Sustainability Report 2025

BRASILSEG

Uma empresa BB Seguros

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Message from the CEO

GRI 2-22

I took on the role of CEO at Brasilseg in September 2025, confident in our ability to move forward and aware of the responsibility that comes with the company's strategic relevance.

The year 2025 marked a significant chapter in our journey. Despite the challenging economic climate, we achieved the best results in our history: our net income exceeded R$5 billion, supported by strict expense discipline, a consistent reduction in the claims ratio, and strong financial performance.

These achievements are a testament to our ability to execute, adapt, and focus on efficiency while remaining attentive to industry transformations and opportunities for business evolution and reaffirming our commitment to expanding sustainable value creation for our customers, shareholders, and Brazilian society.

During the year, we executed two key strategic initiatives. The first was the development of the 2026–2028 Strategic Plan, which defines guidelines, indicators, and targets aligned with our priorities: digital transformation; sustainable performance; portfolio and channels; customer and distribution channel experience; and people and culture.

The second initiative was the review of our sustainability strategy, which strengthened its role in guiding the business and shaping actions related to risk, products, governance, and investments. In this context, we implemented the 2025–2027 Tactical Plan, reinforcing our focus on ESG (environmental, social, and governance) priorities.

In an era of increasingly frequent and intense climate events, insurance is a vital risk management and mitigation tool for businesses and individuals. Against this backdrop, the sector must lead efforts in Brazil to promote awareness, financial and insurance education, and a culture of prevention.

Our participation in COP30 in Belém (Pará) marked an important step in this journey. There, we advanced discussions on the growing relevance of climate change for agribusiness and other strategic sectors, strengthening our positioning and expanding partnerships. We also showcased our work in the Consórcio *Reg. IA* and the *ZARC Níveis de Manejo* initiative, in partnership with EMBRAPA (Brazilian Agricultural Research Corporation) and the Ministry of Agriculture, while strengthening connections across spaces such as Casa do Seguro, AgriZone, Casa da Sustentabilidade, and the Green Zone.

Another highlight of 2025 was the advancement of our customer-centricity agenda, with investments in technology, innovation, and data intelligence to enhance products, simplify processes, redesign journeys, and increase the personalization of our solutions.

Our efforts in this area were recognized throughout the year with major awards, particularly in customer experience and relationships, including the Smart Customer Award, the ABT Award, and the *Ouvidoria Brasil* Award, highlighting the consistent progress achieved in this area.

In 2026, we will accelerate this agenda by keeping the customer at the center of our decisions while continuously anticipating needs and delivering solutions with agility, quality, and relevance.

This transformation journey is grounded in the strength of our organizational culture and the engagement of our people. To support this, we have strengthened practices focused on continuous development, shared accountability, and enhanced performance. At the same time, we continue to invest in a safe workplace that fosters dialogue and autonomy—an effort reflected in Brasilseg's inclusion in the Great Place to Work ranking of the best companies to work for in Brazil.

Brasilseg aims to be the best insurance company in Brazil. We want to expand our customer base and reinforce the role of insurance as a tool for resilience, continuity, and recovery. We made strong progress in this direction in 2025 and will continue to evolve with quality, a focus on sustainable growth, and the determination to fulfill our mission: to care for people and protect what matters most to them.

Marcelo Labuto
CEO

The report

GRI 2-1, 2-2, 2-3, 2-4, 2-5, 2-14, 3-1, 3-2

This Sustainability Report contains Brasilseg's main advances in 2025, covering the period from January 1 to December 31. The document highlights the company's commitment to sustainability, integrity, human rights, community, and customers, always guided by strong corporate values, governance, and its purpose of "caring for people and protecting what matters most to them."

Intended for all stakeholders, the report presents financial and non-financial indicators, as well as disclosures related to the company's environmental, social, and governance agenda, in accordance with the Global Reporting Initiative (GRI) Standards and the Sustainability Accounting Standards Board (SASB). It also follows SUSEP (Superintendency of Private Insurance) Regulation No. 666/2022, the ten principles of the United Nations Global Compact and its Sustainable Development Goals (SDGs), and is guided by the Principles for Sustainable Insurance (PSI).

The information contained in this report covers all companies within the Brasilseg group under the direct or indirect control of BB MAPFRE Participações S.A., including Brasilseg Companhia de Seguros, Aliança do Brasil Seguros S.A., and Broto S.A.

The publication was approved by the Collegiate Board and reviewed by the Board of Directors, the Audit and Risk Committees, and other governance bodies. Its content underwent independent external assurance by Bureau Veritas.

Questions or suggestions may be sent to sustentabilidade@brasilseg.com.br.

Materiality

GRI 3-1

Brasilseg's materiality was reviewed in 2024 through a process involving the Executive Management, superintendencies, councils, committees, and internal and external specialists, and was subsequently approved by the Board of Directors.

Based on interviews, surveys, document analysis, and technical meetings with various stakeholders, nine topics were defined to compose the Materiality Matrix and provide guidance on the management of priority issues.

Learn more about the materiality review process and the definition of material topics.

MATERIAL TOPICS GRI 3-2

Material topic	Related SDGs
Innovation and technology	8, 9, 12
Climate change	7, 8, 13
Customer satisfaction, transparency, and customer relationships	12, 16
Information security, data privacy, and cybersecurity	16
Ethics, integrity, and compliance	8, 12, 16
ESG Portfolio	12
Financial and insurance inclusion and education	4
Responsible Investment	12
Natural resources (biodiversity, ecosystems, and water resources)	6, 15

Brasilseg

GRI 2-1, 2-6

Brasilseg Companhia de Seguros is a Brazilian company recognized as a benchmark across several segments of the national insurance market:

- **Agribusiness (Agricultural, Rural Pledge, and Life)**
- **People (Life and Loan Protection)**
- **Property and Casualty (Homeowners, Business, Mortgage Protection, and other mass-market products)**

Established in 2011, the company is the result of a partnership between BB Seguros and Mapfre (see more in Shareholding Structure). In 2025, Brasilseg achieved a 15.7% market share in the segments in which it operates, maintaining leadership in Agribusiness (62.2%) and Individuals (11.3%), and ranking 10th in Property and Casualty (4.2%)*.

Its primary sales channel is Banco do Brasil's branch network; however, since 2022, the company has been investing in the diversification of its channels. In 2025, more than 900 partners were registered and authorized to offer the company's products. The Partner Portal supports this network through features that enable partners to simulate quotes, access contracts, and generate reports, facilitating the delivery of insurance products to new customers.

Its management strategy incorporates sustainability considerations, focusing on climate risks, the promotion of sustainable agricultural practices, financial and insurance education, social inclusion, and the management of greenhouse gas emissions. In recent years, Brasilseg has expanded its use of technology to deliver a more personalized and data-driven experience to its more than 4.8 million customers.

Source: BASE SES – SUSEP, December 2025.

OPERATIONS ACROSS BRAZIL GRI 2-1

Brasilseg is headquartered in São Paulo, SP, and operates a customer service and business center in Franca, SP. The company serves more than 5,000 municipalities across all Brazilian states and the Federal District, with specialists based in Banco do Brasil branches or at independent partner companies.

OUR PURPOSE

To care for people and protect what is valuable to them.

OUR VISION

To shape the future of protection in Brazil through solutions that create sustainable value for customers, shareholders, and society.

VALUES

C — **Customer first:** we deliver the best experience to those at the center of everything we do

U — **Urgency in our solutions:** we work every day with a commitment to streamline processes and services.

I — **Innovation that transforms:** we continuously learn and relearn to keep pace with—and anticipate—constant changes in the world.

D — **Dedicated to service:** we are always available to deliver what customers need, how, where, and when they prefer.

A — **Attitude (Ownership mindset):** we take initiative and are accountable for customer satisfaction and business results.

R — **Respect and transparency:** we act with integrity and value people, their ways of thinking, being, and acting.

Shareholding structure

GRI 2-1

BB SEGURIDADE PARTICIPAÇÕES S.A.
100%

BB SEGUROS PARTICIPAÇÕES S.A.
74.99%

MAPFRE BRASIL PARTICIPAÇÕES S.A.
25.01%

BB MAPFRE PARTICIPAÇÕES S.A.

BRASILSEG COMPANHIA DE SEGUROS
100%

BROTO S.A.
50%

ALIANÇA DO BRASIL SEGUROS S.A.
100%

Sustainable development

GRI 201-2, 203-2, 3-3. Material topic: Climate change

In the current context, marked by the increasing frequency and intensity of extreme weather events—such as heatwaves, cold spells, strong winds, cyclones, heavy rainfall, and flooding—and their potential to cause losses, particularly in the agricultural sector, insurance becomes even more relevant as a mechanism to mitigate socioeconomic impacts and support the recovery of families and businesses. It reduces losses, accelerates recovery, and ensures business continuity, strengthening the resilience of communities, particularly among vulnerable populations and small businesses.

In this context, Brasilseg understands its role not only as a provider of financial and asset protection, but also as an enabler of resilience and risk management. Through its products, services, and awareness and prevention initiatives, the company seeks to strengthen the adaptive capacity of individuals, producers, and communities in an increasingly challenging environment.

To manage and expand impacts associated with climate change, Brasilseg operates across three fronts: developing and enhancing solutions with environmental and resilience attributes; leveraging technology and data to create value for policyholders and the production system; and advancing operational improvements and environmental management and circularity initiatives.

Claims paid by climate-related event

LANDSLIDE
R$ 1.7 million
(–25.4% vs 2024)

FLOODING, FLASH FLOODS, AND INUNDATION
R$ 4.4 million
(–91% vs 2024)

LIGHTNING STRIKE
R$ 5.7 million
(+23.5% vs 2024)

EXTREME TEMPERATURE VARIATION
R$ 15.7 million
(+37.6% vs 2024)

EXCESSIVE RAINFALL AND WATERSPOUT
R$ 53.1 million
(–69.3% vs 2024)

WINDSTORM, TORNADO, STRONG WINDS, AND CYCLONE
R$ 43.9 million
(+22.9% vs 2024)

HAIL AND FROST
R$ 100.7 million
(+499.4% vs 2024)

DROUGHT
R$ 542.5 million
(–13.7% vs 2024)

BRASILSEG'S PARTICIPATION AT COP30

GRI 3-3. Material topic: Climate change

In 2025, Brasilseg participated in COP30, held in Belém, PA, where the Brazilian insurance sector engaged for the first time in the global discussion on building a more sustainable economy. The company took part in several discussions alongside organizations, reinforcing its strategic role in the climate transition and its capabilities in risk management and the financing of sustainable solutions.

The sector's main initiative was *Casa do Seguro* (Insurance House), organized by the National Confederation of General Insurance, Private Pensions and Life, Supplementary Health, and Capitalization Companies (CNseg), which brought together insurers, experts, and public representatives to discuss how insurance can help strengthen social protection and reduce vulnerabilities in the face of increasing extreme climate events.

During a session dedicated to agribusiness, Brasilseg, EMBRAPA (Brazilian Agricultural Research Corporation), the Ministry of Agriculture and Livestock, and the agtech Produzindo Certo discussed the integration of climate science, technological innovation, and regenerative practices to enhance risk management in rural insurance. On this occasion, pilot projects were presented for two initiatives in which Brasilseg participates: *ZARC Níveis de Manejo* (for Agricultural Climate Risk Zoning) and Reg.IA (the first regenerative agriculture consortium in Latin America). Read more about these projects in the Innovative and Sustainable Products section.

Another discussion brought together executives from the Banco do Brasil Group and BB Seguros to address the role of insurance and credit in the transition to a low-carbon economy and in building financial and territorial resilience.

Visitors also had the opportunity to experience *Play na Proteção* (Play for Protection), an interactive initiative that highlights the importance of a protection culture in agribusiness and the use of technology to enhance the customer journey.

Brasilseg representatives also took part in discussions and meetings across other conference venues, including the Green Zone, AgriZone—organized by EMBRAPA—and the *Casa da Sustentabilidade* (Sustainability House), bringing the insurance perspective to dialogues on climate adaptation, agribusiness resilience, and innovation in financial solutions aimed at sustainable development.

Integrated strategy

The integration of business and sustainability is embedded in Brasilseg's operations, with environmental, social, and governance criteria incorporated into its business model. Its products and services combine innovation, environmental preservation, and social impact, reinforcing an approach in which sustainability guides decision-making and strengthens competitiveness, consolidating a position that is in line with market demands.

Strategic focus on sustainability

- Climate and environmental commitment
- Innovative and sustainable products
- Strategic social impact
- Responsible and shared-value business

Sustainability strategy

GRI FS4

In 2025, Brasilseg revised and expanded its sustainability strategy, strengthening its integration with the corporate strategy. The strategy, now structured around defined pillars, provides a more systematic framework for decision-making across risk management, products, underwriting, investments, governance, and the value chain.

As a result, sustainability has become a driver of resilience, competitiveness, and long-term value creation, incorporating the ESG agenda into the vocabulary, priorities, and decision-making processes of business units in partnership with the Sustainability Department.

The company also implemented the 2025–2027 Tactical Plan, translating the sustainability strategy's guidelines into practical actions to be carried out over the three-year period, with a focus on process improvements, management tools, measurement mechanisms, and continuous improvement practices, further embedding the topic across different areas of the organization.

In 2025, Brasilseg completed 100% of the 28 actions planned for the first year of the plan. Key advancements include strengthened ESG governance, the integration of climate and sustainability risks into risk management, and the further development of social and environmental impact and responsible business agendas.

Business strategy

In 2025, Brasilseg reviewed its Strategic Plan, which will guide the company's operations for the 2026–2028 period. To ensure disciplined execution, management routines were established to engage leaders and teams in continuous cycles of alignment, communication, and refinement. To strengthen engagement, the plan links the achievement of corporate indicators to the Profit-Sharing Program (PLR) for all employees.

The plan is structured into four layers:

- Ambition for the three-year period
- Strategic drivers
- Specific indicators for each driver
- Supporting indicators focused on regulatory solvency, regulatory liquidity, and operational losses

The development process involved the Executive Management and leadership teams in discussions on commercial diversification, technology, customer experience, operational efficiency, business models, and sustainable growth. The process yielded a Strategic Map with 19 strategic indicators and targets linked to each driver, including digital transformation, sustainable performance, customer and channel experience, people and culture, and portfolio and channels.

2025 Results

The year 2025 marked the best results in Brasilseg's history. Annual net income increased by 12%, exceeding R$5 billion, driven by a 40.1% rise in financial income, which was impacted by rising interest rates. Meanwhile, non-interest operating income grew by 5.7%, driven by an increase in net earned premiums (+7.2%) and a decrease in the claims ratio (-1.1 p.p.).

Premiums written fell by 8.8% compared to 2024 due to declines in agricultural insurance (-43.3%) and loan protection insurance (-15.0%), though this was partially offset by growth in rural pledge insurance (4.4%), homeowners insurance (13.5%), and mortgage protection insurance (5.4%).

AWARDS

Rural pledge
+4.4%

Homeowners
+13.5%

Mortgage Protection
+5.4%

Brasilseg in 2025

4.8 million customers

2,019 employees

R$ **5,002.9** million in net income, 12.2% higher than in 2024

MARKET SHARE BY SEGMENT

Segment	Brasilseg's position in 2025	2023	2024	2025
AGRIBUSINESS	1st	62.2%	63.8%	60.6%
OTHER MASS-MARKET PRODUCTS	19st	5.9%	1.9%	1.6%
INDIVIDUALS	1st	14.4%	13.1%	11,7%
AGRICULTURE	1st	62.2%	55.9%	42.9%
BUSINESS	6st	4.6%	5.3%	6.1%
LOAN PROTECTION	1st	19.6%	17.5%	15.1%
RURAL PLEDGE	1st	46.9%	53.9%	55.6%
MORTGAGE PROTECTION	6st	4.9%	4.6%	4.4%
LIFE	3st	14.4%	10.5%	9.6%
LIFE	1st	78.8%	82.5%	83.5%
HOMEOWNERS	4st	7.6%	7.2%	7.4%

2023
2024
2025
Brasilseg's position in 2025

Premiums written

RURAL
R$8 bilion (-11.3% vs. 2024)

LOAN PROTECTION
R$3 billion (-15.6% vs. 2024)

LIFE
R$3.6 billion (-1% vs. 2024)

MASS-MARKET PRODUCTS
R$930.3 million (+6.4% vs. 2024)

MORTGAGE PROTECTION
R$407.5 million (+8.3% vs. 2024)

TOTAL
R$16 billion (-8.7% vs. 2024)

Number of active policies SASB FN-IN-000.A

RURAL
2,158,986 (-3.4% vs 2024)

LOAN PROTECTION
3,270,476 (+5.5% vs 2024)

LIFE
1,915,046 (-6.3% vs 2024)

HOMEOWNERS
1,253,643 (+6.3% vs 2024)

MORTGAGE PROTECTION
297,516 (-1% vs 2024)

BUSINESS
134,990 (+1.9% vs 2024)

MASS-MARKET PRODUCTS
231,228 (+28.4% vs 2024)

OTHERS
21,953 (+0.01% vs 2024)

Claims ratio

RURAL
16.6% (-0.1 P.P. vs 2024)

LOAN PROTECTION
35.2% (-3.3 P.P. vs 2024)

LIFE
21.4% (-3.5 P.P. vs 2024)

MASS-MARKET PRODUCTS
33.1% (-8.1 P.P. vs 2024)

MORTGAGE PROTECTION
17.4% (-2.6 P.P. vs 2024)

R$29.5 million
invested in social projects

R$12.9 million
in cultural sponsorships

Direct economic value generated (R$ million) GRI 201-1	2023	2024	2025
Generated			
Net sale	14,228,838	15,327,472	14,665,153
Revenue from investments	1,200,879	1,094,565	1,434,658
Disposal of assets	105	-	-
Total revenue	**15,429,822**	**16,422,038**	**16,099,811**
Economic value distributed (R$)			
Operating costs	8,199,280	8,727,053	8,249,263
Employee wages and benefits	266,380	287,562	304,679
Payments to providers of capital	2,456,370	2,769,616	3,422,116
Payments to government	1,797,837	1,856,488	2,108,039
Total economic value distributed	**12,719,866**	**13,640,719**	**14,084,097**
Economic value retained (direct economic value generated less economic value distributed) (R$)	**2,709,956**	**2,781,319**	**2,015,714**

Participation in industry forums

GRI 2-28

Brasilseg maintains an active presence in industry forums and representative associations within the insurance sector, contributing to the advancement of market practices and monitoring developments in regulatory, technical, and sustainability topics. This engagement takes place through participation in working groups, committees, and institutional agendas focused on ESG, risk management, innovation, and regulation, enabling the company to anticipate trends, adopt best practices, and strengthen transparency, stakeholder alignment, and the collaborative development of solutions for the sector.

In 2025, Brasilseg maintained relationships with the following organizations:

- National Confederation of General Insurance, Private Pensions and Life, Supplementary Health, and Capitalization Companies (CNseg)
- National Federation of General Insurance (FenSeg)
- National Federation of Private Pension and Life Insurance (FenaPrevi)
- Union of Insurance and Reinsurance Companies (Sindseg)

Recognition, awards, and certifications

2025 SEGURADOR BRASIL AWARD

Recognition by Segurador Brasil magazine for innovation initiatives contributing to the transformation of the insurance market in Brazil.

2025 OPEN INNOVATION AWARDS

Nominated in the Top Open Corps, Top Insurance, and Top Champions of the Decade rankings under the 100 Open Startups Award, a recognition awarded to leading companies in open innovation with startups in Brazil.

2025 INNOVATIVE WORKPLACE – MIT TECHNOLOGY REVIEW BRAZIL

Ranked among the 20 most innovative organizations in Brazil and awarded certification recognizing the company's innovation practices.

2025 SMART CUSTOMER AWARD

The Ombudsman's Office was awarded a silver medal in the Customer Experience (CX) category with the case "*Criticidade Ouvidoria: da crítica à confiança*" (Ombudsman Criticality: From Criticism to Trust).

2025 OUVIDORIA BRASIL AWARD BY ABRAREC

Recognition by the Brazilian Association of Company/ Customer Relations, which celebrates best practices in ombudsman services and customer relations.

2025 ABT AWARD

Two trophies awarded for excellence in customer service: "Ombudsman in Motion: From Criticism to Trust" (Customer Journey category) and "Chat Reclame Aqui: Humanizing Customer Service and Reducing Complaints" (Technological Innovation category)

GOLDEN MEGAPHONE AT THE LIVE 2025 AWARDS

The "*Play na Proteção*" campaign won the Sensory Activation category of this award of the brand experience and live market sectors.

BRONZE AT THE 2025 CAIO AWARD

The Mammography Truck was recognized in the Strategic Marketing category at the events industry awards ceremony.

JUSTICE-FRIENDLY COMPANY – SILVER CATEGORY

Recognized by the São Paulo State Court of Law for responsible conduct and the adoption of mediation and conciliation as conflict resolution methods.

Responsible and shared-value business

Ensure transparent and responsible governance practices that promote positive impacts across the entire value chain with customers, suppliers, distributors, and other partners.

- Related material topics: Ethics, integrity, and compliance; Information security, data privacy, and cybersecurity
- Corresponding SDGs: 8 DECENT WORK AND ECONOMIC GROWTH; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

For Brasilseg, responsible business combines strong governance, ethical practices, and a focus on protecting people and assets. By developing solutions that expand access, support risk prevention, and promote financial education, the company creates value for customers and society.

Corporate governance

The company's corporate governance is guided by the principles of integrity, transparency, equity, accountability, and sustainability, which guide management actions and are embedded across all internal practices. These principles are implemented through formal policies on governance, risk management, internal controls, compliance, and ethical conduct. These instruments work together to ensure that management is exercised with diligence and in alignment with the interests of shareholders, meeting the requirements of regulatory bodies and society.

