report on sustainability information in the 2020 Indicators Handbook

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

Introduction

We have been engaged by Banco Santander (Brasil) S.A. ("Bank") to present our limited assurance report on the compilation of sustainability information in the Bank's 2020 Indicators Handbook for the year ended December 31, 2020.

Management's responsibilities

The Bank's management is responsible for the preparation and fair presentation of the information included in the 2020 Indicators Handbook, in accordance with the Global Reporting Initiative (GRI-Standards), and for such internal control as it determines is necessary to enable the preparation of information free from material misstatement, whether due to fraud or error.

Independent auditor's responsibility

Our responsibility is to express a conclusion on the information included in the 2020 Indicators Handbook based on our limited assurance engagement carried out in accordance with the Technical Communication CTO 01, "Issuance of an Assurance Report 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 that we comply with ethical and independence requirements, and other responsibilities, including in relation to the application of the Brazilian Standard on Quality Control (NBC PA 01) and, therefore, the maintenance of a comprehensive quality control system, including documented policies and procedures regarding the compliance with the applicable ethical requirements, professional standards and legal and regulatory requirements.

Moreover, the aforementioned standards require that the work be planned and performed to obtain limited assurance that the information included in the 2020 Indicators Handbook, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with the Brazilian standard NBC TO 3000 and ISAE 3000 mainly consists of making inquiries of management and other professionals of the entity involved in the preparation of the information, as well as applying analytical procedures to obtain evidence that enables the issue of a limited assurance conclusion on the information taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that lead the auditor to believe that the information taken as a whole might present significant misstatements.

The procedures selected are based on our understanding of the aspects related to the compilation and presentation of the sustainability information included in the 2020 Indicators Handbook, other circumstances of the engagement and our analysis of the areas in which significant misstatements might exist. The following procedures were adopted:



Banco Santander (Brasil) S.A.

- (a) planning the work, taking into consideration the materiality and the volume of quantitative and qualitative information and the operating and internal control systems that were used to prepare the information related to sustainability included in the Bank's 2020 Indicators Handbook.
- (b) understanding the calculation methodology and the procedures adopted for the compilation of indicators through interviews with the managers responsible for the preparation of 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 sustainability information included in the 2020 Indicators Handbook; and
- (d) comparing the financial indicators with the financial statements and/or accounting records.

The limited assurance engagement also included tests to assess compliance with the guidelines and criteria of the Global Reporting Initiative (GRI-Standards) applied in the preparation of the sustainability information in the 2020 Indicators Handbook.

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

Scope and limitations

The procedures applied in a limited assurance engagement are substantially less detailed than those applied in a reasonable assurance engagement, the objective of which is the issuance of an opinion on the sustainability information included in the 2020 Indicators Handbook. Consequently, we were not able to obtain reasonable assurance that we would become aware of all significant matters that might be identified in an assurance engagement, the objective of which is the issue of an opinion. Had we performed an engagement with the objective of issuing an opinion, we might have identified other matters and possible misstatements in the information related to sustainability included in the 2020 Indicators Handbook. Therefore, we do not express an opinion on this information.


Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate and estimate these data. Qualitative interpretations of the relevance, materiality, and accuracy of the data are subject to individual assumptions and judgments. Furthermore, we did not carry out any work on the data reported for prior years, nor future projections and goals.


The preparation and presentation of the sustainability indicators were performed pursuant to GRI-Standards criteria and, therefore, do not aim to provide assurance with regard to the compliance with social, economic, environmental, or engineering laws and regulations. However, the aforementioned standards establish the presentation and disclosure of possible cases of 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 criteria selected (GRI-Standards).

Conclusion

Based on the procedures performed, described herein, no matter has come to our attention that causes us to believe that the sustainability information included in the 2020 Indicators Handbook of Banco Santander (Brasil) S.A. has not been compiled, in all material respects, in accordance with the Global Reporting Initiative (GRI-Standards).

