

The logo for C6 BANK, featuring a stylized 'C6' in a bold, white, sans-serif font, followed by the word 'BANK' in a lighter, white, sans-serif font.

2023 Annual Report

On the C6 Bank website, in the Documents section, it is possible to find all our annual reports. Also available on this page are the financial reports, contracts for products and services we offer, the institution's Code of Ethics and Conduct, the product tariffs, among other documents.

↓ c6bank.com.br/documentos

Contents

07	About this report
15	Who we are
23	Client Journey
47	ESG as a business strategy
91	Inside C6
116	Summary of GRI and SASB Content

Message from management

[GRI 2-22]

Since we created the bank in 2019, our priority has been to build an innovative financial institution, committed to transforming people's experience with financial services. We have turned C6 Bank into a complete bank, with more than 90 financial products and solutions available in a single app, geared towards individuals and companies.

Our business has quickly matured and become profitable. In August 2023, JPMorgan increased its stake in the bank. In November 2023, we recorded our first monthly profit, and at the beginning of 2024, we reported our first quarterly profit (R\$ 461 million). We will remain committed to improving our business, attracting clients and offering them an ever-better experience, to ensure that they choose C6 Bank as the main bank in their lives.

As we strive to generate revenues, stabilize costs and control our credit exposure, we have joined efforts and sought ever-greater synergies between business areas. We have also enhanced processes and introduced new business rules.

One of the measures we have prioritized is customer segmentation. Not only have we enhanced the individual's journey, from customer service to the offer of products and solutions, but we have also evolved in the distribution system. We have improved C6 Carbon, a segment aimed at high-income clients, and also at the corporate segment.

C6 Bank has become an even more complete bank for companies, with the financial products and solutions required for their growth. Above all, we cater for companies of all sizes, from micro-entrepreneurs to large corporations, a group that is increasingly concentrating their financial life with C6 Bank.

With regards to investments, we have increased the volume of assets we manage, as well as the investment alternatives both in Brazil and abroad, making our product portfolio even broader for clients seeking to diversify their portfolios.

We have made significant progress in diversifying our business. In 2023, we continued to develop the selection of offers which allows us to bring services and solutions to those who are not C6 Bank account holders. This is the case with vehicle financing, consigned loans (with installments deducted from payrolls) and insurance.

Diversification has proven to be a strategic decision. For C6 Auto, we have developed an innovative business model, with significant territorial reach, and we are already among the main players in vehicle financing. As for consigned (payroll-deductible) loans, a segment in which we have also become one of the leaders, we have recorded consistent growth, posting gains in profitability, driven by a strategy focused on efficiency.

When it comes to the environmental and climate targets, we have developed decarbonization projects to reduce our emissions, as part of the UN's Net Zero Ambition Movement, which we have taken part in since 2022.

We remain committed to offsetting the greenhouse gas emissions from our activities, and we invest in environmental education and reforestation projects. With a view to engaging our clients in efforts of this nature, we provide features in our app, which encourage donations to social and environmental projects, in addition to products and solutions that are in line with our position, such as the Carbon Extract. Through this tool, launched in 2023, our clients become aware of the impact they have on the environment and can offset this by acquiring carbon credits.

Under the social focus, our Diversity, Equality and Inclusion agenda encompassed internal engagement efforts (aimed at keeping our work environments diverse and inclusive), and external engagement efforts (with projects that have a positive impact on society). Through our channels, for example, we disseminate content that contributes to financial awareness. Our human rights efforts and our relationships with vulnerable communities are also part of our strategy, based on a review of governance models and solidarity campaigns, which have the support of our employees.

The results achieved with the initiatives carried out throughout the year (and presented in this report) reflect our plans for C6 Bank: a financially responsible pathway, maintaining sight of our commitment to society and the environment. We move forward with the confidence that we have the necessary attributes to become one of the country's leading banks.

Marcelo Kalim
CEO

About this report

08 — 13

- Materiality
- Materiality Matrix

About this report

Over the following pages, we present the progress and results of our business in 2023. Since 2021, we have been publishing sustainability reports such as this one, a practice that is consistent with our commitment to being accountable to our stakeholders and to transparency regarding our principles, guidelines, organizational culture, management and the way that ESG (environmental, social and corporate governance) permeates our operations.

This is, therefore, the fourth consecutive year that we have published an Annual Report, and the third time that we have prepared it based on the guidelines laid down by the Global Reporting Initiative (GRI) for publications that address issues relating to business sustainability. This edition also includes indicators from the Sustainability Accounting Standards Board (SASB), parameters incorporated since last year. While complying with this methodology, we align information with the SASB accounting metrics, which contribute to improving investors' assessment of companies' ESG practices. As in previous years, we also present information on how we have contributed to achieving the goals set forth by the international

initiatives led by the United Nations (UN): the Global Compact, to which we are a signatory, and the 2030 Agenda, which derives from the Sustainable Development Goals (SDGs). [GRI 2-3]

Compared to previous versions, we have improved the content of the report to remain in step with the maturity and evolution of the business. Thus, we have covered the relationship with corporate clients more thoroughly, as well as other business fronts, such as vehicle financing, payroll-deductible loans and information on our insurance product. We also present more detail on the governance aspects and the management of social, environmental and climate issues.

Throughout the year, we created a risk management area dedicated to these areas, strengthened the structure of the ESG department - responsible for connecting these issues to the business - and improved the methodologies for calculating greenhouse gases in the environmental sphere, as well as including financed emissions in this approach. [GRI 2-4]

In preparing and approving this Annual Report, we took into account the guidelines of the Social, Environmental and Climate Responsibility Policy

(PR SAC), a document approved by the Board of Directors, and which is our yardstick for good practices in these areas. Board members are also involved in these processes, as are the members of the Social, Environmental and Climate Subcommittee. This way, we ensure that this accountability is in keeping with the processes and governance that guide the approach to these matters in our Organization, and, consequently, it is in line with C6 Bank's sustainable development strategy. [GRI 2-14]

We strive to enhance our reports every year, and in this regard, we encourage you to send your suggestions and comments to esg@c6bank.com. Any further questions or information on the content presented can be sent to the same e-mail address. [GRI 2-3]

Enjoy your reading!

¹ Between 01 January and 31 December 2023. [GRI 2-3]

Read previous reports:

- [↓ 2020](#)
- [↓ 2021](#)
- [↓ 2022](#)





Materiality

[GRI 3-1]

In preparing this Annual Report, we revisited the priorities for the sustainability of C6 Bank's activities. We believe it is essential to adjust some of the concepts presented in last year's Materiality Matrix, so that they reflect the current status of C6 Bank's operations more accurately.

We are a young institution that has achieved significant growth in the number of clients, coupled with a progressive evolution in the range of products and services on offer. With such accelerated development, business strategies and directives have naturally undergone adjustments, which may alter the type or degree of impact on our stakeholders, and which justify the changes we have made to the Materiality Matrix for this reporting cycle. The matrix is a tool that helps organizations identify environmental, climate, social and governance issues that are relevant to the business and, at the same time, to stakeholders.

According to the assumptions of the GRI 2021 Standard – which helps identify the issues with higher impact on business, and how corporate activities reflect both on society and the environment – we have considered, in the updating process, a selection of information that includes:

- > The materiality study presented in the previous version of this report was prepared between December 2022 and February 2023. The methodology used in the study involved an online survey with 679 respondents, including clients, employees, suppliers and non-governmental organizations (NGOs). [GRI 2-29]
- > Recent analysis of our business. This stage considered the public commitments taken on by the institution, and the business strategy adopted, as well as information extracted from C6 Bank documents and publications related to good sustainability practices.

- > Interviews with the main leadership of C6 Bank, in which these executives addressed the issues they consider essential for the longevity of the bank's business, among other topics. [GRI 2-29]
- > Survey of the materiality matrices of six financial institutions: three of which operate exclusively in digital environments, and three that blend physical structure with digital services. This stage also included an analysis of the information presented by these institutions and the material aspects listed by SASB for the commercial banking sector.

Throughout all these stages, coordinated by the ESG Division (environmental, social and governance), we relied on support from an external consulting firm.






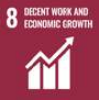

As a result of this work, C6 Bank's Materiality Matrix now includes six topics, two of which are new due to their prominence in our business strategies: "Data Protection and Privacy" and "Technology and Innovation". Two other topics - "Risk Management" and "Ethics and Transparency" - have remained unchanged, and the scope of some others was adjusted to indicate the issues covered more precisely: [GRI 3-2]




- > "Customer Primacy" replaces "Customer Experience", as we believe that the new, more comprehensive concept brings greater clarity to the focus we give to our relationship with our clients. Through agile, fluid and secure customer service, coupled with a full range of products, we want to become our customers' primary bank.
- > "Socio-environmental Responsibility" now encompasses efforts previously broken down into "Diverse and Inclusive Corporate Culture", "Financial Education", "Climate Change" and "Positive Impact Products".

Materiality Matrix

[GRI 3-2]

The actions and initiatives undertaken in each of the material subjects contribute to the achievement of 11 Sustainable Development Goals (SDGs).

Material Subject	Description	ODS
Customer Privacy	We want to be our clients' primary bank and, to stimulate this choice, we offer a complete, exclusive and humanized digital journey. At C6 Bank, customers find a comprehensive bank, with an offer of products that meet all their needs, available in a single app, favoring a simple and fluid experience, with the best that a bank can offer both in Brazil and abroad.	  
Risk Management	We adopt governance and management processes that make C6 Bank a financial institution prepared for the risk events to which we are exposed. We rely on a risk management structure aligned with the best market practices, with processes and policies that allow us to identify, evaluate and mitigate the occurrence of risk situations that could impact our operations, and mitigate risks that could have an adverse impact on society and the environment. Focused on the culture of "authorocracy", which involves the power of the author, we encourage our employees to make decisions in a responsible manner, and thus manage risks throughout our operations. Through the effective management of this issue, we ensure the stability of our operations, the compliance of our processes with applicable laws and regulations, in addition to the long-term sustainability of our business.	 
Ethics and Transparency	Ethics is a core value of C6 Bank and is transversal to all the actions we implement. We do not compromise on adopting the highest standards of conduct in the performance of our activities, or in our interactions with clients, coworkers, suppliers and other stakeholders. We have specific policies, processes and professionals to manage this issue, engaging CSixers in the behaviors they are expected to adopt in the performance of their duties, while disseminating these practices among our business partners, from whom we expect behaviors similar to ours.	 

Material Subject	Description	ODS
Social, Environmental and Climate Responsibility	<p>Social, environmental and climate responsibility has permeated our business since day one of C6 Bank's operations. This responsibility is reflected in a corporate culture that values diversity, equality and inclusion, in financial education initiatives to make financial management stress-free and simpler, in preservation, reforestation and environmental education initiatives, and in positive impact products, which enable our clients to also contribute to this agenda.</p>	
Protection and Privacy of Data	<p>At C6 Bank, clients are guaranteed their right to data privacy. We offer robust technology structures prepared not only to handle personal information properly, but also prevent fraud from data leaks. Our strong commitment to data protection and care is reflected in secure digital environments, which operate in compliance with the highest standards of security, confidentiality, integrity and privacy. Our clients can carry out their financial transactions with the utmost security at C6 Bank.</p>	
Technology and Innovation	<p>C6 Bank was born digital, innovating the way in which customers can relate to a financial institution. Through the use of technology, we offer the best customer experience, making banking services and solutions more accessible. The interaction with the bank, concentrated in a single app, provides an agile and dynamic service, and offers new products and services. For us, technology and innovation are issues that feed back into each other, contributing directly to the growth and sustainability of our business, and to our operational efficiency.</p>	

The image shows a modern, multi-story building with a glass and metal facade. In the foreground, a large, white, rectangular sign is mounted on a balcony or walkway. The sign features the C6 BANK logo, which consists of a stylized 'C' and '6' followed by the word 'BANK' in a clean, sans-serif font. The building behind the sign has multiple levels with glass windows and balconies. There are green trees and plants visible on the left side of the frame, partially obscuring the building. The overall scene is brightly lit, suggesting daytime.

C6 BANK

Who we are

16 – 21

- A unique and complete bank for people and companies
- Our brand

A unique and complete bank for people and companies

[GRI 2-1; 2-6]

We are a complete bank. With a proposed value based on innovation, we offer more than 90 products, services and functionalities in a single app. From the most traditional, such as current accounts, cards, payments, transfers and toll tags, to the most sophisticated, such as C6 Global Account, the first international account in dollars and euros in Brazil, and C6 Global Invest, which allows you to invest in assets abroad.

When contracting these and other products and services, in addition to interacting with us through the app, we offer a swift and simplified experience to our varied customer profiles, which already account for around 30 million individuals and companies. For the high-income public, we improved the

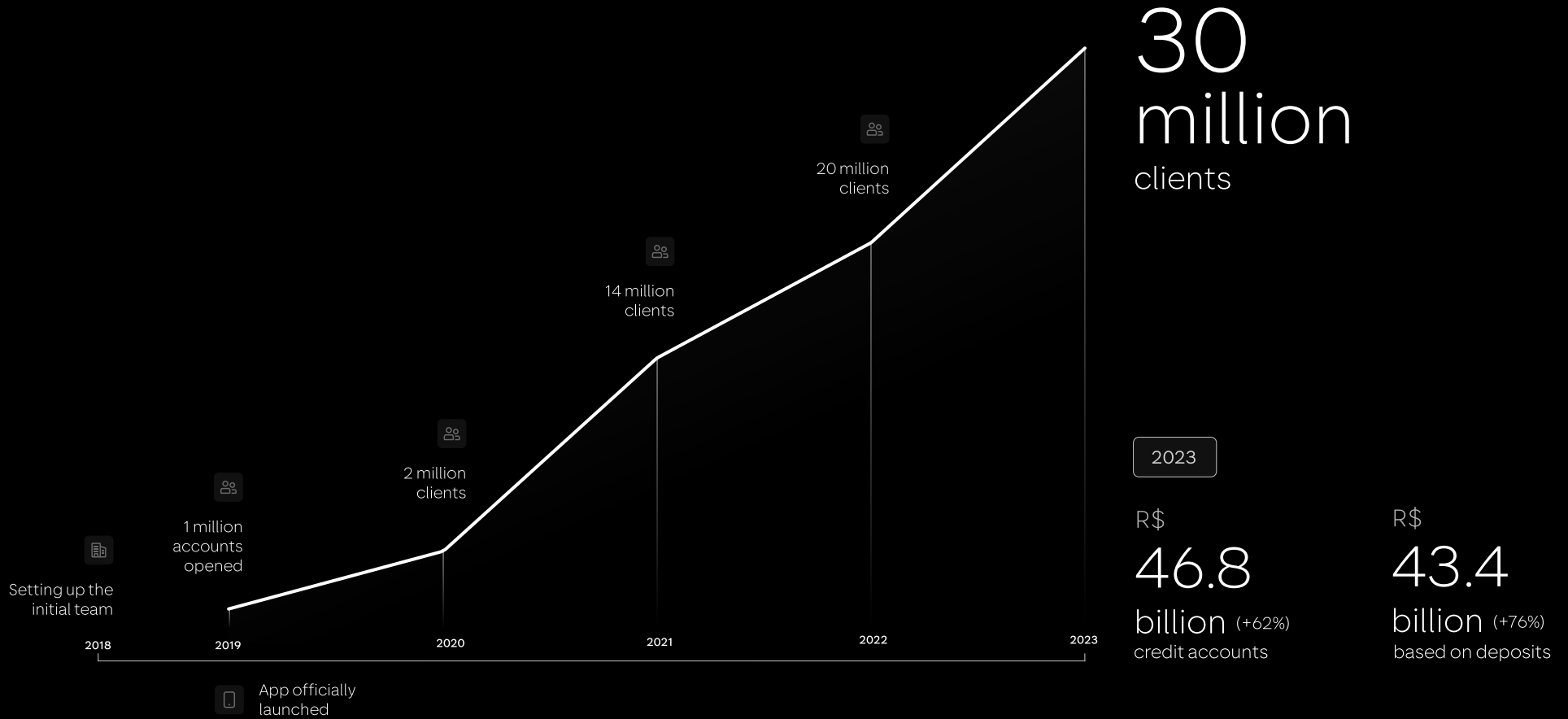
C6 Carbon segment, which combines digital and human services, offering personalized attention to clients all over the country from the Carbon offices, located in Brasília (DF), Rio de Janeiro (RJ), Belo Horizonte (MG) and Porto Alegre (RS), and remotely from our headquarters in São Paulo.

We also provide a complete range of services for individuals and companies, and we operate in segments that also allow us to offer services and solutions to those who are not C6 Bank account holders. This is the case with the financing of vehicles, payroll-linked loans and insurance.

Another feature that sets us apart is the inclusion of ESG (environmental, social and governance) issues in our business model. We are committed to contributing to sustainable development and having a positive impact on society and the environment. Through our work, we seek to engage, raise awareness and influence other sectors and players through social responsibility initiatives, promoting financial education and diversity, equity and inclusion, in addition to conservation and environmental education. We encourage clients to support these efforts by making positive impact products available on our app, such as donations to NGOs and the Carbon Extract.

We are a multiple bank and JPMorgan is a key partner – a global leader in financial services. All these features enable our clients to find differentiated relationship journeys at C6 Bank, which is why it is chosen as the main financial institution by an increasing number of people and companies.

Our name, formed by the letter C and the atomic number 6, comes from carbon, which is the basis of life on earth. This chemical element inspires us: it comprises a number of materials, from the simplest to the most sophisticated, connecting with other elements to form something ever greater. It is this dynamic that inspires us to be the bank for life for our clients and for generations to come.



Our brand

The distinctions and acknowledgments received by C6 Bank, coupled with the sponsorship of notable events, have contributed to enhancing and consolidating our brand over time.

Acknowledgements in 2023

AMONG THE TOP BANKS

Best digital bank

For the third year running, C6 Bank was awarded the best digital bank at the Canaltech Awards, which recognizes outstanding services, products and brands, according to consumer evaluation.

AMONG THE TOP BANKS

Best banks in Brazil

C6 Bank has been included in Forbes' annual ranking of the best banks for the second year running. This global survey is carried out by the business publication in partnership with the market research company Statista, and it assesses specific issues such as customer satisfaction, reliability, digitalization, customer service and financial advice. With the participation of 48,000 bank customers from 32 countries, the 2023 edition listed 415 institutions, ten of which are Brazilian.

AMONG THE MOST INNOVATIVE

The world's most promising startups

C6 Bank made it onto the list of the 345 most promising startups in the world, and it is one of two Brazilian companies in this group. The survey was carried out by US consultancy CB Insights.

AMONG THOSE OFFERING THE BEST EXPERIENCES AND PRODUCTS

Best banking app

For the second time, C6 Bank has won the best banking app category in the popular vote for the TechTudo 2023 award. The evaluation of the selected apps is based on five criteria: features, security, interface, innovation and user feedback.

AMONG THOSE OFFERING THE BEST EXPERIENCES AND PRODUCTS

C6 Global Account

By popular vote, C6 Bank has won the recognition of Best International Debit Card, according to “The Best of Travel and Tourism 2023/2024”, held by the magazine “Travel and Tourism” (Viagem e Turismo).

AMONG THE FASTEST-GROWING COMPANIES

LinkedIn 2023 Top Startups

First place on the list of the 20 fastest-growing emerging companies in Brazil. This is the fourth time in a row that C6 Bank has been included in this ranking, which is prepared annually by the “LinkedIn Notícias” editorial team, taking into account four aspects: growth in the number of employees, user engagement with the company and its employees, interest in vacancies, and attracting professionals.



Sponsorship



C6 Fest

We launched C6 Fest, which has entered the national agenda of cultural events by bringing together acclaimed artists and world music revelations. In its first edition, in 2023, the festival was held in São Paulo, on three stages in Ibirapuera Park, and in Rio de Janeiro, at Vivo Rio. This project harks back to the format of Brazil's infamous Free Jazz Festival, staged 16 times between 1985 and 2001 by Dueto Produções, with which the bank has entered into a partnership to develop C6 Fest.



São Paulo Fashion Week

For the second year running, in 2023 we are sponsoring São Paulo Fashion Week, the greatest fashion week in the Southern Hemisphere. Held for the 56th time, it has two editions a year, with agendas in different locations throughout the city of São Paulo. This sponsorship is part of our commitment to supporting innovation, creativity and diversity, all of which are key themes during the event.



VIP Lounge at Guarulhos Airport

We have created the C6 Bank Space, located in the W Premium Lounge Terminal 3 - The Pier, a privileged location at Guarulhos Airport (SP), with 220 m² and capacity for 51 passengers.



The client's journey

24 – 45

- Customer Service Channels
- Security
- Products and services (Individuals)
- Investments
- Products and services (Companies)
- Segmented services and solutions

The client's journey

[GRI 3-3]

Since we created C6 Bank, we have been driven by the goal to assist people in managing their financial lives in a stress-free, more transparent and uncomplicated way, bringing together the best that a bank can offer its clients in a single app.

Over the years, this business vision has come to fruition in innovative financial products and solutions, starting with our app, where all the functionalities are concentrated, making the client's journey fluid, agile and secure. We have introduced products the market has never seen, such as the global account and the "safe locations" feature, which allows customers to select the addresses where the app will display their investments, for example. This way, we have been offering our clients what the competition only got around to launching much later.

Innovation, based on cutting-edge technology, presides the way we operate. We were designed as a 100% digital bank, which gives us a competitive advantage over traditional banks only now digitalizing their operations. With innovation and technology as

part of our DNA, we were born with a differentiated technological architecture, built to accompany business growth and continuously based on the principles of quality, scalability and availability.

Our customer-centered approach permeates product design and workflows, as well as the application's functionality. And to make it increasingly efficient and accessible to everyone, we have developed products that take into account a number of variables, such as regional and cultural aspects, as well as the features of mobile devices, through which the customer connects with C6 Bank and develops an experience with us.

Therefore, innovation, coupled with cutting-edge technology and our ability to use this framework, is behind C6 Bank's rapid growth, which has materialized into a portfolio of more than 90 products, services and functionalities.

Our technological capacity to meet the demand for these services, in turn, is evident in the nearly 30 million individuals and companies from all over Brazil, who have become C6 Bank customers, coupled with the levels of satisfaction presented in market surveys. We have tailored unique journeys for our customers, focused on offering fluid, simple and agile

experiences when using the app, when contracting financial products and solutions, while interacting with us through our service channels. We comply with the Manual of Ethics in Communication and Marketing Practices, approved by the Executive Committee, throughout the different contact options we offer, as well as in our advertising in a range of media. In accordance with voluntary sector codes and other regulations related to our business, we ensure access to detailed information on our products and services. This transparency enables C6 Bank to comply with the voluntary codes on product and service information and labeling.

[GRI 417-1; 417-2; 417-3]

+ 90
financial products
and services

30 million
clients
(individuals and companies)



INNOVATION

C6 ContaGlobal

International account:
24hr exchange of US dollars
and euros with fewer tariffs



INNOVATION

Secure places

A feature that adds an extra
layer of protection against
illegitimate attempts to
access your assets



Everything in one single app

A complete bank for you and
your company

Customer Service Channels

[GRI 3-3]

The management model we adopted for our customer service channels has been steadily improving every year. Based on the principle of a single view of the client, we use an omnichannel platform to keep records of the service history for each person who comes to us, regardless of how they contact us. This helps us to better understand different needs and demands, while making our service more responsive and assertive.

With a view to constantly evolving our processes and routines, in 2023 we improved the technology used in our channels, enabling us to double the number of automatic services offered over the phone, for example. Furthermore, regarding the Ombudsman Service, we reviewed the criteria for classifying the issues addressed by the service, aligning them with regulatory standards and guidelines. We have already seen an improvement in our service indicators.

We have also strengthened the teams working with artificial intelligence. We have been using this technology since we started structuring operations to create C6 Bank, and with this recent effort, we are seeking to map out opportunities to expand the use of generative AI, which is compatible technology for customer service features.