The company follows the recommendations of the Code of Best Practices of the Brazilian Institute of Corporate Governance (IBGC) and fully complies with the requirements of the Superintendency of Private Insurance (SUSEP) and the National Council of Private Insurance (CNSP).

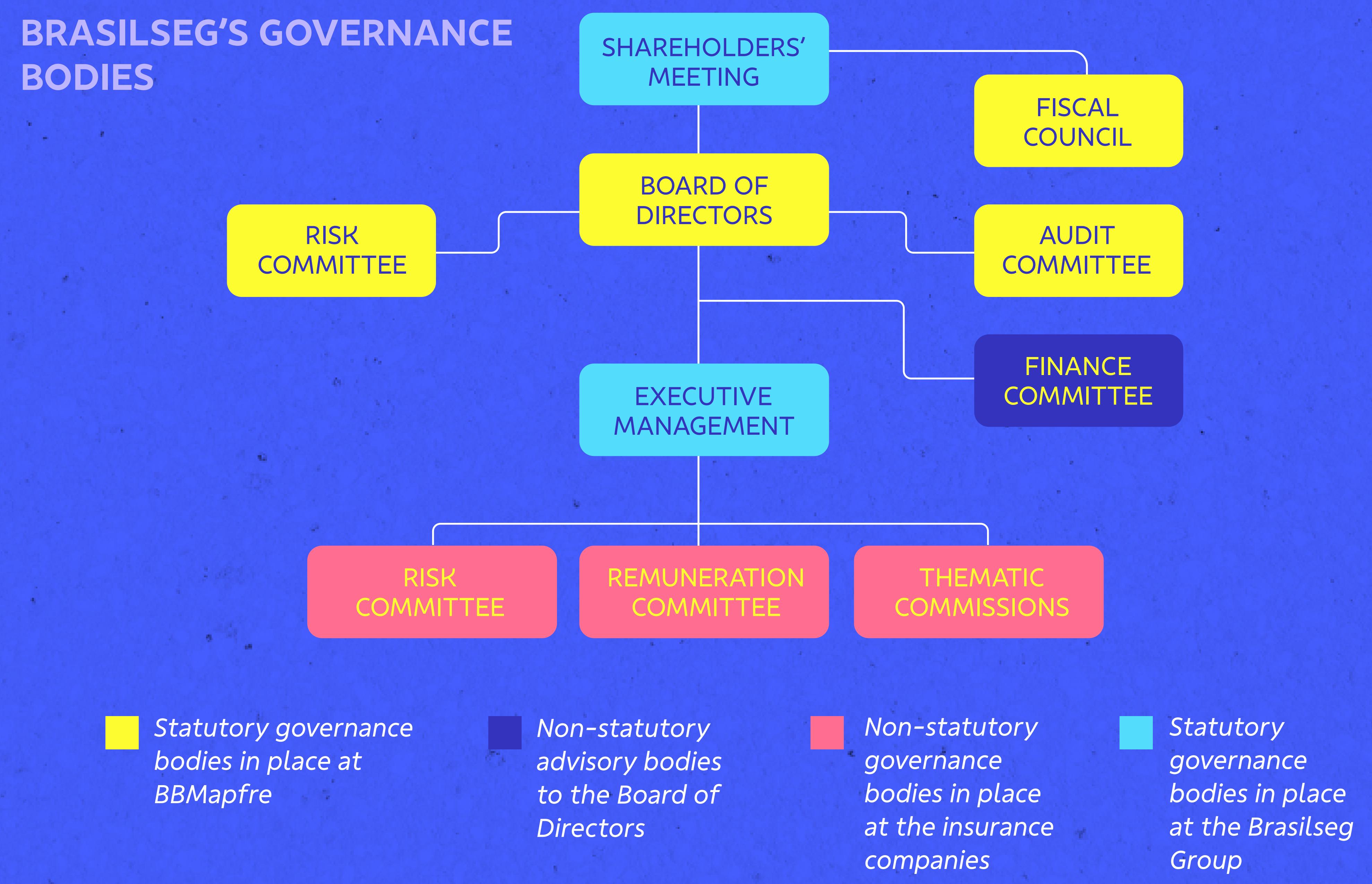
Progress was made in 2025 in enhancing transparency and strengthening sustainability in decision-making processes, thereby expanding the culture of governance. Notable initiatives include the establishment of a single shareholder service channel and the revision of strategic regulations to simplify processes without compromising security or regulatory rigor.

Governance framework

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-16, 2-17, 2-18, 2-24, 3-3. Material topic: Ethics, integrity, and compliance

The company's governance framework defines the guidelines and bodies responsible for decision-making and business oversight. It also seeks to strengthen management efficiency, reduce risks, and ensure the trust of shareholders, employees, and other stakeholders. In this context, environmental, social, and governance (ESG) topics are embedded into the governance system through policies, processes, and practices for managing social, environmental, and climate risks.

Brasilseg implements its commitments through business relationships by working with customers, business partners, and suppliers to promote awareness and the adoption of responsible practices.



In the governance hierarchy, the Shareholders' Meeting ranks above the Board of Directors. It approves guidelines that affect shareholders' interests. The Shareholders' Meeting is advised by the Fiscal Council, an independent body separate from the Board of Directors and the Executive Management, responsible for overseeing the actions and proposals of board members and officers and reporting its findings to shareholders.

The **Board of Directors** is the highest strategic governance body at Brasilseg. It is responsible for approving policies related to sustainable development, guiding strategy and long-term priorities, assessing the effectiveness of organizational processes, and overseeing the company's key economic, environmental, social, and governance impacts.

It is composed of eight members who serve three-year terms, with the possibility of re-election. Currently, the Board includes three women, earning Brasilseg the WOB (Women on Board) certification, which is granted to organizations with at least two women on their boards of directors or advisory boards.

Members are appointed by shareholders based on criteria such as professional background, academic qualifications, and industry experience. They are assessed on an annual basis through a confidential survey, and the results guide continuous improvement actions and strengthen the Board's ability to effectively oversee the organization's economic, environmental, and social impacts.

The Board is supported by three **advisory committees**, including the Audit Committee and the Risk Committee. As part of their responsibilities, these bodies oversee the integration of ESG matters into the business by monitoring indicators, reviewing results, and incorporating lessons learned into the strategy.

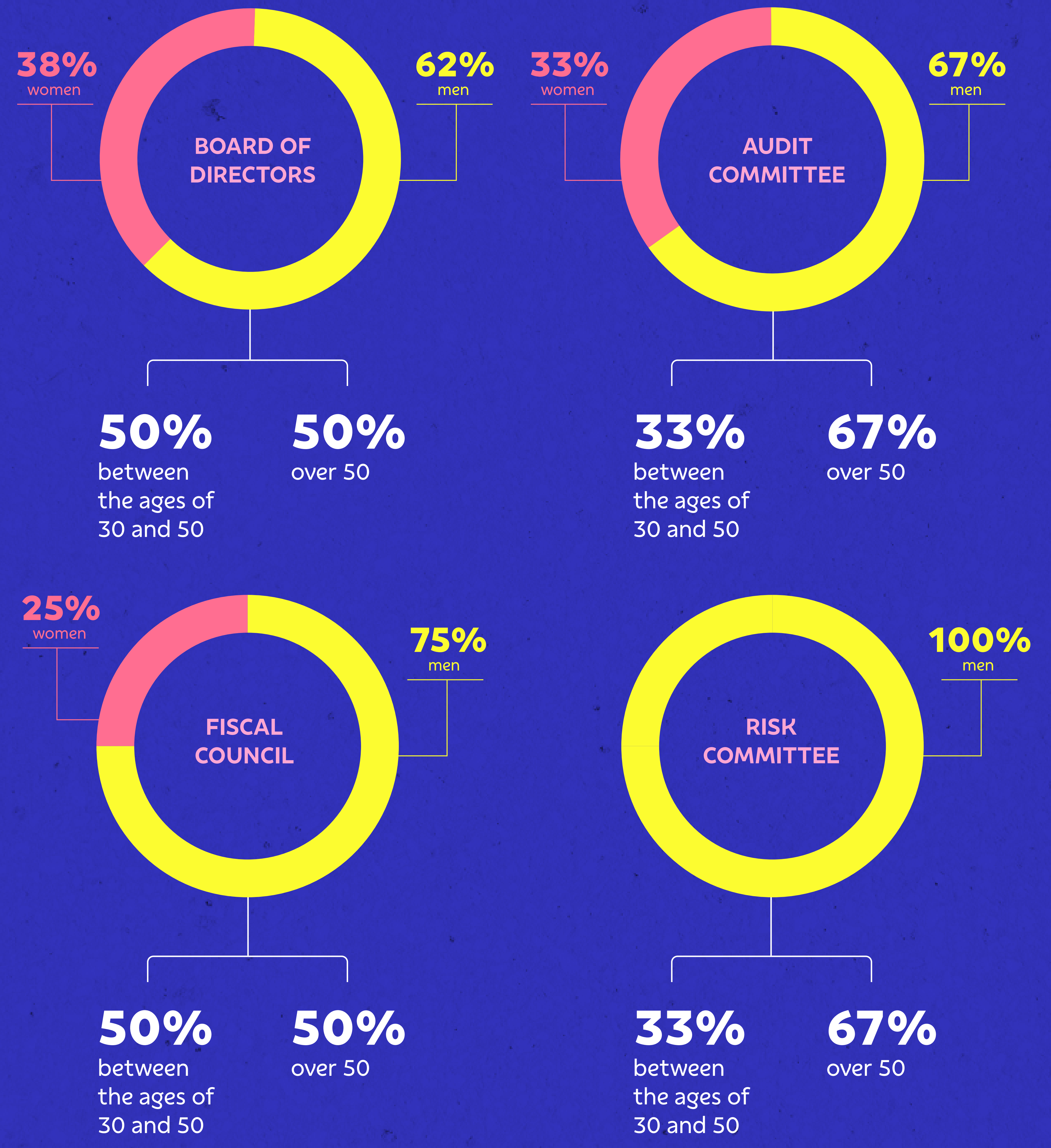
The **Collegiate Board** is responsible for executing the strategy, implementing the guidelines approved by the Board of Directors, and integrating sustainability objectives into the company's operational management. Each director and their team address risks related to their respective areas, including Risk and Internal Controls, Business, Operations, Technical, and Finance. Risk management indicators are regularly reported to the Risk and Audit Committees and, within defined timeframes, to the Board of Directors. The Collegiate Board is composed of six members, with a three-year term and the possibility of re-election. The Collegiate Board is also supported by two **advisory committees** and six **commissions**.

Marcelo Labuto assumed the position of CEO in 2025, replacing Amauri Vasconcelos. Previously, Marcelo served as CEO of Banco do Brasil and BB Seguridade, as well as in various other positions within the BB conglomerate.

In 2025, the governance bodies held a total of 251 meetings.

See the composition of the Board and its committees in the Annex.

DIVERSITY IN GOVERNANCE BODIES GRI 405-1



See the Annex for more information.

Policies and standards that support governance

GRI 2-23, 2-24, FS1

Brasilseg periodically reviews more than 800 guidelines, policies, manuals, operating procedures, and forms applicable to all its activities. The main ones include the Code of Ethics and Conduct, the Articles of Incorporation, and the Integrity Program, as well as the following policies: People Management; Governance; Risk; Internal Controls and Compliance; and Sustainability. All of these documents are available in a system accessible to employees.

The Corporate Sustainability Policy establishes guidelines for incorporating environmental and social attributes into the development and review of coverage, services, and assistance; including climate, social, and emerging risks in underwriting and risk management processes; promoting universal access to insurance, clarity of information, and financial education; and mitigating social and environmental risks in the value chain.

Ethics and Integrity

GRI 2-23, 2-25, 3-3. Material topic: Ethics, integrity, and compliance

Brasilseg promotes a culture of integrity and compliance through structured employee engagement initiatives, including campaigns and training.

Participation of employees, third parties, and members of committees and the Board of Directors in the six mandatory training programs is monitored through a specific indicator. In 2025, all participants completed refresher training on this topic.

At Brasilseg, ethics, integrity, and compliance guide business conduct and are reflected in responsible practices across the organization. These principles include the adoption of technical criteria and controls in risk management, due diligence processes, and supply chain monitoring, as well as the prevention of misconduct, including inappropriate environmental practices. They also promote a safe and respectful workplace, preventing harassment, discrimination, and labor violations, and ensuring fair and transparent service to customers.

The effectiveness of these initiatives is monitored through internal and external audits, control testing, regulatory monitoring, and periodic risk assessments. Lessons learned are continuously incorporated into adjustments to processes, policies, and standards.

Integrity Program

The **Integrity Program** was developed to protect and strengthen Brasilseg's reputation, guiding its actions through ethical values and responsible management, and ensuring that decisions and operations follow principles of integrity, transparency, compliance, and commitment to sustainability.

This program establishes a framework of guidelines, policies, and procedures for employees, young apprentices, service providers, and partners. Topics covered include third-party risk assessment, donations and sponsorships, gifts and gratuities, interactions with public officials, conflicts of interest, and the use of the Ethics Hotline.

One of the program's pillars is the **Code of Ethics and Conduct**, which establishes the principles and standards that guide employees' and partners' actions in conducting business and in their relationships with internal and external stakeholders.

In 2025, the program was presented during onboarding sessions for new employees and was the subject of training sessions for the Human Resources, Procurement, Ombudsman's Office, and Governance departments, as well as for the unit in the city of Franca, young apprentices in São Paulo, and seniors and specialists at the Business School.

COMPLIANCE WEEK

In 2025, Brasilseg held its first Compliance Week, with a focus on ethics, responsible conduct, and compliance. Participants included the federal government's Financial Activities Control Council (COAF), experts, and partner companies, who shared their best practices. To encourage employee engagement, the company held two contests—one for creating slogans and another for recording videos on ethics and responsibility. The event attracted more than 1,600 participants. Starting in 2026, the event will become part of the company's official calendar.

Ethics Hotline

GRI 2-26

Brasilseg offers several channels to ensure transparency in addressing stakeholder concerns. One of them is the Ethics Hotline, which anyone can safely use to report suspected cases of fraud, corruption, unlawful acts, violations of the Code of Ethics and Conduct, and inappropriate behavior by employees, third parties, and business partners. Reports are investigated through a structured process involving Internal Audit, Compliance, Human Resources, the Audit Committee, Ombudsman's Office, and Data Privacy.

The Ethics Hotline is also part of the company's Risk Appetite Statement compliance and integrity indicator and is assessed based on deadlines and minimum service standards. A segregation matrix is also included to ensure governance and prevent conflicts between whistleblowers and the parties involved.

In 2025, Brasilseg improved its investigation processes and introduced a new outcome management model. The company also provided leaders with training to support the identification and handling of harassment cases. Initiatives for the year include expanding access to reporting channels, such as placing QR codes across company facilities to facilitate report submissions and case management.

Brasilseg increased communication about the channel to encourage proper use and provided examples of criteria and everyday situations. A live institutional session featuring the CEO covered key concepts and explained the process for handling reports.

IN 2025:

235 reports were received

70 cases were substantiated

235 cases were closed

BRASILSEG ETHICS HOTLINE

Phone (toll-free): 0800 444 8256
Available 24/7

www.canaldecondutaetica.com.br/brasilseg

Anti-corruption and human rights practices

GRI 2-15, 205-3

Protecting human rights is a non-negotiable commitment at Brasilseg. This topic, along with anti-corruption, is addressed through a system that includes Risk Management and Internal Controls, the Integrity Program, the Code of Ethics and Conduct, mandatory training, third-party approval and monitoring, the Ethics Hotline, and the Standard for the Identification and Prevention of Fraud and Corruption.

All contracts with business partners include clauses that reinforce commitments to human rights, integrity, ethics, and anti-corruption. The company verifies the Brazilian "slave labor" blacklist as part of supplier due diligence and in processes related to the sale of rural insurance products.

In 2025, no confirmed cases of corruption involving Brasilseg employees were identified, and no legal action related to corruption was brought against the company or its employees.

Brasilseg also takes a structured approach to preventing and mitigating conflicts of interest, ensuring that its operations are conducted with transparency, ethics, and regulatory compliance. Any conflicts of interest identified are disclosed to stakeholders in the Annual Financial Statements Report, which is available on the website and filed with the board of trade to ensure accessibility.

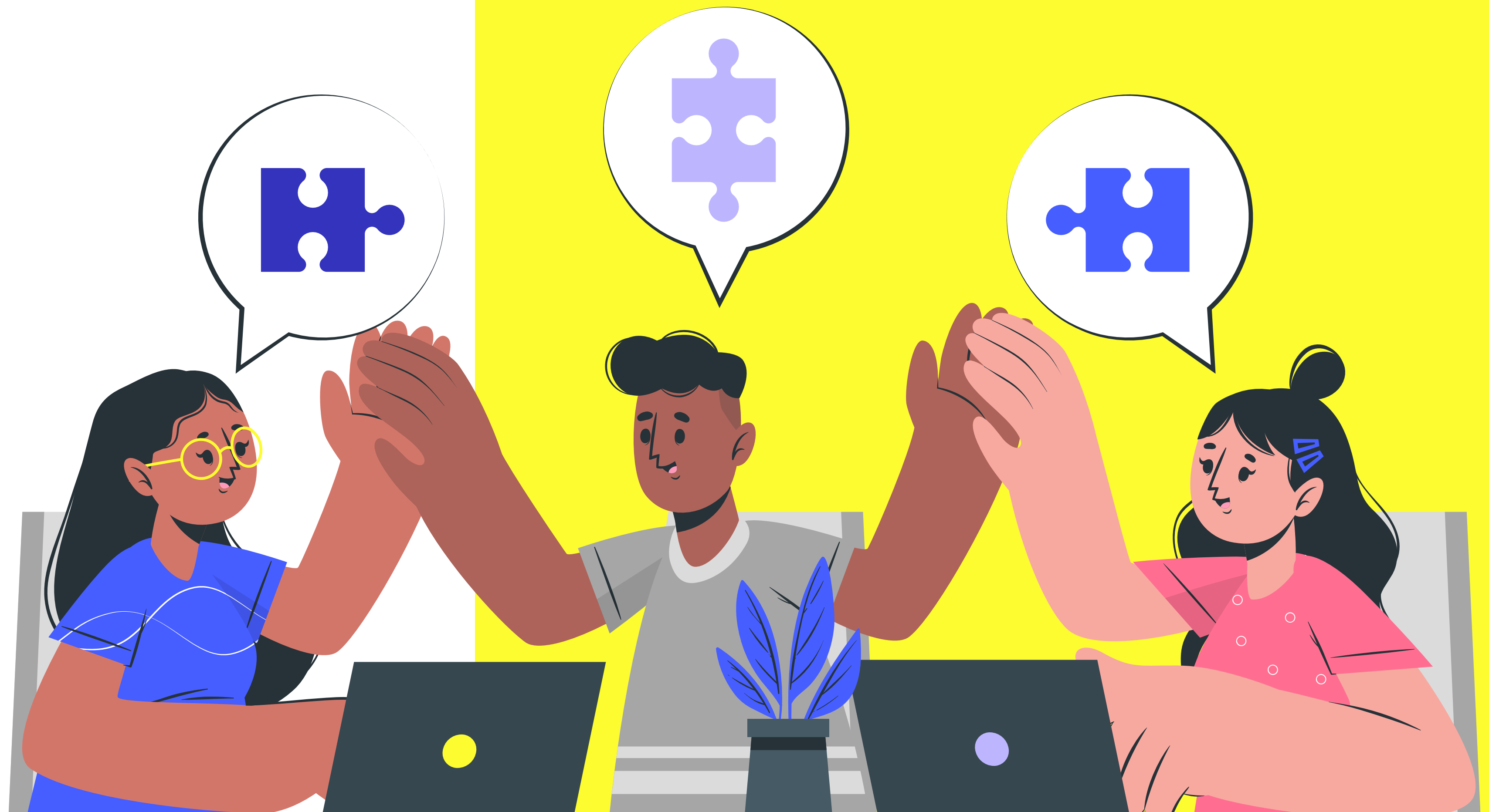
People who received training and/or were communicated about Brasilseg's anti-corruption policies and procedures

GRI 205-2

	2023				2024				2025			
	Communicated		Trained		Communicated		Trained		Communicated		Trained	
	Total number	Percentage	Total number	Percentage	Total number	Percentage	Total number	Percentage	Total number	Percentage	Total number	Percentage
Members of governance bodies	23	100	0	0	27	100	23	85.19	23	100	21	91.30
Business partners*	1,634	100	-	-	1,685	100	-	-	1,539	100	-	-
Employees	901	100	898	99.67	828	100	820	99.03	803	100	797	99.25

**Providers of technical, operational, administrative, legal, technological, commercial, and socio-cultural services; claims inspection and adjustment firms; IT service providers; law firms; consultancies; marketing agencies; HR service providers; facility maintenance services; and other service providers.*

See the Annex for more information.



BRAZIL BUSINESS INTEGRITY PACT

In 2025, Brasilseg joined the *Pacto Brasil pela Integridade Empresarial* (Brazil Business Integrity Pact), an initiative of the Office of the Comptroller General (CGU), reinforcing its commitment to practices that promote integrity, fight against corruption, and foster an ethical culture. Through this initiative, the company aligns with best practices and strengthens its credibility with customers, partners, employees, and the market.

Data privacy and security

GRI 3-3. Material topic: Information security, data privacy, and cybersecurity

Protecting the data of employees, customers, and partners is essential for maintaining the company's business and reputation. In 2025, Brasilseg strengthened its cybersecurity measures, notably through the implementation of Data Loss Prevention (DLP), to prevent the leakage, loss, or misuse of confidential data. The company also established a Technical Security Recommendation process to identify and notify the relevant departments of security breaches or issues that have been identified for remediation.