São Paulo, March, 31, 2021


PricewaterhouseCoopers
Auditores Independentes
CRC 2SP000160/O-5


Eliane Kihara
Contadora CRC 1SP212496/O-5

GRI CONTENT INDEX

GENERAL CONTENT

GENERAL DISCLOSURES

GRI Standard	Disclosure items	Comments, page, link and/or reason for omission	Correlation with CVM Reference Form ¹	Contribution to the UN SDGs
GRI 101: Fundamentals 2016				
GRI 102: General disclosures 2016				
Organizational Profile	102-1 Name of the organization	Banco Santander (Brasil) S.A.		
	102-2 Activities, brands, products and services	About Santander Brasil	6.3; 7.1; 7.2; 7.3	8.1, 8.3
	102-3 Location of headquarters	Avenida Presidente Juscelino Kubitschek, nº 2235/2041, Block A, Vila Olímpia, City of São Paulo, State of São Paulo		
	102-4 Location of operations	Santander Brasil operates in all Brazilian states and has a branch (Grand Cayman) in the Cayman Islands, as well as a branch in Luxembourg.	6.3; 7.1; 7.2; 7.3	
	102-5 Ownership and legal form	Santander Brasil is a Corporation/Financial Institution	6.3; 7.1	8.1, 8.3
	102-6 Markets served	Santander in Brasil Santander in the World	6.3; 7.1; 7.2; 7.3	
	102-7 Scale of the organization	About Santander Brasil	3; 6.3; 7.1; 7.2; 7.3; 14.1 14.2	
	102-8 Information on employees and other workers	Pages 32 to 42	6.3; 7.1; 14.1; 14.2	8.5, 8.6
	102-9 Supply chain	Page 63	6.3; 7.1; 7.2; 7.3; 16	8.4, 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	3; 6.3; 7.1; 8.1; 8.2; 8.3; 10; 16; 17	
	102-11 Precautionary principle or approach	Integrated Risk Management	3; 4.1; 4.2	16.6
	102-12 External initiatives	Commitments		12.8, 16.7, 17.16, 17.17
	Strategy	102-13 Membership of associations	Participation in forums	
102-14 Statement from senior decision-maker		Pages 4 and 5 of the 2020 Annual Report		8.1, 8.3
	102-15 Key impacts, risks, and opportunities	Integrated Risk Management Risk Management	4.1; 4.2; 5.1 5.2; 5.3; 10	16.6
Ethics and integrity	102-16 Values, principles, standards and norms of behavior	Code of Ethical Conduct Pages 53 to 56	5.1; 5.2; 5.3; 5.4	10.5, 16.5, 16.6, 16.b
	102-17 Mechanisms for advice and concerns about ethics	Page 55	5.1; 5.2; 5.3; 5.4	10.5, 16.5, 16.6

¹ The correlation of GRI norms, SDGs and items of the [Brazilian Securities and Exchange Commission \("CVM"\) Reference Form](#) was based, in addition to Santander Brasil's own analysis, on recommendations in the [Capital Markets and SDGs](#) document.

GRI Standard	Disclosure items	Comments, page, link and/or reason for omission	Correlation with CVM Reference Form ²	Contribution to the UN SDGs
GRI 101: Fundamentals 2016				
GRI 102: General disclosures 2016				
Governance	102-18 Governance structure	Management Pages 49 and 50	12.1; 12.2; 12.3; 12.5; 12.6; 12.7	
	102-20 Executive-level responsibility for economic, environmental, and social topics	Pages 49 to 51	12.3; 12.5; 12.6; 12.7	5.5, 16.6, 16.7
	102-22 Composition of the highest governance body and its committees	Management Page 50	12.3; 12.5; 12.6; 12.7	
	102-35 Remuneration policies	Page 53	13	16.6, 16.7
Stakeholder engagement	102-40 List of stakeholder groups	Page 6	16	
	102-41 Collective bargaining agreements	Page 40	14.4; 16	8.8
	102-42 Identifying and selecting stakeholders	Page 6 The identification and selection of stakeholders adopted by Santander Brasil follows the same guidelines as the Santander Group in Spain. Social and Environmental Responsibility Policy, page 3	16	
	102-43 Approach to stakeholder engagement	Page 6	16	16.6
	102-44 Key topics and concerns raised	Page 6 The content definition process was carried out based on the results of the materiality matrix. The full description of the matrix can be found in the 2018 Indicators Handbook .	7.8, 16	16.6
	102-45 Entities included in the consolidated financial statements	The Indicators Handbook includes the entities listed in the Financial Statements , except where otherwise noted in the disclosure items.	3	
	102-46 Defining report content and topic boundaries	Page 6 The content definition process was carried out based on the results of the materiality matrix. The full description of the matrix can be found in the 2018 Indicators Handbook .	7.8	12.6, 16.6
Reporting practice	102-47 List of material topics	Pages 70 to 73	7.8	12.6, 16.6
	102-48 Restatements of information	All restatements of information are indicated in their respective disclosure items.		
	102-49 Changes in reporting	There were no changes in topics and boundaries.		
	102-50 Reporting period	The 2020 Indicators Handbook gathers information about Santander Brasil between January 1st and December 31st, 2020.	7.8	12.6
	102-51 Date of most recent report	2019 Indicators Handbook, which was published in 2020.	7.8	12.6
	102-52 Reporting cycle	Annual.	7.8	12.6
	102-53 Contact point for questions regarding the report	To clarify any doubts or submit suggestions, please contact sustentabilidade@santander.com.br.		16.6
	102-54 Claims of reporting in accordance with the GRI Standards	This report was prepared in accordance with the Global Reporting Initiative (GRI) Standards, "Core" reporting option.		
	102-55 GRI Content Index	Pages 68 to 73		12.6, 16.6
	102-56 External assurance	The independent auditor's limited assurance report on the sustainability information contained in the 2020 Indicators Handbook can be found on pages 66 and 67.	7.8	16.6

²The correlation of GRI norms, SDGs and items of the [Brazilian Securities and Exchange Commission \("CVM"\) Reference Form](#) was based, in addition to Santander Brasil's own analysis, on recommendations in the [Capital Markets and SDGs](#) document.

