



 **Santander Auto**

2024 Sustainability report



1

Introduction

In this chapter, we lay out the guidelines that steer Santander Auto's Sustainability report, including its framework, regulatory references and material topics, in addition to the message from the president and the main results of the 2024 cycle.

OUR SUSTAINABILITY REPORT

This is Santander Auto's first Sustainability report, in which we reaffirm our commitment to transparency, responsible governance and sustainable value generation. We are a joint venture between HDI Seguros and Banco Santander, combining the expertise of both institutions in the insurance sector. Due to this structure, some backoffice processes, such as Governance, Compliance, Risk Management and Sustainability, are shared with the HDI Group.

Based on this document, we aim to share institutional information and present our approach to environmental, social and governance (ESG) aspects, enabling our stakeholders to follow our initiatives and progress in a structured manner. The document is published annually and covers the period from January 1 to December 31, 2024.

1. Introduction



The publication of this report not only reinforces our quest for transparency and continuous improvement, but also complies with the determinations of Susep (Private Insurance Superintendence), through its Circular No. 666/2022, mandating all companies in the sector to publish a sustainability report as of 2025, containing mandatory information that we have included in [Annex I](#) of this document (Sustainability risks).

To ensure greater reliability and consistency from this first edition onwards, we have voluntarily adopted elements from two internationally recognized frameworks: the technical framework of the CSRD (Corporate Sustainability Reporting Directive), represented by the ESRS (European Sustainability Reporting

Standards), and the GRI Standards (Global Reporting Initiative).

CSRD is a European Union directive that requires companies operating in that region to publish sustainability reports covering their social and environmental impacts, as well as how ESG issues affect their business. The choice of this reference was motivated by our strategic alignment with Talanx, the parent company of HDI International AG and responsible for defining the group's global guidelines. Santander Auto is part of this structure through the HDI Group, and Talanx will start reporting in accordance with the CSRD as of 2025.

The GRI Standards, in turn, are one of the leading reporting standards used globally, promoting transparency and standardization in the disclosure of sustainability indicators. We chose to follow the format "based on" GRI, enhancing quality, robustness, and alignment with the CSRD.

The report is not subject to an independent audit. However, the financial information presented is aligned with the audited Financial Statements, and GHG (greenhouse gas) emissions data are part of the inventory

prepared by the HDI Group, which is also verified by a third party. It is also important to mention that the data used in this publication converge with that reported internally to HDI International AG, for inclusion in its global report – which is subject to external assurance in accordance with CSRD requirements.

It should be noted that this report may present minor, non-significant variations in quantitative data compared to the content submitted for the Talanx report. This is because the data released by our holding company include projections for the months of November and December 2024, while the data presented here reflect updated information for the full period from January to December 2024.



If you have any questions about this report, we are available to provide any clarification you may need. Readers may contact the Sustainability department by email at: sustentabilidade@hdi.com.br.

1. Introduction

Material topics

The topics and indicators covered in this report follow a fundamental principle of sustainability: materiality. This principle guides our actions by prioritizing strategic topics for the business, considering both the main impacts of our activities on society and the environment and the way in which these factors influence the organization. Moreover, materiality reflects stakeholders’ expectations and impacts on the company, making it a dynamic and essential process for responsible and transparent management.

In 2023, the HDI Group, through the Sustainability department – which operates in a shared manner among businesses under the holding company – conducted a materiality impact study to identify the most relevant issues for the company, which extends to Santander Auto and its stakeholders. This process relied on the support of a specialized external consulting firm, following a methodology structured in three stages:



This study led to the definition of eight material topics for Santander Auto, under the three ESG pillars: environmental, social and governance.