The company advanced its cyber risk management maturity, as demonstrated by the absence of critical threshold breaches and an improved score under the NIST framework, a voluntary guideline developed by the U.S. National Institute of Standards and Technology to help organizations manage and reduce cybersecurity risks.

Brasilseg ensures compliance with the Brazilian General Personal Data Protection Law (LGPD) through its Information and Cybersecurity and Data Privacy policies. The company also has a Privacy Management Program and a Cyber Crisis Management Plan in place, and prepares an annual Information Security Master Plan, and monitors cyber risk indicators within its Risk Appetite Statement.

R$23.7 million

invested in 2025 in data protection initiatives and training.

Risk management

GRI FS2, FS4, FS5, FS9 | SASB FN-IN-550a.2

In 2025, Brasilseg consolidated progress in governance, risk management, and internal controls, advancing toward a more transparent, accountable model aligned with regulatory best practices. The company also implemented a Regulatory Dashboard to monitor key industry regulations and strengthen compliance.

By integrating sustainability requirements into risk management, Brasilseg reviewed more than 29,000 policies. This and other efforts increased its maturity score in risk and internal controls, measured through its proprietary Risk Management Framework Assessment and Internal Control System, reaching a score of 3.8 on a scale of 4.

The Corporate Risk area is responsible for assessing, monitoring, and reporting sustainability-related risks, including ESG considerations. It follows a structured process for screening these risks and assessing criteria such as the likelihood of occurrence, potential financial, reputational, regulatory, and operational impacts, as well as the organization's level of exposure in relation to legal requirements and best market practices. Audits evaluate policies and practices related to risk management, including environmental and social aspects.

Brasilseg also implemented a tool to prevent unlawful activities, strengthening control mechanisms and supporting audits and inspections. Additionally, the Operational Losses Database was created to consolidate information on loss events, including legal proceedings. This enables the analysis of historical data, the identification of patterns, and the development of action plans for risk mitigation. In 2025, no sanction proceedings or fines were issued by SUSEP.

Climate risks

GRI 201-2, 203-2, 3-3. Material topic: Climate change

Climate risk assessment forms part of Brasilseg's operations, as part of its portfolio—particularly Rural and Property and Casualty—is affected by climate change, which may increase the frequency and severity of claims and related indemnity costs. In addition, the intensification of extreme events and the transition to a low-carbon economy are expected to create new risk patterns, requiring updates to actuarial models, development of innovative products, and potential regulatory adjustments. The company continues to strengthen the management of these risks and assess their impacts on capital and solvency, developing diagnostics and technical studies to meet changing regulatory requirements.

Throughout 2025, Brasilseg strengthened and refined this approach by consolidating a dedicated climate risk management function, focusing on deeper analysis, stronger governance, and greater integration with corporate risk management, in line with international best practices such as IFRS S1 and S2 recommendations. Risk mapping has been completed, and, in 2026, the company plans to advance to risk modeling.

In 2026, the ESG indicator within Brasilseg's Risk Appetite Statement will incorporate 13 of the 14 applicable criteria (previously 9), increasing the rigor of financial asset assessment. Other priorities include alignment with the Insurance Law and current environmental, social, and climate regulations, including CNSP Resolution No. 485.

Sustainable investments

GRI 3-3. Material topic: Responsible Investment, FS9 | SASB FN-IN-410a.2

Brasilseg is highly selective in its allocation of funds to assets that generate negative impacts on the economy, the environment, and people without appropriate ESG measures to offset such impacts. For this reason, it integrates environmental, social, and governance factors into its investment management through structured policies and formal exclusion filters.

The company also adheres to its Corporate Investment Policy and Investment Management Mandate, complying with regulatory requirements to control exposure to assets that may introduce credit and equity risks within its investments.

Investments in private securities also follow a responsible investment policy of BB Asset, Brazil's largest asset manager, which applies ESG rating models with different maturity levels. The asset manager also develops indicators related to greenhouse gas (GHG) emissions, which will support further portfolio analysis in upcoming assessment cycles.

In 2025, Brasilseg advanced the review and enhancement of the social and environmental criteria applied to its portfolio, incorporating new analytical elements to strengthen the assessment of related risks and opportunities.

While the company does not yet formally classify its portfolio as sustainable, it continues to progressively integrate ESG criteria into governance and investment processes in line with evolving market practices and regulatory expectations.

Brasilseg also conducts audits of investment-related processes, led by Internal Audit across areas such as Investment Management, Asset and Liability Management (ALM), and Credit Risk. These assessments incorporate ESG criteria, as defined in the Corporate Investment Policy. Responsible investment management is monitored through the Internal Audit Plan, which is developed with a three-year horizon and reviewed annually.

Supplier management

GRI 2-6, 308-1, 308-2

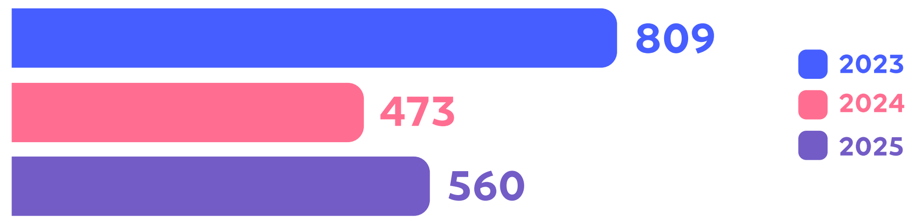
Brasilseg adopts a structured approach to supplier management, recognizing the strategic role of the supply chain in sustainability, operational efficiency, and risk mitigation. The company has an extensive supplier base operating across multiple areas, including policyholder assistance providers, claims inspectors and adjusters, and business partners that distribute products outside Banco do Brasil channels. The company seeks to ensure that these partners operate in alignment with its ethical principles, regulatory requirements, and best market practices.

IN 2025:

560
approved and active suppliers

R$509,884,838
in purchasing volume

NEW SUPPLIERS ONBOARDED



NEW SUPPLIERS THAT WERE SCREENED USING ENVIRONMENTAL AND SOCIAL CRITERIA[1] GRI 308-1, 414-1

	2023	2024	2025
Percentage of new suppliers screened using environmental criteria (%)	1.48	3.38	0.18
Percentage of new suppliers screened using social criteria (%)	100.00	100.00	100.00

[1] The 18% variation in the total number of new suppliers considered for screening between 2024 and 2025 does not reflect material events and is consistent with the area's operating dynamics and the company's strategies for new engagements and contract renewals. This variation reflects a higher volume of demands handled by the area in 2025. As for the total number of new suppliers screened using environmental criteria, the significant variation is due to previously contracted suppliers maintaining active contracts, and the only action required was the environmental approval of a new solid waste management service provider at the Franca unit.

Supplier management policies and standards

Brasilseg applies assessment and verification procedures when engaging suppliers to ensure compliance with legal requirements and internal guidelines. These practices include screening against databases and blacklists related to embargoes, modern slavery, and other situations that may pose social, environmental, or reputational risks.

The company also promotes best practices among its suppliers by sharing guidelines and through engagement initiatives, such as content and training available on the *Portal Parceiro Seguro* (Secure Partner Portal).

In 2025, Brasilseg reviewed contracts classified as critical to strengthen risk management and improve contracting processes, including updates to comply with the National Data Protection Authority's (ANPD) Normative Instruction No. 19 on international data transfers.

ESG criteria in supplier management

GRI 308-2, FS5

In 2025, Brasilseg reviewed its social and environmental assessment and supplier qualification process, expanding the integration of ESG criteria into supply chain analysis and management.

The process included mapping the supplier base, updating assessment criteria, and developing a risk matrix that takes into account various sustainability and management factors, such as environmental aspects, financial dependency, information security, and other relevant risks. No negative environmental impacts were identified among the suppliers qualified during the year.

As part of this effort, the company developed a Supplier Code of Conduct and designed a training program on sustainability and responsible sourcing for the Procurement team, both scheduled for 2026.

Innovative and sustainable products

Develop and offer solutions that generate positive impacts, combining profitability, innovation, and sustainability for customers, business partners, and society.

- Related material topics: Innovation and technology; ESG portfolio; responsible investment; climate change
- Corresponding SDGs: 8 Decent work and economic growth; 9 Industry, innovation and infrastructure; 12 Responsible consumption and production

In 2025, Brasilseg conducted a pilot project to develop a methodology for assessing the sustainability attributes of its products, in line with CNSP Resolution No. 473/2024. As part of this process, the company began evaluating its product portfolio to ensure proper alignment with regulatory guidelines. This methodology will continue to be refined, and starting in 2026, it will also be applied to the assessment of new products. GRI FS5

Products and solutions

GRI 2-6, 203-2, 3-3. Material topics: Climate Change; ESG Portfolio

BRASILSEG COMPANHIA DE SEGUROS

- VIDA
- RURAL
- LOAN PROTECTION
- RURAL PLEDGE
- RURAL LIFE
- MORTGAGE PROTECTION

ALIANÇA DO BRASIL SEGUROS S.A.

- RURAL SEGUROS S.A.
- HOMEOWNERS
- MASS-MARKET PRODUCTS
- BUSINESS

Brasilseg's portfolio includes solutions focused on the financial protection of individuals, agricultural producers, and economic activities, with emphasis on rural insurance, which plays a key role in managing agribusiness risks. In a scenario of increasing frequency of extreme climate events, these products help reduce losses, support production continuity, and strengthen the financial resilience of policyholders and value chains.

In 2025, Brasilseg launched new products and coverages:

- **Life Insurance** – A key highlight in this segment is *Seguro Proteção Pessoal Mulher* (Women's Personal Protection Insurance), designed to meet women's needs, offering personal accident coverage and exclusive assistance services related to health, safety, and emotional well-being, such as *Check-up Mulher* (Women's Health Check-up) and *Apoio à Mulher* (Women's Support).
- **Rural Insurance** – This segment plays a key role in Brazil's agricultural policies, serving as a risk mitigation tool in farming activities. During the year, Brasilseg introduced new coverages for family farming and launched a pilot product that offers protection against price fluctuations in soybeans and corn crops, in addition to expanding its horticulture customer base.
- **Loan Protection Insurance** – This insurance product covers the settlement or amortization of debts undertaken by the insured with Banco do Brasil through loan and financing agreements contracted with the bank.
- **Homeowners Insurance** – Provides comprehensive protection against adverse weather events, including windstorm coverage that ensures compensation for property damage caused by hurricanes, cyclones, tornadoes, and hail. It also includes complementary assistance services, such as temporary roof coverage, post-claim cleanup, and home check-ups, offering emergency support to policyholders.
- **Business Insurance** – Offers broad coverage against adverse weather events, protecting against damage caused by windstorms, hail, cyclones, tornadoes, and hurricanes, including structures such as antennas, panels, signage, and solar panels. It also includes liability coverage, ensuring protection against third-party damages. Additional assistance services complement this protection and provide emergency business support, such as temporary coverage for roofs, doors, and windows, as well as post-claim cleanup.
- **Personal Property Insurance** – Personal property insurance protects against financial losses resulting from theft, including transactions carried out under coercion after withdrawals at ATMs or Banco do Brasil tellers. It also includes *Bolsa Protegida* (Protected Bag coverage), which reimburses stolen personal items such as handbags, mobile phones, and eyeglasses, up to a limit of R$3,000.

Learn more about Brasilseg's insurance policies by clicking here.

ESG approach in underwriting processes

SASB FN-IN-450a.3

Brasilseg has continuously enhanced its risk underwriting processes by conducting prior technical assessments to identify environmental, social, and integrity risks associated with applicants. These assessments include screening for Politically Exposed Persons (PEPs), consulting the Brazilian registry of employers who subjected workers to “slave-like labor” conditions, and checking individual and corporate taxpayer IDs (CPF/CNPJ) against environmental embargoes and violation notices issued by IBAMA (Brazilian Institute for the Environment and Renewable Natural Resources) and ICMBio (Chico Mendes Institute for Biodiversity Conservation).

If any entries are found on the blacklists, the insurance proposal is analyzed in a dedicated review process and may be rejected, accepted with conditions, or subject to additional information requirements, according to the company’s internal risk criteria.

For rural insurance, such as coverage in agricultural areas, environmental risk assessment is enhanced through remote sensing prior to acceptance. This evaluation considers the consistency of information provided in the application and ESG factors related to the insured area. Additionally, it examines the history of land use and occupation during previous harvests.

Pilot project *ZARC Níveis de Manejo*

Brasilseg participated in the *ZARC Níveis de Manejo* (Agricultural Climate Risk Zoning by Management Levels - ZARC-NM) pilot project, an initiative led by Embrapa and the Ministry of Agriculture and Livestock aimed at incorporating different levels of agricultural management into the Agricultural Climate Risk Zoning. The project assesses how agronomic and soil conservation practices can influence climate risk in production and contribute to improving risk management in rural insurance.

In 2025, the company supported the implementation of the ZARC-NM pilot project focused on soybean crops in the state of Paraná. The initiative assessed the allocation of differentiated subsidies linked to the agricultural practices adopted by producers. Brasilseg accounted for 38% of the proposals submitted under this project, developed in partnership with the Cocamar cooperative, helping extend the initiative to participating farmers. Initial findings were presented at COP30, highlighting the potential integration of agricultural science, risk management, and financial protection instruments in agribusiness.

Consórcio Reg.IA

Also in 2025, Brasilseg became the first Brazilian insurer to join *Consórcio Reg.IA*, an initiative by the agtech *Produzindo Certo* focused on promoting regenerative agriculture practices, such as crop rotation and sustainable soil management.

Through its participation, Brasilseg seeks to expand the adoption of these practices in the field, which improve soil health, enhance agricultural resilience, and support the transition to a low-carbon economy. These practices also tend to reduce production risks, enabling the development of insurance solutions and market conditions better aligned with farmers' needs.

Solutions in practice and evolving

In 2025, as part of product development initiatives, Brasilseg created a dashboard to monitor return on investment, consolidating business case data and comparing planned versus actual expenditures (CAPEX and OPEX), as well as planned versus actual net written premium (NWP). The dashboard also integrates indicators such as NPS and churn, enabling performance tracking throughout the product lifecycle and increasing transparency regarding impact and value creation.

Continuous improvement efforts for policyholders are reflected in practice. In November 2025, for example, following a tornado in the city of Rio Bonito do Iguaçu, PR, Brasilseg used satellite technology to assess damage to rural insurance customers, eliminating the need for on-site inspections and accelerating claim settlements. One tool used was the Normalized Difference Vegetation Index (NDVI), which measures vegetation health, density, and vigor through satellite or drone imagery, helping estimate impacts, detect potential fraud, and deploy field teams only when necessary.

Innovation and technology

GRI 3-3. Material topic: Innovation and technology

Through innovation and the use of technology—such as automation, process digitalization, and the development of new business models—Brasilseg seeks to enhance operational efficiency and increase day-to-day agility. These initiatives also strengthen access to information and enable a more strategic, efficient, and responsible use of data.

The company has a Technology Commission responsible for discussing this topic and monitoring related initiatives. In 2025, a proof of concept (POC) was developed to monitor climate risks. The model uses data on extreme weather events and leverages an integrated data platform to forecast impacts and support preventive decision-making.

Incorporating management-level classifications into product pricing is unprecedented in the Brazilian insurance market.

TECHNOLOGY AND DIGITALIZATION

Digitalization is essential not only for products and services, but also for enhancing the customer journey. In agribusiness, for example, Brasilseg uses remote sensing, while in homeowners insurance, the company employs digital claims assessment via photos and videos. Digital channels such as WhatsApp, the Banco do Brasil app, the web portal, and the voice channel reinforce the company's multichannel approach, offering options tailored to customer needs.

INNOVATION MONTH

In October 2025, Brasilseg held Innovation Month, during which employees took part in talks, workshops, publications, and engagement initiatives to encourage idea generation and continuous learning, fostering a culture of innovation.

More than 200 employees participated in talks and workshops

More than 90 interactions on publications

More than 400 interactions during live sessions

Remote sensing in 2025

21,000
agricultural producers eligible to access the platform

3.6 million
hectares analyzed remotely

46,000
analyses conducted considering ESG factors

R$215.5 million
in operational gains

Innovation channels

Brasilseg runs a set of programs designed to address business needs through internal experimentation, open innovation, and artificial intelligence (AI) governance.

- ***Impulso Lab*** – Enables employees to test new solutions to everyday challenges. In 2025, 105 employees submitted 70 ideas. Six pilots were launched, with three receiving awards and three moving into implementation.

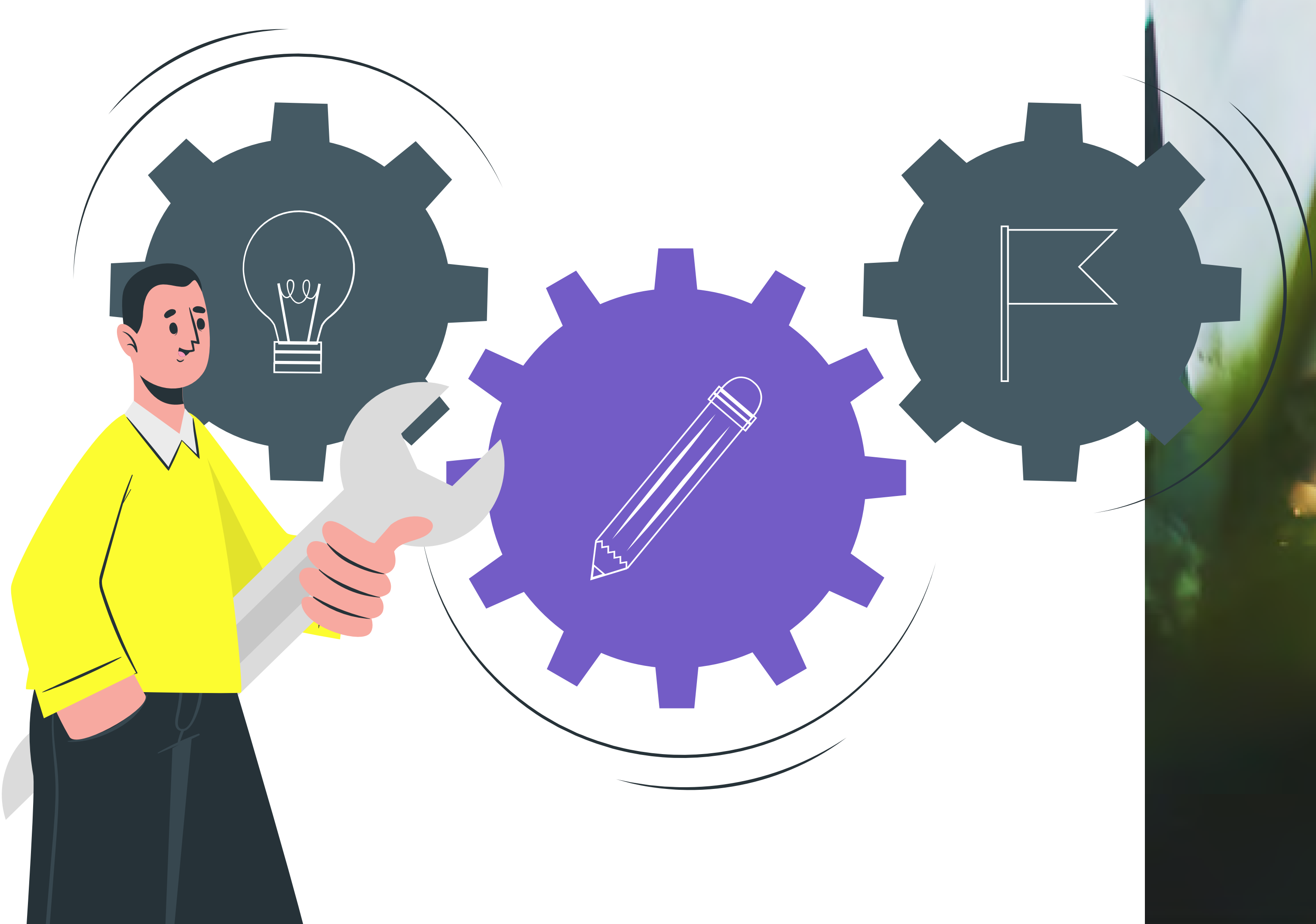
- ***Impulso Open*** – An open innovation program that develops solutions in partnership with external organizations based on specific challenges. In 2025, 44 startups applied, 11 were selected to present their solutions, and 3 projects were approved.

- ***FAST*** – Similar to *Impulso Open*, but based on proactive startup scouting. In 2025, 11 startups were identified, 4 were selected to present, and 2 projects were approved. In 2025, 11 startups were identified, 4 were selected to present their solutions, and 2 projects were approved.

- **Innovation Guardians** – Provides training, access to events, and support for innovation initiatives. In 2025, 13 employees participated in 9 training sessions, and 20 publications were posted on the company's communication channel. These efforts led to three structured challenges being completed, with a program **satisfaction NPS of 100.**

- **New Technologies Hub** – Focuses on solving challenges through AI. In 2025, 12 initial experiments evolved into 2 projects that moved into development.

- **Artificial Intelligence Committee of Excellence (COE)** – Established in 2025, it brings together employees from across the organization to define the company's AI strategy, including guidelines, governance model, and development priorities.



Innovative solutions

In 2025, the Broto S.A. platform evolved into a comprehensive digital ecosystem that integrates credit, insurance, agricultural inputs, technology, and information to meet the main needs of agricultural producers and launched two new business lines:

- ***Clube Broto*** – A benefits program offering services and technologies to small and medium-sized producers, facilitating access to solutions such as telemetry, traceability, drones, and remote sensing through discounts and special conditions.