SPECIFIC CONTENT

Theme and Material Topic	Material Topic Boundary	Disclosure items	Comments, page, link	Correlation with CVM Reference Form	Contribution to the UN SDGs		
THEME: RESPONSIBLE INTERNAL MANAGEMENT							
Topic: 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	Corporate Governance	5.1; 5.2		
			103-2 The management approach and its components	Corporate Governance	5.3		
			103-3 Evaluation of the management approach	Financial Statements Corporate Governance	5.3		
		GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Page 49		5.5, 8.5, 10.2, 16.b	
Topic: Ethical Management	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	Pages 53 to 56	5.1; 5.2		
			103-2 The management approach and its components	Pages 53 to 56	5.3		
			103-3 Evaluation of the management approach	Pages 53 to 56	5.3		
		GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Page 54	4.1; 4.2; 5.1; 5.2; 5.4	10.5, 16.5, 16.6	
			205-2 Communication and training about anti-corruption policies and procedures	Page 56	4.1; 4.2; 5.1; 5.2; 5.3; 5.4	10.5, 16.5, 16.6	
Topic: Culture and Risk Management	Internal: Bank External: Customers, Shareholders, Suppliers and Society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 57 to 59	5.1; 5.2		
			103-2 The management approach and its components	Pages 57 to 59	5.3		
			103-3 Evaluation of the management approach	Pages 57 to 59	5.3		
		GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Pages 57 to 59	4.1, 5.1	8.7, 15.a, 15.b	
		GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Pages 16 and 57 to 59	4.1, 5.1	8.7, 15.a, 15.b	
		Santander Disclosure Item	Credit and financing supply profile indicators ("SER")	Pages 58 and 59		8.7, 11.3, 11.4, 15.a, 15.b	
		Santander Disclosure Item	Financing and investment in critical sectors	Page 59			
		Topic: Economic Performance	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	Financial Statements	5.1; 5.2
103-2 The management approach and its components	Financial Statements				5.3		
103-3 Evaluation of the management approach	Financial Statements				5.3		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed				Financial Statements	3; 10	8.3, 8.4, 8.10
	201-2 Financial implications and other risks and opportunities due to climate change			Pages 12, 23 and 58		4.1; 4.2; 5.1; 5.2	8.4, 12.2, 12.5, 12.6, 13.1, 13.3
GRI 207: Taxes 2019	207-2 Tax governance, control and risk management			Page 60		12.1, 12.5, 12.6	16.6, 16.7, 17.1

Theme and Material Topic	Material Topic Boundary	Disclosure items	Comments, page, link	Correlation with CVM Reference Form	Contribution to the UN SDGs	
THEME: RESPONSIBLE INTERNAL MANAGEMENT (CONT.)						
Topics: Fair and Transparent Products and Services and Customer Relationship	Internal: Bank External: Customers	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 25 and 26		
			103-2 The management approach and its components	Pages 25 and 26	16.6, 16.7, 16.10	
			103-3 Evaluation of the management approach	Pages 25 and 26		
		GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information labeling	Pages 25 and 26 <u>Packages and fees.¹</u>	16.6, 16.7, 16.10	
		Santander Disclosure Item	Complaints through Customer Service Channels	Page 26	16.6, 16.7, 16.10	
Topic: Information Security	External: Bank External: Customers	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 60 to 62		
			103-2 The management approach and its components	Pages 60 to 62	16.6, 16.7, 16.10	
			103-3 Evaluation of the management approach	Pages 60 to 62		
		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, thus, not reported.		
		Sustainability Accounting Standards Board (SASB)	FN0101-07 Discussion of management approach to identifying and addressing vulnerabilities and threats to data security	Pages 60 to 62	4.1, 5.1, 7.5 16.6, 16.7, 16.10	
Topic: People Management	Internal: Bank and Employees External: Society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 32 to 42	5.1; 5.2	
			103-2 The management approach and its components	Pages 32 to 42	5.3 3.7, 4.3, 8.5, 8.6, 16.6	
			103-3 Evaluation of the management approach	Pages 32 to 42	5.3	
		GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Page 38	14.1; 14.2	8.6
			401-3 Parental leave	Page 35	14.1; 14.3	3.7, 8.5
		GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	Page 42	14.3	8.8, 16.6
			403-10 Work-related ill health			
		GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Page 37		4.3, 8.6
404-3 Percentage of employees receiving regular performance and career development reviews	Page 39			8.5		

¹ <https://www.santander.com.br/tarifas-e-pacotes-pessoa-fisica?ic=homepf-footer-tarifas>.