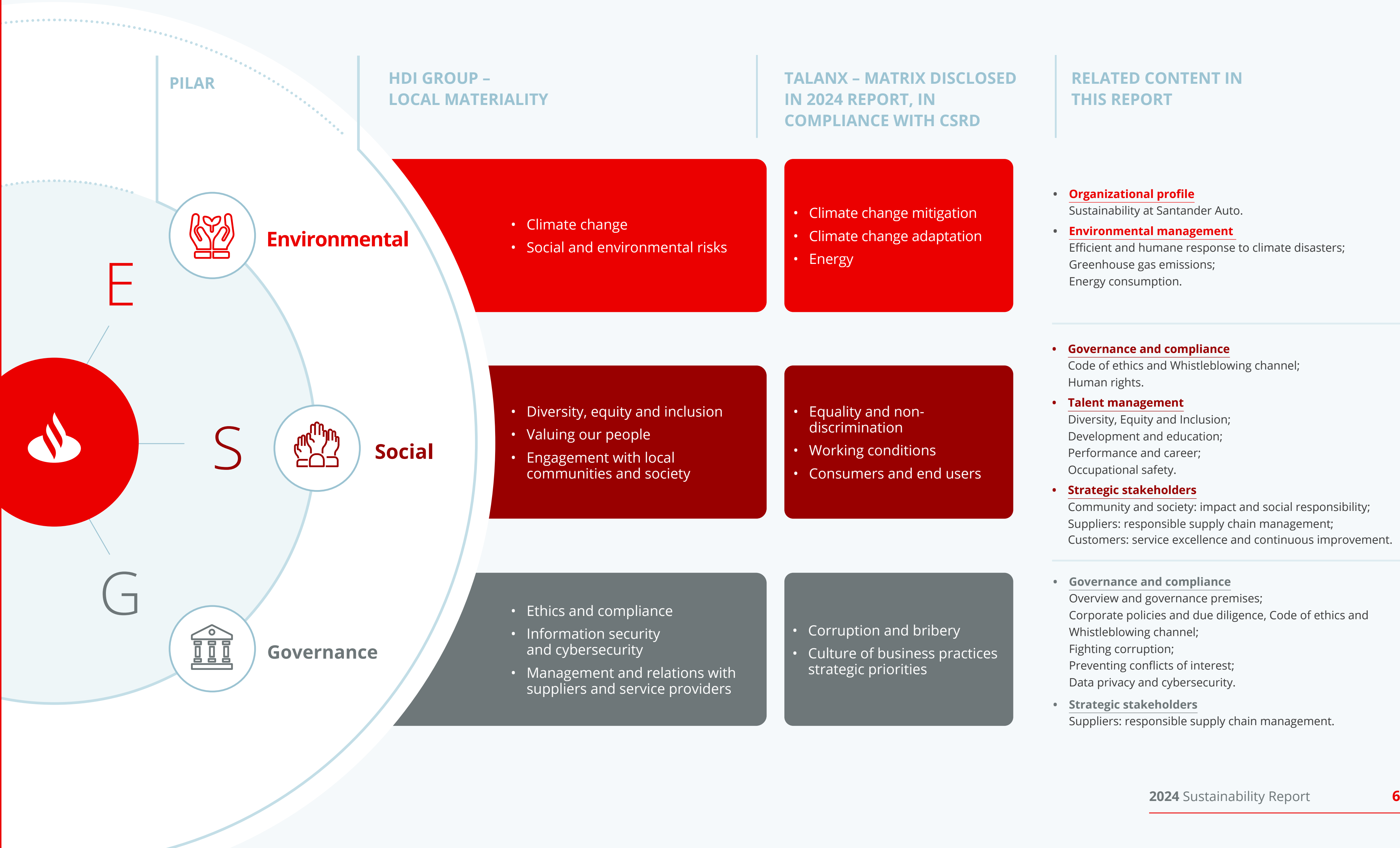
In addition to the local materiality matrix,

our report management and planning considers **Talanx’s global materiality matrix**, seeking to understand both local stakeholder expectations and the strategic demands of our group, expanding our vision to a global perspective.