- ***Barter Broto*** – A partnership with Banco do Brasil enables the digitalization of traditional agricultural transactions, streamlining processes, improving the user experience, and enhancing financial security across the value chain. In barter transactions, producers acquire agricultural inputs, such as seeds, fertilizers, and crop protection products, without making an upfront cash payment. Instead, they settle the cost with a portion of their future harvest.

BROTO EM 2025

R$1.2 billion
in business generated

370,000 users

More than 5 million
visits

Approximately **500** active sellers advertising on the platform

19 product
and service categories on the marketplace

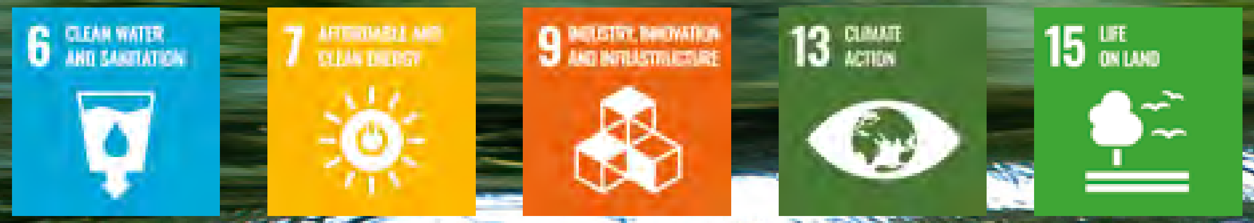
1,900
enrollments in the platform's ESG course

In 2025, the Connectivity Map study showed that poor connectivity quality on farms continues to limit the adoption of technologies. To address this gap, Broto established partnerships with telecommunications companies and, starting in 2026, will offer satellite internet packages at special rates to *Clube Broto* producers.

Climate and environmental commitment

Contribute to climate resilience and the preservation of natural resources, aligning Brasilseg's operations with best environmental practices and applicable regulations. Reduce the environmental impact of Brasilseg's operations and promote sustainable practices.

- Related material topics: Climate change; Natural resources
- Corresponding SDGs:



Brasilseg has been working to develop products aimed at mitigating the effects of climate change, such as the Forest Preservation Insurance, which covers losses in Private Protected Areas (Reserva Legal - RL) and Permanent Preservation Areas caused by wildfires, contributing to the restoration of native vegetation and the protection of ecosystems, as well as insurance for photovoltaic panels. In 2025, the Forest Preservation Insurance product recorded R$8,400 in net premiums written, while the photovoltaic panel insurance product recorded R$2.7 million. SASB FN-IN-410b.1

In 2025, Brasilseg joined *Consórcio Reg.IA*, which will offer products with special terms for customers who invest in regenerative practices on their farms (see the Innovative and Sustainable Products section for more details). The company revised its underwriting and pricing model to include information on regenerative agriculture and soil conservation practices in its risk assessments for producers participating in *Consórcio Reg.IA*.

Environmental Management System

GRI 3-3. Material topics: Natural resources; Climate change

Brasilseg has a structured Environmental Management System (EMS) in place that aligns with ISO 14001 requirements and environmental guidelines, demonstrating the company's commitment to environmental performance.

The EMS covers processes for managing emissions, energy, water, and waste. It also includes initiatives to raise employee awareness and deliver training, reinforcing the environmental culture and promoting sustainable practices throughout the value chain.

Emissions and energy

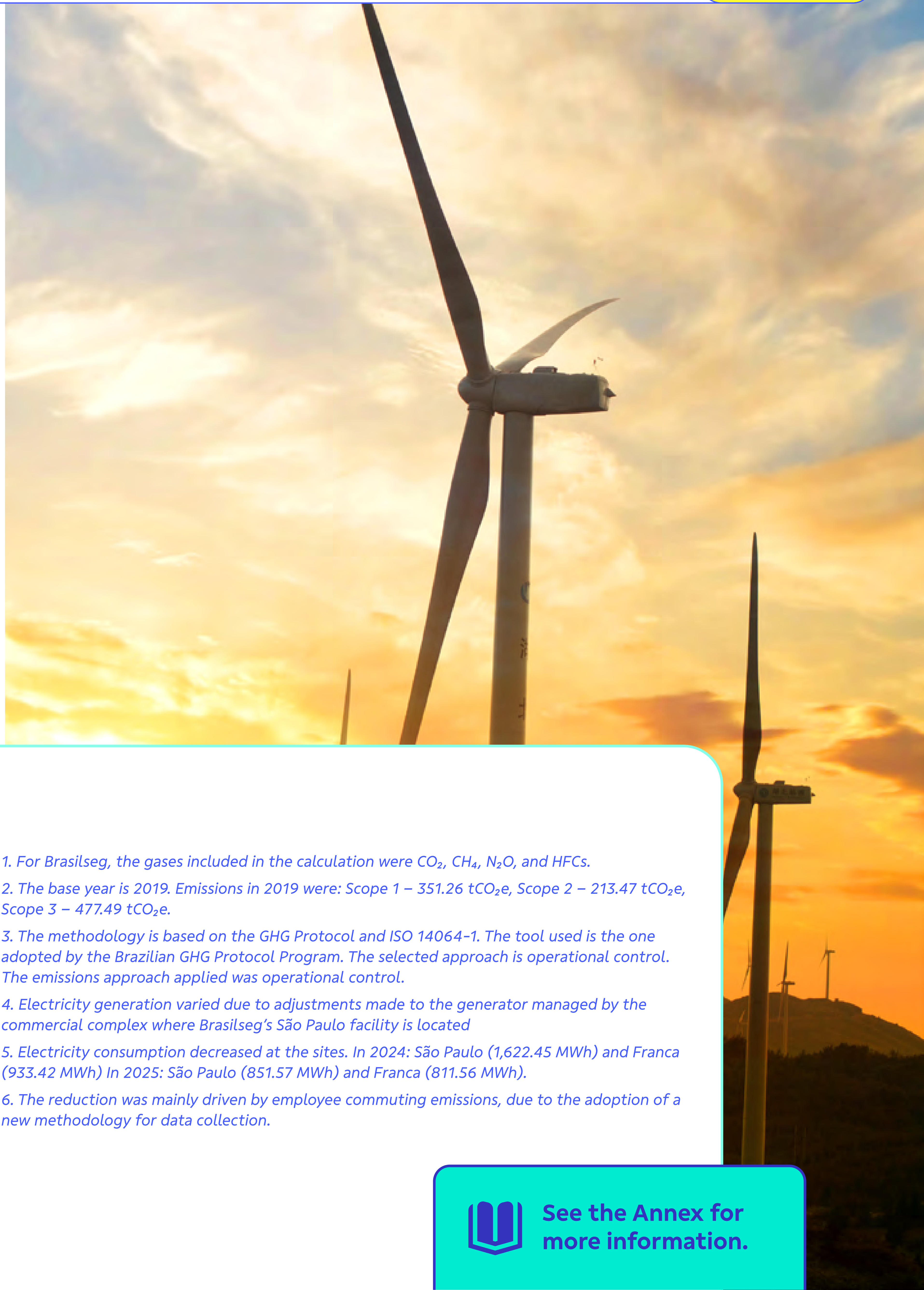
GRI 305-1, 305-2, 305-3, 305-5

Reducing greenhouse gas (GHG) emissions is a commitment under the Corporate Sustainability Policy. Since 2019, Brasilseg has maintained carbon-neutral operations by offsetting 100% of its emissions through the purchase of certified carbon credits in the voluntary market.

The company prepares its GHG emissions inventory, which is audited by an independent third party and covers Scope 1 (direct emissions), Scope 2 (indirect emissions from energy), and Scope 3 (indirect emissions from the value chain). The results are published annually in accordance with the GHG Protocol, an internationally recognized methodology for emissions accounting and management.

Brasilseg has measures in place to reduce electricity consumption and emissions, including purchasing energy on the free energy market and acquiring I-REC certificates, which enable tracking of the energy source and support reductions in Scope 2 emissions.

In 2025, the company refined its emissions calculation methodologies, resulting in lower reported values. For Scope 1, the reduction stems primarily from an update to the stationary combustion calculation, which no longer includes the generator at the São Paulo site, as it falls under the responsibility of the building management where the office is located, as well as lower refrigerant replenishment in Franca. In Scope 3, the decrease reflects the use of more accurate data. For Scope 2, the reduction is associated with energy efficiency measures, including infrastructure improvements and campaigns promoting responsible energy use.



BRASILSEG EMISSIONS GRI 305-1, 305-2, 305-3, 305-5

	Scope 1[1,2,3]	Scope 2 - from purchased energy[1,2,3]	Scope 3[1,2,3]	Emissions reduction[1,2,3]
2023	119.87 tCO_2	92.51 tCO_2	2,023.05 tCO_2	-1, 002.16 tCO_2
2024	228.09 tCO_2	136.97 tCO_2	1,620.83 tCO_2	559.06 tCO_2
2025	201.07 tCO_2[4]	74.97 tCO_2[5]	636.98 tCO_2[6]	129.20 tCO_2

1. For Brasilseg, the gases included in the calculation were CO_2, CH_4, N_2O, and HFCs.

2. The base year is 2019. Emissions in 2019 were: Scope 1 – 351.26 tCO_2e, Scope 2 – 213.47 tCO_2e, Scope 3 – 477.49 tCO_2e.

3. The methodology is based on the GHG Protocol and ISO 14064-1. The tool used is the one adopted by the Brazilian GHG Protocol Program. The selected approach is operational control. The emissions approach applied was operational control.

4. Electricity generation varied due to adjustments made to the generator managed by the commercial complex where Brasilseg's São Paulo facility is located

5. Electricity consumption decreased at the sites. In 2024: São Paulo (1,622.45 MWh) and Franca (933.42 MWh) In 2025: São Paulo (851.57 MWh) and Franca (811.56 MWh).

6. The reduction was mainly driven by employee commuting emissions, due to the adoption of a new methodology for data collection.

See the Annex for more information.

Waste

GRI 306-1, 306-2, 306-3

Brasilseg manages solid waste generated in its operations through each site's Waste Management Plan, which establishes guidelines for waste segregation, storage, and proper disposal.

Disposal is carried out by approved service providers in compliance with applicable regulations. In 2025, the company generated a total of 45.03 metric tons of waste, including both administrative activities and outsourced services performed at its facilities, such as cleaning, building maintenance, and landscaping.

To reduce waste generation, Brasilseg prioritizes the use of digital documents and double-sided printing. In Franca, paper cups were replaced with reusable thermal mugs in 2025.

Recycling bins are available at the sites to ensure proper waste segregation. The Franca site operates its own Temporary Waste Storage Facility, while in São Paulo the waste management process is monitored in coordination with the building management where the office is located.

IN 2025:

Approximately **31,000** metric tons of waste sent for proper disposal

13.8 million digital policies, avoiding the use of more than **41 million** printed pages

Brasilseg also invested in initiatives that promote the circular use of materials. A key highlight is the *DoaTech* Project, which enables the donation of refurbished technology equipment and the proper disposal of electronic waste through recycling (see the Strategic Social Impact section for more details).

In addition to internal management, the company encourages responsible practices among its policyholders. The Smart Disposal service offers pickup and proper disposal of furniture, household appliances, and electronic equipment for eligible policyholders. In 2025, more than 40.83 metric tons of waste were sent for recycling through this service.

See the Annex for more information.

Water resources

GRI 303-1, 303-2, 303-3, 303-4

Brasilseg has measures in place to ensure efficient water use, including faucet aerators and flow restrictors. Water is supplied by the public network. In Franca, water is also sourced from an artesian well for human consumption, cleaning, maintenance, and firefighting. Wastewater is discharged to the sewer system and treated by licensed utilities in compliance with legal requirements.

Water management involves continuous monitoring of consumption and the implementation of efficiency measures, as well as raising awareness among employees and third parties of environmental impacts and water conservation practices.

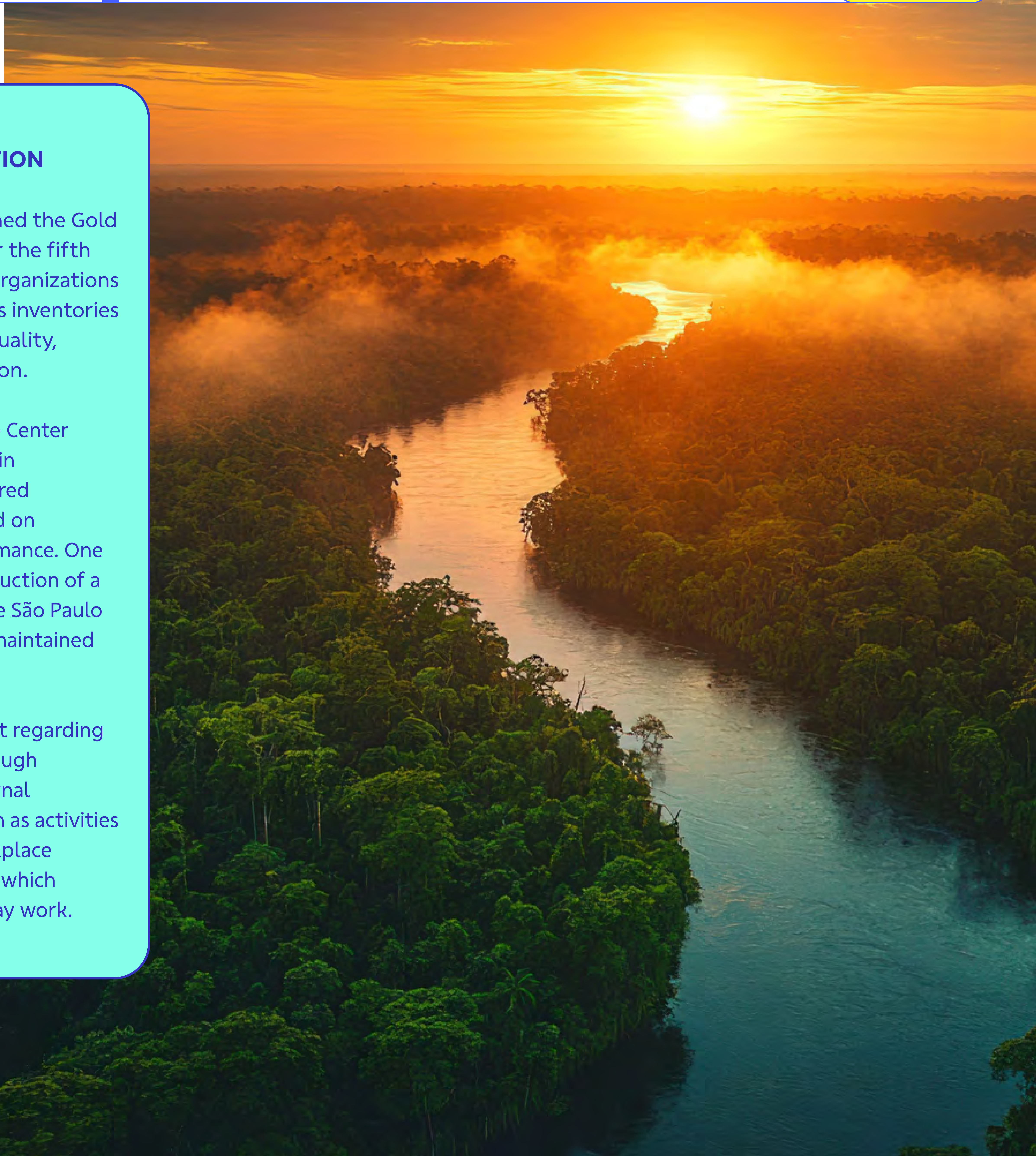
See the Annex for more information.

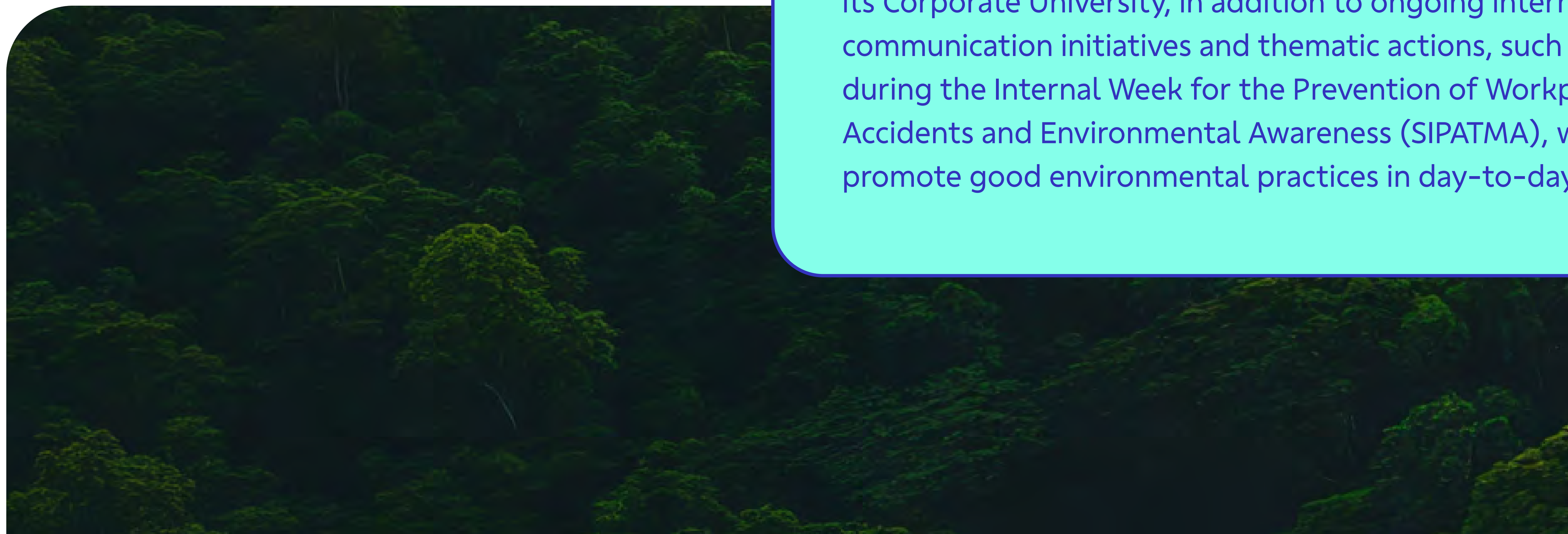
ENVIRONMENTAL MANAGEMENT RECOGNITION

- **GHG Protocol Gold Seal** – In 2025, Brasilseg earned the Gold Seal from the Brazilian GHG Protocol Program for the fifth consecutive year. This recognition is awarded to organizations that publish complete and audited GHG emissions inventories (Scopes 1, 2, and part of Scope 3), ensuring the quality, accuracy, and transparency of reported information.

- **ISO 14,001** – The Customer Service and Experience Center (Conex) in Franca obtained ISO 14001 certification in 2025, recognizing the implementation of a structured Environmental Management System (EMS) focused on continuous improvement of environmental performance. One of the infrastructure improvements was the construction of a Temporary Waste Storage Facility. Also in 2025, the São Paulo headquarters underwent a surveillance audit and maintained its ISO 14001 certification, held since 2019.

To strengthen employee awareness and engagement regarding the EMS, the company offers dedicated courses through its Corporate University, in addition to ongoing internal communication initiatives and thematic actions, such as activities during the Internal Week for the Prevention of Workplace Accidents and Environmental Awareness (SIPATMA), which promote good environmental practices in day-to-day work.





Strategic social impact

Promote human rights by strengthening respectful and positive relationships with employees, contractors, suppliers, customers, and local communities, thereby contributing to positive social transformation in the societies where the company operates, as well as advancing social inclusion and financial and insurance education across the value chain.

- Related material topics: Customer satisfaction, transparency, and customer relationships; Financial and insurance inclusion and education; Responsible investment.
- Corresponding SDGs:

Brasilseg maintains ethical and transparent relationships with all its stakeholders, including employees, customers, suppliers, communities, government entities, labor unions, industry associations, and other representative industry bodies. To this end, the company uses multiple formal and ongoing communication mechanisms, including Sustainability Reports, regular engagement meetings, public campaigns, and active participation in public consultations and thematic committees within industry institutions. GRI 2-29

Employees

In 2025, Brasilseg revised its corporate competencies to simplify expected behaviors and align them more closely with employees' day-to-day activities, reinforcing individual commitment and accountability. The process followed a cultural assessment conducted with managers and executives, and to support the transition, Brasilseg developed guides, a communication plan, and a recognition campaign based on the new competencies.

Culture will be a key focus in 2026, with initiatives designed to strengthen high performance and collaboration and promote a sense of ownership, proactivity, and a focus on internal customers.

Brasilseg workforce in 2025

GRI 2-7, 2-8, 405-1

2,019 employees

REGION

95.15% Southeast

1.98% South

1.34% Midwest

0.99% Northeast

0.54% North

5% of employees with disabilities

GENDER

65% women

35% men

RACE OR ETHNICITY

70% white

21% mixed-race

8% black

1% asian

AGE GROUP

35.31% under 30

57.36% between 30 and 50

7.33% over 50

297 NON-EMPLOYEE WORKERS

In 2025, Brasilseg adopted a new criterion to classify outsourced service providers, covering exclusively those categorized as allocated workforce. These workers provide services in IT and technology, facilities, administrative support, information security, and claims support.

See the breakdown of employees by employee category in the Annex.

RECOGNITION IN ORGANIZATIONAL CLIMATE, CULTURE, AND PEOPLE MANAGEMENT

In 2025, Brasilseg was recognized by leading workplace assessment organizations in Brazil.

Melhores Empresas Para Trabalhar™ Great Place To Work® BRASIL 2025

Great Place to Work

Brasilseg administered the Great Place to Work (GPTW) survey to its employees, an internationally recognized benchmark for assessing organizational climate. As a result, the company earned the GPTW certification for the seventh consecutive year, reinforcing the consistency of its people management practices and the employee experience it delivers. The survey achieved an 83% participation rate and an 81% satisfaction score, reflecting high levels of engagement and a positive perception of the work environment.