However, continuously improving the client's relationship with us has a broader scope, taking into account the experience they will have throughout their entire interactive journey with C6 Bank. From this perspective, our service channels play a strategic role. With each contact, the clients share their perspective of our services, indicating their needs and where we can improve. We have a team in the service area dedicated to analyzing the information gathered through these interactions, a function that has been consolidating each year. [GRI 2-25]

The outcome of this analytics team's work, coupled with other data, such as customer behavior patterns while browsing our app, contribute to the improvement of our products and solutions. This is why the data is shared with the other C6 Bank teams, so it can be used to develop new products and evolve the app's features, making the customer experience even simpler and more user-friendly. [GRI 2-25]

As part of the product and service evolutionary process, we combine our knowledge of the financial market and technology. Using agile methodology, we work with multidisciplinary teams organized into 40 squads and by task. As a result of this collaborative effort, both financial transactions and product and service purchases are carried out simply, quickly and securely by customers on their mobiles.

In 2023, we found that more than 99% of these services were provided digitally, via the app, without the need for support. When our channels are activated, more than 90% of demands are resolved instantly by automation technologies, most importantly artificial intelligence. This high level of automation – which is geared towards what the customer is looking for – is made possible by the technological advances achieved in the channels. When assisted service is required, around 95% of calls are dealt with within 24 hours.








Contact us

We offer a range of channel formats, so customers can contact us however they prefer: chat, telephone, social media and WhatsApp. We are available 24 hours a day, 365 days a year.

Available Channels

[GRI 2-25]

- > **Chat on the C6 app**
- > **Call center**
Capital cities and metropolitan areas 3003-6116
Other locations 0800 660 6116
- > **SAC**
0800 660 0060
- > **Social networks**
 -  /c6bank
 -  /C6bank
 -  /C6BankOficial
 -  /company/c6-bank
 -  /C6Bank

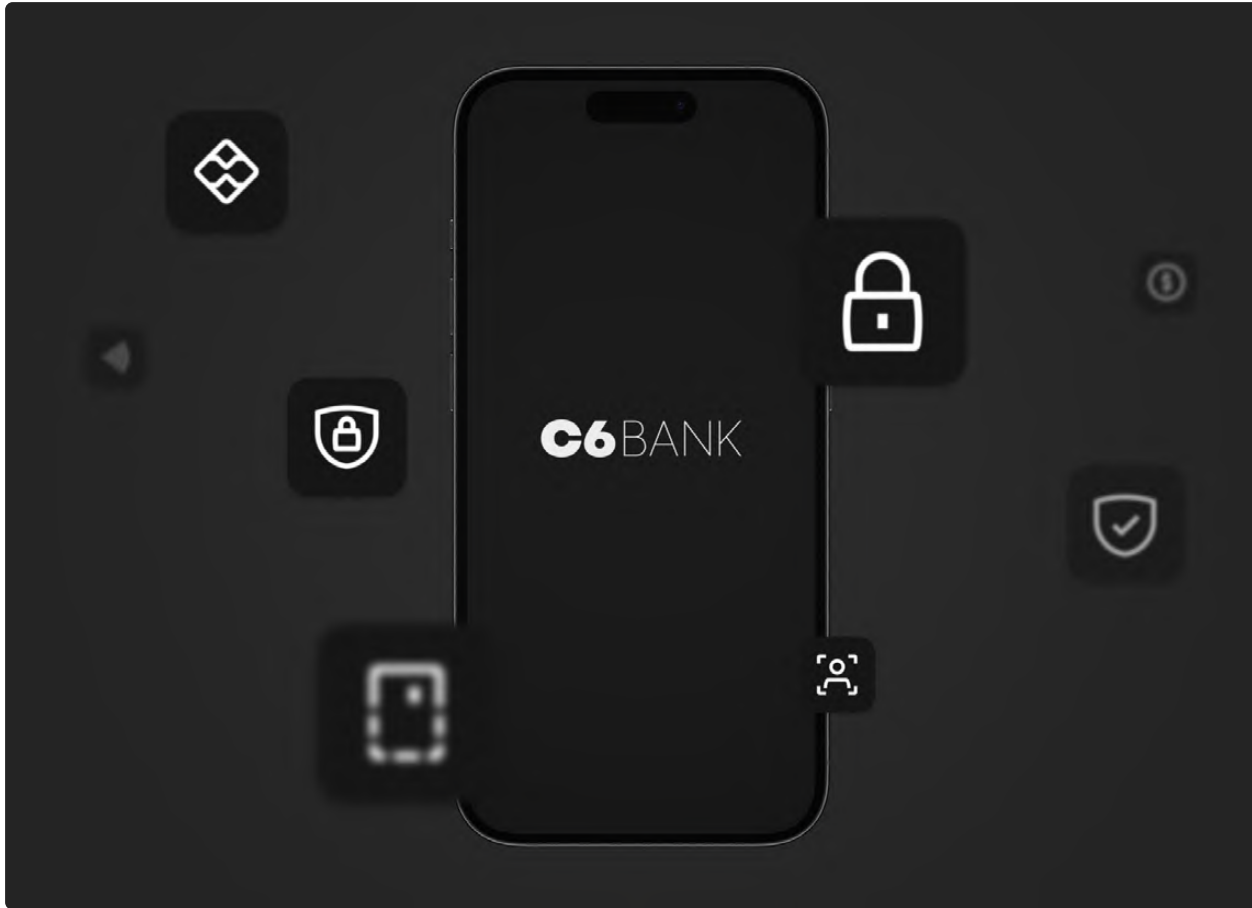
Ombudsman

0800 660 6060

9am to 6pm - Monday thru Friday, except public holidays

Our clients can also rely on the Ombudsman's service, another assistance channel. When the solution for a particular issue is not found through traditional channels, or if the client is not satisfied with the feedback received, they can contact the Ombudsman. When contacted, the Ombudsman forwards the matter to the C6 Bank areas involved in the case and acts as an impartial and independent mediator in search of a solution. Inquiries are dealt with and answered conclusively, within the timeframe stipulated by Brazil's Central Bank, and the results of these services, including complaints, are made public. In compliance with the regulatory standards on this issue, this data is published every six months in reports available on our website.

[GRI 2-25]



Security

[GRI 3-3]

We have adopted a series of routines and processes to protect our digital environments on an ongoing basis. With a solid infrastructure and a robust approach to cybersecurity, such measures are applied to our operations, aimed at maintaining the continuity of activities in secure contexts, and encompassing the security of our clients, providing resources for secure financial transactions in our app. We also offer our clients and other stakeholders a series of measures to maintain the privacy of the personal data we manage.

All the initiatives we take on these fronts comply with the relevant legislation and reflect the blend of controls and procedures with the most modern technological solutions. We also stay up to date with the technical safety certifications required by legislation and regulatory bodies.

Cyber and data security

With a view to safeguarding our operations in an uninterrupted manner, our digital and cyber security routines include, among other measures:

> Security and monitoring

We use advanced tools that, among other features, monitor the evolution of risks and trigger alerts to signal any indication or suspicion of an event that threatens the regularity of our activities.

> Security tests

We hold routine security tests, both internal and external, designed to monitor potential scenarios and implement improvement plans, whenever necessary, to anticipate likely malicious attacks.

> Simulation drills

We maintain a training agenda aimed at keeping the C6 Bank teams prepared for adverse situations, such as security incidents that could impact the data managed by the institution.

> Security teams integrated into product development processes

These professionals carry out various analyses related to risks, applications, infrastructure, data and fraud, among other criteria. A similar process is applied when products that are already available are improved: before launching a new version of the app, it undergoes all the digital security tests.

> Dedicated teams

For 24 hours a day, seven days a week, the Security Operation Center (SOC) professionals take turns across three shifts to monitor, prevent and identify malicious actions in digital environments, carrying out analyses, in addition to responses to cyber incidents and fraud prevention efforts.

> Periodic security assessments for mobile and web banking applications

Routine testing protocols are continually improved. This is a recurring, uninterrupted task to ensure that our clients are protected and that our systems are shielded. We also have contracts with external consulting companies that carry out tests to measure the promptness of our security tools.

Internacional exchange of best practices

We are attuned to the latest global developments in digital security for the financial markets. We are members of international forums and are recognized abroad for the good practices we adopt:



Cybersecurity at MIT Sloan

An interdisciplinary consortium formed by academics from MIT (Massachusetts Institute of Technology), along with professionals from companies such as Nasdaq, Microsoft and Google. This forum promotes discussions, as well as exchanges of experiences and studies, aimed at enhancing digital security practices.



HackerOne

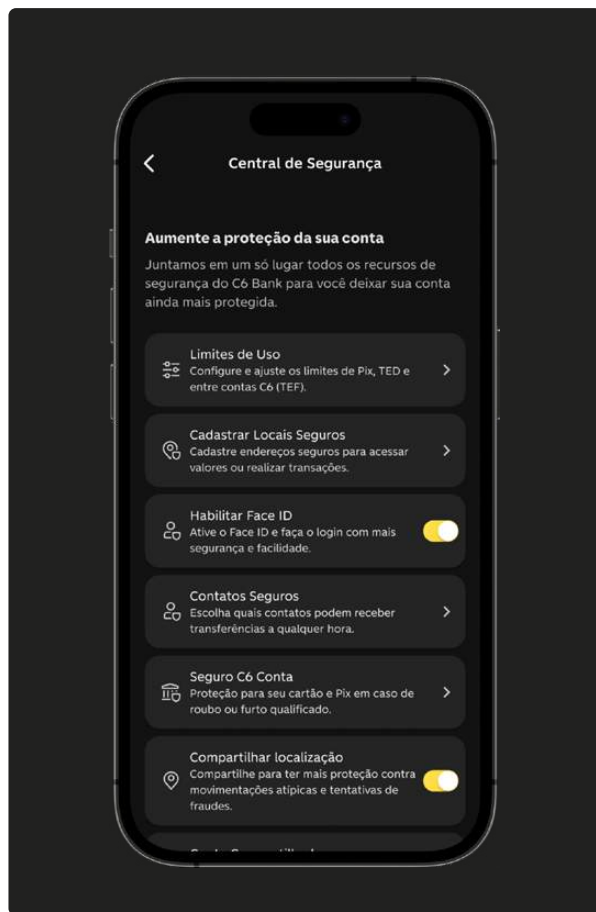
The largest platform made up of ethical hackers and security researchers in the world. We were the first Brazilian bank to join this initiative, which aims at mapping out vulnerabilities and recommending corrections.



PCI Security Standards

A global forum that brings together payment institutions to discuss security within the sector. We are part of this initiative as members on the Board of Directors.

Participation in the world's leading cybersecurity and financial crime conferences, such as the RSA Conference, eFraud Global Forum, Black Hat, and DEFCON.



App security

[GRI 3-3]

Our app is unique and comprehensive, providing customers with end-to-end security and innovative security features.

Some examples are:



Facial biometrics

Facial recognition used to guarantee that it is our client who is accessing the app and operating the account.



Card security

Our clients can rely on a number of features to keep their cards safe, such as “tap to pay”, which allows them to enable and disable the “pay function” with physical cards, and “block and unblock the card”, measures that can be taken quickly and easily via the app in the event of theft or robbery.



Verification code for the dynamic card

Our virtual credit cards have a dynamic verification code (CVC), which is updated periodically.



Monitoring against malicious apps

If any malware is identified on the cell phone, we prevent the application from being opened and accessed on that device.



Secure contacts

A feature that allows customers to register contacts who can receive nightly transfers of more than R\$ 1,000.



Safe Locations

A feature that adds an extra layer of security when making bank transfers or viewing investments. This feature allows our clients to register one or more addresses to restrict the viewing of their investment balances to those specified locations. This feature also allows clients to set lower amounts for transfers made outside of these secure locations.



Privacy and Personal Data Protection

[FN-CB-230A.2]

In carrying out our activities, we manage a series of personal data from third parties, including clients, employees, partners and suppliers, among other stakeholders. To guarantee safe and reliable environments, and protect the privacy of this information, we have put in place a number of measures, as part of our Data Protection Governance Program.

These guidelines are in compliance with the General Personal Data Protection Law (GDPL), and other legislation and regulations from competent authorities, which regulate C6 Bank's activities, including those involving cyber security and the hiring of relevant services for data processing, storage and cloud computing. The activities we perform to ensure the privacy and protection of personal data include:

Policies and procedures

These are part of a set of measures and routines that establish guidelines, standards, general rules and responsibilities concerning privacy, data protection and information security. Updated regularly, they are fully compliant with legal and regulatory requirements.

Among the topics covered in these documents and procedures are rules for processing personal data and mapping out the activities required for this process; guidelines on the use of personal data focused on the launch of new products and services; a personal data processing agreement; guidelines for the application of privacy from conception and privacy by default, known as Privacy by Design and Privacy by Default; guidelines on the responsibilities of the data controller; and evaluation of suppliers who process personal data as a result of the services provided to C6 Bank.

Dedicated teams for privacy and data protection

These teams include information security professionals, a data protection officer (DPO), and a legal team. Together, they develop policies, guidelines and processes to promote good practices regarding privacy and protection of personal data, with the involvement and cooperation of the top management.

Terms of Use and Privacy Policy

We have published a document on our website that describes how we treat personal data, as well as the rights related to this topic, ensuring transparency and guidance to our clients. Access the document here: c6bank.com.br/termos-de-uso

Training

We have a training agenda geared towards CSixers concerning the importance of privacy, data protection and cybersecurity issues throughout our organization. These training courses are mandatory and cover fundamental concepts that are relevant to our areas of activity.

Products and services

INDIVIDUALS

Get to know the bank of your life

[GRI 2-6; 3-3]

Current account and credit card

- 100% digital account
- Real-time payment (Pix), electronic transfers (TEDs)
- ATM withdrawals
- All-purpose Card
- C6 Carbon Card
- C6 Global Account (dollar and euro)
- C6 Yellow (for children and teenagers)
- Carbon Statement
- Donations to NGOs

Investments

- C6 Invest
- C6 Tech Invest
- C6 Global Invest
- ESG Funds

- #### Credit
- Personal loans
 - Overdrafts
 - Home Equity
 - Car Equity
 - Payroll-deductible loans
 - Secured credit
 - Anticipation of "FGTS" (Time of Service Guarantee Fund)

- #### Seguros
- C6 Life Insurance
 - C6 Account Insurance
 - C6 Tag Insurance
 - Travel Insurance

- #### Vehicles
- C6 Tag
 - C6 Auto (financing for vehicles)
 - Shell Box

- #### Benefits
- C6 Atoms
 - C6 Experience
 - C6 Benefits
 - C6 Store



A full-service bank for individuals

[GRI 3-3]

In 2023, we further expanded our offer of financial products and solutions to individuals. We expanded our investment alternatives and continued to create new features to make our customers' journey even simpler, safer and more fluid:

Multiple Payments

A free feature that enables you to make payments of up to ten bills together with a PIX transference at the same time.

Scheduled Currency Exchange

This allows the purchase of dollars and euros through the app, when the exchange rate reaches the value set by the client. This operation is available in the C6 Global Account.

ATM Digital Withdrawals

Withdrawal of cash, without the use of a physical card, from ATMs within the TecBan network. The Digital Withdrawal is made directly through the C6 Bank app, using a QR Code. Individual customers with a current account are entitled to four free withdrawals per month. With a payment account, the first digital withdrawal of the month is free of charge. Corporate clients are also entitled to one free withdrawal per month.



C6ContaGlobal

The first foreign-currency account available in Brazil, it allows clients to manage their financial lives in

Brazilian Reais, Dollars and Euros through a single application. Free of monthly, annual or maintenance fees, the C6 Global Account is available 24 hours a day, seven days a week – following the latest currency exchange rates when the market is not open. Among other features, the C6 Global Account has a scheduled exchange function, which occurs automatically when the currency reaches the rate that the client sets in the app. The debit card can be used in several countries and can be registered in the wallets, even before the customer has received the physical card. It also allows withdrawals abroad on the Chase network and at Cirrus ATMs.

From 2023, transfers between the bank's Global Accounts can be made instantly and free of charge. This gratuity applies both to transactions between accounts of different ownership in the same currency (from one dollar account to another dollar account, for example) and to transactions of the same ownership between the C6 Global Account and C6 Global Invest.


C6 Carbon: Exclusive and Customized Service

[GRI 3-3]

In 2023, we advanced our strategy to segment our services to public profiles, with the improvement of C6 Carbon, an innovative format for relationships with high-income clients, which integrates human services into a digital one.

Clients in this segment can use Carbon Partner, a professional who helps build exclusive relationship journeys with C6 Bank, and an investment advisor, who provides guidance on the allocation of resources, indicating the options that best meet the client's objectives.

With C6 Carbon, we complement the range of services and products we offer, concentrated in a single app, with personalized service to clients all over Brazil, remotely, from our headquarters in São Paulo or from our regional offices in Brasília (DF), Rio de Janeiro (RJ), Belo Horizonte (MG) and Porto Alegre (RS), all opened in 2023. The differentials we offer these clients also include the C6 Carbon Mastercard Black, which includes:



Points that do not expire


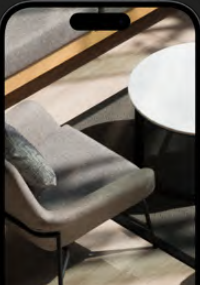
Up to 3.5 C6 Atomos points for every US\$1 spent on credit, an amount that can be exchanged for cashback or used to pay the monthly credit card bill.

Cashback

Up to 1.7% cashback on spending using the card, which can be converted into C6 Atomos points or cash in the account.

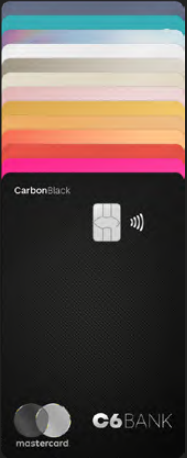
VIP Lounges

Unlimited access to the Mastercard Black VIP lounge in Guarulhos and four visits per year to the LoungeKey and W Premium Group lounges, shared between the cardholder and additional cardholders.



Digital wallets

Compatible cards for use in digital wallets.




Color options

Customers can choose the color they prefer for their card from a range of alternatives.

Additional cards

Até seis cartões de crédito
Up to six additional credit cards free of charge. The only charge is for a duplicate of any additional card.



C6 Tag

Up to four toll and parking tags free of charge, based on the previous month's use of the credit feature.

Insurance

In 2023, we launched some products in partnership with leading insurance companies. With MetLife, we have developed a pilot-project for Individual Life Insurance. This solution, customized to protect our clients, was offered exclusively in C6 Carbon, our high-income segment (see page 36) in 2024. The product's differentials include financial support for several unforeseen life situations, in addition to access to the Health and Well-being Program, developed in conjunction with the Albert Einstein Hospital, a benchmark for excellence in healthcare.

With SulAmérica, we launched Travel Insurance, which expands our range of products for travelers, such as the C6 Global Account. The plans vary according to the client's needs and the desired destination (national or international), departing from Brazil. Available in our app, it allows you to choose from more than 20 coverages, including dental expenses, extended lodging, medical transfers, among other services.

Partnerships like these make it possible to develop and offer segmented products that stand out for their differentiation.

Thus, by joining forces with traditional companies in this sector, we complement our product portfolio, making C6 Bank increasingly able to meet the customer's every need for financial and protection solutions.

Investments

[GRI 2-6; 3-3]

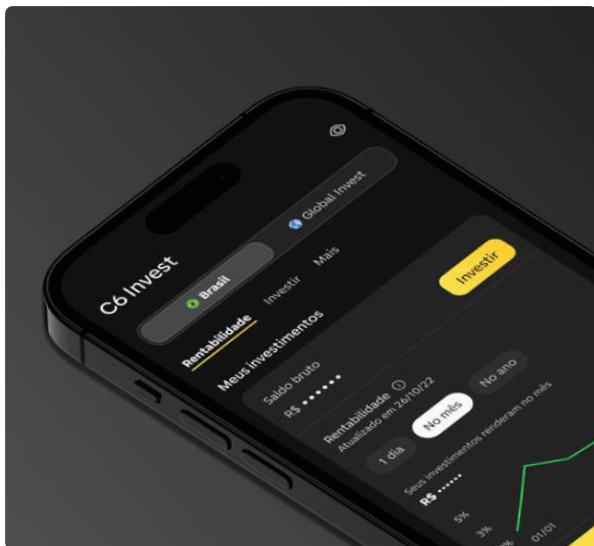
Diversified investment platform

Aimed at offering more alternatives to diversify investments both in Brazil and abroad, we have expanded the range of assets on offer at C6 Invest. Among the new features are fixed and variable (equity) income products, developed in partnership with JPMorgan, as well as Treasury Direct securities and Financial Bonds. Other options can also be accessed through C6 Global Invest, our foreign brokerage service, which reduced its minimum remittance amounts in 2023.

For those who invest in equities, we launched the Home Broker, thus simplifying the purchase and sale of assets such as shares, futures markets,



real estate investment funds (FII), Brazilian depositary receipts (BDRs) and index funds (ETFs). With a robust interface and uncomplicated, secure browsing, Home Broker also makes it easier to manage portfolios and monitor stock exchange share prices in real time.



C6 Invest

This is a comprehensive investment platform. Through this platform, our clients can diversify their investments with assets traded both in Brazil and abroad, including fixed and equity securities, and more than 600 investment fund options – including fixed income, equities, multimarket, foreign exchange – and pension funds. There are assets with immediate

liquidity or for longer periods, and it caters for investors with either conservative, moderate or aggressive profiles.

At C6 Invest, clients can connect to the “Portfolio recommendations” and C6 Global Invest features in the app. We have also launched products in partnership with JPMorgan, a partner of C6 Bank, alongside exclusive content developed jointly with the asset:



Brazil Dividends Portfolio

Shares from 25 Brazilian companies have been selected by the American bank asset, based on their expected return, among other criteria considered in the analysis.



20 funds with global strategies

Managed by JPMorgan Asset Management.



BDCs issued by JPMorgan

Post-fixed, with a return of 100% on the IDC and a one-year term

We also began offering three new fixed-income investment options:



Direct Treasury

With five types: Selic, Prefixed, IPCA+, Educa+ and Income +Retirement Extra. Within the Selic and IPCA+ categories, there are also bonds that pay interest every six months, acting as a kind of passive income for the investor. Treasury Direct investments are guaranteed by the National Treasury, making them the safest in the market.



Financial Bills

Issued by C6 Bank, with interest paid on maturity. We have created 12 FB options, with post-fixed, pre-fixed and IPCA-linked yields. Maturities range from two to five years, and the investment must be held until maturity.





BDC Monthly Income

For those clients who prefer the predictability of fixed income and the liquidity of monthly income. This investment takes advantage of the most attractive rates available on products with longer terms, and the yield is credited to the client's account every month.



C6 Global Invest

A brokerage service abroad that gives access to global assets of different types, accessible through our app.

Through this platform, individual clients can invest in foreign currency (dollars or euros) from Brazil in US stock exchanges (Nasdaq and NYSE) and fixed-income securities, as well as having access to more than 200 mutual fund and hedge fund options from international managers.

Bank clients with a C6 Global Invest balance can transfer the redeemed money directly to the C6 Global Account. By moving the assets between the investment account and the bank account, the client can make transfers, withdrawals from ATMs in the Cirrus network and from JPMorgan Chase, or payments with the Mastercard debit card linked to the account. All through the same app.

In 2023, we made international investments even more accessible. We reduced the minimum initial remittance for C6 Global Invest by 80%. We also expanded the alternatives for clients who want to diversify their portfolios with investments abroad:



New fixed-income alternatives

We include bonds, issued in the United States by governments or companies (Brazilian or foreign) and treasuries, US government debt securities. We also offer our direct-issue bonds, denominated in dollars, with daily redemption and post-fixed remuneration linked to the US interest rate. Unprecedented in the Brazilian banking market, these alternative yields fixed income plus exchange rate variation, since it is priced in dollars.