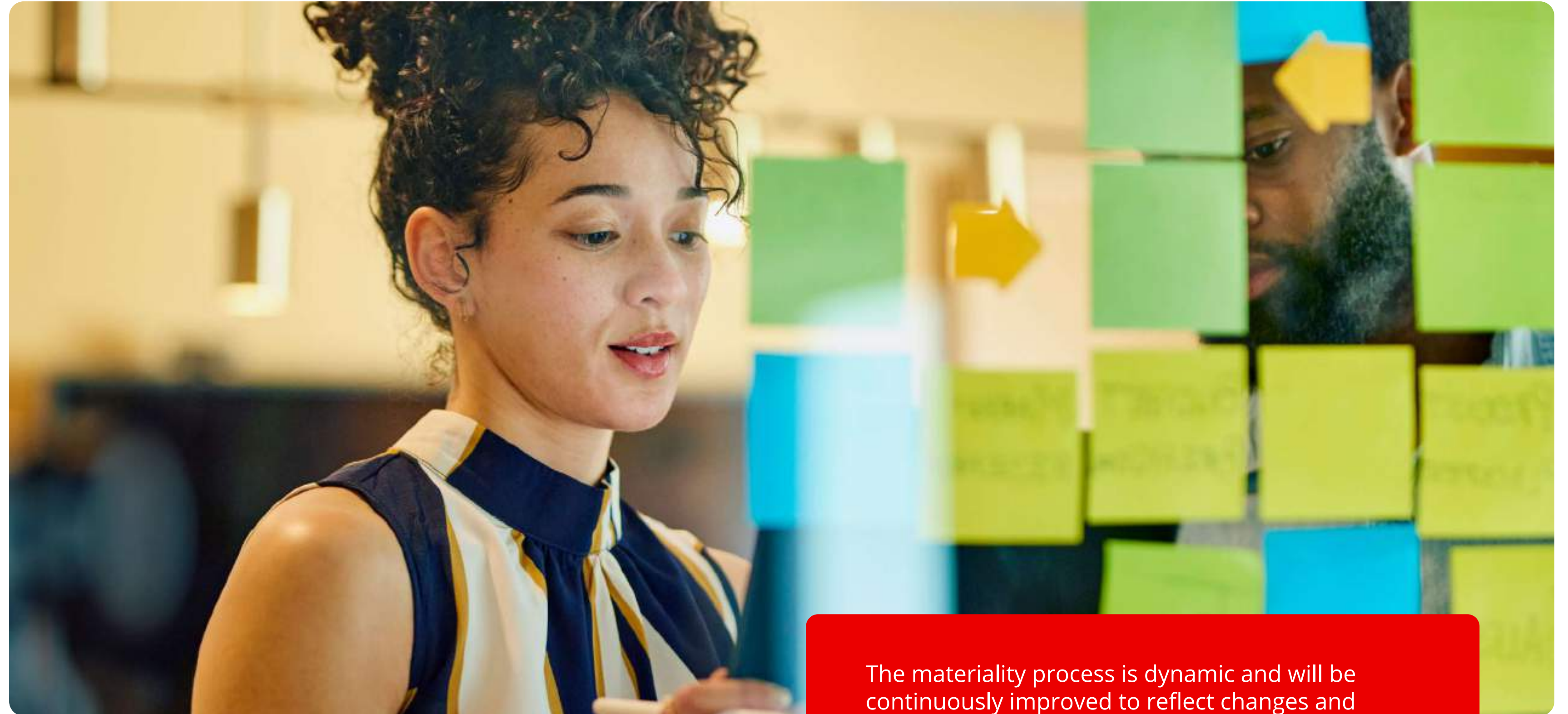
Below, we present the eight material topics identified through our local materiality study, correlating them with the materiality matrix published by Talanx in its [2024 Annual Report](#), in compliance with the CSRD.

MATERIAL TOPICS

1. Introduction



1. Introduction



The materiality process is dynamic and will be continuously improved to reflect changes and challenges of the sector and society, as provided for in Santander Auto's Sustainability Policy.

This first Sustainability report sought to gather information on these material topics, reinforcing a commitment to continuous evolution. In each new reporting cycle, we aim to improve the approach to topics, expanding the depth and scope of information and linking indicators and metrics that allow our stakeholders to better understand the company and its impacts. The materiality process is dynamic and will be continuously improved to reflect changes and challenges of the sector and society, as provided for in Santander Auto's Sustainability Policy.

Additionally, in compliance with the requirements of Susep Circular No. 666/2022, we conducted a materiality study based on financial impacts. This process was aimed at identifying, evaluating and classifying sustainability risks to be managed in an integrated manner with the company's risk management process. This work is detailed in [Annex I](#) of this report.

MESSAGE FROM THE PRESIDENT

At Santander Auto, we believe that innovation, transparency and responsibility are essential to transform the insurance sector and provide an agile, hassle-free experience for customers. The publication of our first Sustainability report represents another step for this commitment, allowing our stakeholders to monitor our actions and commitment to responsible and sustainable management in a clear and structured way.

In line with our strategy, the year 2024 was marked by growth and consolidation for Santander Auto. We expanded our presence in the automotive market and started offering home insurance, integrated with Banco Santander's Real Estate Credit platform, and we made consistent improvements in our customer service

This evolution reinforces our purpose of simplifying access to insurance, connecting appropriate protection solutions for important moments in our customers.

model. This evolution reinforces our purpose of simplifying access to insurance, connecting appropriate protection solutions for important moments in our customers' lives without neglecting our commitment to our partners to be a profitable insurance company with exponential growth.