In addition to the certification, Brasilseg achieved a significant milestone by being included in the GPTW Brazil ranking, which recognizes companies with excellence in organizational climate and people management practices nationwide. The company ranked 6th among mid-sized insurance companies, strengthening its position as one of the best employers in the sector.

PRÊMIO LUGARES mais INCRÍVEIS PARA TRABALHAR 2025 FIA ESTADÃO

Amazing Places to Work

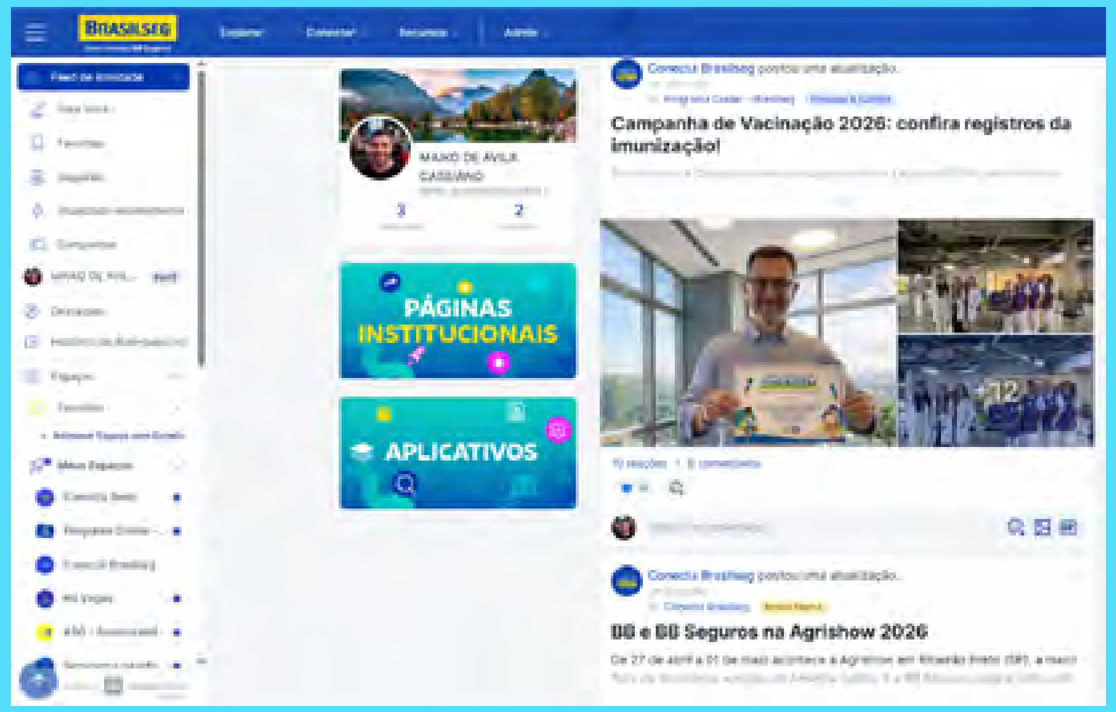
Brasilseg was recognized as an "Amazing Place to Work" for the fifth consecutive year, according to a survey conducted by Fundação Instituto de Administração (FIA) in partnership with Estadão. In addition to the certification, the company received the "Most Amazing Places to Work" award, which evaluates employee experience in relation to the work environment, leadership performance, and people management practices.

In the FIA ranking, the company placed 6th among financial sector companies, 14th among large companies, and 38th among the 150 awarded organizations, with an overall score of 80.9 points. These results reinforce Brasilseg's ongoing commitment to a strong organizational culture, healthy work environments, and practices that value and develop its people.

People management

The People Management Policy establishes guidelines for employee care and is structured around three core pillars:

- **Organizational culture** – Principles for building a high-performance culture that respects people.
- **Employee experience** – Guidelines covering the key stages of the employee journey at the company, from recruitment to exit.
- **Total rewards** – Policies defining employee compensation and benefits in recognition of individual contributions.



LAUNCH OF THE WORKVIVO INTERNAL PLATFORM

To support its cultural transformation, in 2025 Brasilseg migrated to Workvivo, a digital employee experience platform focused primarily on internal communication and engagement. The platform currently has a 96% employee adoption rate and approximately 2,000 monthly active users.

Diversity and inclusion

The Diversity Strategy aims to embed diversity, equity, and inclusion as a cross-cutting priority, fostering a culture of care and protection that respects individual differences and contributes to a safer, more trusted, and more productive work environment. It seeks to ensure representation aligned with the diversity of Brazilian society, fostering innovation and enhancing the experience of employees and customers.

Brasilseg has established internal targets and an initiative roadmap to advance this agenda across multiple fronts.

- **Gender – Women**

In 2025, Brasilseg launched *Elas Lideram* (Women Lead, a mentoring program) to promote equity and accelerate the development of women with leadership potential. The program connects participants with Brasilseg executives, expanding networking opportunities, learning, and the exchange of experiences. During the year, the program included 17 mentees, 9 mentors, and 12 guest executives.

As part of the program, Brasilseg also hosted two panel discussions, engaging approximately 680 employees. Discussions addressed challenges, achievements, equity, and experiences related to women's leadership journeys and the creation of a more diverse environment.

Women represent 48% of management positions at Brasilseg.

PURPLE AUGUST

During the awareness month to combat violence against women, Brasilseg organized a week of activities focused on self-awareness, support, and empowerment. The program included a discussion circle on psychological and emotional abuse, an episode of *Cuidarcast*, and short self-defense workshops.

- **People with disabilities**

In 2025, Brasilseg piloted *Sua Jornada no Nosso Futuro* (Your Journey in Our Future), a program to support the development of employees with disabilities and to increase internal mobility. The program is structured around four pillars—Sense of Belonging, Health and Well-being, Technical Knowledge, and Career—and covers topics such as insecurities and limiting beliefs, communication, integrated health, career development, internal recruitment, and self-promotion techniques.

- **Ethnic and racial diversity**

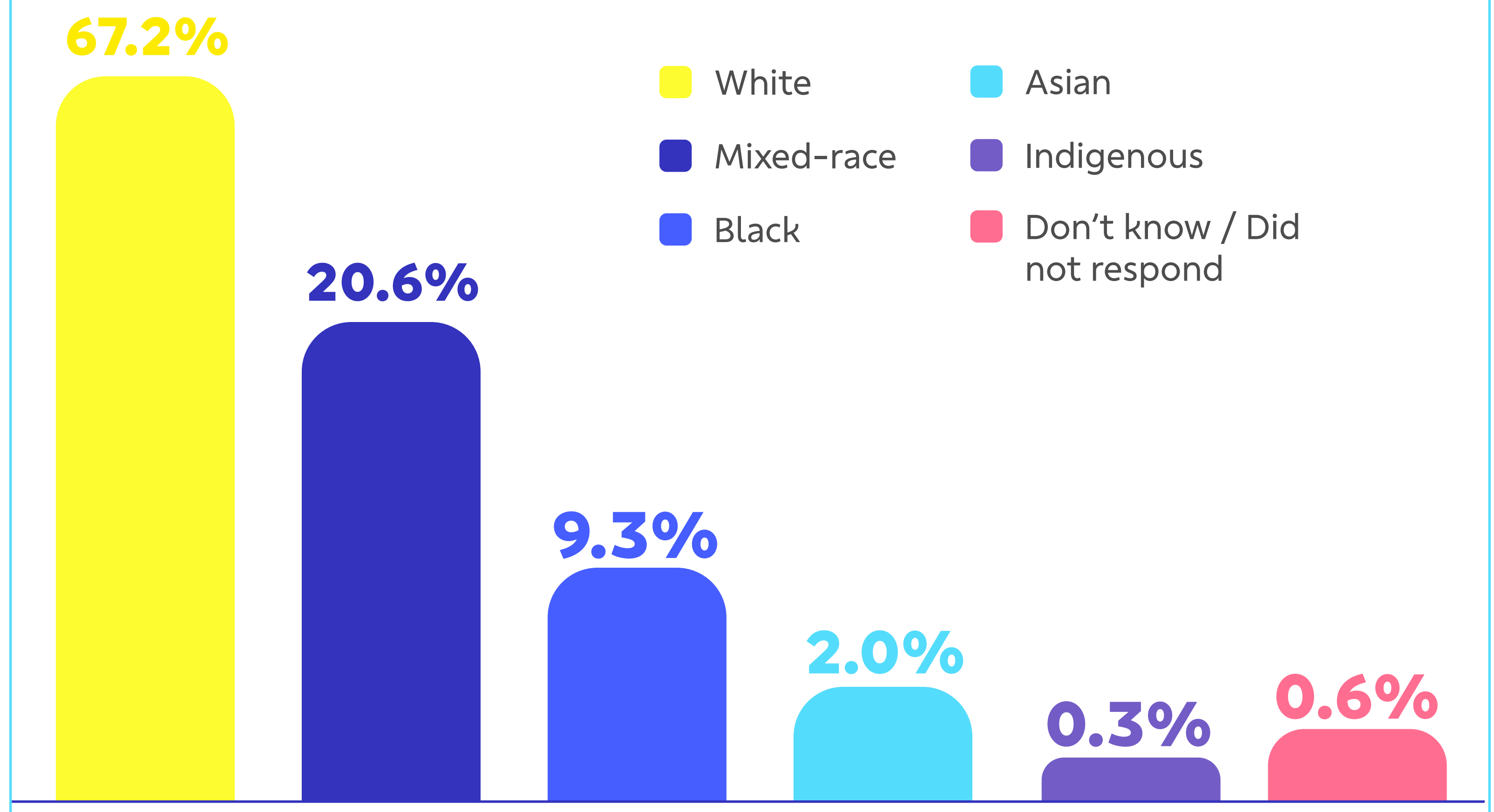
Brasilseg carried out awareness initiatives, discussion circles, and targeted recruitment, including job postings shared with ethnic and racial groups. Brasilseg also hosted the *Jornada Antirracista* (Anti-racist Journey) session, featuring Kelly Quirino, who holds a PhD in Communication, is a consultant on gender and race, and previously served as an employee representative on the Board of Directors of Banco do Brasil.

DIVERSITY CENSUS

In 2025, Brasilseg conducted a Diversity Census among employees, providing detailed information on gender identity, race, age, sexual orientation, disability, religion, experiences of discrimination, and awareness of the company's ethics hotline. A total of 743 employees responded to the survey, which achieved a 97% satisfaction rate.

CENSUS RESULTS*

62.2% identify as female
37.4% identify as male
0.4% preferred not to respond



**Results are based on the number of respondents to the Census, rather than the company's total workforce.*

See the Annex for more information.

People and career development

GRI 404-1

The *Desenvolve Brasilseg* Program is a framework dedicated to the continuous development of employees and is structured around two pillars: the Corporate University and a set of specific development projects and programs.

IN 2025:

GRI 404-1

More than **118,000** hours of training

2,019 employees trained

An average of **58,53** training hours per employee

Corporate University – The Corporate University offers more than 300 courses on risk management, prevention of financial crimes, data protection, and other topics, including mandatory content for new employee onboarding and specific training for leadership and the commercial area. In 2025, employees completed more than 13,000 hours of courses available on the platform.

Projects and programs – These include a range of professional development initiatives, as outlined below.

- ***Business School Program*** – Provides knowledge about the company's operations and the insurance market. In 2025, the new edition achieved an 87% participation rate and a 97% satisfaction rate.
- **Career in Focus** – Encourages employees who do not hold management positions to take ownership of and responsibility for their careers. In 2025, the program had 372 participants, with a 97.5% participation rate and a satisfaction score (NPS) of 98.
- ***Dê o Play na Sua Carreira* (Kickstart Your Career)** – Delivered at Conex, this program aims to identify and prepare internal talent in advance with the potential to take on supervisory roles, building a qualified pool of candidates ready to step in as business needs arise. The first edition began in 2024 with 62 applicants, of whom 21 were eligible to participate. Between 2024 and 2025, 7 participants were promoted, representing a conversion rate of 90% of identified talent.

For leadership, 2025 focused on training and implementing standardized procedures to harmonize practices such as alignment meetings and strategic communication, thereby reducing management variability and ensuring greater consistency in team management.

Compensation and benefits policy

GRI 2-19, 2-20, 2-30

Compensation for employees governed by Brazil's Consolidation of Labor Laws (CLT) at Brasilseg combines fixed pay, benefits, and variable compensation, and the related policies and practices are reviewed periodically. Brasilseg does not offer sign-on bonuses, recruitment incentives, clawback provisions, or retirement benefits, and terminations follow internal policy. In 2025, 99.7% of employees were covered by collective bargaining agreements. Employees not covered are protected by national labor legislation and, depending on the situation, by other labor unions and their respective collective agreements. The compensation of statutory officers is governed by a specific Compensation Policy approved annually by the Board of Directors.

Employee safety

The Internal Week for the Prevention of Workplace Accidents and Environmental Awareness (SIPATMA) was held at both Brasilseg sites, with initiatives focused on health, safety, and sustainability.

In Franca, the program included talks and activities on mental health, ergonomics, waste separation, sustainability, and physical health, as well as engagement activities and raffles under the theme "Your safety starts with you!".

In São Paulo, the theme was "Taking care is our best investment!", and the event featured videos, games, and a collaborative wall covering topics such as ergonomics, anxiety, diversity and inclusion, recycling, climate change, emergency routes, and accident prevention.

Employee health

The *Cuidar Program* is Brasilseg's main initiative to promote holistic employee health and focuses on four dimensions:

- **Physical health** – Included vaccination campaigns, breast and prostate cancer screening, as well as the Wellhub-Gympass program and the Espaço Saúde (Health Space), which provided more than 17,000 consultations in São Paulo and Franca. Three *Cuidarcast* podcast episodes on this dimension totaled more than 3,600 views.
- **Social health** – The *Entrelaços* project supported 31 pregnant women, while the *Curso da Família* (Family Course) provided an educational journey. *Cuidarcast* released two episodes on topics related to social health, with more than 3,000 views.
- **Mental health** – Five *Cuidarcast* episodes covering alcohol and drug use, violence against women, screen use, and Yellow September (Brazil's suicide prevention awareness campaign) recorded more than 4,500 views.
- **Financial health** – *Cuidarcast* featured three episodes on financial health, gambling, the impact of technology on mental health, and *Dinheiro no Divã* (Money in Therapy), which together recorded more than 3,300 views.

CUIDAR PROGRAM IN 2025:

2,699

psychological support sessions, along with awareness campaigns and talks focused on employees' mental, physical, social, and financial health.

13%

reduction in the total number of leaves of absence and a 50% reduction in mental health-related leaves, along with a 22% decrease in total days of absence.

Customers

GRI 3-3. Material topic: Customer satisfaction, transparency, and customer relationships FS15 | SASB FN-IN-270a.4

Throughout 2025, Brasilseg reinforced customer centricity as a strategic priority, embedding it into day-to-day operations through communication initiatives, active listening, and the strengthening of a customer-oriented culture. This approach contributed to stronger trust and corporate reputation, as well as higher customer retention and loyalty.

It is important to note that, given the complexity of insurance products, the company acts diligently to maintain high levels of customer satisfaction by continuously monitoring the customer journey and quality indicators, ensuring clear communication, efficient service and claims handling, and alignment across partners, brokers, and service providers within its value chain.

Brasilseg uses multiple channels to inform customers about its products and services, including the BB Seguros website, which provides detailed descriptions of coverage, assistance services, and general terms and conditions, the Papo Seguro blog, and targeted communications—via letter, email, or text messages—such as welcome messages, policy updates, and policy issuance, ensuring that customers receive clear, timely information in compliance with regulatory requirements.

Customer complaints are addressed through channels such as the Customer Service Center and the Ombudsman's Office (see page 45 for more information).

The Corporate Policy on Conduct, Customers, and Products establishes principles of ethics, integrity, transparency, accountability, and customer focus, guiding employees and partners to ensure alignment between Brasilseg's interests and those of its current and prospective customers. The company adheres to regulatory compliance, data protection, and good commercial practice guidelines, reinforcing ethical conduct, clear communication, and fair treatment at all stages of the customer relationship.
One of the key advancements in 2025 was the initiation of an integrated customer view, supported by investments in data governance, analytics, and Customer Relationship Management (CRM). These investments drove the consolidation of customer service, communication, and banking relationship data, gradually enhancing the ability to identify issues and personalize offerings.

Brasilseg customers[1]

SASB FN-IN-270a.3

4.8 million customers

1.2 million new customers in 2025

76% customer retention rate

Total Number of Customers and Breakdown by Segment

	2023	2024	2025
Rural	485,375	491,659	480,324
Loan Protection	2,194,679	2,062,839	2,174,447
Life	1,774,585	1,719,965	1,622,317
Homeowners	1,045,420	987,446	1,047,976
Mortgage Protection	283,231	286,081	279,424
Business	-	116,548	118,558
TOTAL	**4,893,167**	**4,733,501**	**4,882,616**

1. Number of policyholders/customers (CPF/CNPJ — Brazil's individual and corporate taxpayer identification numbers). If a customer holds multiple policies, they are counted only once as a single customer; a single customer may have more than one product in the same line of business or different products.

Customer relationships and CX

Throughout the year, Brasilseg implemented 135 Customer Experience (CX) initiatives, including post-sale communications, process simplification and automation, and advances in personalized engagement strategies, multichannel interactions, and the use of behavioral economics approaches to ensure that customers receive the most suitable products.

Evolution of the *Bora Encantar* Initiative

The *Bora Encantar* program encourages employees, service providers, and partners to embed customer care and connection into their practices. These initiatives include training sessions, expert talks, surveys, and internal platform initiatives.

A survey revealed that the customer maturity index reached 2.64 on a scale of 1 to 5 and that satisfaction is still primarily perceived as the responsibility of customer-facing areas. Based on these findings, Brasilseg introduced a new strategy in 2025 that covers all customer touchpoints and reinforces shared responsibility for customer satisfaction across all employees.

Customer Service and Experience Center

GRI 2-25, 3-3. Material topic: Customer satisfaction, transparency, and customer relationships

t the end of 2025, the Customer Service and Experience Center in Franca was renamed Conex, marking its evolution into a service and relationship hub and an advancement in customer experience. Responsible for 1.3 million inbound interactions during the year, it supports customers and provides data to enhance products, processes, and customer journeys.

Despite digital transformation, human support remains essential in complex cases. To this end, the company invests in technologies such as speech analytics to ensure a more seamless experience while maintaining a human touch.

These advances were recognized by customers, resulting in a 4-point increase in the Customer Service Net Promoter Score (NPS), consolidating the index at an excellence level.

Conex symbolizes a culture of Connection and Excellence, with a role that goes beyond traditional customer service, incorporating a strategic position in relationships and business operations.

Ombudsman's office and other external channels

GRI 2-25, 3-3. Material topic: Customer satisfaction, transparency, and customer relationships

Brasilseg has processes in place to identify, address, and remedy negative impacts related to the customer experience, especially during critical stages such as assistance and claims handling, which require a sensitive, agile, and precise response.

In this context, the Ombudsman's Office operates as an independent and strategic function, handling complaints, requests, and demands that have not been resolved through first-level service channels, such as the Customer Service Department (SAC) and the Customer Service and Experience Center (Conex). The Ombudsman's Office is more than just an escalation channel; it safeguards consumer rights, fosters constructive dialogue, and provides the organization with relevant insights for the continuous improvement of products, services, and processes.

In 2025, the Ombudsman's Office recorded 8,710 cases, with a resolution rate of 82.8%. All cases reported through this channel are monitored and addressed. The most frequent complaints were requests for claim reassessment, policy cancellations, and delays in service delivery.

BRASILSEG OMBUDSMAN'S OFFICE

Phone (toll-free): 0800 880 2930
Service channel for customers with hearing or speech impairments (toll-free): 0800 775 7003
Monday to Friday, from 8 a.m. to 6 p.m., except public holidays
https://faleconosco-tlv.cld.brasilseg.com.br/
Ombudsman Officer: Nathaly Rodrigues Pacheco de Menezes
SUSEP registration number: 15414.616324/2022-93

As part of its active listening and reputation management strategy, Brasilseg also monitors customer feedback across social media, consumer protection agencies such as PROCON, and digital platforms such as Reclame Aqui and consumidor.gov.br. This approach strengthens the company's understanding of customer perception, supports the early identification of reputational risks, and reinforces a more preventive and responsive stance.

EXPLORE ALL OF BRASILSEG'S CONTACT CHANNELS:
https://www.bbseguros.com.br/seguros/ajuda/telefones-atendimento-seguros

Satisfaction indicators

In 2025, Brasilseg exceeded its satisfaction target for the Net Promoter Score (NPS) indicator following the assessment of the Customer Service, Claims, Assistance, and Relationship journeys.

NPS Scores	2023	2024	2025
Rural	44.3	49.4	54.9
Loan Protection	56.0	56.4	52.0
Life	50.5	55.0	58.2
Homeowners	47.8	50.0	53.2
Mortgage Protection	21.6	24.7	45.1
Business	1.3	11.6	44.4

Note: Prior-year figures for 2023 and 2024 were retroactively recalculated based on the 2025 methodology.

IN 2025:

- Brasilseg achieved an overall **NPS score of 55.4,** exceeding its target by 3.9 points.
- The active listening process gathered feedback from **165,239 customers.**
- **76% of customers** are brand promoters, an increase of 2 percentage points compared to 2024.
- A total of 21,420 complaints were recorded, **7.7% fewer than in 2024**, mainly related to the Claims and Assistance categories. SASB FN-IN-270a.2

Communities

Brasilseg has built a track record of investments in culture and social projects aimed at strengthening its relationship with communities and contributing to a more inclusive and humane future.