Fractional shares on the US market

To facilitate access to the US stock market, we now offer fractional purchases of shares issued by US companies.

Portfolio recommendations

This feature offers investment advisory services to our clients, providing them with assistance to diversify their investments in a user-friendly and personalized way. This way, clients can allocate resources to as many investment funds as they like, according to their risk appetite.

The alternatives on offer include:

Fund portfolios

There are four options for customized portfolios, made up of fixed-income, equity and multimarket funds. The weight of the assets in each option is designed so that they all adequately meet the varying risk profiles of the clients.

Equity portfolios

Diversification in both domestic and international equities, with the management experience of Carbon Asset and JPMorgan Asset Management.



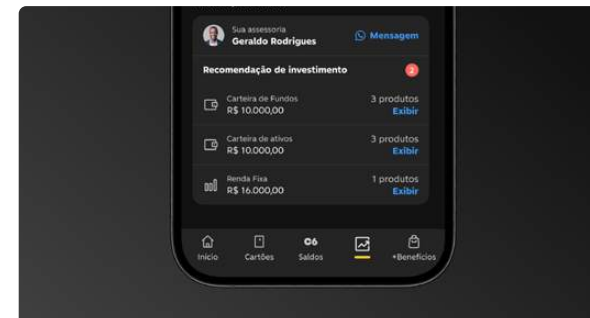
C6TechInvest

Global Assets

Brings together up to five local assets (precious metals, as well as fixed and equity income in Brazil) and international assets (fixed and equity income in the United States), according to risk levels.

CTA

Made up of stock indices, currencies, fixed income and commodities. As it is an aggressive portfolio with controlled volatility, this option was created as an additional strategy for those who hold other investments.



Recommended portfolios

Prepared by C6 Bank's experts searching for opportunities within the global macroeconomic scenario.

Focus on the risk profile

The investment advice we offer provides guidance on the characteristics and risks involved in each asset. Some of the alternatives available in our app are aimed at specific risk profiles: Level 1, for investors with a conservative profile; Level 2, for those with a moderate profile and Level 3, for aggressive investors who are less risk averse.

Products and services

CORPORATE CLIENTS

Get to know the bank for your business

[GRI 2-6; 3-3]



Receipt Solutions

- Pix (real-time payment)
- C6 Pay Credit/Debit Card Machine
- Payment Slip Collection
- Pix Collection
- Payment Link



Insurance

- C6 Life Insurance
- C6 Account Insurance
- C6 Tag Insurance



Corporate and Small Companies Account

- 100% digital account
- Unlimited Pix (real-time payment) for free
- C6 Global Account (dollar and euro)
- ATM withdrawals
- Carbon Extract
- Management of access, approvals and limits
- Web Banking



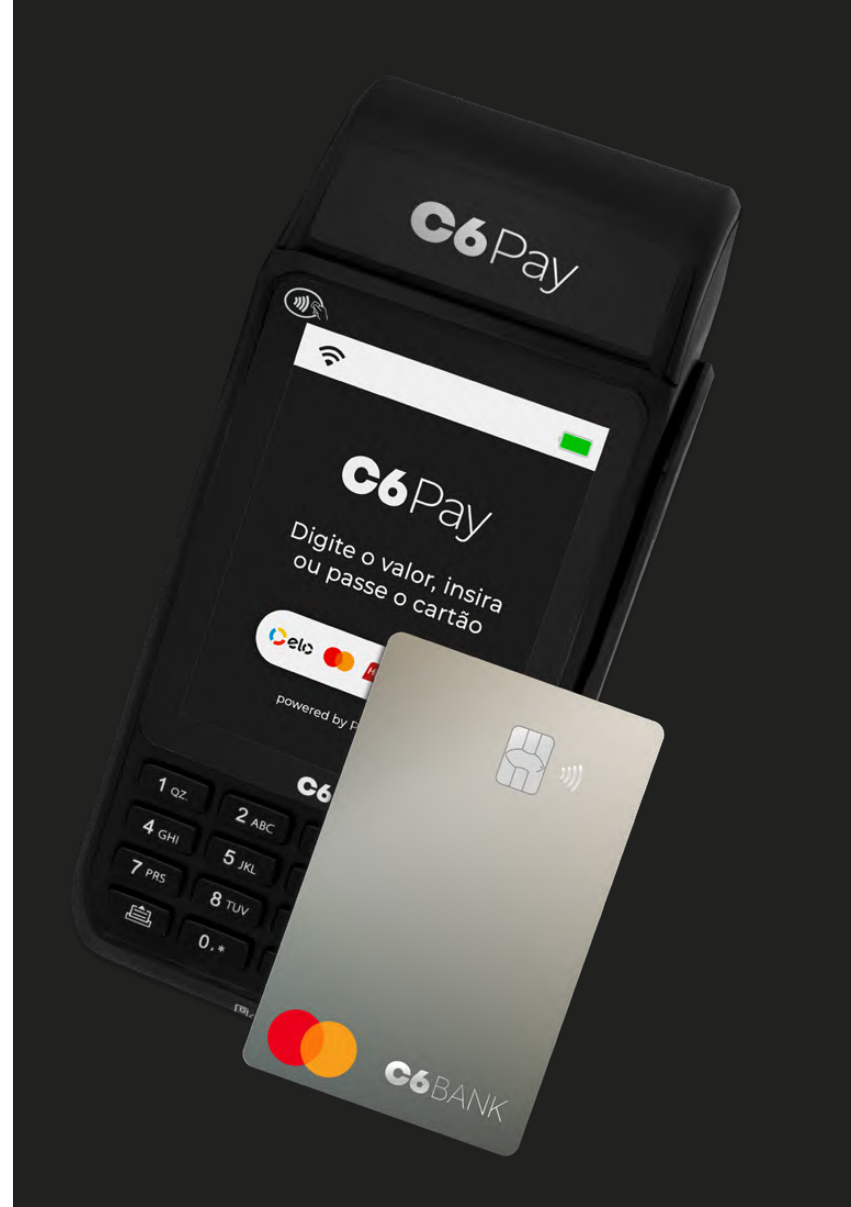
Credit and Card

- C6 Business card with no annual fee
- Working capital
- Revolving credit check
- Anticipation of receivables
- Credit secured by receivables and investments



Foreign Exchange

- FX (cash and futures)
- Derivatives
- Trade Finance
- Funding



A complete bank for corporate clients

In our app or web banking, companies – ranging from individual micro-entrepreneurs (MEI) to large companies, including small and medium-sized firms – have access to a complete platform with financial products and solutions to support them in their business. They also rely on a human team available to offer support whenever required.

C6 Corporate is a complete and economical solution for companies of all sizes. It offers a C6 Business credit card with no monthly fee, no charges for Pix (which, as well as being free, is unlimited), and TEDs (up to 100 transfers per month), 100 free monthly payment slips, and settlement on the same working day (D+0). If your billing is concentrated at C6 Bank, you can rent the C6 Pay machine for free.

Among the differentials we offer is the possibility of a guaranteed limit on the card of up to R\$ 100,000 for any client, through the CDB Credit Card, which converts each real invested into a similar amount on the card's credit.

To provide an even more personalized service to small and medium-sized companies, C6 Empresas has a structure of local and virtual managers, as well as Conexão C6, an exclusive program for offices accredited by C6 Bank and authorized to distribute our financial products and solutions.

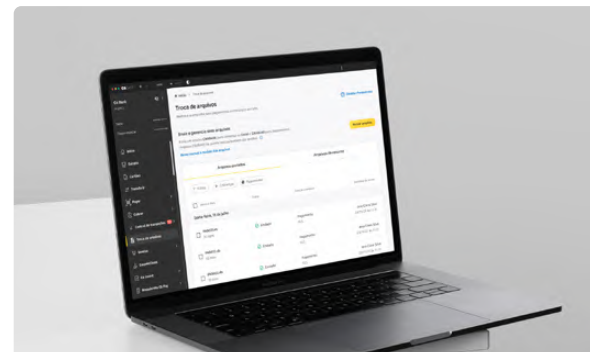
Through this in-person and digital service structure, our clients enjoy strategic support for their businesses, with a team dedicated to guiding them in the development and growth of their ventures.

We continue expanding our range of products and services for corporate clients, and by 2023 we also expect to make available the following:



Individual and corporate profiles accessed in the same app

We have streamlined the process of opening a corporate account. Clients can open this via the app, a change that simplifies and speeds up the registration process, since it uses data already provided by the client and only requires information on the company.



Payments and transfers in batches

Through the app or web banking, companies can make several payments of slips and taxes, as well as Pix and salaries, all at once, by sending just one file in an Excel format. Through web banking, clients can make up to 100 payments in Excel. In the app, up to 20. Scheduling in both channels can be done in the payments area. It is also possible to carry out these operations via a file from the National Banking Automation Center (CNAB), in the case of clients who use management systems or ERP (Enterprise Resource Planning).



C6 Global Corporate Account, in dollars and euros

Corporate clients can pay or receive in foreign currency online via the app, make transfers to financial institutions and holders abroad, as well as perform foreign exchange transactions 24 hours a day. We also offer scheduled exchange rates, which happens automatically when the exchange rate reaches the amount desired by the client. C6 Conta Global Empresas (C6 Global Corporate Account) is free of charge.



Multiple Access

This feature allows more than one person to access and operate C6 Corporate through the app or web banking. The person legally responsible for the account manages access – personalized and with different viewing and movement permissions – and who has control over the type of information and functionalities available to each user added. Each authorized person has an individual login and transactional password.



Payment Slip

C6 Empresas offers a solution that provides 100 payment slips free of charge every month, and settlement on the same working day (D+0). In addition to these features, we offer other ways for payment slips to be issued, including an individual slip for installment and recurring sales, or in batches by CNAB files, in the case of companies that use management systems or ERP (Enterprise Resource Planning).

Segmented services and solutions

[GRI 2-6; 3-3]

In addition to becoming a complete bank for our clients – with individuals and corporate clients– in 2023, we moved into market niches, which also enables us to offer services and solutions to those who are not C6 Bank account holders.





C6Auto

We have been in the car financing business for two years and, in 2023, we have already reached a portfolio of originated loans totaling R\$ 8 billion. At C6 Auto, we offer a simplified, efficient and unbureaucratic journey for clients seeking credit for car purchases, regardless of whether they have a C6 Bank account. Catering exclusively to individuals, we finance new and used vehicles for terms of up to 60 months on average, with competitive rates and fast approval.

Based on a strategy that prioritizes the choice of markets, client profiles and an optimized cost structure, we have created a competitive offer, with differentiated solutions and services. We have invested in technologies that enable us to build an efficient and secure operating platform: 97% of the steps in the credit process are automated, reflected in our agility, with 93% of proposals approved within 10 minutes.

To make the access and approval process for vehicle purchase proposals even easier, we have included a financing simulator in our app in 2023, under the “C6 Auto Financing” icon. Available to account holders, this tool allows pre-approved customers to calculate the financing amount by entering information on the brand, model and value of the vehicle of interest. Based on the total price and the profile of the interested party, the simulator calculates the payment terms and recommends the minimum down payment and installment options. If you agree, simply send the proposal via the app. C6 Auto’s team of specialists will then contact the client to finalize the contract and will be able to assist in the search for the vehicle in the bank’s partner network, if the car to be purchased has not yet been chosen.

We have expanded our physical distribution structure, alongside digital access to credit. In 2023, we have reached the North, Northeast and Midwest regions, through dealerships and retailers, in addition to the states of São Paulo, Minas Gerais and Espírito Santo, as well as the southern states of Brazil, where we already operate. We have also formed partnerships with banking correspondents, professionals who act as a link between C6 Bank and the end client, together with Carbon Partners (see page 36), who can offer differentiated solutions to our high-income clients, thus acting as intermediaries for C6 Auto. This physical reach, which continues to expand, is a reflection of the connection between high technology and close relationships.

Differential features

- > 93% of proposals approved within 10 minutes.
- > Agile and secure operations, with a transparent relationship with our clients.
- > 100% paperless format.

- > Use of biometrics in the credit approval process, increasing customer security.
- > Clear experience in contracting credit life insurance, under a specific contract, so there is no tied selling of products.
- > The only bank to provide the customer with a summary of the contract conditions.
- > The transaction is formalized exclusively by the client, directly on their cell phone.
- > Payment via PIX (real-time transactions), making it possible to purchase the vehicle even on weekends and public holidays



With more than 2.5 million active clients and R\$ 12 billion in payroll loans in 2023 alone, in its third year of operation, C6 Consig has established itself as one of the main players in the market, offering payroll-deductible loans to retirees, INSS pensioners and federal civil servants.

Becoming a leader in the segment was possible because of the business model we have adopted, based on a simplified, fast and secure sales process. The credit is released in 30 seconds, after the customer has formalized the proposal. This swiftness is made possible by our continuous investment in technology and enhanced routines.

This contracting methodology was revisited in 2023, and fraud prevention processes were improved. We also sought to provide customers with even greater transparency and clarity on the terms of our contracts. We have improved this flow and, among the measures adopted, we have inserted an tutorial video on the product, so that the interested party can reflect on their real need to take out the loan. Customers also receive information about their contract on their cell phone, with details of the amounts and conditions via messaging services, and they have all C6 Bank's channels at their Wdisposal for the duration of the contract.

When launched, we had partnerships with more than 70,000 credit agents throughout the country. We also improved the interface processes with these intermediaries throughout 2023, adding new layers of security in the access to our system, which uses

internet banking technologies in the registration and re-registration stages, requiring biometrics from agents in these processes, among other updates. The application of state-of-the-art technologies in our operations has effectively contributed to gains in operational efficiency and, consequently, to speeding up and simplifying customer service.

Differential features

- > Release of credit in 30 seconds.
- > Explanatory video on the product during the contracting process.
- > Details of contract amounts and conditions via mobile phone.
- > +70,000 credit agents as partners in contract origination.
- > Use of biometrics in the registration checking and re-registration stages of correspondent banking.



ESG as a business strategy

48 — 89

→ Governança ESG

→ Parcerias institucionais

→ ESG aplicado aos negócios

→ Social

→ Meio Ambiente

ESG as a business strategy

Social, environmental and climate responsibility issues are part of our current world, operations and business strategy.

Given the importance of this issue for us, we have further strengthened the internal structure dedicated to its management. We have brought together issues related to these topics in the ESG (Environmental, Social and Corporate Governance) department, including, in 2023, diversity, equity and inclusion, which were previously dealt with by the People and Management department. We have also given this department greater weight in governance activities, with the expansion and review of processes dedicated to human rights due diligence, based on determinations by regulatory bodies.

Furthermore, we seek to influence and raise awareness among the stakeholders with whom we interact. With clients, for example, we establish social, environmental and climate criteria when granting credit.

Clients can also be mobilized through products and services. We develop products to connect them to efforts to preserve the environment and that have a positive impact on society. Carbon Extract, for example, allows our clients to access, through the app, a calculation of the greenhouse gases (GHG) they emit, and alternatives for reducing or offsetting them, should they wish to do so. The Rainbow Card, on the other hand, symbolizes the initiatives we have built to foster respect and diversity for the entire LGBTI+ community.

ESG governance

[GRI 2-29; 3-3]

We conduct ESG (environmental, social and corporate governance) efforts in such a way that they cut across all our operations.

This approach is supported by a solid Governance structure, with specific policies, manuals and processes, as well as decision-making forums, all established in line with the rules and regulations that apply to our sector, and following the best market practices.

To further strengthen this governance structure, in 2023 we assigned new functions to the ESG Board. In the Processes and Controls Subcommittee, the board has been given the status of an advisor, identifying and indicating the risks involved in ESG, without losing sight of the opportunities to generate a positive impact from our products and services. In the Social, Environmental and Climate Subcommittee, the area took over the management of activities, a role previously performed by Compliance. It also joined the Social, Environmental and Climate Risk team in its efforts to coordinate the implementation of the guidelines for the Social, Environmental and Climate Responsibility Policy (PRSAC), as well as any updates to its content.

ESG Governance Structure



Social, Environmental and Climate Responsibility Policy (PR SAC)

This document reinforces the directives that guide our business conduct, which includes, among other things, an ethical and transparent attitude in our relationships, and our commitment to sustainable development.

We are committed to making a positive contribution to the transition to a low-carbon economy, in addition to mitigating the impacts posed by climate change. Respect for human rights, in turn, is a principle that is translated into actions that drive everything, from the way we approach issues of diversity, equity and inclusion, to the way we contemplate accessibility in our products and services.

We also seek to engage the value chain in this direction, including criteria related to social and environmental compliance and the safeguarding of human rights when granting credit, analyzing risk and partnerships with suppliers, which includes, among other issues, the use of child, forced or slave-like labor.

This policy, which is aligned with the bank's values and mission, as well as other internal regulations, must be observed by all employees and serve as a reference for strategies and the implementation of initiatives in the different corporate areas. The Board of Directors is responsible for approving the document and updating it.

[GRI 2-23]

Report on Social, Environmental and Climate Risks and Opportunities

With the aim of improving governance and transparency mechanisms, focused on the proper management of social, environmental and climate risks by the National Financial System, Brazil's Central Bank has established guidelines for the Governance of Social, Environmental and Climate Risk Management, which is mandatory for financial institutions (GRSAC Report)

Social, Environmental and Climate Risk Manual

This describes the operational procedures involved in risk management in these three areas, in compliance with PRSAC and the regulations applicable to our operations. It thus directs the prioritization of actions and provides guidance on procedures to be observed throughout the organization, aimed at mitigating the possibility of critical events related to such issues.

Social, Environmental and Climate Subcommittee

The body that connects ESG issues with the business areas. In a participative and collaborative approach, it aims to disseminate the inclusion of these issues into our business and operations, in accordance with the PRSAC guidelines and the relevant standards for the financial sector. Within this context, the subcommittee is responsible for incorporating this theme into our strategies and deliveries, and for monitoring the initiatives developed and their results, through indicators and management reports. Reporting to the Board of Directors, the committee is made up of representatives from the Compliance, Audit, Credit, Controls, People and Management, Risk Management areas, plus a representative from the Executive Committee, in addition to a member of the ESG Board, who leads it.

Processes and Controls Subcommittee

A forum that monitors the launch or update of products, services or app features. This multidisciplinary committee assesses all initiatives from different perspectives, always mapping out opportunities, synergy gains, risks and vulnerabilities. One of these perspectives is ESG-related. In these discussions, the impacts that a given initiative may have on people and the environment are considered, as well as whether it is consistent with our directives and values related to these issues, among other aspects.



Institutional partnerships

[GRI 2-28; 2-29]

Promoting global sustainable development, as well as advances in social, environmental and climate issues, requires joint efforts. To this end, we have joined forums and bodies that are benchmarks for best practices in these areas, both in Brazil and abroad. Through these forums, we can contribute with concrete actions to foster a positive impact on society and the environment.

In 2023, for example, we announced our commitments to combat climate change as part of the **Net Zero Ambition Movement**, which we have joined. This initiative brings together the private sector in efforts to jointly reduce 2 gigatons of CO₂ by 2030. To engage companies, it also offers training and advisory services.

The “Net Zero Ambition Movement” (Movimento Ambição Net Zero) is promoted by the United Nations (UN), within the framework of the Global Compact, and it is the main international effort in

favor of corporate sustainability, to which we are also a signatory. Aimed at engaging companies to adopt socially and environmentally responsible conduct and policies, the Global Compact upholds the UN's ten universal principles, divided into the topics of human rights, labor, the environment and anti-corruption.

Another initiative we are members of is the **Working Group on Human Rights applied to the Financial Market**, also led by the Global Compact. In this WG, several institutions in the sector delve into the analysis of human rights issues, encouraging financial institutions to consider risks from this perspective in their operations and investments, as well as to identify, prevent, mitigate and account for adverse impacts in the social, labor and environmental spheres.

In addition to these UN-linked initiatives, we have joined local efforts, such as that led by the Ethos Institute, which seeks to partner with companies to build a sustainable and fair society. We were the first bank without physical branches to join Ethos.

We also institutionally support and are signatories to the **Forum on Companies and LGBTI+ Rights**, which seeks to combat prejudice and the harmful effects it

has on society and business, engaging companies to adopt good management practices.

Regarding the racial facet, we continue to work towards promoting ethnic-racial belonging, and a more diverse and inclusive corporate environment. On this journey, we have the “Yes to Racial Equality” Seal, awarded by ID-BR (Brazilian Identities Institute – Instituto Identidades do Brasil) to companies committed to this issue.

We also participate in industry associations. We are members of the Brazilian Federation of Banks (Febraban), the Brazilian Association of Financial and Capital Market Entities (Anbima), the Brazilian Banking Association (ABBC), in addition to the Brazilian Association of Credit Card and Services Companies (ABECS).

ESG applied to business

IGRI 2-29; 3-31

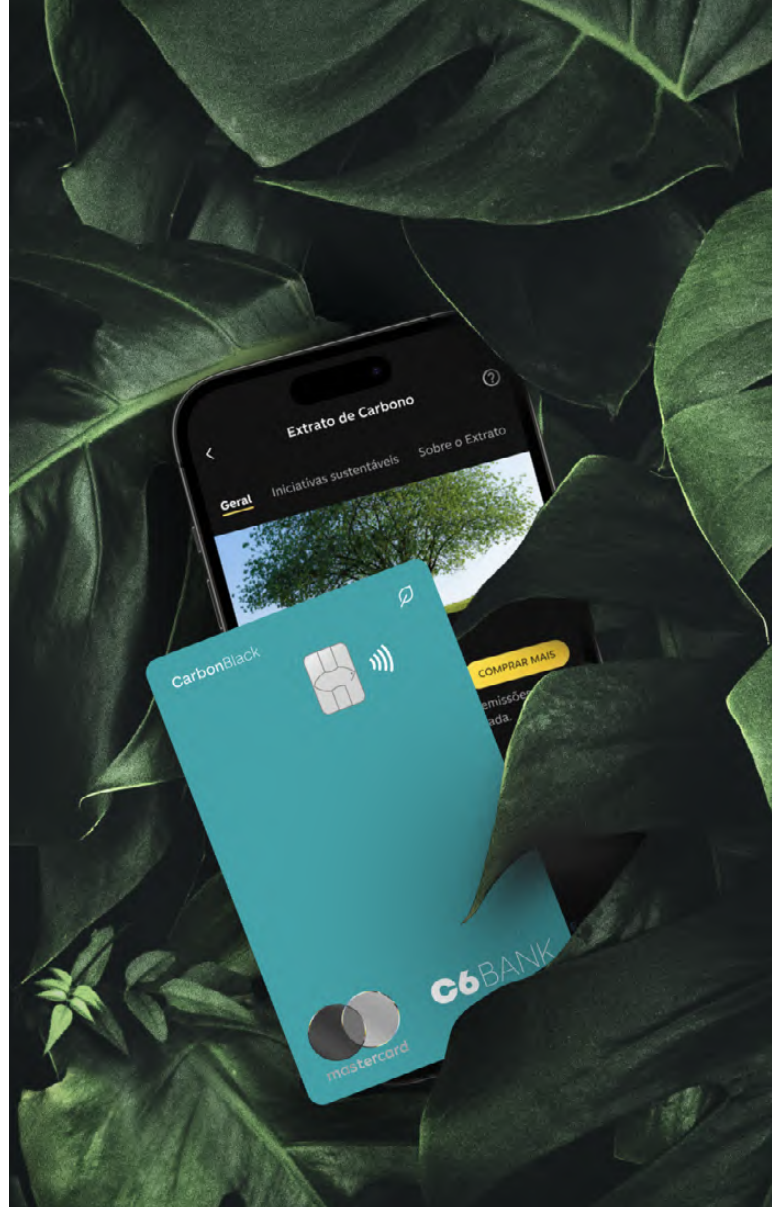
One of the advantages of integrating ESG into our activities is that it is already part of our products, services and processes. Social, Environmental and Climate Responsibility, as well as Corporate Governance, permeate all our activities and are incorporated into our offers to clients, moving them in the same direction.