Our results reflect the success of this plan. We ended the year with solid performance, initiating a new cycle of growth with BRL 354,977,326.90 in premiums issued and BRL 51,575,856.29 in net profit. These results reflect the success of our strategy, based on operational efficiency, process automation and an improved digital experience.

Sustainability has become even more structured in our management. We updated our Sustainability Policy, integrating environmental, social and governance principles into the corporate strategy. We are supported by the HDI Group's sustainability team, which plays an advisory role, steering implementation of the strategy together with other areas, ensuring



Paolla Gray, CEO of Santander Auto

alignment with industry best practices and strengthening the foundations for sustainable growth.

Among these planning initiatives, we prepared our first Greenhouse gas (GHG) emissions inventory, quantifying and transparently disclosing our carbon footprint via methodologies such as the GHG Protocol. This survey establishes the baseline for monitoring our emissions and our contribution to the reduction plan led by Talanx, in addition to directing future actions aimed at reducing environmental impact.



BRL 355 million

in premiums issued.



51.6 million

in net profit.

Innovation continues to be one of Santander Auto's greatest distinctions, also reflected in the way we face climate challenges. We continuously monitor the impacts of floods and other events in Brazil, improving processes to ensure fast and effective responses to customers. Digitalization and the use of data intelligence in claims adjustment have been crucial for offering agility and transparency, allowing claims to be processed even more efficiently and without red tape.

In the social sphere, we remain committed to valuing people, both internally and in the communities where we operate. We have a direct team of 18 employees and share the HDI Group's backoffice structure, which offers robust support in areas such as technology, compliance and human

resources. This model ensures operational efficiency and allows our team to focus on delivering innovative and specialized solutions to customers. We also encourage diversity, equity and inclusion, promoting a more representative work environment aligned with the needs of a changing market.

Our social impact is also expressed through social donations. In 2023, we contributed BRL 158,670.00, which made possible initiatives implemented in 2024, with resources channeled to the Children's and Adolescents' Rights Funds and Senior Citizen Funds — more specifically to Santander Bank's *Amigo de Valor* and *Parceiro do Idoso* programs. In 2024, with a new strategic approach that led to creation of the Guidelines for Private Social Investment, we allocated BRL 669,000 to projects in the *Amigo de Valor* and *Parceiro do Idoso* programs, and expanded support for projects approved under the Culture Incentive Law and Sports Incentive Law, which will be rolled out throughout 2025.

In terms of corporate governance, we continue to evolve to ensure integrity,

transparency and accountability in all operations. We adopt rigorous compliance standards and risk management, aligned with the best practices in the sector. This governance model is a distinction that ensures secure, sustainable strategic decisions, promoting the company's continued growth and reinforcing the trust of our stakeholders.

In 2025, we will expand our operations in the automotive segment, increasing our product portfolio to serve drivers with different profiles and needs. We will continue to improve our customers' digital experience with ongoing investments in technology, innovation and risk management, fortifying our position as a reference point in the sector.

I would like to thank all the employees, customers and partners who are part of our journey. Together, we are building an increasingly stronger, more innovative Santander Auto that is ready for the future.

Paolla Gray
CEO of Santander Auto

1. Introduction

2024 HIGHLIGHTS



BRL 51.6

million in net profit

336 hours

of training for employees



Support for inclusion and health projects aimed at children and adolescents with disabilities and the elderly

96%

approval rate in compliance training

BRL 355

million in premiums issued



99% favorability in

the GPTW survey

150

people directly impacted by social projects



Sustainability Policy updated and implemented



BRL 402.3

million in assets

98% satisfaction in

the Engagement Survey



BRL 669,000

in social investment via tax incentives

1st verified greenhouse gas emissions inventory



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Organizational Profile

In this chapter, we present Santander Auto's institutional identity, its corporate structure and relationship with the HDI, Talanx and Santander groups, in addition to the product portfolio, sector context and sustainability guidelines that guide our operations.

SANTANDER AUTO

Santander Auto is one of the most relevant auto insurance companies in Brazil, created in November 2019 via joint venture between HDI Seguros and Banco Santander. The company combines technology and innovation to offer 100% digital experience in contracting and managing insurance, eliminating red tape and ensuring agile and hassle-free journeys.