Since 2012, Brasilseg has sponsored 470 projects, benefiting more than 27 million people across Brazil.

41 PROJECTS
RECEIVED SUPPORT FROM BRASILSEG IN 2025.

MORE THAN 300,00
PEOPLE WERE REACHED ACROSS ALL REGIONS OF BRAZIL.

R$29.5 MILHÕES
WAS INVESTED IN THESE INITIATIVES.

Participation in events

Participation in trade fairs and events aims to strengthen relationships with producers, cooperatives, strategic partners, and other stakeholders, while also attracting new customers and promoting insurance awareness. In 2025, for example, Brasilseg participated in events such as Show Rural Coopavel, Expodireto Cotrijal, Tecnoshow, Maturifest, Gastronomia Preta, Festival Fartura, Expofavela, and Feira do Empreendedor.

In the agribusiness segment, Brasilseg restructured *Projeto Agro* to increase audience engagement at trade fairs. In the new edition of the *Colheita de Prêmios* (Harvest of Prizes) campaign, both customers who purchased agribusiness products and participants in the initiatives were entered into raffles for six electric scooters and a hybrid car

Sponsored projects

Supporting cultural events reinforces Brasilseg's commitment to Brazilian culture and to making art and knowledge accessible to all. Sponsorships adhere to the company's Promotions and Sponsorships Policy and are granted through the Rouanet Law (Law No. 8,313/91) and the Sports Incentive Law (Law No. 11,438/06), which expand support for cultural and sports projects, in addition to the Fund for Children and Adolescents (FIA – Law No. 8,069/90) and the National Fund for the Elderly (Law No. 12,213/10), as well as the National Program to Support Oncology Care (PRONON) and the National Program to Support Health Care for Persons with Disabilities (PRONAS/PCD), both established under Law No. 12,715/12.

Learn about some of the social projects supported by Brasilseg in 2025.

- ***Vaga Lume*** – Reading workshops and the production of handmade books for distribution to community libraries across the Legal Amazon region. Since the beginning of the partnership, 15 reading spaces have been created across 9 states.
- ***"Da Janela"*** – A children's performance that incorporates accessibility features, allowing children and adults, with or without visual or hearing impairments, to fully enjoy the show.
- **AMA Campos Novos (SC), Apae Antônio Prado (RS), and Escola Mercedes Stresser (PR)** – Organizations that use equine-assisted therapy and tennis to promote autonomy, self-esteem, quality of life, and inclusion for people with autism and their families.
- **Transforming Lives Through Sports** – A free program that uses sports as a tool for inclusion and social development, supporting 90 children and young people aged 6 to 15 in Franca.

Other cultural productions sponsored by Brasilseg in recent years include *"Nossa História com Chico Buarque", "O Palco Encantado do Rock no Brasil – Rock para Crianças", "Ray Você Não me Conhece", "Tim Maia, Vale Tudo – O Musical", "Tom Jobim Musical"* and *"Uma Babá Quase Perfeita"*.

Financial and insurance education for society

GRI 3-3. Material topic: Financial and insurance inclusion and education

For Brasilseg, expanding access to financial and insurance information helps people make more informed decisions about how they allocate their resources, strengthening autonomy and reducing individual and family financial risks.

To this end, the company has been expanding its communication efforts to address financial education across different fronts, with a special focus on younger audiences, encouraging a culture of protection and positioning insurance as an accessible tool for financial planning.

In 2025, the company promoted various initiatives in this area, which were shared through internal and external channels, including the production of a booklet for children aged 8 to 12, with a print version scheduled for 2026.

• ***Play na Proteção*** (Play for Protection), an interactive virtual reality game that highlights the importance of being protected against life's unexpected events, was introduced at Banco do Brasil's (BB) concept branches and in social projects and was also part of BB's initiatives under Brazil's National Strategy for Financial Education (ENEF).

• ***Quiz da Proteção*** (Protection Quiz) was designed to inform and engage the public in a light, accessible, and engaging way, bringing people closer to the solutions offered by BB Seguros. Through a series of questions and answers, the quiz encourages learning about the world of insurance by presenting information in a simple and engaging way about life, homeowners, business, agricultural, and institutional insurance. This initiative was taken to the Entrepreneurship Fair, the Gastronomia Preta event, and Expofavela.

• The web series ***Seguro é Brincadeira Séria*** (Insurance Is Serious Play) introduced protection concepts for children through 12 episodes shared on social media.

•The ***Ilustrando Proteção*** (Illustrating Protection) campaign featured 20 animated videos about insurance.

• ***Trilha Financeira com Amanda Dias*** (Financial Journey with Amanda Dias) addressed financial planning and emergency savings.

INSURANCE DICTIONARY

The Insurance Dictionary initiative brings the public closer to the world of insurance by explaining, through everyday examples and visual content on social media, the meaning of terms such as coverage, policy term, waiting period, claim, and premium. This initiative is part of a broader strategy to promote a culture of protection and reinforce the value of insurance as an ally in financial planning and asset protection.

Volunteering

Brasilseg's social responsibility efforts include its corporate volunteering program, which brings together initiatives promoted by the company and independent volunteer actions organized by employees with the company's support and promotion.

In 2025, volunteering initiatives were structured around three main fronts:

- **Financial and Insurance Education** – Implementation of the *Play Finanças* (Play Finance) game for older adults and people with visual impairments in São Paulo and Franca.

- **Youth and Work Program** – Focused on the professional development of young people from disadvantaged backgrounds, it supported 55 young people in São Paulo in 2025. Since 2022, it has benefited 398 young people.

- **Social and Community Actions** – Initiatives included blood donations, warm clothing and Christmas basket donations, bone marrow donor registration, and volunteer reading activities at a children's hospital. Volunteers from *Corrida Além das Pernas* (Beyond Legs Run) operated adapted tricycles for people with disabilities at Ibirapuera Park, SP, while the *Mão na Horta* (Hands in the Garden) project taught how to cultivate gardens for educational purposes in two schools, one in São Paulo and the other in Franca.

During Maio Laranja (Orange May), a talk was held on preventing child sexual abuse. During Outubro Rosa (Pink October), the Corte Solidário (Solidarity Haircut) initiative collected hair donations to make wigs for women, while another activity promoted circle dances and doll-making workshops with women from a social institution.

IN 2025:

60 volunteering initiatives (42 promoted by Brasilseg and 18 volunteer-led initiatives)

7,472 people reached

KNOWLEDGE SHARING

Brasilseg employees volunteered to teach a course on Rural Insurance and Risk Analysis to 30 students of Agricultural Engineering, Forestry Engineering, and Animal Science at São Paulo State University (UNESP) in Botucatu, São Paulo. The course covered various aspects of the rural insurance market over 30 hours of instruction, including concepts, legislation, products, modalities, types of coverage, agricultural policy, premiums, damage to crops and property, and which risks are and are not covered. The program also addressed processes, technologies, and management tools applied to claims analysis. The goal was to provide students with the skills to identify applications of rural insurance, characterize crops and damages eligible for coverage, analyze risk mitigation measures, and recognize tools used by loss adjusters.

Other initiatives

Aware of digital inclusion inequalities, the *Doatech* project donates computers, laptops, iPads, monitors, and keyboards no longer used by Brasilseg to a partner organization, which refurbishes the equipment and distributes it to public schools and social organizations. In 2025, 136 devices were donated to two institutions in Franca and two in the city of São Paulo.

Annex

BRASILSEG

SASB FN-IN-450a.1.Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes

Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes (R$)	2023	2024	2025
Hurricanes (typhoons)	331,367.87	51,672.55	185,717.10
Tornadoes	54,642.75	15,531.17	182,464.32
Floods	36,613,870.84	132,374,171.34	18,566,196.72
Droughts	722,907,340.27	399,333,919.75	240,107,356.90
Extreme heat	12,483,196.45	6,742,847.78	8,184,197.79
Winter weather	25,340,748.71	34,931,500.79	36,682,808.00

Note 1: PML was estimated based on the empirical distribution of historical losses observed in climate-related claims recorded between 2023 and 2025. For each type of natural catastrophe event, PML corresponds to the 99th percentile of aggregated losses by event and geographic region in each year, based on the indemnity amount effectively paid. In the absence of historical records, PML was considered zero. The information covers the Damages and Agribusiness lines of business (life products were excluded from the analysis).

SASB FN-IN-450a.2. Total amount of monetary losses attributable to insurance payouts from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)

Amount of policyholder benefits paid and claims incurred (R$)	2023	2024	2025
Value of policyholder benefits paid and claims incurred during the reporting period resulting from policy losses and benefit expenses related to non-modeled natural catastrophe events (R$)	1,100,441,779.85	1,087,596,954.15	780,289,343.87

SASB FN-IN-550a.1. Exposure to derivative instruments by category:(1) total potential exposure to non-centrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives

	2023	2024	2025
Total exposure to centrally cleared derivatives (R$)	170,808	842,770	25,906

Note 1: As part of the 2025 risk reduction strategy, Brasilseg reduced the volume of derivatives in its portfolios and investment funds.

SASB FN-IN-550A.2. Total fair value of securities lending collateral assets

There were no reinvested securities lending collateral assets during the reporting period.

SASB FN-IN-550A.3. Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities

Brasilseg manages capital and liquidity risks associated with activities not directly linked to insurance operations through a comprehensive prudential framework supported by internal policies, operational limits, and formal continuous monitoring processes.

Regarding investments, Brasilseg, with the support of BB Asset's Credit Department, employs rigorous, multidimensional credit analyses, including detailed assessments of counterparties' risk profiles, payment capacity studies, and sector analysis. This process is complemented by the monitoring of economic and financial indicators, market fluctuations, liquidity ratios, and potential signs of credit deterioration.

Additionally, asset selection adheres to prudential eligibility criteria, prioritizing instruments with ratings assigned by recognized rating agencies, aligned with internal concentration limits, maturity profiles, liquidity, and the company's risk tolerance. These elements are incorporated into the allocation decision-making process to preserve solvency, ensure the availability of funds to meet obligations, and mitigate impacts resulting from market fluctuations.

The approach also includes periodic stress tests, simulations of adverse scenarios, and contingency plans for situations involving liquidity constraints or capital deterioration, ensuring that the financial structure remains resilient in the face of events not directly related to insurance activities but with the potential to affect the group.

RESPONSIBLE AND SHARED-VALUE BUSINESS

GRI 2-27. Compliance with laws and regulations

In 2025, Brasilseg received two fines totaling R$ 25,017,332.80. These fines relate to tax assessments issued by Brazil's Federal Revenue Service under case numbers 16327.721048/2025-79 and 16327.720249/2025-59 and were imposed due to the non-reporting of financial income in the EFD PIS/Cofins filings between 2020 and 2021. The company disputes these assessments and has already filed the corresponding appeals. To date, no payments have been made. Brasilseg considers a case significant when the amount of the fine or the nature of the sanction may generate a material impact on its operations. During the reporting period, no non-monetary sanctions were imposed, and the fines refer to the current reporting period.

GRI 205-2. Communication and training about anti-corruption policies and procedures

Number of employees who have been communicated with and trained on the anti-corruption policies and procedures adopted internally, by employment category*	2023		2024		2025	
	Communicated	Trained	Communicated	Trained	Communicated	Trained
CEO						
Percentage of employees communicated/trained (%)	100.00	100.00	100.00	100.00	100.00	100.00
Director						
Percentage of employees communicated/trained (%)	100.00	100.00	100.00	80.00	100.00	100.00
Executive Superintendent						
Percentage of employees communicated/trained (%)	100.00	100.00	100.00	100.00	100.00	91.67
Executive Manager						
Percentage of employees communicated/trained (%)	100.00	100.00	100.00	100.00	100.00	100.00

Number of employees who have been communicated with and trained on the anti-corruption policies and procedures adopted internally, by employment category*	2023		2024		2025	
	Communicated	Trained	Communicated	Trained	Communicated	Trained
Manager						
Percentage of employees communicated/ trained (%)	100.00	98.73	100.00	98.67	100.00	98.72
Coordinator						
Percentual de empregados comunicados/ treinados (%)	100,00	100,00	100,00	100,00	100,00	100,00
Specialist						
Percentage of employees communicated/ trained (%)	100.00	100.00	100.00	100.00	100.00	100.00
Analyst						
Percentage of employees communicated/ trained (%)	100.00	99.59	100.00	99.10	100.00	99.31
Assistant						
Percentage of employees communicated/ trained (%)	100.00	100.00	100.00	97.14	100.00	100.00
Total						
Percentage of employees communicated/ trained (%)	100	99.67	100	99.03	100	99.25

**All these data refer to employees in the Southeast region. The company has no employees in other regions of the country.*

GRI 414-2. Negative social impacts in the supply chain and actions taken

No negative social impacts were identified among the 560 approved suppliers in 2025. Potential negative social impacts may include, for example, the absence of an FGTS (Guarantee Fund for Length of Service) Clearance Certificate, inclusion in compliance watchlists, the absence of a Labor Debt Clearance Certificate, and the identification of legal proceedings related to forced labor and child labor.

INNOVATIVE AND SUSTAINABLE PRODUCTS

GRI FS7. Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose

SASB FN-IN-410b.2. Discussion of products and/or product features that incentivize health, safety, or environmentally responsible actions or behaviors

Brasilseg's products have not yet been classified as sustainable, in accordance with the guidelines established by CNSP Resolution No. 473, dated November 27, 2024. Therefore, although some products may have a relevant impact on climate, environmental, and social matters, there is still no institutional or technical basis for segregating and presenting results by product from this perspective. In 2025, the company began developing a classification methodology based on CNSP Resolution No. 473, which will be applied to its portfolio in 2026 to support, through a quantitative model, the classification of its products as sustainable, in transition, or non-sustainable.

GRI FS8. Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose

It is not possible to present the total monetary value of specific environmental products and services broken down by line of business, as Brasilseg's products do not yet have a formal sustainability classification supported by an established methodology. As the company began developing its classification methodology in 2025, climate, environmental, and social impacts are addressed across the portfolio rather than through specific products.

CLIMATE AND ENVIRONMENTAL COMMITMENT

GRI 303-3. Water withdrawal
GRI 303-4. Water discharge

	2024			2025		
	Areas without water stress	Areas with water stress	Total	Areas without water stress	Areas with water stress	Total
Total water withdrawal	**2.89**	**0.00**	**2.89**	**6.12**	**2.71**	**8.83**
Fresh groundwater	0.00	0.00	0.00	5.84	0.00	5.84
Third-party water (groundwater)	2.89	0.00	2.89	0.28	2.71	2.98
Total water discharge	**2.89**	**0.00**	**2.89**	**6.12**	**2.71**	**8.83**
Fresh groundwater	0.00	0.00	0.00	5.84	0.00	5.84
Third-party water (groundwater)	2.89	0.00	2.89	0.28	2.71	2.98

Note 1: In 2025, in addition to monitoring water consumption at the São Paulo facility, the analysis covers effluents and water consumption at the Franca facility, including water withdrawn from its artesian well.

Note 2: Brasilseg's São Paulo facility is located within a commercial complex; therefore, the local utility provider, Sabesp, manages the water supply and effluent treatment. The complex has water meters to monitor consumption and provides monthly billing amounts, which are periodically tracked and consolidated. At the Franca facility, Brasilseg uses an artesian well to supply most of its water. Sabesp measures effluent discharge monthly, and supporting records are maintained through utility bills. Water is also supplied through Sabesp's public distribution network when necessary, and this consumption is accounted for and tracked monthly through billing records, when applicable.

Note 3: The reported data are based on water meter measurements and recorded readings (provided by building management at the São Paulo facility and through Sabesp billing records in Franca). At the São Paulo facility, water is supplied through the public distribution network, and the WT Torre commercial complex allocates the costs. At the Franca facility, most water consumption comes from the on-site artesian well and, when necessary, from the public water supply network.

Note 4: The 2024 Water Balance published by the National Water and Basic Sanitation Agency (ANA) provides the water stress indicator, calculated as the ratio of water demand to water availability. At the São Paulo facility, water consumption was classified as occurring in an area under water stress based on SP-Águas Resolution No. 11, dated September 23, 2025, which "declares quantitative water scarcity in the Upper Tietê river basin and establishes related measures."

GRI 305-1. Direct (Scope 1) GHG emissions

Total Biogenic CO_2 emissions (tCO_2e)	2023	2024	2025
	8.82	38.51	37.25

Note 1: Electricity generation varied due to adjustments made to the generator managed by the commercial complex where Brasilseg's São Paulo facility is located. As Brasilseg neither operates nor supplies this generator, it was excluded from the calculation. Regarding fugitive emissions, no R-410 refrigerant was purchased or recharged in the air conditioning system at the Franca facility, unlike in the previous year. The only recharges carried out were 9 kg of R-32 refrigerant and 66 kg of CO_2 for fire extinguishers.

Note 2: For Brasilseg, the gases included in the calculation were CO_2, CH_4, N_2O, HFCs, and CO_2e.

Note 3: The base year is 2019, when emissions totaled 351.26 tCO_2e.

Note 4: The methodology is based on the GHG Protocol and ISO 14064-1. The tool used is the one adopted by the Brazilian GHG Protocol Program. The emissions approach applied was operational control.

GRI 305-3. Other indirect (Scope 3) GHG emissions

Total Biogenic CO_2 emissions (tCO_2e)	2023	2024	2025
	353.20	320.26	111.09

Note 1: The reduction was mainly driven by employee commuting emissions, due to the adoption of a new methodology for data collection. Even so, the scope continues to cover only commuting by employees using private vehicles at the São Paulo facility. It is important to note that, as of March 6, 2025, the data had not undergone assurance and may be subject to adjustments. Category 7 includes commuting by employees at the São Paulo facility who have an allocated parking space within the commercial complex. In 2025, employees with parking spaces whose round-trip commute exceeded 500 kilometers were excluded from the calculation. For Scope 3, the following categories were considered: "4 – Upstream transportation and distribution," "5 – Waste generated in operations," "6 – Business travel," and "7 – Employee commuting."

Note 2: For Brasilseg, the gases included in the calculation were CO_2, CH_4, N_2O, HFCs, and CO_2e.

Note 3: The base year is 2019, when emissions totaled 477,486 tCO_2e.

Note 4: The methodology is based on the GHG Protocol and ISO 14064-1. The tool used is the one adopted by the Brazilian GHG Protocol Program. The emissions approach applied was operational control.

GRI 306-3. Waste generated

Waste by composition, in metric tons (t)	2025
Downstream	**31,063.28**
Non-hazardous	31,061.49
Hazardous	1.80
Upstream	**45.03**
Non-hazardous	44.09
Hazardous	0.94
Total waste generated	**31,108.31**

Note 1: In 2025, upstream waste included waste generated at the São Paulo and Franca facilities. At the Franca facility, values were based on weighing records from the Waste Movement Declaration (DMR) for final disposal, which had not been accounted for in previous years. At the São Paulo facility, there has been an improvement in data accuracy. Previously, estimates were based on the number of waste bags removed; in 2025, waste began to be measured by weight. For downstream waste, previous years considered only the smart disposal service, while in 2025 the company was able to estimate the volume of dumpsters requested by policyholders.

Note 2: For upstream waste, data from the São Paulo facility were consolidated using weighing records from the Electronic Bill of Lading (CTE) for non-hazardous waste and from the Waste Movement Declaration (DMR) for hazardous waste. For the Franca facility, reporting was based on the 2025 DMRs. It is important to note that monitoring of non-hazardous waste began in the second quarter of 2025. For downstream waste, data provided by the department responsible for policyholder services were used for "Smart Disposal" requests, for which total values were available. Additionally, dumpsters provided to policyholders in 2025 were included, with the estimated weight based on a capacity of 4 m³ per dumpster.

GRI 306-5. Waste directed to disposal

Waste directed to disposal by recovery operation, in metric tons (t)	2025		
	Onsite	Offsite	Total
Downstream (technical assistance)	0.00	31,063.28	31,063.28
Upstream (headquarters)	0.00	45.03	45.03
Total waste directed to disposal	0.00	31,108.31	31,108.31

STRATEGIC SOCIAL IMPACT

GRI 2-7. Employees

Total number of employees by gender	2023			2024			2025		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Total number of employees	1,435	776	2,211	1,282	694	1,976	1,305	714	2,019
Number of permanent employees	1,433	776	2,209	1,281	694	1,975	1,245	698	1,943
Number of temporary employees	2	0	2	1	0	1	60	16	76
Number of non-guaranteed hours employees	149	197	346	138	181	319	134	175	309
Number of full-time employees	635	518	1,153	612	461	1,073	457	283	740
Number of part-time employees	800	258	1,058	670	233	903	714	256	970

Note 1: Brasilseg does not track other genders and/or undisclosed gender information.

Note 2: Temporary employees are those hired exclusively to replace staff on maternity leave. Part-time employees are primarily in customer service roles with a regular monthly schedule of 180 hours. Contracts with non-guaranteed hours correspond to positions of trust, such as managers and specialists. These employees are not subject to timekeeping, and their working hours are determined according to operational demands. Full-time employees are those with a monthly workload of 220 hours.

Number of employees, by region	2023						2024						2025					
	North	Northeast	Midwest	Southeast	South	Total	North	Northeast	Midwest	Southeast	South	Total	North	Northeast	Midwest	Southeast	South	Total
Total number of employees	10	28	45	2,078	50	2,211	11	27	38	1,859	41	1,976	11	20	27	1,921	40	2,019
Number of permanent employees	10	28	45	2,076	50	2,209	11	27	38	1,858	41	1,975	11	20	27	1,845	40	1,943
Number of temporary employees	0	0	0	2	0	2	0	0	0	1	0	1	0	0	0	76	0	76
Number of non-guaranteed hours employees	0	3	11	321	11	346	1	3	9	298	8	319	1	0	0	302	6	309
Number of full-time employees	10	28	45	1,020	50	1,153	11	27	38	956	41	1,073	11	20	27	1,543	34	1,635
Number of part-time employees	0	0	0	1,058	0	1,058	0	0	0	903	0	903	0	0	0	75	0	75

Note 1: Temporary employees are those hired exclusively to replace staff on maternity leave. Part-time employees are primarily in customer service roles with a regular monthly schedule of 180 hours. Contracts with non-guaranteed hours correspond to positions of trust, such as managers and specialists. These employees are not subject to timekeeping, and their working hours are determined according to operational demands. Full-time employees are those with a monthly workload of 220 hours.