One of the initiatives we have adopted to connect these themes to our business is the ESG Agents program. Through this program, employees become internal multipliers of good practices and are encouraged to develop projects that address social, environmental and climate issues. We completed the first class of ESG Agents in 2023, with a participation of more than 130 employees. From the proposals submitted, two stood out: Sustainable Brochure, which included ambassadors from the logistics area, and Conscious Expurgation, coordinated by employees from the technology area ([see page 84](#)).

Based on this across-the-board approach to business, clients can find investment options linked to the ESG concept in our app, as well as products and services aimed at mitigating the impact on the environment, such as the Carbon Extract, or contributing to social and environmental causes via donations, among others.

In 2023, for example, we reinforced the guidelines for implementing accessibility features in the app, following the Web Content Accessibility Guidelines (WCAG) and the Accessibility Standards of the Brazilian Association of Technical Standards (ABNT), as well as considering good design and development practices for IOS and Android, considering the Human Interface Guidelines and Accessibility & Material Design, respectively.

We also consider these issues in our processes, from granting credit to relationships with suppliers and the value chain, including specific analyses in customer onboarding, among other practices.



Products

[GRI 2-29; 3-3]

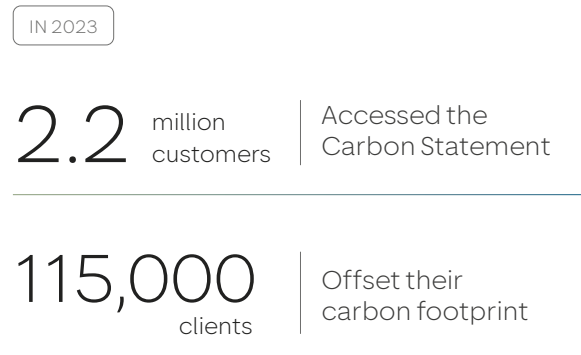
Carbon Statement

In 2023, we launched the Carbon Statement, an unprecedented tool available in our app, which estimates the amount of greenhouse gases (GHG) that our clients emit. Based on this information, they are made aware of the environmental impact of their activities, and that it is possible to reduce these emissions and offset them if they wish.

The Carbon Statement follows the logic of a current account statement. It calculates each client's carbon footprint based on daily transactions recorded in the app, such as debit and credit card use and transfers, including PIX. The customer does not even need to enter any data to find out how much these routines and habits impact the environment, as they are processed automatically by the Statement. If the client wants to reduce or neutralize emissions, it is possible to purchase carbon credits via the app, using cash or C6 Atoms points, an operation that does not generate any profit for C6 Bank.

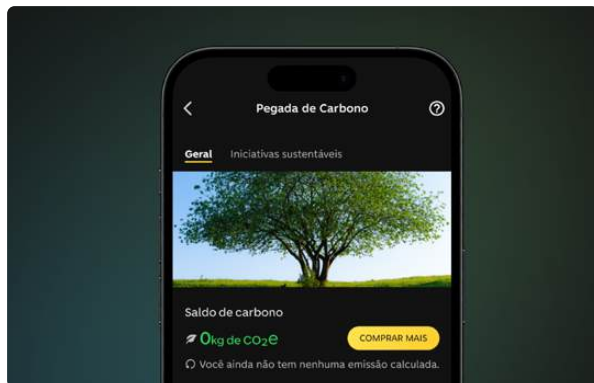
This solution is available free of charge to individuals and companies. Smaller companies can use it to minimize the impact of their activities in a simple and fluid way. The technology behind Carbon Statement allows carbon credits to be split up, starting with the equivalent of 1 kg of carbon dioxide, which simplifies access to the product.

Throughout 2023, more than 2.2 million customers accessed the Carbon Statement in the app, and 80% of them did so more than once. Emissions were offset by 115,000 clients, which resulted in 3,500 tons of carbon offset, equivalent to 40,000 mature native trees preserved for 20 years.



The Carbon Statement is the result of multidisciplinary work. Several teams at the bank worked to integrate Thought Machine's core banking solution into our app. We also entered partnerships with the startup Deep ESG, which provided the technology for calculating the carbon footprint, and with the Ambipar Group, through Ambify and Biofíllica, which provided the solution for selling carbon credits directly through the app.

The carbon credits come from the REDD+ Manoa Project, which contributes to keeping the forest standing in the Amazon and has a seal granted by Verra, the most recognized international carbon certifier. These credits from REDD+ Manoa – voted the second-best carbon credit project in the world (Runner-Up) by Environmental Finance in 2023 – are also used to offset emissions from C6 Bank's operations.



Case of Success in Corporate Decarbonization

Carbon Statement is one of the highlights of “Cases of Success in Corporate Decarbonization of the Net Zero Ambition Movement”, a publication that brings together the actions recognized by the 1st Climate Guardians Award. The main objective of the recognition – awarded to 18 cases out of 81 entries – was to present and showcase companies that are committed to the Net Zero Ambition Movement and how they are dedicating efforts that materialize in projects geared towards mitigating climate change, with a special focus on decarbonization. You can access the publication here:

go.pactglobal.org.br/casesambicaonetero

Cashback on Carbon Credits

Large companies can also find solutions at C6 Bank to engage with the environmental cause. We offer cashback in carbon credits on foreign exchange transactions, which can be used exclusively to neutralize the company's own emissions or those of companies in the group to which it belongs.

Cashback is granted from US\$ 25 million in accumulated foreign exchange transactions made in a given period, ranging from 50 to 350 carbon credits, depending on the volume. When transactions total US\$ 25 million, for example, the cashback will be 50 credits, which is equivalent to 50 tons of CO₂e (carbon dioxide equivalent).

We developed this campaign in 2023, and it ran from January to March 2024. The carbon credits generated are from the Manoa REDD+ Project, the same used in the Carbon Statement.

ESG investment funds

We have included new ESG funds in C6 Invest, which adhere to investment strategies that adopt good environmental, social and corporate governance practices. Thus, on our investment platform, clients can find fixed and equity income alternatives, aimed at different risk profiles, and with investments ranging from R\$ 100 – as in the case of Vox Desenvolvimento Sustentável, the first fixed-income fund with an impact in Brazil – to R\$ 20,000. Clients simply select ‘ESG Funds’ in our C6 Invest app to access them. The client can find eight products, selected and classified in accordance with the criteria of the Brazilian Association

of Financial and Capital Market Entities (Anbima). As with other funds, the amount invested is the responsibility of managers who specialize in allocating resources to different assets, in compliance with the fund's investment policy.

Cards



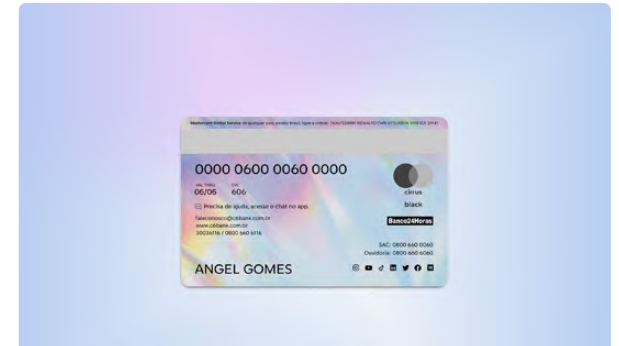
Rainbow

Printed with the colors of the rainbow, the card – the fourth most popular in 2023 – symbolizes the initiatives we have built to foster respect and diversity for the entire LGBTQIAP+ community. Rainbow is available to both individual and corporate clients.



Acqua

Brazil's first biodegradable card, made from a material developed from corn starch, which decomposes in composting conditions, from six months to two years. Unlike plastic, which takes 400 years to decompose, it therefore minimizes the negative impact its disposal has on the environment.



Using a social name

Our customers can choose the name by which they wish to be identified. We are the first bank to allow the use of so-called social names on the cards we issue and in our app. Because it involves banking transactions, the change is made by sending a legally valid document to ensure security and prevent fraud, a process that follows regulatory guidelines.

Donations via app

[GRI 203-2]

Clients who identify with our social and environmental causes can join in the efforts we endeavor to support. To bridge the gap between them and the various initiatives that have a positive impact both on society and the environment, we offer the resource donation feature, an experience that was improved in 2023 with the inclusion of the tool in our app.

Now a more fluid experience, clients can access the product in the menu, via the “Donations” button, and make payments in a simplified way. Next, they can simply choose the cause and/or organization, and make the transaction for the desired amount using the debit function, or by directing C6 Átomos points. Thus, with no intermediation – since the whole process is carried out by C6 Bank teams and structures – we make sure that 100% of the amount donated in cash (in Reais), or the equivalent in points made available, reaches the institution.

We have also expanded the number of NGOs that can benefit from our clients' collaboration, including Associação Vaga Lume and Onçafari, which are

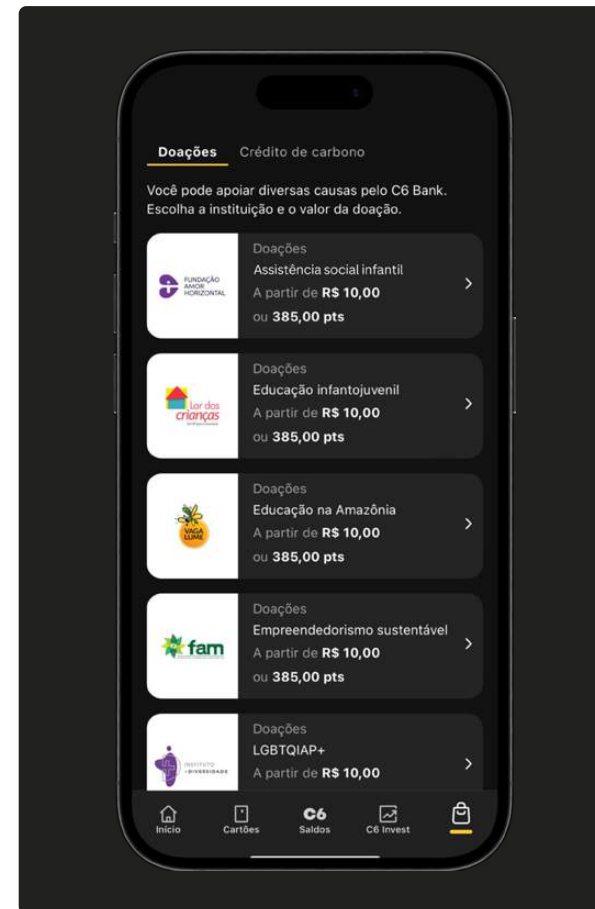
dedicated to the causes of education in the Amazon and conservation of biodiversity, respectively.

These initiatives, in addition to the six we already support, were selected after a due diligence process all NGOs undergo.

This way, we connect clients to institutions dedicated to LGBTQIAP+ issues, access to healthcare, sustainable entrepreneurship, children's education and professional training for teenagers and young people in vulnerable situations, as well as environmental protection. In 2023, donations made by the app resulted in more than R\$ 128,000 being passed on.

IN 2023

+R\$ 128K
Donations made by the app





Amor Horizontal Foundation

Cause: Children's social assistance

The “Amor Horizontal” Foundation is an institution that promotes essential care for children and families facing social vulnerability. In 2023, the funds donated by C6 Bank clients made it possible to carry out campaigns such as Winter, Children's Day and Christmas.

Find out more about the organization: amorhorizontal.org/



Almerinda Malaquias Foundation

Cause: Sustainable entrepreneurship

The “Almerinda Malaquias” Foundation is an institution that promotes sustainable entrepreneurship and environmental education projects. In 2023, the funds donated by C6 Bank clients contributed to the maintenance and cleaning of infrastructure to receive the project beneficiaries, as well as the purchase of materials for use in the classroom with the project beneficiaries.

Find out more about the organization: fundacaoalmerindamalaquias.org/



Home for Children

Cause: Education for children and adolescents

CIP “Home for Children” (Lar das Crianças) is a non-profit institution that offers support during the school day to children and young people facing economic and social vulnerability, from the age of 4 until they are old enough to work. In 2023, the funds donated by C6 Bank's clients contributed mainly to providing meals for the beneficiaries of the projects, and scholarships to encourage young people to attend technical high school and higher education.

Find out more about the organization: lardascrianças.org.br/



Vaga Lume

Cause: Education for children and adolescents

“Vaga Lume” is a social organization that promotes access to reading for children. In 2023, the funds donated by C6 Bank clients contributed to expanding projects to set up and maintain community libraries for children living in rural communities in Brazil's Legal Amazon.

Find out more about the organization: vagalume.org.br/

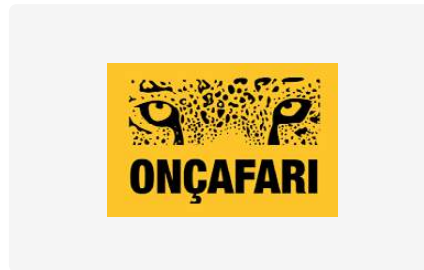


More Diversity Institute

Cause: LGBTQIA+

The “More Diversity” (Mais Diversidade) Institute establishes multi-sector partnerships aimed at expanding the supply of decent work, as well as income-generating and care opportunities for the LGBTQIA+ population. In 2023, the funds donated by C6 Bank clients contributed to strengthening the organization's institutional initiatives, hiring and training the teams that promote their efforts for the community.

Find out more about the organization:
institutomaisdiversidade.com.br/



Onçafari

Cause: Environmental conservation

“Onçafari” is an institution with the mission of conserving Brazilian biodiversity by protecting large natural areas and supporting the socio-economic development of local communities. In 2023, the funds donated by C6 Bank clients contributed to maintaining employee routines in projects focused on the conservation of biodiversity.

Find out more about the organization:
oncafari.org/



SAS Brasil

Cause: Healthcare

“SAS Brasil” is an institution that develops and implements solutions for access to specialized healthcare, providing access to physicians and specialists for people living in vulnerable situations far from large urban centers. In 2023, the funds donated by C6 Bank clients contributed to a health initiative focused on dermatology and psychology in the interior of São Paulo state.

Find out more about the organization:
sasbrasil.org.br/



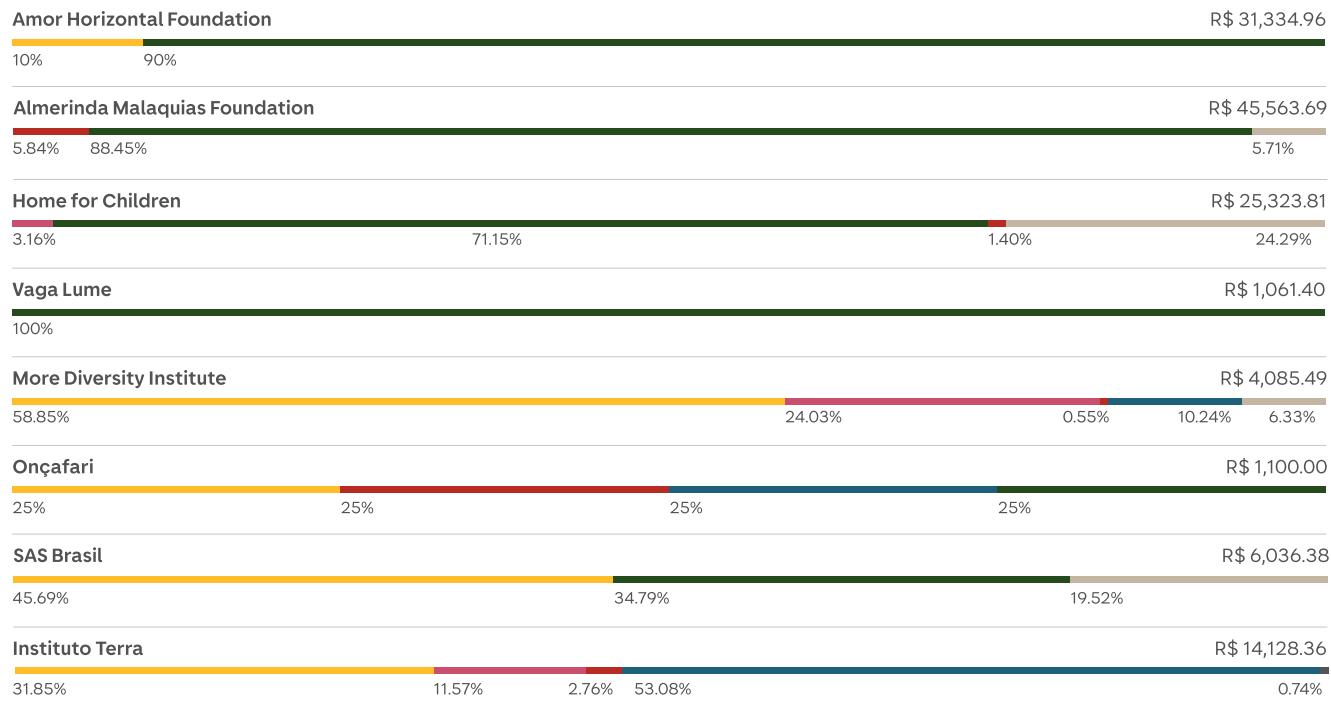
Instituto Terra

Cause: Environmental preservation

“Instituto Terra” is an institution that promotes ecosystem restoration, environmental education and sustainable rural development, especially in the Atlantic Forest biome. In 2023, the funds donated by C6 Bank clients contributed to the maintenance and upkeep of the organization's facilities and investment in technology, along with the expansion of fundraising activities.

Find out more about the organization:
institutoterra.org/

Relatório de doações



- **Human Resources**
(Payroll and the like)
- **Infrastructure**
(Renovation of headquarters/projects)
- **Office supplies**
(Support items for work)
- **Fundraising and marketing**
(Campaigns, events, etc.)
- **Projects**
(Investment in NGO projects, such as transportation and food for beneficiaries)
- **Teaching materials**
(Material to support teaching activities)
- **Other**

Observation:
The amount donated to the Almerinda Malaquias Foundation in 2023 also includes donations made to implement the End-of-Year Campaign.

Processes

[GRI 2-29; 3-3; 201-2]

Issues related to the ESG agenda are addressed in various internal processes, such as credit granting, supplier relations and risk management. The routines and measures adopted follow the guidelines established in the Social, Environmental and Climate Responsibility Policy (PR SAC), the Social, Environmental and Climate Risks and Opportunities Report (GR SAC), and the procedures described in the Social, Environmental and Climate Risk Manual.

Granting of credit and financing

In our analyses, as well as when granting loans and financing, we take into account social, environmental and climate criteria. In 2023, we carried out a study on how the companies we serve are exposed to social, environmental and climate risks, in the sectoral context in which they operate, and we mapped out the risks related to the nature of their production activities. This material complies with a regulatory requirement from Brazil's Central Bank, which requires information and classifications

of the risk exposures in these three spheres of clients that made up the loan portfolio at the end of 2023. This material has been incorporated as part of the methodology we use to assess risks on these fronts. [GRI 408-1; 409-1]

We have adopted some criteria, such as requiring borrowers in the wholesale segment to present documents proving the social and environmental regularity of their businesses, when applicable. For real estate pledged as collateral, if any socio-environmental issues arise at the asset valuation stage, an in-depth analysis is carried out to verify that there are no records of areas embargoed for deforestation, overlaps with indigenous lands, previous slave (quilombolas) and traditional communities, illegal burn-offs, as well as other information, such as the presence of contaminants in the soil and groundwater.

In keeping with our commitments to defend human rights, we do not take credit risks with legal entities that use slave or degrading labor. In addition to checking at the time of onboarding, on a monthly basis, we verify whether clients who have established a relationship with the bank, have been included on the Blocklist of Slave Labor, published periodically by the Ministry of Labor and Employment. [GRI 409-1]

From the point of view of vulnerability management, another factor analyzed when granting credit is the over-indebtedness of our clients. To verify whether the client's ability to pay is already compromised, our credit policy consults the client's total credit exposure in the credit information system (SCR).

To assess payment capacity for the credit limit requested, a calculation of presumed income is carried out and credit maintenance is assessed, with limits set for those who may be over-indebted to other institutions. We also offer preventive loans, with more favorable lines, to protect customers from compromising their ability to pay. [FN-CB-410a.2]

Registration of Suppliers

We also consider aspects of social and environmental compliance when supplier register with us. We do not condone any type of child, forced or slave labor, which is required of all our partners. Within this social sphere, we also check whether third parties respect the rights of indigenous peoples, and whether their activities recognize cultural heritage or are related to gambling, pornography, prostitution or sexual exploitation, or are criminal, especially those linked to drug trafficking, terrorism or organized crime, among other aspects. Based on these routine checks, no cases of violations of the rights of Indigenous peoples have been identified in 2023. [GRI 411-1]

Concerning the environmental analysis, we confirm whether the third party has been prosecuted for environmental crimes, or whether its activities are related to deforestation or the destruction of vital habitats, for example. In both the social and environmental spheres, we check whether the partner is mentioned in negative media, and whether the item produced or marketed is in compliance with Brazilian legislation or international covenants and agreements that the country maintains.

There are restrictions on companies that produce or sell weapons and ammunition, jewelry, minting coins and cryptocurrencies. By 2023, a total of 100% of new suppliers had undergone social and environmental analysis at the time of contracting. [GRI 308-2; 414-2]

Based on the social and environmental analysis of suppliers carried out during onboarding, business partners receive a risk rating which influences the frequency that third parties are assessed again. Suppliers identified as “high risk” undergo a new due diligence after two years, and those in the low and medium risk categories are submitted to this process every five years. As a result, some 856 suppliers took part in this periodic socio-environmental reassessment in 2023. No cases of significant negative environmental impacts have been identified. [GRI 308-2; 414-2]

Social, Environmental and Climate Risk Management

In 2023, we created an area dedicated to Social, Environmental and Climate Risk Management

(SAC), whose work underlies all our activities: from the development of products and services to our operations and business models ([further information on page 52](#)). The area assesses RSAC risks at the start of the relationships described above (with customers and suppliers) and ensures that our activities, on the social and environmental responsibility and climate fronts, are in compliance with legislation and regulatory policies.

Our Risk Appetite Statement (RAS) ensures the transparency of the limits established in this area, also addressing the social, environmental and climate spheres. This performance is monitored and controlled by the Risk Management and Capital Management area, through reports, and is reported to the Social, Environmental and Climate Subcommittee and the Risk Committee, as well as to the Board of Directors. As for the criteria monitored, the Risks area monitors the percentage of women in leadership positions in the C6 conglomerate. In the climate sphere, the number of new vehicles (up to five years old) in our financing portfolio is monitored. Furthermore, the balance of the loan portfolio with companies classified as high socio-environmental and climate risk is checked. [GRI 3-3]



Social

[GRI 3-3]

We seek to positively impact society through a strategy that connects our business to Financial Education, Community Relations and Diversity, Equity and Inclusion (DEI). We also follow the Human Rights agenda, which underpins C6 Bank's governance and management processes.

Financial Education, one of the aspects we prioritize in this context, is part of our corporate culture, represented in the bank's manifesto and disseminated through content on our social networks, in addition to personalized projects that help more people maintain a healthy relationship with money.

Relationships with Communities, in turn, are materialized in the connections we establish with social organizations and projects that act directly to support vulnerable populations, through volunteer efforts and solidarity campaigns carried out on a regular basis.

We also have a donation feature in our app, which bridges the gap between clients and social organizations working toward different causes ([see page 56](#)).

In relation to Diversity, Equality and Inclusion (DEI), we have made headway in the continuous improvement of practices aimed at fostering diverse and inclusive work environments, with a focus on increasing the representation of minority groups and monitoring indicators using dashboards updated in real time. We also seek to go beyond our sphere of work, supporting projects that have a direct impact on people's lives. As part of our social strategy, we are also involved in governance processes connected to the practice of human rights and vulnerability management, be that in credit analysis processes, service channels, or the design and updating of new products, ensuring that our operations are developed in a way that adheres to the best social responsibility practices ([see page 60](#)).