Theme and Material Topic	Material Topic Boundary	Disclosure items	Comments, page, link	Correlation with CVM Reference Form	Contribution to the UN SDGs			
THEME: RESPONSIBLE INTERNAL MANAGEMENT (CONT.)								
Topic: Environmental Management	Internal: Bank External: Shareholders and Society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 20 to 22	5.1; 5.2	3.9, 6.4, 8.4, 11.6, 12.2, 12.4, 12.5, 13.1, 13.2, 13.3		
			103-2 The management approach and its components	Pages 20 to 22	5.3			
			103-3 Evaluation of the management approach	Pages 20 to 22	5.3			
		GRI 302: Energy 2016	302-1 Energy consumption within the organization	Page 21	7.9	7.2, 7.3, 8.4, 11.6, 12.2, 13.1		
			302-4 Reduction of energy consumption	Page 21		7.2, 7.3, 8.4, 11.6, 12.2, 13.1		
		GRI 303: Water and Effluents 2018	303-5 Water consumption	Page 21		6.4, 8.4, 11.6, 12.2		
		GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Page 23		3.9, 11.6, 12.2, 12.4, 13.1, 13.2, 13.3		
			305-2 Energy indirect (Scope 2) GHG emissions	Page 23		3.9, 11.6, 12.2, 12.4, 13.1, 13.2, 13.3		
			305-3 Other indirect (Scope 3) GHG emissions	Page 23		3.9, 11.6, 12.2, 12.4, 13.1, 13.2, 13.3		
			305-4 GHG emissions intensity	Page 23		3.9, 11.6, 12.2, 12.4, 13.1, 13.2, 13.3		
			305-5 Reduction of GHG emissions	Page 23		3.9, 11.6, 12.2, 12.4, 13.1, 13.2, 13.3		
		GRI 306: Effluents and Waste 2016	306-2 Management of significant waste-related impacts	Page 22	7.9	11.6, 12.2, 12.4, 12.5		
		Topic: Supplier Management	Internal: Bank External: Suppliers and Society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Page 63	5.1; 5.2	8.4, 8.5, 8.7, 12.6, 16.6
					103-2 The management approach and its components	Page 63	5.3	
					103-3 Evaluation of the management approach	Page 63	5.3	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria			Page 63	7.3	8.4, 12.6, 16.6		
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor			Page 63		8.7, 16.2, 16.6		
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor			Page 63		8.5, 8.7, 16.6		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria			Page 63	7.3	8.4, 8.5, 8.7, 12.6, 16.6		
Topic: Social and Cultural Investment	Internal: Bank External: Customers and Society			GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 43 to 47	5.1; 5.2	1.4, 4.a, 4.b, 4.3, 8.3, 8.6, 17.1, 17.3, 17.17
		103-2 The management approach and its components	Pages 43 to 47		5.3			
		103-3 Evaluation of the management approach	Pages 43 to 47		5.3			
		Santander Disclosure Item	Social and Cultural Investment	Page 47	7.9	1.4, 4.a, 4.b, 4.3, 8.3, 8.6, 17.1, 17.3, 17.17		
		GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Page 46	7.9	1.4, 4.a, 4.b, 4.3, 8.3, 8.6, 17.1, 17.3, 17.17		

Theme and Material Topic	Material Topic Boundary	Disclosure items	Comments, page, link	Correlation with CVM Reference Form	Contribution to the UN SDGs	
THEME: TRANSFORMATION THROUGH BUSINESS						
Topic: Social and Environmental Business	Internal: Bank External: Customers, Shareholders and Society	GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	Pages 12 to 19; 28 and 29	5.1; 5.2	
			103-2 The management approach and its components	Pages 12 to 19; 28 and 29	5.3	
			103-3 Evaluation of the management approach	Pages 12 to 19; 28 and 29	5.3	
		GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Page 15	7.9	7.1, 7.2, 7.b, 9.4, 9.a, 11.3, 13.1, 13.3, 17.16
		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	Pages 12 to 19	7.9	2.3, 2.4, 7.1, 7.2, 7.b, 8.10, 9.3, 9.4, 9.a, 11.3, 11.4, 11.6, 13.1, 13.2, 13.3, 17.6, 17.17
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