GRI 404-1. Average hours of training per year per employee

Average hours of training that employees have undertaken during the reporting period, by gender	2023			2024			2025		
	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training
Female	1,435	85,712.26	46.23	1,282	75,013.14	42.51	1,305	79,905.85	61.23
Male	776	44,102.60	46.01	694	40,382.54	45.48	714	38,272.27	53.60
Total	2,211	129,814.87	58.71	1,976	115,395.69	58.40	2,019	118,178.12	58.53

Note 1: In previous years, the "Total number of employees" field reported the number of trained employees, that is, all employees who completed training throughout the year, including both active employees and those who had already left the company. For 2025, Brasilseg reported the same number disclosed under GRI 2-7, referring only to active employees.

Average hours of training that employees have undertaken during the reporting period, by employee category	2023			2024			2025		
	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training	Total number of employees	Hours of training	Average hours of training
CEO	1	47.58	47.58	1	0.00	0.00	1	9.50	9.50
Director	32	1,334.95	37.37	33	1,293.25	36.95	29	1,544.68	53.26
Coordinator	33	1,462.08	79.95	33	935.53	79.95	33	752.01	22.79
Manager	127	5,859.77	42.46	114	5,336.57	42.46	114	4,466.57	39.18
Administrative	1,101	78,911.05	21.74	950	84,525.85	21.68	956	90,016.09	94.16
Technician	822	36,682.01	41.78	763	22,419.29	49.44	732	19,037.94	26.01
Operational	95	1,944.22	12.57	82	885.19	10.51	79	496.96	6.29
Apprentice	n/a	n/a	n/a	n/a	n/a	n/a	75	1,854.38	24.73
Total	2,211	126,241.67	57.10	1,976	115,395.69	58.40	2,019	118,178.12	58.53

Note 1: The figures differ significantly because positions were grouped differently in the previous year.

GRI 405-1. Diversity of governance bodies and employees

Percentage of individuals within the organization's governance bodies, by gender	2023				2024				2025			
	Board of Directors	Audit Committee	Risk Committee	Fiscal Council	Board of Directors	Audit Committee	Risk Committee	Fiscal Council	Board of Directors	Audit Committee	Risk Committee	Fiscal Council
Female	28%	25%	0%	33%	38%	33%	0%	25%	38%	33%	0%	25%
Male	72%	75%	100%	67%	63%	67%	100%	75%	63%	67%	100%	75%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

GRI 405-1. Diversity of governance bodies and employees

Percentage of individuals within the organization's governance bodies, by age group	2023				2024				2025			
	Board of Directors	Audit Committee	Risk Committee	Fiscal Council	Board of Directors	Audit Committee	Risk Committee	Fiscal Council	Board of Directors	Audit Committee	Risk Committee	Fiscal Council
Under 30	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
30–50	39%	25%	0%	67%	50%	33%	0%	50%	50%	33%	33%	50%
Over 50	61%	75%	100%	33%	50%	67%	100%	50%	50%	67%	67%	50%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percentage of employees by employee category and gender	2023			2024			2025		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
CEO	0%	100%	100%	0%	100%	100%	0%	100%	100%
Director	34%	66%	100%	30%	70%	100%	38%	62%	100%
Coordinator	58%	42%	100%	64%	36%	100%	61%	39%	100%
Manager	42%	58%	100%	44%	56%	100%	41%	59%	100%
Administrative	75%	25%	100%	74%	26%	100%	72%	28%	100%
Technician	56%	44%	100%	58%	42%	100%	57%	43%	100%
Operational	63%	37%	100%	70%	30%	100%	71%	29%	100%
Apprentice	n/a	n/a	n/a	n/a	n/a	n/a	79%	21%	100%
Total	65%	35%	100%	65%	35%	100%	65%	35%	100%

Percentage of employees by employee category and age group	2023				2024				2025			
	Under 30	30–50	Over 50	Total	Under 30	30–50	Over 50	Total	Under 30	30–50	Over 50	Total
CEO	0%	0%	100%	100%	0%	0%	100%	100%	0%	0%	100%	100%
Director	0%	78%	22%	100%	0%	79%	21%	100%	0%	62%	38%	100%
Coordinator	0%	88%	12%	100%	0%	88%	12%	100%	0%	97%	3%	100%
Manager	2%	79%	19%	100%	0%	81%	19%	100%	1%	76%	23%	100%
Administrative	57%	41%	2%	100%	52%	45%	3%	100%	49%	46%	5%	100%
Technician	23%	72%	5%	100%	21%	72%	7%	100%	20%	72%	8%	100%
Operational	42%	54%	4%	100%	33%	61%	6%	100%	29%	65%	6%	100%
Apprentice	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	100%	0%	0%	100%
Total	39%	56%	5%	100%	34%	59%	6%	100%	35%	57%	7%	100%

Percentage of employees by employee category and race	2023						2024						2025					
	Asian	White	Indigenous	Black	Mixed-race *(parda)*	Total	Asian	White	Indigenous	Black	Mixed-race *(parda)*	Total	Asian	White	Indigenous	Black	Mixed-race *(parda)*	Total
CEO	0%	100%	0%	0%	0%	100%	0%	100%	0%	0%	0%	100%	0%	100%	0%	0%	0%	100%
Director	3%	94%	0%	0%	3%	100%	6%	88%	0%	0%	6%	100%	7%	86%	0%	0%	7%	100%
Coordinator	0%	79%	0%	6%	15%	100%	0%	79%	0%	3%	18%	100%	3%	79%	0%	3%	15%	100%
Manager	2%	84%	1%	4%	9%	100%	2%	84%	1%	4%	10%	100%	1%	86%	1%	4%	9%	100%
Administrative	1%	68%	0%	9%	22%	100%	1%	66%	0%	9%	25%	100%	1%	65%	0%	9%	25%	100%
Technician	1%	77%	0%	7%	14%	100%	1%	76%	0%	7%	16%	100%	1%	74%	0%	7%	17%	100%
Operational	2%	62%	0%	12%	24%	100%	1%	66%	0%	15%	18%	100%	1%	59%	0%	20%	19%	100%
Apprentice	n/d	n/d	n/d	n/d	n/d	n/d	n/d	n/d	n/d	n/d	n/d	n/d	0%	60%	0%	9%	31%	100%
Total	1%	73%	0%	8%	18%	100%	1%	71%	0%	8%	20%	100%	1%	70%	0%	8%	21%	100%

Total number and percentage of employees by employee category who are persons with disabilities	2023		2024		2025	
	Total number	Percentage	Total number	Percentage	Total number	Percentage
CEO	0	0%	0	0%	0	0%
Director	0	0%	0	0%	0	0%
Coordinator	2	6%	1	3%	1	3%
Manager	6	5%	7	6%	8	7%
Administrative	59	5%	52	5%	53	6%
Technician	15	2%	24	3%	26	4%
Operational	27	28%	20	24%	15	19%
Apprentice	n/a	n/a	n/a	n/a	0	0%
Total	109	5%	104	5%	103	5%

SUSEP INDICATORS

SUSEP. Sustainability Tables		
Requirements		
2.1. GVR Table	**Sustainability Risk Governance**	
Objective	Description of the governance of sustainability risk management.	
Disclosure	Qualitative information	
Frequency	Annual	
	Description of the role of the Board of Directors, Executive Management, the director responsible for internal controls, and the Risk Committee in the sustainability risk governance process, as provided for in SUSEP Regulation No. 666 of June 27, 2022, and CNSP Resolution No. 416 of July 20, 2021.	
2.1. GVR Table	**Sustainability Risk Governance**	
Information details	(a) Description of how the Board of Directors, Executive Management, the Officer responsible for Internal Controls, and the Risk Committee oversee sustainability risks.	Sustainability considerations are addressed in the context of relevant risks, including analyses of the external environment and its potential impact on the business, as well as Brasilseg's key activities that may generate social and environmental impacts. These factors are presented to senior management through the regular meetings of committees that address social, environmental, economic, and governance aspects and impacts, as well as through non-statutory commissions. The main parties involved are: • Board of Directors: Periodically informed of relevant matters related to internal controls, compliance, and risk management. Responsible for approving the Corporate Sustainability Policy and promoting its dissemination and alignment with other policies. • Risk Committee: Evaluates the company's business plan from a risk perspective, supports strategic decisions related to risk management, reviews the Risk Management Policy, and provides guidance on how the Risk Committee operates. It also reviews periodic reports on sustainability risks and climate change-related matters, as well as their respective impacts on Brasilseg's ability to achieve its objectives, and reviews the Sustainability Report with emphasis on the relevant aspects of sustainability risk management. • Executive Management: Maintains an overall understanding of the company's risk profile and, with respect to the main risks to which the company is exposed, understands their nature and potential impacts on the business, the current level of exposure, and the actions adopted to manage them. • Officer responsible for Internal Controls: Guides and supervises the implementation and operation of the Risk Management Framework (RMF) and the Internal Control System (ICS), ensuring their integration.

2.1. Tabela GVR	Governança dos riscos de sustentabilidade	
Information details	(b) Description of the role of the Board of Directors, Executive Management, the Officer responsible for Internal Controls, and the Risk Committee in managing sustainability risks.	Brasilseg's governance structure establishes guidelines for building a more balanced business portfolio in terms of the risks to which the company is exposed, aligned with its Corporate Policies on Integrated Risk Management, Sustainability, and Governance. The Risk Management Framework (RMF) and the Internal Control System (ICS) are integrated, enabling risks to be assessed from both a broad and specific perspective, considering control elements for all risks and indicator-based monitoring for the most material ones. The implemented risk management model formally defines responsibilities, authority levels, competencies, risk governance, and risk measurement models within the corporate environment. The risk matrix and the indicator dashboard used to monitor risk management are among the outcomes of this process and are based on quantitative, financial, and non-financial, as well as qualitative criteria. • Board of Directors: Relies on advisory bodies to support the performance of its duties, which include promoting risk and control culture, maintaining the organizational structure and the material and human resources required for proper risk management and the operation of associated controls, defining the group's strategic guidelines, and evaluating the performance of Executive Management. • Audit Committee: Responsible for issuing opinions to support the Board of Directors in the company's strategic direction, assessing accounting matters, internal controls, audit, compliance, and risks. Its responsibilities include recommending independent audit services, evaluating the effectiveness of internal and external audit processes, and monitoring internal controls. • Risk Committee: Supports the Board of Directors in managing risks across supervised entities. Its responsibilities include analyzing matters related to internal controls, compliance, actuarial management, and corporate risk management. It evaluates the effectiveness of the Risk Management Framework (RMF), considering risk appetite, the performance of the Internal Controls and Risk Officer and the Corporate Risk department, as well as the effectiveness of actions taken to address deficiencies. • Executive Management: Responsible for ensuring the effectiveness of the Risk Management Framework (RMF) and the Internal Control System (ICS). • People Commission: Supports Executive Board in evaluating human development and organizational culture, as well as in managing the Code of Ethics and Conduct. • Officer responsible for Internal Controls: Responsible for guiding and supervising the implementation and operation of the RMF and the ICS, ensuring their integration. Periodically reports to the Board of Directors, the Collegiate Board, and the Risk Committee on relevant matters related to internal controls, compliance, and risk management. This includes communication on new or emerging risks, levels of risk exposure, risk management actions, deficiencies in the RMF and ICS, as well as the formal approval of the Materiality Assessment and the Sustainability Report to ensure stakeholders are informed of the results achieved. Brasilseg's risk management methodology is based on market best practices, including the Institute of Internal Auditors' Three Lines Model, with the purpose of adopting integrated and efficient risk and control management through continuous business monitoring, while observing good practices and segregation of duties. • First line (Sustainability, Actuarial, Investments, Claims, Underwriting, and Procurement): Responsible for pursuing excellence in its activities, whether in execution or continuous improvement, including the proper execution of controls to reduce risks, strengthen compliance, and ensure ethical conduct. Managers are likewise responsible for managing these matters within the first line. • Second line (Officer responsible for Internal Controls, Risk Management, and Compliance): Strengthens risk management through: (i) the development and application of methodologies and tools for assessing risks, controls, and compliance; (ii) the monitoring of material risks; (iii) the preparation of dashboards and reports for governance bodies; and (iv) advisory support to the first line within its areas of expertise, while observing segregation of duties.

2.1. Tabela GVR	Governança dos riscos de sustentabilidade	
Information details	(c) Description of the bodies at the strategic, tactical, and operational levels and their responsibilities in supporting the Board of Directors, Executive Management, the Officer responsible for Internal Controls, and the Risk Committee in the management and oversight of sustainability risks.	Strategic • Risk Committee: Supports the Board of Directors in carrying out its responsibilities related to the risk management of supervised entities by analyzing and monitoring matters related to internal controls, compliance, actuarial matters, and corporate risk management, with the aim of contributing to the preservation and enhancement of the company's value. • Audit Committee: Reports directly to the Board of Directors and is responsible for issuing opinions to support the Board in the company's strategic direction, assessing accounting matters, internal controls, audit, compliance, and risks. • People Commission: Supports Executive Management in evaluating human development and organizational culture, as well as in managing the Code of Ethics and Conduct. • Risk and Controls Executive Department: Reports to the Officer Responsible for Risk Management and Internal Controls and to the governance bodies on the results of risk assessments (risk map and risk profile), as well as on the results of risk monitoring using Key Risk Indicators (KRIs). Tactical • Officer responsible for Internal Controls: Responsible for guiding and supervising the implementation and operation of the RMF and the ICS and ensuring their integration; providing the areas under its responsibility with the necessary and qualified resources for the proper performance of their activities; and periodically informing the Board of Directors, the Collegiate Board, and the Risk Committee of relevant matters related to internal controls, compliance, and risk management. • Risk Management: Prepares and periodically reviews, together with the Sustainability Department and business areas, the Materiality Assessment in order to identify, assess, and classify, by materiality level, the sustainability risks to which Brasilseg is exposed, considering the characteristics of its activities, operations, products, services, customers, suppliers, and service providers. • Internal Controls and Compliance: Supports the integration of controls associated with sustainability risks. Operational • Sustainability Department: Responsible for supporting business areas in integrating sustainability aspects into strategic decisions and into risk pricing and underwriting activities, investment selection, and the selection of suppliers and service providers, as well as monitoring and evaluating the effectiveness of implemented actions. • Actuarial, Investments, Procurement, Claims, and Underwriting functions (First Line): Carry out operational activities and identify, assess, and manage the specific risks associated with their operations. They implement internal controls to mitigate risks and ensure that operations are conducted in accordance with established policies and procedures.

2.2. EST Table	Strategies Associated with Sustainability Risks
Objective	Identification and description of the actual and potential impacts of sustainability risks on the institution's business, strategy, and risk management.
Disclosure	Qualitative information
Frequency	Annual
	Description of sustainability risk aspects with potential impacts on business, strategy, and risk management, as provided for in Regulation No. 666, dated June 27, 2022.

2.2. EST Table	Strategies Associated with Sustainability Risks	
Information details	(a) Description of sustainability risks with the potential to generate material losses in the short, medium, and long term. Divide into (a.1) for climate risk events and (a.2) for other sustainability risks, or into (a.1) for climate risk events, (a.2) for environmental risk events, and (a.3) for social risk events. Indicate the time criteria adopted to define the different time horizons (short, medium, and long term).	All risks included in Brasilseg's policy are considered material and have established guidelines regarding responsibilities, authority levels, competencies, and governance, taking into account business continuity, strategy, sustainability requirements, ESG ambition, ethics, and compliance. Sustainability risks are incorporated into the company's Risk Management Framework (RMF) and are defined as follows: Sustainability risks (set of climate, environmental, and social risks) Climate risks • Physical: possibility of losses arising from events associated with frequent and severe weather events or long-term environmental changes that may be related to changes in climate patterns. • Transition: possibility of losses arising from events associated with the transition to a low-carbon economy, in which greenhouse gas emissions are reduced or offset and the natural mechanisms for capturing these gases are preserved. • Litigation: possibility of losses arising from liability insurance claims or direct legal actions against the supervised entity, both resulting from failures in the management of physical or transition climate risks. Environmental risk • Possibility of losses arising from events associated with acts or activities involving environmental degradation, including excessive use of natural resources or environmental disasters resulting from human intervention. Social risk • Possibility of losses arising from events associated with violations of fundamental rights and guarantees or acts harmful to the common interest. The process for identifying social, environmental, and climate risk events includes, among other aspects, the assessment of products that, by their nature, have the potential to be affected by or generate adverse impacts. In order to classify the impacts associated with sustainability risks on Brasilseg's business, strategy, and risk management, risks with actual impact were defined as those for which it is possible to estimate a financial loss under the current short-term scenario, while risks with potential impact are based on events for which there is no clear view of the possible impacts on the company under current conditions. These risks are assessed based on a long-term horizon. In the context of climate risks with actual impact, the main events identified with the potential to generate material losses for Brasilseg's business have been variations in claims ratios in the Rural line of business due to physical climate events such as drought, frost, and excessive rainfall. Historically, these events have been the most frequent within the company's portfolio. In the context of social and environmental risks, the main events identified with actual impact involve the possibility of providing insurance coverage in areas embargoed by federal agencies, such as the Brazilian Institute for the Environment and Renewable Natural Resources (IBAMA) and the Chico Mendes Institute for Biodiversity Conservation (ICMBio), or in areas occupied by Quilombola and Indigenous communities, as well as insuring customers included on forced labor watchlists. For these events, Brasilseg already has structured controls within its underwriting and acceptance processes aimed at minimizing impacts and mitigating risks. Regarding the time horizons adopted, most of Brasilseg's policies are currently short-term, with Agricultural products representing the largest share and averaging one year in duration (crop cycle). For products in the Mortgage Protection Insurance line of business, however, policies correspond to a medium- to long-term horizon, with an average duration of five to 15 years. The effects of emerging sustainability risks tend to affect the business model more in terms of future sales than the performance of products currently sold. However, risks classified as potential, such as chronic climate variations, may affect quality of life and rural areas, impairing insurance and reinsurance contracts and generating greater concern for Brasilseg, particularly in the Rural line of business.

2.2. Tabela EST	Estratégias associadas aos riscos de sustentabilidade	
Information details	(b) Description of the methodology used to assess the potential for losses arising from sustainability risks.	To assess the potential for losses arising from sustainability risks, Brasilseg has been developing a loss database model with criteria for identifying losses across underwriting, investment, and operational processes. For the underwriting process, based on data reported in the claims databases, Brasilseg will establish a process for capturing events related to sustainability risks through the description of claim causes. For the monitoring of operational losses arising from social, environmental, and climate-related aspects, information will be captured through the identification of fines and administrative and judicial proceedings involving sustainability matters. For investments, identification will be based on the monitoring of Brasilseg's private asset portfolio. Losses deemed material will be analyzed by the Financial Committee, with the involvement of the Investments, Risk, and Sustainability departments, to determine whether they are related to sustainability factors. By integrating these loss databases, Brasilseg will establish a consolidated database containing categorized loss events whose causes are related to sustainability risks, which may be used in the future as an input for the development of risk monitoring, control, and mitigation processes.
Information details	(c) Description of how the impacts of the risks mentioned in item (a) are considered in the institution's business and strategy, detailing the time horizon considered and the criteria adopted for prioritizing the risks assessed.	Brasilseg conducts three-year Strategic Planning cycles, reviewed annually or whenever business opportunities or changes in the macroeconomic landscape or external environment are identified that may materially affect its strategic objectives and business plan. The resulting plan is submitted to the Board of Directors for approval. To identify risks, Brasilseg carries out an annual risk inventory through which it defines the risks considered material to the company. This identification process supports the establishment of risk mitigation actions, the definition of controls and Key Risk Indicators (KRIs), and process improvements. Material risks are monitored by the governance bodies, regardless of the outcome of specific assessments and exposure scenarios. The Risk Appetite Statement guides Brasilseg's business strategy regarding its risk-taking capacity. It establishes indicators and exposure limits that support decision-making aimed at maximizing value creation. The Risk Management function monitors these indicators and reports them periodically to the governance bodies. With regard to social and environmental risks, Brasilseg assesses the impacts arising from its processes and operations within its administrative activities. In addition, Brasilseg has specific procedures for approving, contracting, and evaluating critical suppliers, as well as for risk underwriting.
Information details	(d) Description of the resilience of the organization's strategy, considering its ability to adapt to changes in climate patterns and to the transition to a low-carbon economy.	In the short term, Brasilseg incorporates sustainability risks deemed material into its underwriting and pricing processes through the use of tools and data analysis that support the criteria defined for risk acceptance. With a view to the medium and long term, the company has been developing an assessment process designed to identify how emerging risks may impact its product portfolio, investments, and supply chain, as well as to establish strategic measures to minimize impacts should such risks materialize. This process will involve understanding the main trends of external events related to potential sustainability risks and their possible impacts on the company. Based on this understanding, the company will consolidate considerations on its position regarding emerging risks together with the technical areas, using internal information. Based on this consolidation, it will define strategies and actions to be implemented considering the impacts and the estimated time horizon, while the Risk Management and Sustainability teams will be responsible for evaluating the suggestions made by the technical areas. Matters classified as material must be submitted for strategic evaluation by being included in the Strategic Planning agenda, supporting the company's adaptability to emerging risks and the establishment of guidelines for the following year. In addition, the company incorporates ESG risk factors and aspects into its quantitative methodologies related to the other risks with which each material ESG risk factor is associated. These quantitative methodologies are used to assess the financial impact of ESG risk factors in terms of probability and impact. Integrated and effective sustainability risk management provides a platform to validate and assess decisions regarding emerging risks, together with related strategic opportunities, enabling the company to strengthen resilience, create sustainable value, and achieve performance objectives. In this context, an established risk culture ensures broad awareness of emerging risks, supporting timely response and monitoring. By including the assessment of emerging risks in its Strategic Planning agenda, Brasilseg aims to establish a forum for discussion and to embed emerging risks into the corporate culture, as well as to demonstrate the value and importance of collaborative efforts to create value and ensure sustainability should these risks materialize.