We strive to ensure that all these facets cut across the business, fostering actions aimed at engaging our stakeholders – including CSixers and clients, among others – in our efforts on behalf of people.

Financial Education

[GRI 2-29; 3-3; 203-2; 413-1]

Our financial education initiatives have an impact on the internal public, as well as on clients and even non-account holders. We carry out actions aimed at facilitating people's access to information on finance in a user-friendly way, through lectures and individual meetings, and by disseminating content on this subject in various formats. In some of these initiatives, we have the voluntary support of CSixers. Due to the sensitivity of the subject, employees who want to volunteer can undergo specific training.

An example of this approach, which combines the positive impact of communities with internal engagement, is Financial Expeditions. In 2023, the second consecutive year of this initiative, we reached the municipalities of Manaus and Presidente Figueiredo in the state of Amazonas.

In Expeditions, we seek to connect the local population to the financial education agenda, helping to make people's relationship with money easier and healthier.

The information provided on our social networks and website also contributes to the learning, organization and financial planning of many Brazilians. In 2023, we worked on developing a series of videos, articles and posts with informative content.

Some of these materials were directed to the page aimed at supporting clients who took part in the "Untangle Brazil" (Desenrola Brasil) Program, created by the Federal Government to help restore credit conditions. During the year, we also promoted initiatives aimed exclusively at the bank's clients, such as "She Talks", an event aimed at women, to discuss asset management and investment practices.





Financial Expedition

In the 2023 edition, we have broadened the audience. We continue to bring financial education to local communities, but we have opened up participation, previously focused on individuals, to small entrepreneurs working in different sectors.

At the same time as Financial Expeditions impact the external public, they also engage CSixers in volunteer work. This is because, when we arrive in a city with Expeditions, we take a group of professionals to assist people, either through free lectures or workshops – to explain basic financial concepts – or in financial workshops. In these one-to-one sessions, led by the CSixers, people are given advice on how to better manage their savings. Small entrepreneurs, in turn, are given information on business organization and financial planning.

CSixers receive specific training before they can act as volunteers in Financial Expeditions, or in any other financial education efforts we develop.

This includes introductory training on financial education, and training aimed at working on communication skills, expressiveness and didactics, among others.

Since 2022, Financial Expeditions have covered the cities of Santo Amaro (MA), Cruz (CE), Acaraú (CE) and Novo Airão (AM), as well as Manaus (AM) and Presidente Figueiredo (AM), impacting more than 500 people.

Social Media and Blog

Another way we disseminate financial education is through social media. We use C6 Bank's profiles in these environments to publish content that addresses issues such as financial planning, investments, organizing personal finances, among others. In 2023, we produced 148 pieces of content, which generated more than 1.5 million impressions. [FN-CB-240a.4]

C6 Bank's website was also updated with content prepared for the same purpose. We published articles with information and tools that can help raise financial awareness among many Brazilians.

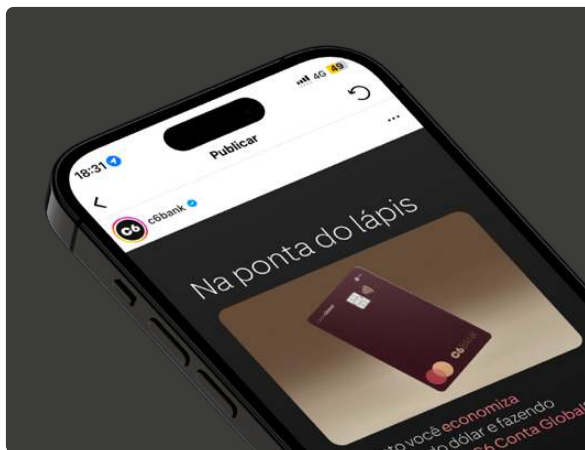
One of the most noteworthy articles we published was to support clients who took part in the "Untangle Brazil" (Desenrola Brasil) Program. We produced a specific page to support them in the renegotiation process, which also included information and tips on the organization of personal finances and debt renegotiation.

In 2023, we generated:

148 pieces of content

1.5 million

impressions on social networks



She Talks

We launched an unprecedented initiative, aimed at women investors who are clients of C6 Bank. In a workshop led by an investment specialist, we welcomed around 30 clients to our headquarters. The workshop covered wealth management, the economic scenario, and investment recommendations.

People impacted in 2023

[FN-CB-240a.4]

1,173

in workshops and lectures

177

in the Financial Expedition

90

in financial consulting



Manifesto

[GRI 3-3]

Here at C6 Bank, we are committed to contributing to access to information on financial education.

The initiatives presented above are a reflection of our commitment to transforming people's financial lives, as expressed in our manifesto:

“

What is the value of money? What does it mean to you?

We understand that money is important in people's lives, and it's time for this relationship to be healthier. Based on the truth and free from behaviors that do not always lead us to the best choices.

On this path, we can learn and encourage more prosperous and productive behaviors to transform realities. Life projects, dreams and goals need to be thought about, felt and, why not, realized?

Hence, the importance of making mature, conscious decisions that put us in control of our financial lives.

This is how Carbon Holding was born, with a team that plays together, with good humor, ethics, respect and the commitment to inspire people to manage their financial lives in a stress-free and simple way. There is only one way to do this: to challenge the status quo of the financial market with innovation, and to dare to create accessible, inclusive and sustainable products and services.

To be part of people's lives at all times, creating true, fair and transparent relationships so that we can write good stories.

”

Relationship with Communities

[GRI 2-29; 3-31]

We conduct engagement actions, in different formats, geared towards positively impacting society, involving both employees – with volunteer efforts and internal campaigns – and our clients by connecting them, via the app, to several projects ([see page 56](#)).

Among the many initiatives that CSixers are involved in is “C6 Agents of Change” (C6 Agentes da Mudança), our corporate volunteer program, which completed its third year in 2023. Through this program, we engage employees to volunteer in social actions for a wide variety of causes. In 2023, for example, we held C6 Bank’s first blood donation campaign, which saw almost 100 CSixers take part. Blood was collected at our headquarters, in partnership with the Sírio-Libanês Hospital.

During the period, we also fostered the Collective Planting action, in which dozens of CSixers and their families went to the “Riparian Forest” (Mata Ciliar) NGO reforestation area in Jundiá (SP). In addition to contact with nature, participants planted 1,660 trees, equivalent to an entire soccer field. The volunteers also took a tour of the NGO’s headquarters, which runs wildlife protection and reforestation projects.

IN 2023

+130
CSixers joined in
volunteer activities

+680
hours of volunteer
work were donated



Another way we engage CSixers is through our Solidarity Campaigns. For the third year running, for example, we held the Year-End Effort. In this edition, CSixers mobilized to raise funds for the “Almerinda Malaquias” Foundation (FAM), a social organization that implements environmental education and sustainable entrepreneurship projects in the city of Noivo Airão, in the state of Amazonas. In the 2023 edition, employees were able to contribute by donating to the organization using our app. The money raised made it possible to buy toys for children and teenagers who live in vulnerable situations, and to take part in the Foundation’s projects. More than 450 children benefited.

We also held the Winter Campaign, collecting winter items such as sweatshirts and blankets. In 2023, with the support of our employees, we collected more than 2,000 items, three times the amount collected the previous year, which were distributed

to families who are part of projects at the CIP Home for Children, a social organization that aims to provide development opportunities for vulnerable children and young people, as well as supporting the professional development of this audience.

These two campaigns are among the six solidarity efforts carried out this year, along with those to collect chocolate and food, and the Emergency Rain Campaign on the Coast, as well as one held for Children’s Day. Through them, CSixers were able to collect and donate essential items, including personal hygiene products, warm clothing and toys, in collective efforts to support several populations in vulnerable situations. Together, these initiatives represent more than R\$ 123,000 in donations.



+ R\$ 123,000
in donations

Diversity, Equality and Inclusion

IGRI 2-29; 3-31

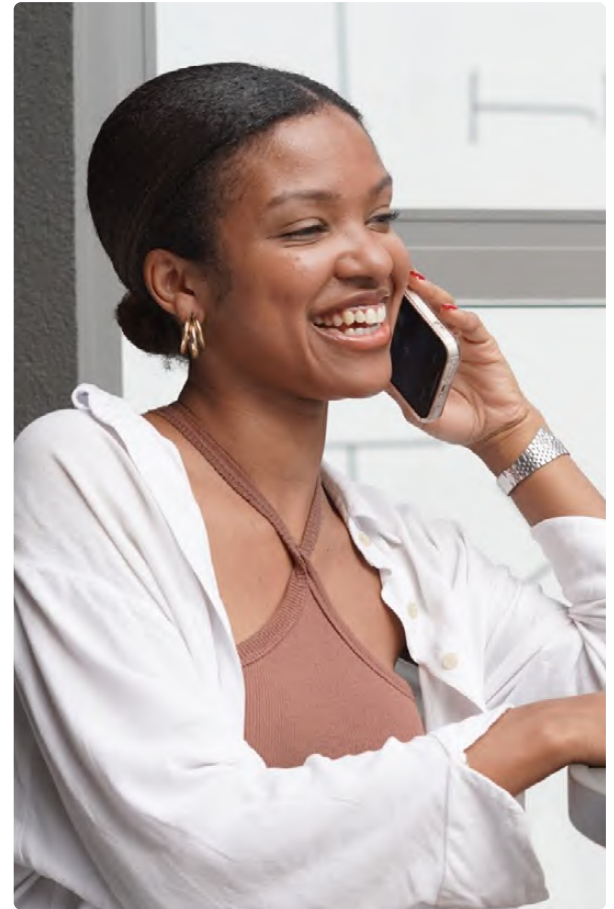
We endeavor to ensure that Diversity, Equality and Inclusion (DEI) issues permeate the entire organization. In 2023, this issue became part of an integrated ESG strategy (environmental, social and corporate governance). This strategy is part of the Social Focus, led by the division where the development of these fronts is concentrated. This structural change is consistent with our DEI vision: these are broad issues that impact society, and therefore transcend the way we deal with these matters internally.

We are a company that welcomes, respects and values differences. The actions that materialize these principles range from literacy initiatives, aimed at sharing initial concepts, information and guidance on DEI to CSixers and external audiences, to processes that emphasize the monitoring of indicators, to strategies to promote increased representation of minority groups.

We determine and design these initiatives based on the Diversity, Equity and Inclusion Policy, which can be accessed on the bank's website, under the 'Documents' tab.

Our literacy actions, for example, impacted more than 800 people in 2023. CSixers are reached through a continuous program, maintained throughout the year. As for the external public, we promote theme-based events in person and online.

Alongside these agendas, the **Diversity Census**, carried out every two years, is another structuring effort that we have incorporated into our management routines. It provides us with a snapshot of the plurality and diversity of our teams, which helps us direct more assertive actions to increase representation, and a tool to monitor our progress on this front. The Census was updated in 2023, to which 81.7% of CSixers have joined. To monitor how we conduct pay between genders, we carried out the Pay Equality Study. In 2023, we deepened the analysis made from the first survey, completed in 2022, to include the racial context.

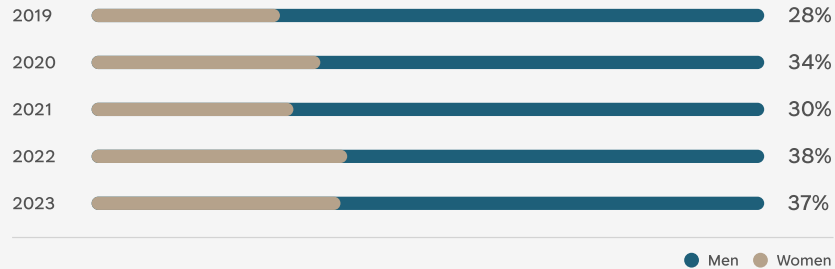


Women in Leadership

[GRI 405-1]

We are committed to offering opportunities for women to develop their careers at C6 Bank. Throughout our history, women have gained increasing ground. In 2023, they accounted for 37% of management positions, a similar share to the previous year.

Women in Management Positions



In 2023, we also consolidated the performance of our **affinity groups**, theme-based forums made up of allies who voluntarily come together to discuss DEI issues and show support for our efforts. In 2023, the People with Disabilities group was created, adding to the three that were already active: DELAS, focused on the Gender aspect, “Roots” (Raízes), dedicated to the Racial focus, and Carbon Pride, which acts on the LGBTQIAP+ front. There are more than 130 CSixers participating in these groups and joining forces to engage other employees in these issues.

Among the initiatives developed in 2023 is “Engaging Black leaders”. Led by the Roots group, this action connected our black professionals holding management positions, providing an opportunity to exchange experiences and guidance for employees at different stages of their career.

Consistent with our approach to affinity groups, we have developed activities to raise employee awareness of issues related to minority groups. In 2023, we launched a booklet on “Gender”, which presents concepts and guidelines on expected behavior in relation to this issue in a user-friendly way.

This material sits alongside others already published on the LGBTQIAP+ community, People with Disabilities and Race. There is also a general brochure on diversity, with content that addresses all **minority groups**. In 2023, we also held events and sponsorships aimed at encouraging discussions and reflections on diversity, equity and inclusion.

The results of these initiatives are reflected in a series of acknowledgments in 2023:



Ethos/Época

For the second year running, C6 Bank was recognized for its work in DEI by the Ethos/Época Inclusion survey. In 2023, it stood out in the financial sector. This survey provides the most comprehensive assessment of diversity, equity and inclusion practices in the country, covering 12 business management fronts: strategies for promoting diversity and inclusion, governance, organizational culture, accessibility, management of inclusion in the supply chain, customer or consumer relations, diversity program, inclusion of people with disabilities, promotion of gender equality, promotion of racial equality, promotion of LGBTQIA+ rights and promotion of generational equality. In the 2023 edition, the study evaluated 199 companies, and C6 Bank was one of the 75 acknowledged for its good performance in these areas.



Best companies for LGBTQIA+ people to work for (Equidade BR)

We achieved the maximum score of 100 points in the 2nd edition of the “HRC Equidade BR - Best Companies for LGBTQIA+ People to Work For” survey. The study, carried out annually, had its methodology reformulated in 2023, and now evaluates companies’ practices in four areas: “Inclusive Policies and Benefits”; “Support for an Inclusive Culture and Best Practices Based on Data”; “Internal Training Efforts” and “Accountability and Public Commitments”. A total of 91 companies took part in this assessment, and 57 of them performed similarly to C6 Bank. The survey is carried out by the “More Diversity “ (Mais Diversidade) Institute, in partnership with the Human Rights Campaign (HRC) and the Business and LGBTI+ Rights Forum.

Highlight

in the financial sector for the second consecutive year

Highest ranking

in the HRC Equidade BR survey

Environment

[GRI 3-3]

To engage our internal public and clients, a characteristic of our ESG strategies, we have materialized our efforts to preserve the environment and combat climate change in products and services, such as the Carbon Statement and cashback on foreign exchange transactions ([see pages 53 e 54](#)). We have promoted awareness-raising efforts to engage CSixers, such as ESG Agents ([see page 52](#)) and Conscious Consumption, a 21-day challenge, in its third edition in 2023.

In 2023, we also supported an environmental education initiative, aimed at raising awareness about the preservation of the Amazon rainforest. We were one of the sponsors of the book “Amazon for the Children” (Amazônia das Crianças) by photographer Araquém Alcântara.

We remain committed to promoting the best eco-efficiency practices in our operations and improving solid waste management. We have also made progress in the processes aimed at managing CO₂

emissions. We have improved routines and processes, and further refined the methodology, changes which have enabled us to reduce the volume of greenhouse gas emissions over the course of the year.

Another improvement was the inclusion of financed emissions in our greenhouse gas inventory. All these practices have prevented C6 Bank from being issued significant fines and/or non-monetary sanctions for non-compliance with environmental laws or regulations. [GRI 2-27]

Environmental Education

We combine literature and photography to stimulate children's environmental awareness. In 2023, we sponsored the book "Amazon for the Children" (Amazônia das Crianças), developed in partnership with Mastercard. The project, by photographer Araquém Alcântara, portrays the childhoods of 15 indigenous, river dwelling, extractionist, former slave, urban and rural children from the states of Acre, Amapá, Amazonas, Mato Grosso, Pará and Roraima. The book presents stories told in the first person, giving voice to 15 boys and girls who live in the world's largest rainforest.

There are two books: in the first, the children tell their stories, and in the second, each child's experiences are broken down into historical, social, economic and ecological concepts to be used in the classroom in accordance with the National Common Core Curriculum (BNCC).

In addition to the images by Alcântara – who has published more than 60 books on environmental themes – the publication includes texts by journalist Morris Kachani and environmental educator Zysman Neiman, with illustrations by artist Angelo Abu.

Alcântara flew over the region for three months in the company of Kachani, and produced around 10,000 images, some 300 of which were used in the project.



Some of the images in the book were made available for the "Amazon for the Children" exhibition at the Ver-o-Rio space in Belém, as part of the "Sustainable Festival" (Virada Sustentável) program. The exhibition marked the pre-launch of the book, which features versions in Portuguese and English, and can be downloaded for free in PDF, ePub for Kindle and Google Play Books here: c6bank.com.br/c6-escola

To expand the initiative's potential, the children's schools involved in the project received Araquém's new publication, as well as a collection of 120 other complementary titles aimed at basic education. We have also trained reading mediators in the communities that participated in the children's Amazon book.

Both complementary efforts were carried out in partnership with the Vaga Lume Association, which works toward encouraging the habit of reading, through community libraries set up in 95 locations in 22 municipalities in six states located across the Legal Amazon. The organization is available within our app for any of our clients willing to support them through the donations tool ([see page 56](#)).



Mindful consumption

As part of our environmental education strategies, we have also developed actions aimed at raising awareness among CSixers on the impact from our daily activities on the environment, and at seeking alternatives to improve our performance as a bank. One example is the Conscious Consumption project. Running for the third year in a row, it consisted of a set of practices launched in the form of challenges over 21 days, in which 136 CSixers carried out activities that were simple to achieve, such as separating waste from their homes for recycling, turning off the tap when brushing their teeth and avoiding leaving light bulbs on in unoccupied rooms, among others. The CSixers with the highest number of completed challenges were rewarded with “C6 Atomos” points.

136_{CSixers}
took part in the challenges

Emissions

[GRI 305-1; 305-2; 305-3]

We manage the performance of our emissions based on annual inventories, following the criteria of the Greenhouse Gas Protocol (GHG Protocol), a platform that is a global reference in this area.

To measure this information, we use the DEEP Start tool, from the startup DEEP ESG, which enables us to estimate emissions based on financial information, when more precise physical data, such as mileage and volume of fuel consumed, is not available.

This methodology, similar to that used in Carbon Statement, takes into account specific factors for each sector of the economy, enabling us to broaden the scope of the categories considered in the inventory.

In an attempt to continuously improve our practices, we started publishing our GHG inventory on the Brazilian GHG Protocol Program. As we presented a complete inventory covering Scopes 1, 2 and 3 emission sources, we were awarded the silver seal by the platform for 2022.

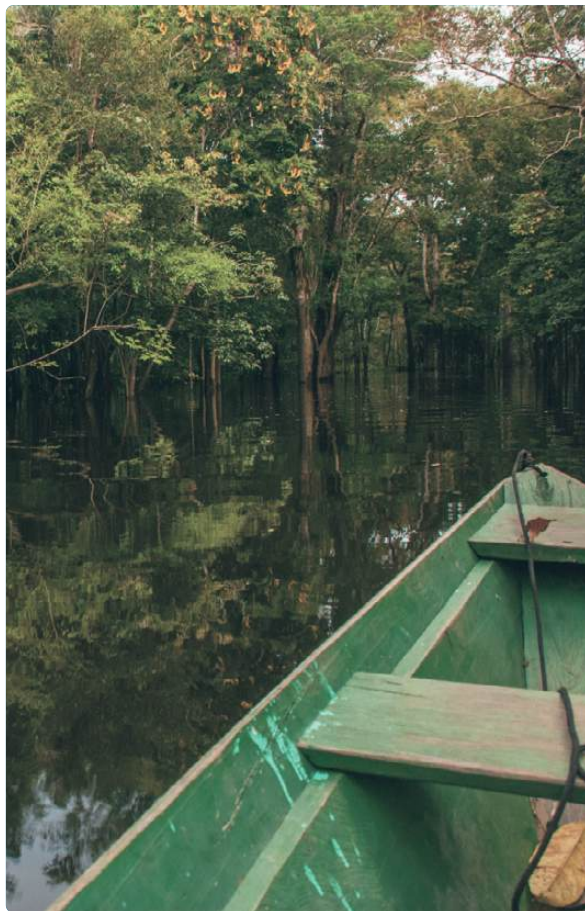


Emissions (tCO ₂ e) 2023 Except financing	Scope 1	Scope 2	Scope 3
	242.31	63.23	9,110.68

With regard to emissions in 2023, we found a total of 9,181.35 tCO₂e, considering Scopes 1, 2 and 3. This is a reduction of 80.8% compared to the previous year.

This reduction reflects both the various improvements to our work routines and processes – especially the efforts related to spreading the use of the digital wallet, reducing the issuance of physical cards – and the improvement in the methodology adopted, which includes the refinement of calculations, which now take into account, in addition to financial information, available physical data, such as distances traveled, for example.

As a result, the methodology we adopt to calculate the inventory considers emissions of CO₂, CH₄, N₂O and biogenic gases, in addition to the emission factors published in the GHG spreadsheet. As we use the operational control approach, the total emissions include the holding companies controlled by C6 Bank.



Overview of total emissions (except financing)

Emissions (tCO ₂ e)	2022	2023
Scope 1	194.41	242.31
Scope 2	57.05	63.23
Scope 3	47,645.43	9,110.68
Total	47,896.89	9,416.22
Biogenic emissions (tCO₂e)		
Scope 1	34.59	51.12
Scope 2	0	0
Scope 3	532.13	989.90
Total	566.71	1,041.02

Scope 1

Direct emissions from sources controlled by the group, comprising mobile, stationary and fugitive combustion, rose by 24.6% to 242.31 tCO₂e. The most significant increase involved mobile combustion, reflecting the increase in fuel costs, due to the growth in on-site visits to some of our fronts. The reduction in fugitive sources, in turn, reflects the refinement of the calculation of emissions from air conditioning units, which now takes into account physical air recharge data, rather than the average leakage estimate. The increase in stationary combustion stemmed from the growth in the use of diesel by generators, due to the recent inauguration of the Square building ([as detailed on page 87](#)).

Scope 1 emissions (tCO₂e)	2022	2023
Mobile combustion	140.73	209.34
Stationary combustion	2.38	5.05
Fugitive	51.29	27.92
Total	194.41	242.31

Biogenic scope 1 emissions (tCO₂e)	2022	2023
Mobile combustion	34.34	51.11
Stationary combustion	0.24	0.012
Fugitive	0	0
Total	34.58	51.12

Scope 2

Indirect emissions, measured in Scope 2, relate to electricity consumption in our operations. During the year, they increased by 10.8%, reflecting the expansion of our physical facilities: at our headquarters, with the inauguration of the Square building, and the inauguration of the C6 Carbon offices ([see page 36](#)). In this calculation, we consider the approach by location, using as a factor the average emissions for electricity generation in the National Interconnected System (SIN), made up of the share of renewable and fossil sources in Brazil's energy matrix.

Scope 2 emissions (tCO₂e)	2022	2023
Purchase of electricity (location)	57.05	63.23
Total	57.05	63.23

Scope 3 (except financing)

Within this scope, indirect emissions related to the holding company's operations are considered from sources which, although they do not derive from our operations, are related to them and therefore make us responsible for their performance. In the calculation, we used accounting information, selecting the most relevant and significant to be monitored, and refined it with physical data.

During the year, Scope 3 emissions were reduced by 80.7%, a result influenced by the significant decrease in the upstream categories, a term used to refer to the start-up activities of processes, including purchased goods and services, employee displacement, as well as transportation and distribution. In the transportation and distribution category, we saw the most significant reduction of 97.3%, a performance that was influenced by the refinement in the calculation. In this category, we considered, among other things, emissions from the logistics of shipping products and administrative services, and started recording physical shipping data, i.e. actual distances rather than the financial factor. This change brought greater accuracy to

the approach we have adopted. In terms of purchased goods and services, which include emissions resulting from the production of goods, data processing and logistics inputs, as well as accommodation and food, emissions have dropped by 65%. This result reflects the greater efficiency in using the cloud, and encouraging the use of the digital wallet, which prevented the production of more than 2.7 million cards (see [page 84](#)). In addition, we have also improved the methodology, separating the accounting information related to each type of expense.

Although the hybrid working format was maintained, numbers of CSixers returning to our offices increased, which did not influence the emissions performance. The drop in employee commuting was 38%, a performance also impacted by the refinement of the calculation. In 2023, we began to take into account the type of fuel used, which improved the accuracy of the figures.

Scope 3 emissions (tCO ₂ e)	2022	2023
Goods and services purchased	18,266.40	6,416.81
Fuel and energy-related activities not included in Scopes 1 and 2	38.94	43.54
Transportation and distribution (upstream)	26,657.46	709.26
Waste generated in operations	13.75	34.49
Business travel	259.15	404.55
Employee commuting (homework)	2,401.88	1,488.07
Leased assets (upstream)	7.86	13.95
Total	47,645.43	9,110.68

Scope 3 emissions (tCO ₂ e Biogenic)	2022	2023
Waste generated from operations	0.96	0.01
Employee commuting (homework)	531.16	979.52
Transportation and distribution (upstream)	0	10.37
Total	532.12	989.90

Financed emissions

[FN-CB-410b.4]

We began to consider greenhouse gas (GHG) emissions indirectly attributed to the activity of credit granting, covering the portfolios of loans to legal entities (PJ) and vehicles for individuals (PF), covering 100% of both portfolios.

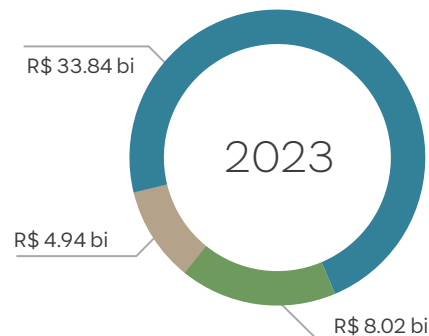
The calculations follow the guidelines of the Partnership for Carbon Accounting Finance (PCAF), an international initiative that promotes collaboration between banks, investors and fund managers, to develop a methodology aimed at measuring and disclosing the carbon emissions generated by the activities financed by the institutions.

The methodology covers the measurement of emissions from six asset categories aligned with the GHG Protocol. The quality of the calculation is assessed using a score,

where 1 represents excellence and 5 indicates the need for improvement. This index reflects the accuracy of the information used to determine financed emissions. Therefore, a greater volume of data provided by clients results in a more favorable score.

For C6 Bank's Corporate Client portfolio, the "Corporate loans and unlisted shares" asset class was measured, while for the vehicle portfolio, the methodology presented for the "Vehicle financing" asset class was used. The PCAF scores for our Corporate Clients and vehicle loans portfolios for Individuals stood at 4.69 and 2.11, respectively.

Assessed 2023 Credit Portfolio



● Portfolio without calculation methodology:

R\$ 33.84 billion

● Portfolio valued with calculation methodology:

R\$ 12.96 billion

284.94 ktCO₂e



Corporate Credit:

R\$ 4.94 billion
100.12 ktCO₂e



Individual Vehicle Loans:

R\$ 8.02 billion (100% of portfolio)
184.82 ktCO₂e



Overview of 2023 financed emissions

	R\$ billion	Emission kt CO ₂ e	Intensity kg CO ₂ e / million R\$	Average PCAF score	Methodology coverage*	Coverage in relation to the total portfolio
Total financed emissions	12.96	284.94	0.021	NA	100%	27.69%
Credit to Corporate Clients	4.94	100.12	0.020	4.69	100%	10.55%
Vehicle loans to Individuals	8.02	184.82	0.023	2.11	100%	17.13%

* The portfolio coverage index was calculated as the ratio between the value of the assessed portfolio and the total value of the portfolio for which the PCAF methodology is already available.

Sectoral emissions (Corporate Client Credit Portfolio)

[FN-CB-410B.2]

Sectors	Total balance covered (R\$ million)	Total emissions* (ktCO ₂ e)	Intensity of emissions* (ktCO ₂ e/R\$ million)
Agriculture	93.32	9.38	0.10
Aluminum	0.00	0.00	0.08
Coal	0.03	0.00	0.14
Cement	0.00	0.00	0.00
Iron and Steel	59.21	15.35	0.26
Electricity generation	20.98	6.33	0.30
Real Estate	193.45	0.44	0.00
Oil and Gas	3.34	0.30	0.09
Transportation	201.55	10.61	0.05
Other	4,371.62	57.72	0.01
Total	4,942.50	100.13	0.02

*Considers emissions from Scope 1 and Scope 2

Reducing emissions

Our efforts to reduce emissions from our operations have taken place on several fronts, which shows that ESG issues – related to environmental, social and corporate governance – are increasingly part of our routines and are also encompassed in the continuous improvement in the routines of the different business areas.

In 2023, these advances were seen both in the mindful use of natural resources, as well as in the processes adopted in the technology area and in interaction with our clients. Some examples of the actions implemented throughout the year:



Sustainable cloud

In our technology cloud routines, we used three main clouds in 2023, all of which presented a low carbon footprint due to investments in the eco-efficiency of their datacenters. Oracle's, for example, uses renewable energy and most of its solid waste (hardware) (99.7%) is recycled and reused, while Google's also invests in renewable energy and offsets enough carbon to neutralize its operational carbon footprint. Amazon, in turn, states that around 90% of the electricity it consumes comes from renewable sources.



Eco-efficiency

We have adopted a series of measures and initiatives to promote the mindful use of water and energy in our operations, and to correctly dispose of the solid waste that results from them ([further information on page 87](#)).



Recovering payment machines

We maintain an ongoing routine of collecting and recovering card machines, concentrating on equipment that is no longer in use, and recovering around 40% of the machines in the hands of clients in 2023. From this total, only 1% went on to be scrapped, as most were repaired and returned to stock. This result was made possible by asking clients, through a campaign, to return old and/or unused devices, free of charge. If they do not respond, a third-party company contacts them by phone, email and/or WhatsApp.

Once they have been contacted, the machine is scheduled for collection. Once the items have been collected, they are sorted at our distribution center in São Paulo so that they can be repaired and sent on to other clients.



Reduction in the number of cards sent

We offer the virtual card as the first option to clients within a certain profile. If they want a physical card, they are charged the issuing fee of R\$ 25.00. This practice differs from that usually adopted by other banks, where the physical card is sent after the account has been opened. As a result, we ended up not issuing more than 2.7 million physical cards in 2023 to clients who have opted to maintain a 100% virtual account.



Sustainable brochure

The welcome kits sent to customers who request a physical credit card have had their format changed, in which inputs have been switched to sustainable options – such as recycled and kraft paper. Most of the cards are already being sent with sustainable brochures, a change which, although instituted in 2023, is still taking place gradually until stocks run out. For the accounts Payment, Standard, Yellow, Global, Business, and part of the Platinum products, the change has already been made. For the other cards, the change in the kit format is expected to be completed by the end of 2024.



Mindful cloud

In this project, we applied a data cooling concept to one of our servers. In practice, it involves moving less accessed information to more economical storage layers, thus reducing processing, costs and carbon emissions. This initiative is the result of a proposal for best practices made by the ESG Agents, making it possible to create a knowledge base for the other teams to implement this process for both old and new products.



Projeto REDD+ Manoa

Environmental compensation

In 2023, we neutralized 306 tons of CO₂e, related to the holding company's operation, in keeping with our commitment to offset residual emissions from Scopes 1 and 2 of our operations.

Since 2020, we have carried out compensation by acquiring carbon credits generated by the preservation of areas of the Amazon Rainforest. This year, we are supporting the REDD+ Manoa project, conducted by the biophilic Ambipar Environment. Based on the Reducing Emissions from Deforestation and Forest Degradation mechanism, this project is being developed in the municipalities of Cujubim, Itapoã do Oeste and Porto Velho, in the state of Rondônia. It covers more than 74,000 hectares, an area equivalent to the city of São Paulo.

We have also renewed our participation in the Planet Priceless Coalition for another two years. This action, which relies on a partnership with Mastercard, aims to plant 100 million trees around the world.



Ecoefficiency

Year after year, we have endeavored to improve the ecoefficiency practices we adopt, aimed at the rational use of natural resources, and the management of solid waste resulting from our operations. Our work structures are already designed to encourage an intelligent and effective approach to these issues. Our offices are located in green developments, a structure that was expanded in 2023. Headquarters were joined by a new commercial building, next to the one we were already in, on Avenida 9 de Julho, a large and important corridor that connects the center of São Paulo to other parts of the city. The new address has been completely redesigned to house CSixers. In it, we now have around a thousand workstations, as well as meeting rooms and all the other features typical in our offices and in sustainable buildings.

To reduce energy consumption, for example, we have lighting that mixes entryways to capture natural light and sensors in the rooms – which increase or reduce lighting, avoiding waste – as well as air-conditioning systems that adapt to the temperature of the rooms, and elevators with intelligent calls. We invested in efficient, low-consumption equipment, replacing halogen bulbs with LEDs, for example.

With regards to water, we strive for rational consumption by adopting a hydraulic system with flow reducers. We have timers on the taps and coupled boxes on the flush mechanisms. We have evolved in reuse practices, so that the wastewater can be used in cleaning and gardening. In the Carbon building, our first building, there is a reservoir for collecting rainwater and a reuse water meter.

Our new buildings, Square and Tower, have low acoustic repercussions and structures for separating solid waste, with bicycle racks, change rooms and chargers for electric vehicles, catering for employees who travel to the office using means of transportation with a low environmental impact. Our first building is recognized as sustainable. It has a LEED (Leadership in Environmental Design) certification in the Gold category. The new buildings are in the process of receiving the same seal, internationally recognized as a benchmark for green construction.

The expansion of our facilities – including the four Carbon offices opened this year in Belo Horizonte (MG), Brasília (DF), Rio de Janeiro (RJ) and

Porto Alegre (RS) – influenced the performance of natural resource consumption. There was a greater demand for both energy and water. This upsurge is also seen in the increased consumption of these resources, a metric that tells us how much is spent per employee, which is justified by the fact that, in 2023, our professionals began spending more days a week in the office.

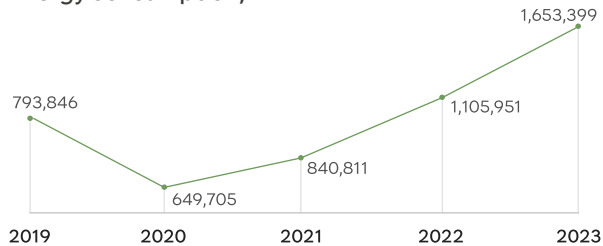
These results, although driven by the growth in physical work areas, show there are opportunities to further disseminate the importance of rational and conscious consumption among our internal public.



Energy

Our consumption in 2023 totaled 1,653,399 Kwh, up by 49.5% on the previous year. A similar increase of 46.3% was seen in our energy demand, which measures consumption per employee. During the year, each CSixer required 486.9 kWh, compared to 333.80 kWh in 2022. [GRI 302-1; 302-3]

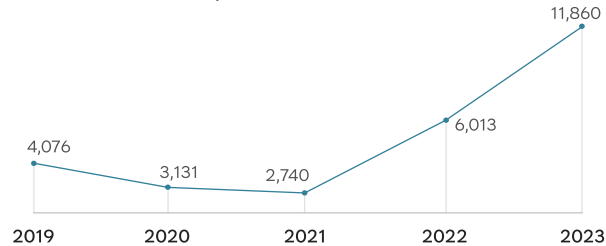
Energy consumption, in Kwh



Water

In 2023, 11,860 m3 of water were collected from the municipal public water supply, as our offices are in the central regions of capital cities. This volume is 97.24% higher than that demanded in 2022. Per employee, consumption rose from 1.81 m³ to 3.22 m³. [GRI 303-3; 303-5]

Water abstraction, in m³



Solid waste management

[GRI 306-5]

The increased frequency of CSixers in the offices throughout the year, and the opening of new offices, has also brought about a greater generation of solid waste, but these are not the only reasons for the upswing. We have improved our solid waste management and, consequently, our controls in this area. Among the practices we have adopted at our facilities is selective collection. We instruct employees to separate waste by type of materials so that they can be disposed of correctly or recycled.

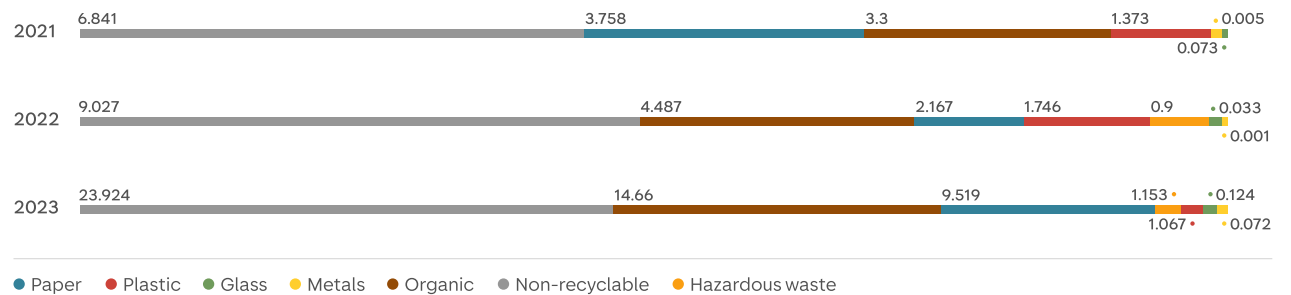
Furthermore, we are constantly seeking to incorporate new routines, such as the installation, in 2023, of card recycling machines in our offices so that CSixers can dispose of them correctly and safely. Our cards are 100% recycled when disposed of in our “Card Recyclers” (Papa Cartão®), a reverse logistics program exclusively designed for plastic cards, badges and credentials. This initiative, in partnership with Thales – one C6 Bank’s card suppliers – consisted of installing two Card Recycler units in our buildings (Carbon and Square), collecting more than 1,600 cards to date.

With waste earmarked for manufacturing sustainable products, we not only collaborate with the sustainability and reverse logistics of cards, but we renew and increase the lifecycle of plastic, as well as generating income, enhancing training and fostering caring for the environment.

In 2023, our operations generated 50.5 tons of solid waste, of which 21% is paper, plastic and glass (which is recycled), and 29% is organic (which is

composted). We have processes in place to separate hazardous waste, such as batteries, as well as light bulbs, electronics and air conditioning filters, among others, so that they can be disposed of correctly. The materials are collected by an outsourced company, responsible for properly disposing of the materials and presenting us with the results of these practices in monthly reports.

Solid waste generated (in tons)





Inside C6

92 – 115

- People and Management
- Corporate Governance
- Risk management
- Ethics and Compliance
- Economic and Financial Results

People and Management

One of the priorities in business management in 2023 was the pursuit of operational efficiency, a guideline that directly impacted People Management activities. As this area underpins all businesses and supports the organization in its talent management challenges, the People and Management team helped adapt to structures, demanding a careful look at the allocation of CSixers, as we call our employees.

In addition to its day-to-day HR activities, the team has endeavored to find models and formats for reviewing internal structures. With a genuine look at people, they sought to offer solutions to C6 Bank's other areas of so that they could operate with high performance in a variety of scenarios.

In addition to these efforts, one of the advances made by the area over the course of the year was to provide even more support to leaders in managing their teams. The use of digital management tools was

intensified, which aims to optimize the generation and analysis of multiple data, providing leaders with more autonomy and speed in making decisions regarding their teams.

With the new Power BI solutions, people analytics, and relevant training for managers, we have achieved significant progress in the way information on CSixers is made available and analyzed. In addition to being able to monitor the performance and development of each professional more closely and assertively, these tools have contributed to promoting operational efficiency and increasing the quality of our services.

Culture

Attributes, values and beliefs, as well as our way of working, form our identity as a bank and make us unique. These principles are portrayed in the six values that underpin our Corporate Culture.

These concepts were established when C6 Bank was created in 2019, and each year they have gained greater adherence from CSixers, a natural process in the maturing of our Culture.

While keeping pace with this evolution, we felt it was time to reinforce how our values, as well as C6 Bank's purpose, vision and mission, can be applied tactically in our activities. So, in 2023, we developed the People Management Conduct Guides.

In a series of publications, we present several issues under this theme, such as the evaluation process, with criteria that include verifying how C6 Bank's Culture is being incorporated into our employees' professional performance.

As people management focuses on behavioral issues – which always entail many nuances – the Conduct Guides seek to offer managers from the bank's different areas greater objectivity in working on these issues when managing their teams.

Our values



Ethics

Without this, we cannot even start a conversation. With this focus, everything we want to build will be solid, lasting and true. We do the right thing.



We exercise the art of disagreeing

We ask “why” before disagreeing, and we do not remain stuck in our own arguments. Thus, we can understand, to disagree and come up with the best solution.



We chose beach volleyball

Here, no one wins alone. When one person makes a bad pass, the other player makes a good play. It is a win-win relationship.



Authorocracy

Authorocracy means having freedom with responsibility. If the company were mine, would I do that?



Good mood

A good mood is essential. A good, relaxed atmosphere fosters relationships, creativity and innovation. But if you do not play fair, you lose.



Challenging the status quo

Can you do it differently? You always can. And it can be simple. We are passionate about transforming and evolving.



Purpose

Carbon Holding

Building up real relationships, transforming people's financial lives.



Vision

C6 Bank

To be a comprehensive bank, present in people's lives. A benchmark in transforming the banking experience.



Mision

C6 Bank

Challenging the status quo in the financial market through innovation, sustainable growth and excellence, through products and services that foster financial awareness.

🔍 The directives that guide our Culture also include a Manifesto. Take a look on [page 67](#).

Our team

[GRI 405-1]

The focus on gains in operational efficiency led us to review structures and functions, readjusting teams to carry out this strategic directive. As a result of the restructure of our information technology areas, as well as our corporate and operational sectors, we ended the year with 3,396 CSixers, a smaller team than in the previous period. [GRI 2-7]

Since the start of C6 Bank's operations in 2019, women have been gaining ground among professionals and have maintained a similar share over the last two years: four out of 10 professionals were female.

3.396
CSixers

From the total number of employees, 94% work full time, a figure that repeats the proportions of 60% and 40%, respectively, between men and women. Among the 6% that work part-time – including trainees and apprentices – women are the majority, accounting for 54% of the total. [GRI 2-7]

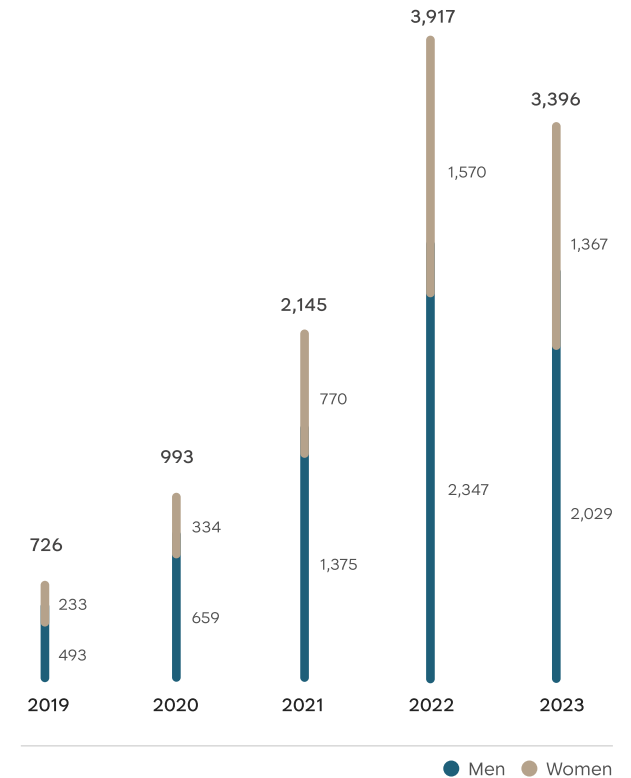
The opening of C6 Carbon offices in some of the country's capital cities (see page 36), in 2023 resulted in job openings and, consequently, in a rise in employee numbers in these locations. As a result, they joined other professionals who perform different functions at our facilities, so that at the end of the year, 15% of CSixers were based outside of São Paulo.

Most CSixers are still concentrated in São Paulo, where C6 Bank is headquartered. Our teams work in a hybrid format and can work remotely a few days a week; such flexibility is agreed upon between the employee and their immediate manager. [GRI 2-7]

We rely on outsourced employees for specific functions, such as cleaning, maintenance, security and valet services, hired for twelve months to carry out activities exclusively at our headquarters in São Paulo. [GRI 2-8]

Total number of CSixers

[GRI 405-1]



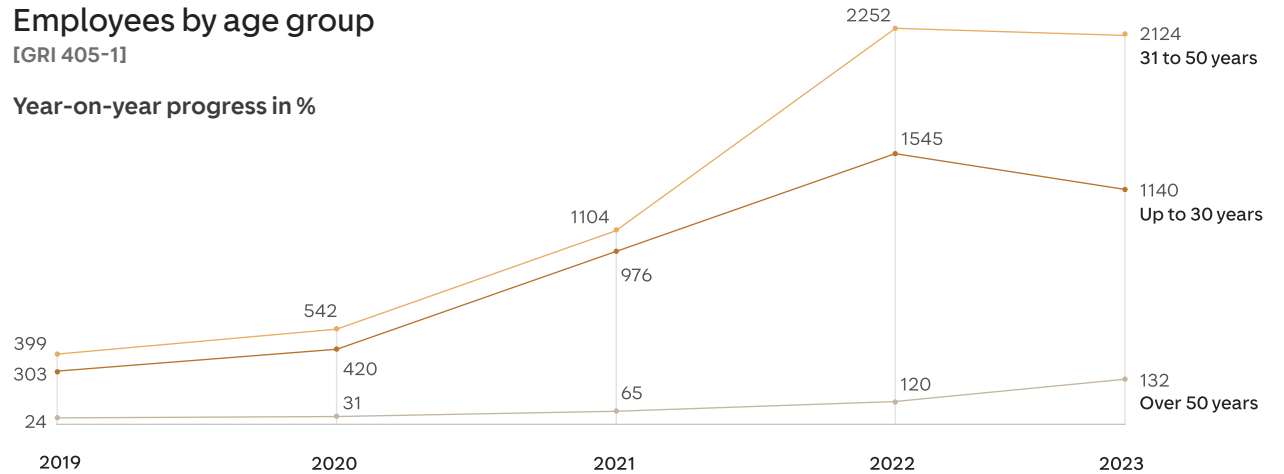
The breakdown of teams by age group has seen change between 2022 and 2023, driven by seniority in our ranks. Professionals aged between 31 and 50 continue the most numerous, and their representation has grown from 57.5% of the total in 2022 to 62.5% in 2023. The number of those aged 50+ also increased: from 3.1% to 3.9%.

Looking at the allocation of professionals from the perspective of job hierarchies, these proportions are repeated. Those aged 30 and 50, the majority in teams, also hold significant percentages of leadership positions. For example, this group holds more than 80% of coordination and management positions. With regard to those aged 50+, the positions in which they have the greatest presence are directors, occupying 33%, and managers, 13%, consistent with the career development that professionals undergo over time. At the other end of the spectrum, the under-30s, who are just starting out, occupy 60% of operational positions and 33% of administrative roles.