2.3. GER Table	Sustainability Risk Management Processes	
Objective	Description of how sustainability risks are managed.	
Disclosure	Qualitative information	
Frequency	Annual	
	Description of the processes for identifying, assessing, classifying, measuring, treating, monitoring, and reporting sustainability risks, as provided for in Regulation No. 666, dated June 27, 2022, and CNSP Resolution No. 416, dated July 20, 2021.	
2.3. GER Table	**Sustainability Risk Management Processes**	
Information details	(a) Description of the processes used to identify, assess, classify, and measure sustainability risks.	The Risk Management function is responsible for identifying and assessing the organization's risks. It does so using multiple sources of information, including internal data, questionnaires, and process mapping. In addition, through the Materiality Assessment, the Risk Management function analyzes different sources of risk and prepares an inventory of material risks, which is monitored by senior management. Materiality is an important concept that helps determine which matters are critical to the organization. This involves assessing the strategic importance of these matters to stakeholders, as well as their impact and likelihood of occurrence. Materiality should be reviewed regularly to identify new potential risks. Managers assess the risks under their responsibility, taking into account the residual impact after applying existing controls. This helps the company understand how risks affect the organization. Risk impact analysis considers several sources of information, such as claims, historical data, and weather forecasts, to assess the impact of risks across different dimensions: regulation, customers, reputation, and finance. The likelihood of risks materializing is calculated based on internal and external data, such as claims history and forecasts from reliable sources. After identifying the most material risks, the company assesses its ability to address them and estimates potential financial losses based on the current scenario. ESG risks are classified based on their financial impact. This ensures that risks that may result in significant financial losses are given priority. Potential risks are those that may materialize over time, and the company must be prepared to address them. Metrics are developed to measure these risks and compare them with mandatory regulatory risks and other risks not directly regulated by SUSEP. Some potential risks are extensions of identified actual risks, and measurement methodologies must be adapted to assess them properly.
Information details	(b) Description of sustainability risk management processes, highlighting how these risks are treated, monitored, and reported.	At Brasilseg, risk management involves implementing strategies to reduce the likelihood and/or minimize the impact of risks. This includes defining exposure limits for different types of risk and restricting activities related to certain economic sectors, geographic regions, products, or services that may be affected by ESG risks. After identifying and assessing risks, the appropriate measures are determined based on the level of exposure, including strategies such as risk reduction, transfer, acceptance, or even rejection. These strategies are analyzed based on several factors, such as the business context, costs and benefits, risk prioritization, risk tolerance, and severity. The risk management process includes assessing probability and impact to determine severity, followed by decision-making in accordance with the organization's policies and the development of action plans, when necessary. Key risks are supported by controls developed through stages that include understanding the process, identifying existing controls, validating them through risk assessments, defining responsibilities, aligning with the managers responsible for each risk, and preparing action plans. Risk oversight is carried out through Key Risk Indicators (KRIs), which are grouped by category based on frequency and impact. When KRIs show adverse trends with significant frequency, the risk category is classified as critical. Material sustainability risks are defined and monitored according to their respective KRIs. ESG risk management plays a fundamental role in decision-making related to risks and opportunities, strengthening resilience and creating sustainable value for the organization. The strategic risk assessment process includes research, collaboration with technical specialists, opportunity analysis, evaluation criteria, and discussions in strategic committees, resulting in effective communication, stakeholder engagement and alignment and the integration of actions into the organization's strategic planning.

2.3. GER Table	Sustainability Risk Management Processes	
Information details	(c) Description of the mechanisms used to establish concentration limits for economic sectors, geographic regions, products, or services that are more likely to be affected by or cause sustainability impacts.	ESG risks are managed through controls based on the parameters defined in the Risk Appetite Statement (RAS) and monitored through Key Risk Indicators (KRIs), which provide continuous support for oversight. Through the Materiality Assessment, Brasilseg identifies the material sustainability risks to which it is exposed, considering the specific characteristics of its activities, operations, products, services, customers, suppliers, and partners. Accordingly, the analysis takes into account the specific characteristics of underwriting, suppliers, and investments in light of other internal policies, such as specific underwriting policies (and general product conditions), procurement and contracting policies, and supplier approval procedures. The Risk Appetite Statement establishes rules for social and environmental matters, such as companies included on forced labor watchlists and violations of environmental laws and regulations. Brasilseg has its own policy for social and environmental risk analysis in agricultural insurance, addressing embargoed areas, Indigenous lands, and human rights violations in a broader manner. Since insurance activities are based on risk assessment, underwriting criteria play a fundamental role in this process. These criteria include several factors, such as exposure by geographic region, risk selection according to loss potential, and diversification across different lines of business. These practices aim to ensure effective risk diversification through a dynamic analysis designed to provide adequate mitigation of the risks inherent in the operation.
Information details	d) Description of how the processes used to identify, assess, classify, treat, monitor, and report sustainability risks are integrated into the management of underwriting, credit, market, liquidity, and operational risks	Sustainability risks do not necessarily constitute new risk categories within the regulatory context and should, whenever possible, be considered within the mandatory categories of underwriting, credit, market, operational, and liquidity risks, depending on their effects. The risk management process operates in an integrated manner, considering the impact of ESG aspects on the risks regulated by SUSEP. From this perspective, integrated risk management facilitates the monitoring of the company's exposure and the identification of overlaps among the different risk categories. This enables a better assessment of the impacts arising from interactions among risks, supporting improved management and the adoption of more effective strategies and mitigation measures. Throughout the monitoring process, the focus is on risk analysis, encompassing the identification, assessment, and measurement of critical elements. In this way, sustainability risks are examined alongside those regulated by SUSEP so that they can be integrated where relevant. This approach provides a comprehensive view of the risk landscape by enabling their integration. Integrating sustainability risks into the monitoring process is therefore essential for the early identification of potential challenges and the implementation of effective mitigation measures and related controls, with the aim of ensuring robust and comprehensive risk management.

GRI and SASB content indexes

GRI and SASB content indexes

Statement of use ▶ Brasilseg reported in accordance with the GRI Standards for the period from January 1 to December 31, 2025.
GRI 1 used ▶ GRI 1: Foundation 2021
Applicable sector standards ▶ GRI Financial Services Sector Supplement (FS) (G4)

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
General disclosures	2-1 Organizational details	4, 5, 6, 7				-
	2-2 Entities included in the organization's sustainability reporting	4				-
	2-3 Reporting period, frequency and contact point	4				-
	2-4 Restatements of information	4				-
	2-5 External assurance	4				-
	2-6 Activities, value chain and other business relationships	5, 26				-
	2-7 Employees	38, 54				8.5, 10.3
	2-8 Workers who are not employees	38				8.5
	2-9 Governance structure and composition	15				5.5, 16.7
	2-10 Nomination and selection of the highest governance body	15				5.5, 16.7
	2-11 Chair of the highest governance body	15				16.6
	2-12 Role of the highest governance body in overseeing the management of impacts	15				16.7

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
General disclosures	2-13 Delegation of responsibility for managing impacts	15				-
	2-14 Role of the highest governance body in sustainability reporting	4				-
	2-15 Conflicts of Interest	20				16.6
	2-16 Communication of critical concerns	15				-
	2-17 Collective knowledge of the highest governance body	15				-
	2-18 Evaluation of the performance of the highest governance body	15				-
	2-19 Remuneration policies	42				-
	2-20 Process to determine remuneration	42				-
	2-21 Annual total compensation ratio	In 2025, the ratio of the annual total compensation of the highest-paid individual to the median annual total compensation of all employees was 12.98, and the ratio of the percentage increase in annual total compensation was 5.61..				-
	2-22 Statement on sustainable development strategy	3				-
	2-23 Policy commitments	17				16.3
	2-24 Embedding policy commitments	15, 17				-
	2-25 Processes to remediate negative impacts	17, 44				-

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
General disclosures	2-26 Mechanisms for seeking advice and raising concerns	19				16.3
	2-27 Compliance with laws and regulations	51				-
	2-28 Membership associations	12				-
	2-29 Approach to stakeholder engagement	38				-
	2-30 Collective bargaining agreements	42				8.8
Material topics						
GRI 3: Material topics 2021	3-1 Process to determine material topics	4				-
	3-2 List of material topics	4				-
Ethics, integrity, and compliance						
GRI 3: Material topics 2021	3-3 Management of material topics	15, 17				-
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	12				8.1, 8.2, 9.1, 9.4, 9.5
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	20, 51				16.5
	205-3 Confirmed incidents of corruption and actions taken	20				16.5

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the reporting period, the company did not identify any pending or resolved legal actions related to anti-competitive behavior, anti-trust, or monopoly practices.				16.3
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	23				-
	308-2 Negative environmental impacts in the supply chain and actions taken	24				-
Financial and insurance inclusion and education						
GRI 3: Material topics 2021	3-3 Management of material topics	47				-
Financial Services Sector Supplement	FS4 Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	9, 22				-
	FS14 Initiatives to improve access to financial services for disadvantaged people	Since Brasilseg does not provide financial services, this indicator is not applicable. Additionally, the company does not have its own insurance sales branches. Its products are primarily sold through Banco do Brasil's branch network.				-
	FS16 Initiatives to enhance financial literacy by type of beneficiary	During the reporting period, Brasilseg did not directly fund any projects focused on financial literacy.				-
GRI 3: Material topics 2021	3-3 Management of material topics	7, 22, 26				1.2, 1.4, 3.8, 8.2, 8.3, 8.5

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	23				5.2, 8.8, 16.1
	414-2 Negative social impacts in the supply chain and actions taken	52				5.2, 8.8, 16.1
Financial Services Sector Supplement	FS9 Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	22, 23				-
Climate change						
GRI 3: Material topics 2021	3-3 Management of material topics	7, 8, 22, 26, 33				-
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	34, 53				3.9, 12.4, 13.1, 14.3, 15.2
	305-2 Energy indirect (Scope 2) GHG emissions from acquired electricity	34				3.9, 12.4, 13.1, 14.3, 15.2
	305-3 Other indirect (Scope 3) GHG emissions	34, 53				3.9, 12.4, 13.1, 14.3, 15.2
	305-4 GHG emissions intensity	The company does not calculate GHG emissions intensity in its inventory.				13.1, 14.3, 15.2
	305-5 Reduction of GHG emissions	34				13.1, 14.3, 15.2

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
GRI 305: Emissions 2016	305-6 Emissions of ozone-depleting substances (ODS)	In 2025, within Scope 1, Brasilseg used HCFC-22 (R-22) refrigerant exclusively in the building's air conditioning systems. The company did not control its purchase, and the refrigerant was used solely for operational purposes. No production, destruction through approved technologies, import, or export of ozone-depleting substances occurred during the reporting period.				3.9, 12.4
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Brasilseg does not emit NOx, SOx, or other significant air emissions.				3.9, 12.4, 14.3, 15.2
Financial Services Sector Supplement	FS1 Policies with specific environmental and social components applied to business lines	17				-
	FS2 Procedures for assessing and screening environmental and social risks in business lines	22				-
	FS5 Interactions with clients/investees/business partners regarding environmental and social risks and opportunities	22, 24, 26				-
ESG Portfolio						
GRI 3: Material topics 2021	3-3 Management of material topics	26				-
Financial Services Sector Supplement	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	52				-
	FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	53				-

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
Natural resources (biodiversity, ecosystems, and water resources)						
GRI 3: Material topics 2021	3-3 Management of material topics	33				-
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	36				6.3, 6.4, 6.A, 6.B, 12.4
	303-2 Management of water discharge-related impacts	36				6.3
	303-3 Water withdrawal	36, 53				6.4
	303-4 Water discharge	36, 53				6.3
	303-5 Water consumption			REASON FOR OMISSION: As all water withdrawn returns to the sanitary sewer system, water consumption is not considered material to the company's operations.		6.4
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	None of Brasilseg's facilities are located within environmental protection areas.				6.6, 14.2, 15.1, 15.5
	304-2 Significant impacts of activities, products, and services on biodiversity	Brasilseg does not engage in activities with significant impacts on biodiversity.				6.6, 14.2, 15.1, 15.5
	304-3 Habitats protected or restored	Brasilseg does not have any protected or restored habitat areas.				6.6, 14.2, 15.1, 15.5
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Brasilseg does not engage in activities that affect endangered species.				6.6, 14.2, 15.1, 15.5

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	35				3.9, 6.3, 6.6, 11.6, 12.4, 12.5
	306-2 Management of significant waste-related impacts	35				3.9, 6.3, 8.4, 11.6, 12.4, 12.5
	306-3 Waste generated	35, 54				3.9, 6.6, 11.6, 12.4, 12.5, 15.1
	306-4 Waste diverted from disposal	No waste was diverted from disposal in the company's operations.				3.9, 11.6, 12.4, 12.5
	306-5 Waste directed to disposal	54				3.9, 6.6, 11.6, 12.4, 12.5, 15.1
Customer satisfaction, transparency, and customer relationships						
GRI 3: Material topics 2021	3-3 Management of material topics	43, 44				-
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling			REASON FOR OMISSION: This indicator is not applicable, as Brasilseg provides insurance services and does not market physical products subject to labeling requirements."		12.8
	417-2 Incidents of non-compliance concerning product and service information and labeling	No incidents related to product and service information and labeling were identified during the reporting period.				16.3
	417-3 Incidents of non-compliance concerning marketing communications	No incidents related to marketing communications were identified during the reporting period.				16.3
Financial Services Sector Supplement	FS15 Policies for the fair design and sale of financial products and services	43				-

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION / RESPONSE	OMISSION			SUSTAINABLE DEVELOPMENT GOALS (SDGS)
			Requirement(s) omitted	Reason	Explanation	
Information security, data privacy, and cybersecurity						
GRI 3: Material topics 2021	3-3 Management of material topics	21				-
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			REASON FOR OMISSION: The number of customer data leaks, thefts, or losses is not publicly disclosed in this report, as this is considered sensitive information from an information security and risk management standpoint.		16.1, 16.3

OTHER NON-MATERIAL INDICATORS	DISCLOSURE	LOCATION / RESPONSE
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	41, 56
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	16, 38, 57
	405-2 Ratio of basic salary and remuneration of women to men	In 2025, the ratio of basic salary and remuneration of women to men was 48%.

SASB FN-Insurance

SASB TOPIC / CODE	ACCOUNTING METRIC	LOCATION / RESPONSE	OMISSION
Transparent Information & Fair Advice for Customers			
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers.	During the reporting period, there were no monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers.	
FN-IN-270a.2	Complaints-to-claims ratio	45	
FN-IN-270a.3	Customer retention rate	43	
FN-IN-270a.4	Description of approach to informing customers about products	43	
Transparent Information & Fair Advice for Customers			
FN-IN-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	23	
Policies Designed to Incentivize Responsible Behavior			
FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	33	
FN-IN-410b.2	Discussion of products and/orproduct features that incentivize health, safety,and/or environmentally responsible actionsand/or behaviors	52	
Financed Emissions			
FN-IN-410c.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	There were no gross financed emissions across Brasilseg's assets in 2025.	
FN-IN-410c.2	Gross exposure for each industry by asset class	There was no gross exposure across Brasilseg's assets in 2025.	
FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	There was no gross exposure across Brasilseg's assets in 2025.	
FN-IN-410c.4	Description of the methodology used to calculate financed emissions	There were no gross financed emissions across Brasilseg's assets in 2025.	

SASB TOPIC / CODE	ACCOUNTING METRIC	LOCATION / RESPONSE	OMISSION
Physical Risk Exposure			
FN-IN-450a.1	Probable Maximum Loss (PML)of insured products from weather-related natural catastrophe	50	
FN-IN-450a.2	Total amount of monetary losses attributable to insurance pay-outs from (1) modeled natural catastrophes and (2) non-modeled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)	50	
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy	27	
Systemic Risk Management			
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total potential exposure to non-centrally cleared derivatives,(2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivative	50	
FN-IN-550a.2	Total fair value of securities lending collateral assets	22, 50	
FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	51	
Activity metrics			
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	11	

VERIFICATION STATEMENT

INTRODUCTION

Bureau Veritas Quality International (BVQI), established at Alameda Xingu, 350 – Alphaville Industrial, Barueri, São Paulo, registered in the National Registry of Legal Entities under CNPJ No. 72.368.012/0002-65, declares, for due purposes, that Brasilseg Companhia de Seguros, established at Av. das Nações Unidas,14.261 – 29° andar ala A – Vila Gertrudes – São Paulo - SP, registered in the National Registry of Legal Entities under CNPJ No.: 28.196.889/0001-43 is hereby authorized to publish in all its titles and websites the excerpt of the Verification Statement as follows:

"Bureau Veritas Certification, based on the processes and procedures described in its Verification Report, declares that for the Brasilseg Sustainability Report, there is no evidence that it is not materially correct, is not a fair representation of the data and information of the Assurance, and has not been prepared in accordance with the specifications of ISAE 3000.

SCOPE

The scope of this verification covered the standards and Principles1 of the Global Reporting Initiative™ for Sustainability Reporting and refers to the accountability for the period from January 1, 2025 to December 31, 2025, as well as indicators from the SASB (Sustainability Accounting Standards Board) as part of the assurance process, o Sustainable Industry Classification System® (SICS)® - Under Stewardship of the International Sustainability Standards Board IF-WU, Water Utilities & Services.

LIMITATIONS AND EXCLUSIONS

Any evaluation of information related to:

- Activities outside the reported period;
- Position statements (expressions of opinion, belief, objectives, or future intentions) by Brasilseg;
- Accuracy of economic and financial data contained in this Report, extracted from financial statements, verified by independent auditors;
- Inventory of Greenhouse Gas (GHG) emissions, including energy data (verified in a separate process by another Bureau Veritas team);
- Data and information of affiliated companies or outsourced employees, over which there is no operational control by Brasilseg.

The following limitations have been applied to this check:

The principles of Accuracy and Reliability of data were verified on a sample basis, exclusively considering the information and data related to the material topics presented in the Report;

The economic information presented in the Report was specifically verified against the GRI principles of Equilibrium and Completeness.

[1] Accuracy, Balance, Clarity, Comparability, Completeness, Context of Sustainability, Timeliness and Verifiability.

WORKING METHOD

The work was conducted from the following stages:

1. 17 Interviews with those responsible for the material topics and the content of the Report;
2. Remote verification of corporate and operational processes (verification of material GRI indicators and sampling of information);
3. Analysis of documentary evidence provided by Brasilseg for the period covered by the Report (2025);
4. Analysis of the engagement activities with stakeholders developed by Brasilseg;
5. Evaluation of the system used to determine the material aspects included in the Report, considering the context of sustainability and scope of the information published.

The verification level adopted was Limited, in accordance with the requirements of the ISAE 3000 [2] standard, incorporated into Bureau Veritas' internal verification protocols.

RESPONSIBILITIES OF BRASILSEG AND BUREAU VERITAS

The presentations of all documentation related to the Scope were the sole responsibility of Brasilseg. The auditors were responsible for verifying and analysing the documentation and actions conducted remotely and, with that, validating the proposal in the scope.

CONCLUSION

1. For the preparation of this Sustainability Report, Brasilseg used the result of the materiality matrix prepared in 2024 with a total of 9 material topics, which was consolidated by consulting to internal and external stakeholders such as: senior leadership, board of directors, shareholders, committees (audit, tax, risk, finance), specialists, employees, suppliers, BB sales network, contractors, Brasilseg clients;
2. In our understanding, the Brasilseg Sustainability Report presents the impacts of the company's activities in a balanced way;
3. Brasilseg demonstrated a method of data collection and compilation that is adequate in relation to the GRI Reliability Principle.

VALIDITY

This Statement of Assurance has no expiration date. However, the assurance was carried out according to the study presented by Brasilseg, conducted from 26/02/2026 to 24/04/2026.

It should be noted that, in the event of any significant modification, inclusion or exclusion of data/information currently established and validated in relation to the scope of this Statement, a new assurance must be carried out.

[2] International Standard on Assurance Engagements 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information.

DECLARATION OF INDEPENDENCE AND IMPARTIALITY

Bureau Veritas Quality International is an independent company with more than 197 years of experience in verifying Quality, Environment and Sustainability Management Systems. It has a certified Quality Management System, ensuring ethical, professional and legal compliance. Its team acts independently, with no link to Brasilseg. In addition, it applies a strict Code of Ethics to ensure high standards of integrity and professionalism.

At the end of the Assurance process, Detailed Assurance Reports were issued, which were kept as a record in our Management System.

CONTACT

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São Paulo, April 26th, 2026.

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Credits and corporate information

BRASILSEG
Uma empresa BB Seguros

Coordination at Brasilseg
ESG Executive Management

The following departments contributed to the preparation of this report:
Controllership, Human Resources, Ombudsman's Office, Compliance, Legal, Innovation, Customer Experience and Strategy, Information Security, Treasury and Investments, Products, Accounting, Procurement, Marketing, Risk Management, Audit, Technical Market Intelligence, Facilities, Communications, Claims, and Assistance Services

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