Employees by age group

[GRI 405-1]

Year-on-year progress in %



Position by age group

	2019			2020			2021			2022			2023		
	<30	31 to 50	>50	<30	31 to 50	>50	<30	31 to 50	>50	<30	31 to 50	>50	<30	31 to 50	>50
Executive Board	0%	76%	24%	0%	63%	37%	0%	63%	37%	0%	66%	34%	0%	67%	33%
Management	4%	85%	11%	5%	86%	10%	5%	86%	9%	3%	85%	13%	1%	86%	13%
Coordination	14%	81%	11%	20%	79%	1%	21%	75%	4%	12%	84%	5%	14%	82%	4%
Administrative	17%	81%	2%	58%	42%	1%	53%	46%	1%	39%	59%	2%	33%	65%	3%
Operational	86%	14%	0%	56%	33%	11%	73%	27%	1%	65%	34%	1%	60%	39%	2%
Internship	100%	0%	0%	98%	2%	0%	98%	2%	0%	98%	2%	0%	98%	2%	0%

Gender vs. leadership

At C6 Bank, four out of 10 managers are women, a ratio that is repeated among coordinators.

Position by gender

	2019		2020		2021		2022		2023	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
Executive Board	84%	16%	87%	13%	81%	19%	77%	23%	81%	19%
Management	79%	21%	73%	27%	71%	29%	61%	39%	63%	37%
Coordination	58%	42%	67%	33%	68%	32%	59%	41%	58%	42%
Administrative	67%	33%	63%	37%	63%	37%	63%	37%	63%	37%
Operational	29%	71%	33%	67%	46%	54%	37%	63%	37%	63%
Internship	70%	30%	71%	29%	68%	32%	59%	41%	52%	48%

Note: Information in GRI 405-1 were updated taking into consideration the restructure.

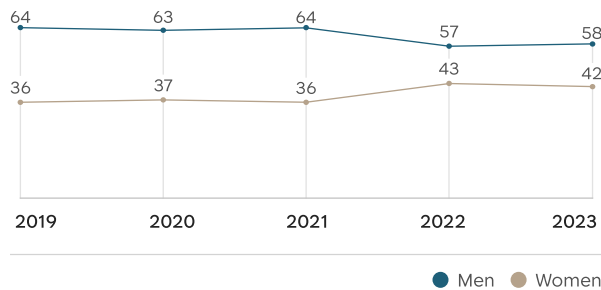
Hirings and turnover

[GRI 401-1]

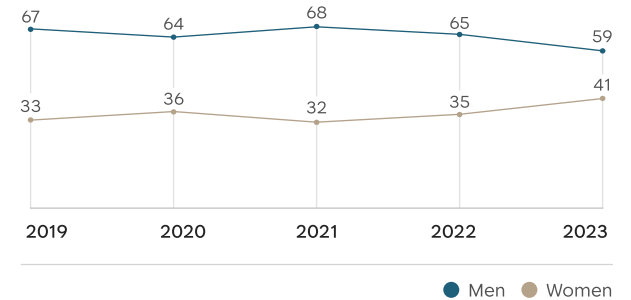
In 2023, a total number of 1,036 professionals were hired and 1,380 were dismissed.

In both cases, men posted greater numbers: 57% and 65% of the totals, respectively. The greater presence of men in the teams is reflected in the number of employees hired and dismissed. They account for 58% and 59% of the workforce, respectively.

Hirings



Dismissals



Remuneration

We adopt different models of remuneration, compatible with the various positions held in a bank's operations, which range from corporate duties to the sales force, among others. One practice that stands out for us is that 100% of the CSixers receive a variable extra, regardless of their hierarchical level. This composition, therefore, also applies to professionals who make up the Board of Directors and Senior Management. In these spheres, payments may also include, as an exception, talent attraction bonuses or incentives, and always comply with the guidelines set out in the principles and requirements established in the regulations of Brazil's Central Bank. [GRI 2-19]

The variable extra is added to the fixed remuneration of a position, defined on the basis of market values and determined in periodic salary surveys. We also monitor the practices adopted by competitors, which helps us not only compare our performance with that of other financial institutions, but also assess our financial competitiveness to attract the best talent.

In 2023, the average increase in the total fixed remuneration of CSixers was 14%, a hike that was not offered to the organization's highest paid

professional, who continued, as in previous years, with the same salaries. [GRI 2-21]

Almost all of our employees – 96.7% of the total – are covered by collective bargaining agreements. This reveals an increase in coverage, which in the previous year involved 94% of CSixers. Trainees, on the other hand, are not covered by this agreement. [GRI 2-30]

Establishing the variable extra for everyone is a way for us to promote a sense of equity between employees and executives, and to recognize everyone's contribution to the implementation of our strategies, since amounts are determined by business results. Earnings are thus linked to the performance cycle, which takes into account the performance of the professional, the unit in which they work, and the bank.

Carbon Share

An important component in the remuneration structure is our strategy based on stock options, which are eligible to 100% of our professionals as a long-term incentive program. Programs of this nature are usually exclusive to leaders. At C6 Bank, it is accessible to all CSixers and seeks to recognize

and retain talent through alignment with the Bank's interests and strategy. Of the total number of employees, 20% to 30% are granted annual stock options, seeking a differentiated financial return over time by generating value for the organization. [GRI 401-2]

With regard to senior management professionals, the remuneration policies applied to them are approved by the Board of Directors and the shareholders. The decisions made by the Board and at the Shareholders' Meeting take into account the guidelines presented by the regulatory Remuneration Committee², which also has the task of supervising the application of the remuneration guidelines determined by the Board, following the principles and requirements established in the regulations of Brazil's Central Bank, always with the support of professionals from the People and Management area. [GRI 2-20]

²Instituted in accordance with the rules in CMN Resolution 3.921.

Benefits

In addition to variable remuneration, all employees who work full time are entitled to certain benefits, such as life insurance, health insurance and assistance in cases of disability, as well as maternity and paternity leave, in keeping with the Citizen Company Program, an initiative we joined in 2020. Since then, maternity leave has been extended to 180 days (six months) and paternity leave to 20 days. From the 3,114 employees entitled to these leaves in 2023 – of which 40% are women and 60% men, figures that reflect the proportion of these genders in the workforce – 56 mothers took maternity leave, and 63 fathers went on paternity leave. All returned to their jobs and remained at C6 Bank for the next 12 months. [GRI 401-3]

Our professionals also receive a series of benefits aimed at well-being and fostering health, which are extended to their dependents, a practice that goes hand in hand with our efforts to contribute to quality of life (see page 101). In addition to offering medical and dental care free of charge, with national coverage and international insurance, we promote several assistance programs in partnership with the health insurance company.

These include “Tele Health (Médico na Tela), for consultations via the insurer’s app, “Unicamente”, which provides access to a psychiatry and psychology network, and “Coluna Ativa”, which helps to reduce and control back or spine issues. We also run an annual, partially subsidized flu vaccination campaign.

In addition, we run initiatives that focus on specific needs, such as monitoring oncology cases, and follow-ups after discharge related to more complex illnesses, as well as monitoring the elderly. Such approaches are carried out by multidisciplinary teams, either face-to-face or by telephone. Pregnant CSixers, meanwhile, have the “Future Mother” (Futura Mamãe) program, in which they are accompanied by nurses and nutritionists, who, over monthly phone calls, share guidance on diet, physical activity, signs of pre-eclampsia or labor, as well as breastfeeding. The program extends to the baby’s 4th month of life to support mothers in the initial phase of caring for their child and breastfeeding.



Corporate Education

Adjustments to C6 Bank's organizational structures also included the Development & Insights area, which is dedicated to culture, engagement and employee journey activities, as well as development and career, incorporating the training and qualification section in 2023. Issues related to Diversity, Equality and Inclusion, previously dealt with in D&I, were transferred to the ESG Department (environmental, social and corporate governance). Thus, under this new configuration, D&I is now responsible for, among other things:



C6 Institute

A learning platform that offers synchronous and asynchronous courses on a variety of topics. This is where the Corporate Education structure is centralized. The learning and education tools also include specific actions to develop teams in the corporate areas, as well as regulatory training, which is essential for strategy and cultural alignment.



Leadership development

Throughout the year, we invested in new formats and models to engage this professional profile in training activities, enabling them to disseminate and apply new knowledge in their day-to-day work. One example is the creation of the "Content Center" (Núcleo de Conteúdo). Based on this structure, we started to develop a variety of content on C6 Bank's activities, providing employees with simple, didactic and objective information that leaders need to share with their teams, such as updates on products and services. This approach has also proved extremely effective in training the sales force and customer service teams.



Professional certificates

We support employees in obtaining or renewing certifications that are important for the development of their careers, and the performance of their roles at C6 Bank, a list that includes the Anbima Professional Certifications (CPA), the ANBIMA Certification of Investment Specialists (CEA), the Certified Financial Planner (CFP), among others. During 2023, some 78 professionals were covered

by this initiative. Employees can also access short and long-term, undergraduate and language courses at discount prices, as well as postgraduate courses, including MBA options, through EduPass, a training platform with which we have a partnership. At the end of 2023, there were 5,138 people registered, including former employees who had been enrolled in courses when they left C6 Bank. [GRI 404-2]

Considering all the training activities carried out by D&I, approximately 528 hours of training were offered to employees over the course of the year, reaching 4,883 employees, including those who resigned during the period. This figure takes into account participation in at least one of the programs offered. Managers and coordinators received 179.5 hours of training. In the case of trainees, this is close to 23 hours. Both workloads include regulatory training, which is mandatory. [GRI 404-1]

+500 hours in training



Performance evaluation

We have evolved our evaluation model, which considers deliveries made by each professional and the adherence of CSixers to our Culture. At C6 Bank, therefore, not only do the employee's efforts matter, but also how they do it.

In practice, we work with performance cycles throughout the year. At the beginning of each cycle, the employee sets the targets agreed upon with management for the following months and, at the end, checks whether they have achieved them. This process is complemented in an annual culture assessment.

The results are considered when deciding on promotions and internal moves. All CSixers take part in these performance assessment cycles, regardless of their position, with the exception of interns and young apprentices. **[GRI 404-3]**

Setting targets, assessments and culture evaluations is done through a specific internal system, in which each employee's performance history is also recorded. We use a commercial tool for this process, a change that took place in 2023. Until then, we had our own system. The new solution has allowed us to enhance our processes even further, bringing in new possibilities, as well as making it easier for managers to access their teams' performance records.



Target hirings

COLLABORATOR



Target Validation

MANAGEMENT



Target Evaluation + Cultural Evaluation

COLLABORATOR + MANAGEMENT

Health and well-being

At C6 Bank, managing talents and people also involves taking a differentiated look at each CSixer, fostering actions that promote health and well-being. Based on this principle, we go beyond ensuring safe working environments: we search for ways to help them take care of their health and ensure quality of life, which, according to the World Health Organization (WHO), covers physical, emotional and financial issues.

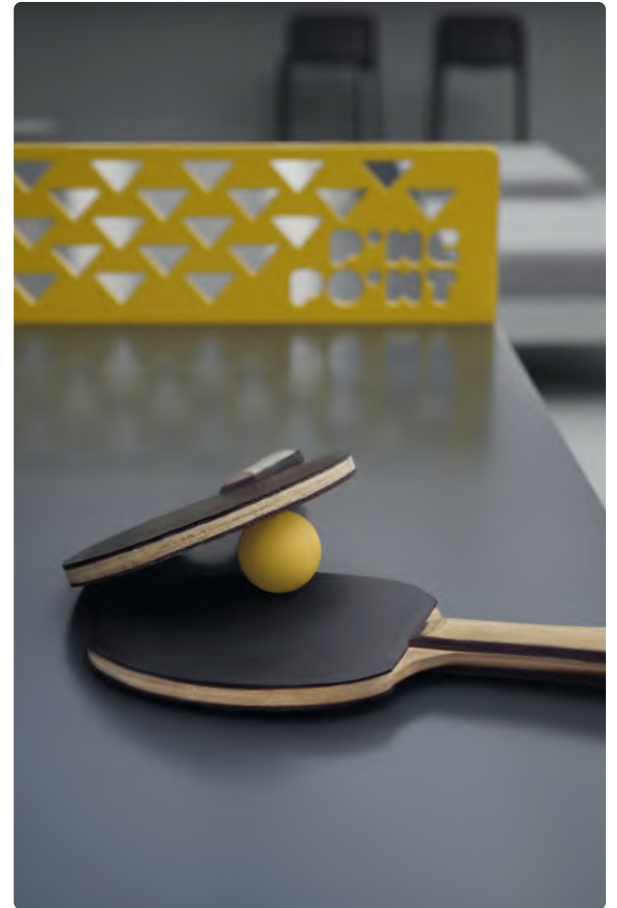
One example of this is C6 Wellness, our quality-of-life program. Through it, employees have access to therapy sessions on an online platform, as well as fitness plans for the use of gyms, a benefit which, in 2023, was extended to up to three dependents. We also encourage employees with common interests to organize themselves into groups and spontaneously develop sports practices and a wide range of other activities, such as yoga and mindfulness.

We share information on healthy choices and attitudes on an ongoing basis throughout the year, and we intensify this approach during a specific period: Wellness Week. Now in its 5th edition, this initiative has already become a consolidated agenda

at C6 Bank, which includes talks and several actions in the communal spaces in our offices, aimed at promoting reflection and awareness on individual and collective care, with a view to well-being and quality of life.

In the health sphere, in 2023 we introduced free physiotherapist services at our offices, professionals who can be found by our employees from Monday to Friday at Carbon Care, a medical outpatient clinic located at our headquarters.

Initiatives such as these aim to preserve the health and promote the well-being of employees. They are monitored by specific indicators used to measure the scope and quality of the services. We also carry out satisfaction surveys, another initiative that helps us manage these activities and identify demands from the internal public. Our aim, on this front, is to provide access to a set of actions that offer healthcare ([see page 98](#)) and work environments in which everyone feels well and safe. In 2023, these efforts were reflected in the following actions:





Carbon Care

A medical outpatient clinic, located at C6 Bank's headquarters, is available to CSixers who work in our offices. It offers emergency and care services provided by an occupational physician and nurse, with no need for prior appointment, as well as physiotherapists. Depending on the diagnosis, the employee is referred for medical examinations or to other specialists. The services provided at Carbon Care, which include admission and periodic examinations, as well as the information obtained from the use of medical assistance, can disclose the existence of recurring cases or trends related to the well-being of our employees. This data is therefore useful for drawing up and directing measures, such as the inclusion of physiotherapy services, introduced in 2023, as a result of health insurance claims, as well as carrying out campaigns or orientation measures, aimed at preventing illness and promoting health. Personal information related to employees' health is shared only between physicians and nurses, and is kept confidential under the terms of the General Data Protection Law (LGPD). [GRI 403-3; 403-6]



Spaces for breaks

Our offices also feature entertainment areas, designed to encourage employees to take breaks during their working day, and join their colleagues in games of ping-pong, pool, basketball or video games. There are also relaxation areas with pouffes and couches, as well as an organic vegetable garden.



Carbon Spa

A space made available to CSixers in our offices, with personal care services such as manicures, massages and hairdressing.



Protected area

An ambulance service is provided by a specialized company, called in the event of situations requiring rapid transportation for emergency care.



Sistema de gestão de saúde e segurança do trabalho

This is a specific program, run by an occupational physician with the support of a specialized company, aimed at preserving the physical integrity and safety of CSixers in C6 Bank's work environments. It comprises a series of measures, divided into two parts: raising employee awareness, while ensuring safe facilities and minimizing the risk of accidents.

The initiatives comply with the requirements of the Occupational Health Medical Control Program (PCMSO) and the Environmental Risk Prevention Program (PPRA), both determined by Ministry of Labor regulations.

[GRI 403-1; 403-8]

Among the processes and practices adopted in this system, all audited internally, are:

[GRI 403-8]



Internal Commission for Accident Prevention (CIPA) and Fire Brigade.

Our employees can take part in activities and improvements geared towards preventing work-related accidents and illnesses, as members of CIPA and the fire brigade. These groups, made up exclusively of our own employees, help us manage these issues. Since they are in the operations, they identify and assess risk situations regarding the safety and health of employees in the workplace, based on their perception and experience. Outsourced employees are not part of the selection process for the brigade and CIPA teams, but they can take part in the emergency training we offer, which is also offered to them at their workplaces. The members of CIPA and the brigade, as they are distributed among the different areas of the bank, can easily be called upon by coworkers in the event of a situation that could lead to accidents. These communications can also be made to the Facilities area or through specific channels, including the intranet. The measures we adopt to ensure health and safety include constant checks of C6 Bank's physical facilities and working conditions, routines carried out by specialized companies hired for this purpose.

[GRI 403-2; 403-8]



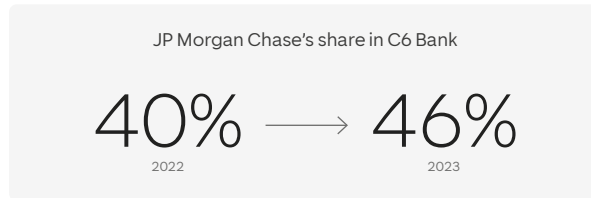
Training on occupational health.

We offer lectures and training sessions that cover specific topics on quality of life, health and safety. These sessions, always organized during working hours and conducted by hired specialists, also include mandatory training courses, such as those on first aid and the fire brigade.

The latter, in particular, consisted of eight hours of on-site training and was attended by 141 employees. We have also held training sessions on CIPA, combining eight hours of online training with monthly meetings, an agenda that reached 22 participants. [GRI 403-5]

Corporate Governance

One of the highlights related to Corporate Governance in 2023 was the change in C6 Bank's shareholding structure. JPMorgan Chase, a US-based financial institution, increased its stake in C6 Bank from 40% to 46%, which reinforces the long-term commitment established with us since 2021.



We are working together on several fronts, and the results of this partnership are already reflected in the launch of products and the consolidation of our Corporate Governance model. Having the world leader in financial services as a shareholder provides C6 Bank with guidelines and parameters based on international standards,

contributing to the improvement of our policies and process structures, controls and monitoring of activities.

Since C6 Bank is a Segment 3 (S3) financial institution, one of the classifications of the National Financial System (SFN), our Corporate Governance model meets the regulatory requirements that apply to organizations with this profile. One example of this was the centralization, in the Risk Management and Capital Management area, of the monitoring, management and analysis of social, environmental and climate risks to which our activities are subject. This activity was previously carried out by the Compliance area.

In this new structure, the Risks area became responsible for managing this, which also strengthens the presence of these issues in C6 Bank's numerous routines, since it participates in the internal processes of structuring and launching products, improving the app, among others.

As for Compliance, we improved the Money Laundering Policy and the processes used to inhibit this practice, enhancing the analysis of client admissions, along with the monitoring of financial transactions. We conduct our business in compliance

with the principles of free competition, and we are aware of the risks to our business brought about by practices that prevent it [free competition] or that foster unfair competition and the formation of monopolies.

In 2023, there have been no active or finalized lawsuits related to unfair competition, monopoly practices or against free competition. [GRI 206-1]

Decision-making and management bodies

[GRI 2-9; 2-12]

The management of our businesses is based on a solid corporate governance structure, in which the main body is the General Shareholders' Meeting, where decisions are made between shareholders.

The Board of Directors is responsible for the overall direction of the business and the Executive Board for the implementation of strategies.

General Shareholders' Meeting

Convened in accordance with the relevant legislation and C6 Bank's Bylaws, the duties of the General Shareholders' Meeting include, among others, the analysis and approval of the financial statements, and the appointment of the members of the Board of Directors, based on technical and reputational criteria.

Board of Directors

The Board is made up of seven members, elected in 2022 and re-elected in 2023 – including a member who, in addition to chairing the board, is the institution's CEO – and determines, decides and directs C6 Bank's operating strategies in accordance with the institution's values, purpose, vision and mission. These guidelines are expressed in procedures, governance rules and internal compliance policies, which the Board itself reviews and approves, such as the Code of Ethics and Conduct, a document that is the reference for the other policies adopted to ensure compliance with actions and processes. This set also includes, among others, regulations aimed at mitigating and preventing conflicts of interest, and the Social,

Environmental and Climate Responsibility Policy (PR SAC), which sets out the guidelines for sustainable business development.

As the guiding force behind the business, the Board of Directors performs a number of other functions, for which it relies on the advice of three statutory committees: Risks, Remuneration, and Audit. All of them have their own bylaws and contain rules on composition and operation, in accordance with those established by Brazil's Central Bank. The directors and members of the committees are appointed, based on criteria of exemplary reputation and technical capacity, in compliance with internal documents on these issues and the applicable laws. Changes and alterations to these compositions are assessed by the shareholders and the Board itself, in accordance with the relevance and strategic guidelines of the business. [GRI 2-10; 2-15]

The diverse duties assigned to the Board also include providing guidance on the fiscal strategy by advising the statutory committees. As a financial institution, we play an important role as a taxpayer and as a participant in the national tax system. We collect taxes from the various operations carried out by clients, as applicable, and report financial transactions to the competent bodies, in compliance

with regulatory requirements. In this sense, we have also adopted a fiscal strategy in our business, which is based on the fair collection of taxes. We do not adopt aggressive strategies or complex structures without economic substance, which is why there is no need to disclose them in the financial reports we publish.

[GRI 207-1; 207-2]

Executive Board

This board is responsible for implementing the strategic guidelines established by the Board of Directors, which are broken down into operational and tactical activities, based on the principles of sustainability and socio-environmental responsibility. It is also responsible for monitoring the development of operations, and reporting the results achieved to the Board of Directors on a regular basis.

[GRI 2-11]

In carrying out its duties, the Executive Board has the support of Theme-based Subcommittees. These multidisciplinary committees, comprising representatives from different areas, bridge the gap between the bank's operational areas and the Board of Directors.

The varying activities and discussions conducted by the subcommittees include, for example, evaluating new products from the point of view of performance and the risks they entail. The subcommittees are also responsible for monitoring and evaluating C6 Bank's performance indicators (financial and business, for example).

Through these subcommittees, information is shared, concepts are aligned, and arguments are developed for decision-making. The Social, Environmental and Climate Subcommittee, for example, supports the Board of Executive Officers in defining guidelines and dealing with issues related to sustainability, considering the influence of this issue on our business and the impacts our actions have on people and the environment. In this interaction, knowledge on related subjects is also shared with executives, contributing to literacy on these topics. A similar workflow can be carried out with

the Board of Directors, since the analyses and opinions issued by this subcommittee can be used as references for decisions related to sustainability. [GRI 2-17]

These committees are also attentive to crucial concerns, identified by the operational areas in scenario assessments or in the execution of business strategies. When necessary, these issues are forwarded to the Executive Board and/or the Board of Directors in due time. [GRI 2-13; 2-16]

The theme-based committees and subcommittees under the responsibility of the Executive Board include:

- i.** Crisis Management and Business Continuity Committee
- ii.** Credit Committee
- iii.** Ethics Committee
- iv.** Security Committee of the Prudential Conglomerate
- v.** Prudential Conglomerate Controls Committee
- vi.** Advisory Risk Committee
- vii.** Remuneration Committee
- viii.** Customer Service Committee
- ix.** ADA/FTC Subcommittee
- x.** Asset and Liability Management Subcommittee
- xi.** Products Subcommittee
- xii.** Operations Subcommittee
- xiii.** Socio-environmental Subcommittee
- xiv.** Quality Control Plan Subcommittee Connection/Partners

- xv.** Suppliers and Partners Subcommittee
- xvi.** Correspondents Quality Control Plan Subcommittee
- xvii.** Collection Subcommittee
- xviii.** Foreign Exchange Subcommittee
- xix.** C6 Volcker Control Forum

Furthermore, there are other Forums under the responsibility of the Board of Executive Officers, in which several topics related to the bank's operations, governance and financial sustainability are discussed within different timeframes.

Risk management

[GRI 3-3]

Our operations are exposed to several types of risk, involving strategic, regulatory, operational and financial aspects, among others. To mitigate the impact of these issues on C6 Bank's activities, we rely on solid processes and policies, approved by the Board of Directors, and a corporate risk management culture that runs through the entire organization, with qualified teams to manage them. Thus, each CSixer takes a leading role when performing their duties, which also applies to risk management. Our employees must follow a number of procedures to monitor their routines and make responsible decisions.

The strategy we adopt for risk management is determined on the basis of risk tolerance and risk appetite, parameters established by the Board of Directors. In this approach, known as top down, risks are identified based on the directors' view of the sensitivity factors to which the business model and C6 Bank, as an organization, are exposed.

We complement this strategic analysis with an operational reading, considering our processes and controls. Thus, we also assess situations of weakness from the point of view of execution, a mechanism known in the market as bottom up.

The guidelines, in turn, are set out in the Corporate Risk Management Policy. As a financial institution, we manage this issue in compliance with the relevant regulations, along with the controls governing Segment 3 (S3) of the National Financial System (SFN), of which C6 Bank is a part.

The C6 Conglomerate's risk management activity is carried out by the Risk Management and Capital Management area. In 2023, this structure gained a new division, dedicated exclusively to social, environmental and climate risk management (RSAC), an activity previously carried out by Compliance. The improvement of this practice, carried out in compliance with the relevant regulatory requirements, strengthens the inclusion of ESG issues in C6 Bank's different work fronts and brings the following responsibilities to the risk area:

- > **With suppliers and customers.** Assessing RSAC risks at the start of the relationships that we establish with these stakeholders. When necessary, the area collaborates with other sectors that make up our risk management structure to identify, assess, monitor, report and control social, environmental and climate risks.
- > **In our activities.** Acting to ensure compliance with legislation and regulatory policies related to the institution's social, environmental and climate issues. To this end, it monitors and adopts mitigating measures to avoid possible social, environmental and climate impacts on our operations.
- > **In products and services.** Participating in the development stages of new app features, in the creation of new products and services, and in significant changes to the institution's procedures, systems, operations and business model.

The new **Social, Environmental and Climate Risk** area has joined the other five that make up the **Risk Management and Capital Management** structure, each performing specific duties:

- > **Operational Ris.** Monitors and controls the operational risk of the C6 Conglomerate, including loss management, fulfillment of limits, maintenance of the control environment, and organization of the Risk Committee.
- > **Credit Risk and Model.** Estimates, monitors and controls the appropriate credit risk, management of limits, management of the credit quality of counterparties, and validation of credit models.
- > **Market Risk and interest rate of the banking portfolio (IRRBB).** Estimates, monitors and controls market risk, calculating IRRBB and managing limits.
- > **Capital Management.** Estimates, monitors and controls capital adequacy. It is also responsible for calculating reference equity and preparing risk reports, in addition to planning and optimizing the use of capital.
- > **Liquidity Risk.** Estimates, monitors and controls liquidity, including calculation of indicators, preparation of risk reports, planning and optimization, management of uses of cash and concentration monitoring.

Our operations are also exposed to non-financial risks, such as legal, reputational and regulatory risks, among others.

These issues – and the risks involved – are managed by the respective responsible areas, based on specific policies and procedures determined by the Executive Board to which they report, forming our first line of defense. These procedures are also submitted to the Board of Directors or another applicable corporate governance body, and they are discussed within the scope of the Risk Committee or other committees, if applicable. Moreover, depending on the materiality of the risks identified in these spheres, the Risk Committee may propose their inclusion in the Risk Appetite Statement (RAS).

To identify, assess and monitor risks and controls, we have adopted the lines of defense model, a methodology based on the principles of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) – a private, non-profit organization based in the United States to prevent and avoid fraud in internal procedures and processes – as established in the international framework for implementing and maintaining an internal control and risk management environment.

This model involves three stages – or barriers – for risk mitigation, which follow one another to complement the previous stage. Each one involves certain areas, giving clarity to the approaches and decisions to be taken. All the areas involved in these dynamics, regardless of the line they are in, act together to protect the bank from operational risks. The governance bodies responsible for reporting and monitoring the results of these interactions are the Controls Committee and the Risks Committee, as well as specific forums with the heads of the areas, which speed up decision-making.

Within this model, we have appointed Risk Partners as the **first line** of defense. These “risk ambassadors” are CSixers who disseminate the culture of operational risks, internal controls and business continuity within their respective areas. For this purpose, they undergo specific training on risks and internal controls, covering management concepts and methodologies.

In addition, the **2nd Line** raises employee awareness of everyone’s responsibility in managing risks, and the effectiveness of internal controls, on a regular basis, through training and internal communication.



Lines of Defense

1st line

Support and business areas, which, in their day-to-day routines, are responsible for identifying and managing the risks arising from the activities they carry out and the issues they relate to.

2nd line

Internal Controls, Operational Risks and Compliance, responsible for assessing, challenging and monitoring the institution’s risk management environment and institutional controls.

3rd line

Internal Audit, responsible for assessing the internal control system with regard to risks and controls, and for reporting the results to Senior Management and the Governance bodies.

Systemic Risks

[FN-CB-550A.2]

To simulate adverse market conditions, which allows us to assess how crisis events would impact C6 Bank's solvency and liquidity, we carry out stress tests on a regular basis. The process we use involves analyzing and setting up scenarios that allow for unfavorable events or anticipate possible crises, mitigating risks. Stress scenarios are determined on the basis of an assessment of macroeconomic variables and market behavior during previous crises, such as the credit crisis. In addition, extreme shocks are carried out, sensitizing the projected budget. All these processes are provided for in our Stress Test Program, with requirements and guidelines for a comprehensive and integrated approach to our operations, aimed at strengthening the institution's resilience and sustainability, in the face of adverse events.

The results of the stress tests are analyzed by multidisciplinary teams, including members of the Executive Board, risk managers and financial specialists, among other professionals. These analyses seek to assess the potential impacts of the adverse scenarios tested on the different areas in the institution. The results of the tests are also taken into

account in long-term strategic decisions, including reviewing business guidelines, identifying areas for growth and diversification, and the allocation of resources.

These results are a useful tool for planning capital adequacy, adjusting policies, strategies and limits established for managing risks and resources. This can involve, for example, reviewing risk appetite levels, setting out more robust capital management policies, and identifying areas that require greater attention and risk mitigation. They can also be integrated into commercial activities. As the stress scenarios evaluate market scenarios, it is possible to use these results for expansion strategies in different economic and market conditions, guiding product pricing, portfolio management and the evaluation of new business opportunities.

Ethics and Compliance

[GRI 3-3; 2-24]

Ethics is the first topic on our scale of values, which shows how important it is in C6 Bank's organizational culture. Our actions are based on the highest standards of conduct in the relationships we establish, a similar behavior we expect from business partners and other stakeholders with whom we interact professionally.

To conduct our business based on principles of ethical conduct, the Compliance area establishes guidelines, as well as engagement and inspection processes, all aligned with the rules and regulations applicable to financial institutions, which must be complied with and respected by employees, suppliers and clients in their relationships with C6 Bank.

The guidelines are expressed in our **Code of Ethics and Conduct, and the Code of Conduct for Suppliers**, in addition to policies that individually address the topics of Management of the Transparency Channel, Suitability, Compliance and Relations with Agents and Public Bodies. Furthermore, the policy on Preventing and Combating Money Laundering, and Countering the Financing of Terrorism was revised and updated in 2023. This document brings together a set of procedures and standards adopted to prevent products and services from being used to hide the origin of illicit funds. The aim is to identify, monitor and report any suspicious activity that may reveal money laundering, understood as the act of concealing or disguising the illicit origin of goods or values that are the fruit of a criminal offense³.

³In accordance with Law No. 9.613, of 1998.

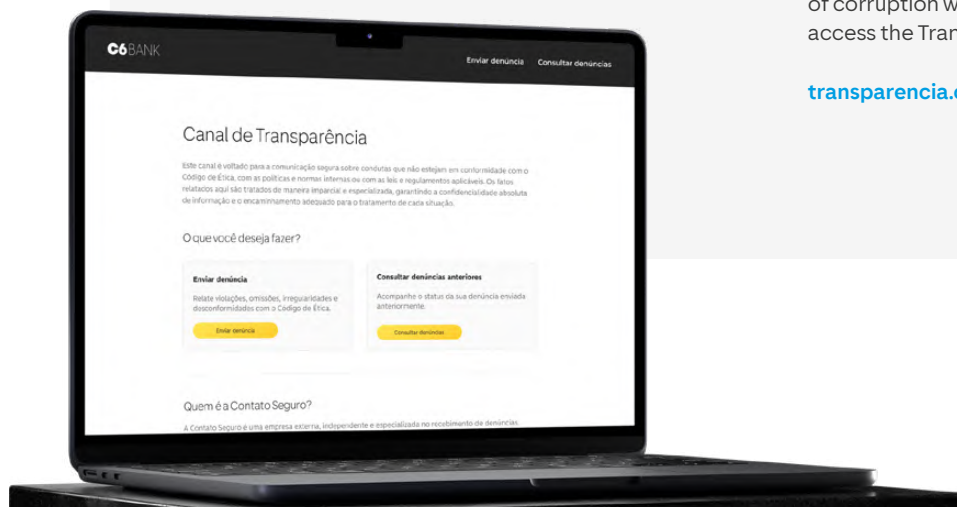
Transparency Channel

[GRI 2-25; 2-26; 205-3; 406-1] [FN-CB-510A.2]

Practices or occurrences that do not comply with the guidelines of our Codes of Ethics and Conduct can be reported – with a guaranteed right to confidentiality – to the Transparency Channel. Available to CSixers and other publics, the Transparency Channel is managed and operated by an independent company and can be accessed 24 hours a day, seven days a week. If the complaint concerns issues of discrimination, the user identifies the related issue, classifying it as racial, gender, LGBTphobia and economic status, as well as the “other” option.

The cases reported are initially assessed by Compliance, which is also responsible for coordinating and defining the scope of the investigation. At this stage, when necessary, other areas of C6 Bank are involved, such as People and Management. Once the investigation has been concluded, Compliance issues an opinion and forwards it to the Ethics Subcommittee, where an action plan will be drawn up so that the cases can be properly dealt with and acted upon. This process, applied to the cases reported by the channel in 2023, has consequently been adopted for the four recorded incidents of discrimination. No complaints of corruption were reported in the period. You can access the Transparency Channel here:

transparencia.c6bank.com/pt/c6bank



Initiatives aimed at enhancing procedures to inhibit money laundering have been highlighted in 2023, including the acquisition of new technologies/tools, contracting new external services (such as credit protection) and automating operational routines. Due diligence, which was already carried out, has therefore evolved, giving us even greater precision in the tasks of evaluating and classifying clients, as well as in any refusals. The changes also meet the requirements of regulators concerning this issue. [GRI 205-1]

The improvement measures were carried out on the basis of debates and decisions taken within the scope of the Anti-Money Laundering Subcommittee (PLD), led by the Compliance area. In this sphere, in which different C6 Bank structures participate, policies and guidelines are established to protect our operation from crimes of this nature.

When signs of irregularities in banking operations are identified, the occurrence is analyzed and reported to the Financial Activities Control Council (COAF), Brazil's financial intelligence unit.

Another activity carried out by Compliance is to strengthen the risk management structure, since ethics – or scenarios in which it is not present – is also seen as a factor of business vulnerability and must underpin the different routines we carry out. In this sense, Compliance participates actively and in synergy with other areas in several activities within the organization, such as product development and risk identification and mitigation. An example of this is the collaboration with the Social, Environmental and Climate Responsibility Risks (RSAC) team, created in 2023, which reports to it on social, environmental and climate-related issues identified in new clients, partners and suppliers who start a relationship with the bank, and on guarantees offered in credit operations.

In carrying out all these functions, Compliance has the support of the Ethics Subcommittee, a forum in which issues on this topic are discussed and analyzed, always in compliance with regulatory requirements. This Subcommittee is made up of the Compliance and Legal directors, an executive officer and representatives from the People and Management and ESG areas.

Compliance action fronts

Employees

Knowing and putting into practice the guidelines of the Code of Ethics and Conduct – as well as the other Compliance policies – is mandatory for every CSixer. To ensure that employees are aware of this information, and to support them in adopting the ethical practices we expect of them, C6 Bank maintains a training agenda on these topics and other processes aimed at contributing in this regard. The Compliance team is also available to CSixers to answer questions or provide more information about the Code of Ethics and Conduct and other policies in the area. [GRI 2-23; 2-26]

> **Training.** These training sessions cover the Code of Ethics and Conduct, Anti-Corruption, Anti-Money Laundering (AML), Operational Risks and Internal Controls, and Crisis Management and Business Continuity policies. In 2023, some 98% of employees took part in this training.

Among the leadership, participation in this agenda stood at 99%. These trainings are accessed on our corporate education platform, the C6 Institute, and employees, when hired, must complete them within 90 days after joining the company, and recycle this knowledge on an annual basis, a schedule reinforced by communications sent in advance to all employees and managers. [GRI 205-2]

> **Statements.** Also, to reinforce the guidelines of the Code of Ethics and Conduct, we have created declarations in which employees formalize, on an annual basis, that they are aware of the document, and inform if they are exposed to any situations of conflict with the regulations. The members of the Executive Board and the Executive Committee, in turn, sign a document acknowledging the content of the regulatory training and the main policies. Our employees must also declare to Compliance when they receive gifts from third parties, establish relationships, or give gifts to public officials, and if they are invited to occupy an external representative position or activity (positions on Boards and Commissions, for example). [GRI 2-15; 205-2]

> **Conflicts of interest and the fight against corruption.** To minimize the risk of situations that expose our employees to conflicts of interest, we check, when they are hired, whether they carry out external activities, have relationships with public officials, or have shareholdings in companies. We have also adopted processes to monitor areas that could be exposed to conflicts of interest within the group, in compliance with regulations, such as the Brokerage and Treasury, and we have taken measures to avoid them, such as installing a Chinese wall (a physical and logical barrier between activities). The members of the Executive Board and the Executive Committee, in turn, sign declarations on the conduct adopted in their dealings with public agents, a practice that contributes to mapping out corruption risks. [GRI 205-1]

Suppliers

Compliance plays a central role in the relationship we establish with companies and service providers. In addition to its efforts to disseminate the practices they must observe in their commercial and

professional relationships with us, which are set out in our Code of Conduct for Suppliers, Compliance also works with other areas to manage the risks that may arise in these interactions. In this way, business partners are subject to several stages throughout the hiring process:

- > Due diligence, which involves several of our areas, such as Compliance, Security Governance, Security Architecture and Engineering, Finance, Risks and Legal. In these due diligences, we use the Know Your Supplier (KYS) methodology, formalized in a specific procedures manual.
- > Agreement with our values, obligations, declarations and guarantees regarding socio-environmental and human rights aspects. By entering into partnerships with us, companies and service providers declare that they are aware of our ethical guidelines and commit to complying with them, conditions which are set out in contractual clauses. In the event of non-compliance with these principles, contracts may be terminated.

In the process of registering third parties, we carry out a careful analysis of their compliance practices, a process that is becoming more structured every year. In 2023, we improved the analysis of specific money laundering requirements, also incorporating technology into these investigations. After this assessment, third parties are classified according to the risk of money laundering situations occurring, a rating that determines timeframes for new analysis. [GRI 205-1]

Clients

In partnership with other areas, Compliance assesses clients, both when they open accounts and throughout their relationship with us. The aim is to mitigate the risks of suspicious transactions, preventing money laundering and corruption, for example. [GRI 205-1]

At onboarding, when the client relationship begins with us, the registration information is analyzed and compared with data obtained from a number of public sources, such as credit protection services, international sanctions lists, deceased persons, those convicted of corruption, criminal court cases, among others.

Depending on the information obtained, the proposal to open an account may be automatically declined. Based on this analysis, clients are given a risk rating and allocated to profiles classified as low, medium or high risk, which helps to monitor suspicious actions taken while the client maintains a relationship with C6 Bank. Due diligence on high-risk clients, for example, is reinforced, involving a more in-depth assessment. The classification into profiles also determines the frequency of registration revalidation, which is conducted every two years for high-risk clients, and every four and five years for medium- and low-risk clients, respectively.

Once the account has been opened, suspicious financial actions are monitored by means of alerts. Some examples of the aspects that are monitored:

Monitoring stock exchange operations

- > Incompatibility
- > Collusion of counterparties
- > Oscillation in Movement
- > Change in Behavior
- > Custody Transfers

Monitoring foreign exchange transactions

- > High-risk foreign exchange transactions

Warnings based on atypical behavior

- > Customer inactivity
- > Abnormal frequency of transactions
- > Atypical inflows of funds
- > Atypical transactions involving counterparty analysis
- > Change of final beneficiary

Warnings based on transactions involving cash resources

- > Operations in cash weighted by regulatory limits
- > Operations involving inflows and outflows of cash resources

Warnings based on cases of incompatibility

- > Investments that are inconsistent with the client's economic data
- > Financial turnover inconsistent with the client's profile

Warnings based on entries in restrictive lists and international sanctions lists

- > Inclusion on a list of high-risk countries
- > Inclusion on restrictive lists
- > Inclusion on international sanctions lists

Economic and Financial Results

In 2023, we achieved the breakeven of our business, recording a monthly operating profit in November 2023. This positive result stems from continuous efforts to generate revenues, stabilize costs and reduce the Provision for Doubtful Accounts (PDA). The milestone was reached in less than five years of the bank's operations, originally launched in August 2019.

Beside is the financial information with more details of our operations. [GRI 201-1]

Updated financial information considering the prudential conglomerate, in R\$

Direct economic value generated and distributed	2023
Revenues	3,130,953
Economic value generated	3,130,953
Operating costs, salaries and employee benefits	3,804,666
Payments to the government	185,950
Economic value distributed	3,990,616
Total	859,663

Total capitalization broken down in terms of debt and equity

Subordinated debt	1,185,608
Shareholders' equity	2,898,424

GRI and SASB

117 — 124

- [GRI Content Index](#)
- [SASB Index](#)
- [Global Compact](#)

GRI Content Index

Statement of use: Banco C6 S.A has reported in accordance with the GRI Standards for the period from 01 January to 31 December 2023

Applicable GRI Sector Standard: Not applicable for this report
GRI 1 used: Foundation 2021

GRI Disclosure	Definition	Location	Omission
The organization and its reporting practices			
2-1	Organizational details	Banco C6 S.A.	
2-2	Entities included in the organization's sustainability reporting	Banco C6 S.A., C6 Corretora de Títulos e Valores Imobiliários Ltda., Banco C6 S.A. (Cayman Branch), Banco C6 Consignado S.A., Fundo TV1 and Fundo Carbono.	
2-3	Reporting period, frequency and contact point	08	
2-4	Restatements of information	08	
2-5	External assurance	This report has not been subjected to external verification.	
Activities and workers			
2-6	Activities, value chain and other business relationships	16; 34; 37; 41; 43	
2-7	Employees	94	
2-8	Workers who are not employees	94	
Governance			
2-9	Governance structure and composition	104	
2-10	Nomination and selection of the highest governance body	105	
2-11	Chair of the highest governance body	105	
2-12	Role of the highest governance body in overseeing the management of impacts	104	

GRI Disclosure	Definition	Location	Omission
2-13	Delegation of responsibility for managing impacts	106	
2-14	Role of the highest governance body in sustainability reporting	08	
2-15	Conflicts of interest	105; 113	
2-16	Communication of critical concerns	106	
2-17	Collective knowledge of the highest governance body	106	
2-18	Evaluation of the performance of the highest governance body		Data not available. This is strategic information.
2-19	Remuneration policies	97	
2-20	Process to determine remuneration	97	
2-21	Annual total compensation ratio	97	
Strategy, policies and practices			
2-22	Statement on sustainable development strategy	04	
2-23	Policy commitments	49; 112	
2-24	Embedding policy commitments	110	
2-25	Processes to remediate negative impacts	26; 27; 111	
2-26	Mechanisms for seeking advice and raising concerns	111; 112	
2-27	Compliance with laws and regulations	73	
2-28	Membership associations	51	
Stakeholder engagement			
2-29	Approach to stakeholder engagement	10; 11; 48; 51; 52; 53; 60; 63; 68; 70	
2-30	Collective bargaining agreements	97	

GRI Standards	GRI Topics	Definition	Location	Omission
Customer Primacy				
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service	24	
	417-2	Information and labeling	24	
	417-3	Incidents of non-compliance concerning product and service information and labeling	24	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	24; 26; 34; 35; 36; 37; 41	
Risk management				
GRI 207: Tax 2016	207-1	Approach to tax	105	
	207-2	Tax governance, control, and risk management	105	
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	61	
	308-2	Negative environmental impacts in the supply chain and actions taken	61	
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	60	
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	60	
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of Indigenous peoples	61	
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	61	
	414-2	Negative social impacts in the supply chain and actions taken	61	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	60; 61; 107	

GRI Standards	GRI Topics	Definition	Location	Omission
Ethics and transparency				
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	112; 113; 114	
	205-2	Communication and training about anti-corruption policies and procedures	113	
	205-3	Confirmed incidents of corruption and actions taken	111	
GRI 206: Anticompetitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	104	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	110	
Social, Environmental and Climate Responsibility				
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	96	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	97	
	401-3	Parental leave	98	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	103	
	403-2	Hazard identification, risk assessment, and incident investigation	103	
	403-3	Occupational health services	102	
	403-5	Worker training on occupational health and safety	103	
	403-6	Promotion of worker health	102	
	403-8	Workers covered by an occupational health and safety	103	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	99	
	404-2	Programs for upgrading employee skills and transition assistance programs	99	

GRI Standards	GRI Topics	Definition	Location	Omission
	404-3	Percentage of employees receiving regular performance and career development reviews	100	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	71; 94; 95; 96	
GRI 406: Non discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	111	
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	63	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	88	
	302-3	Energy intensity	88	
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	88	
	303-5	Water consumption	88	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	78	
	305-2	Energy indirect (Scope 2) GHG emissions	78	
	305-3	Other indirect (Scope 3) GHG emissions	79	
GRI 306: Waste 2020	306-5	Waste directed to disposal	89	
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	56; 63	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	115	
	201-2	Financial implications and other risks and opportunities due to climate change	60	
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	48; 52; 53; 60; 62; 63; 67; 68; 70; 73	

GRI Standards	GRI Topics	Definition	Location	Omission
Protection and Privacy of Data				
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	28; 31	
Technology and Innovation				
GRI 3: Material Topics 2021	3-1	Process to determine material topics	10	
	3-2	List of material topics	11;12	
	3-3	Management of material topics	34; 35; 36; 37; 41; 43	

SASB Index

Commercial Banks

Sustainability Disclosure Topics & Metrics

Topic	Code	Metric	Pages
Data Security	FN-CB-230a.2	Description of approach to identifying and addressing data security risks	32
Financial Inclusion & Capacity Building	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	65; 66
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	FN-CB-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	60
Financed Emissions	FN-CB-410b.2	Gross exposure for each industry by asset class	82
	FN-CB-410b.4	Description of the methodology used to calculate financed emissions	80
Business Ethics	FN-CB-510a.2	Description of whistleblower policies and procedures	111
Systemic Risk Management	FN-CB-550a.2	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	110

Global Compact

Correlation of our practices with the ten principles.

The ten principles	Pages	
Human Rights	01. Businesses should support and respect the protection of internationally proclaimed human rights, and 02. make sure that they are not complicit in human rights abuses.	48; 49; 51; 60; 62; 113
Labor	03. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining 04. the elimination of all forms of forced and compulsory labor 05. the effective abolition of child labor, and 06. the elimination of discrimination in respect of employment and occupation.	48; 49; 56; 60; 61; 62; 70; 97
Environment	07. Businesses should support a precautionary approach to environmental challenges 08. undertake initiatives to promote greater environmental responsibility, and 09. encourage the development and diffusion of environmentally friendly technologies.	48; 51; 53; 56; 73
Anti-Corruption	10. Businesses should work against corruption in all its forms, including extortion and bribery.	51; 110