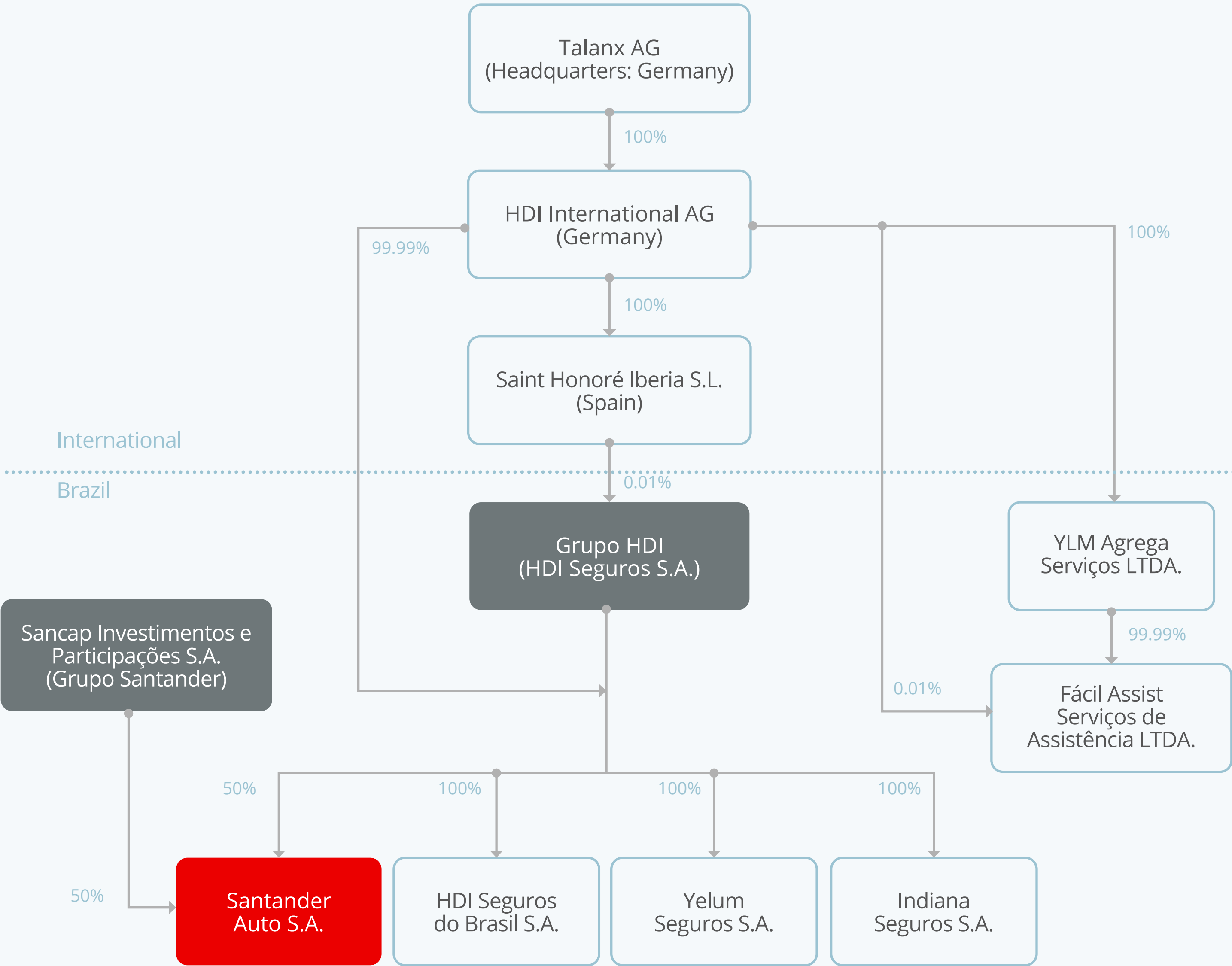
Auto insurance can be purchased in conjunction with vehicle financing through Santander, across the entire network of stores and partners affiliated with Santander, via the *Auto Compara* platform or directly with the account manager at bank branches. Across all channels, everything is quick and simple.

In addition to consolidating its operations in the automotive segment, the company expanded its operations in 2024 to the housing sector, becoming one of the insurers on Banco Santander Real Estate Credit platform.

Santander Auto's solidity and reliability are reinforced by its connection with the HDI Group and Banco Santander, two recognized institutions in the insurance and financial sector. This support ensures security and stability for its policyholders, allowing the company to offer modern and sustainable solutions in the Brazilian market.

CORPORATE STRUCTURE

Santander Auto SA is an insurance company established as a joint venture between HDI Seguros SA and Banco Santander Brasil, each with a 50% stake. This corporate structure reflects the strategic alliance between the two companies to operate in the automotive insurance segment in Brazil. See the detailed corporate organization chart below.

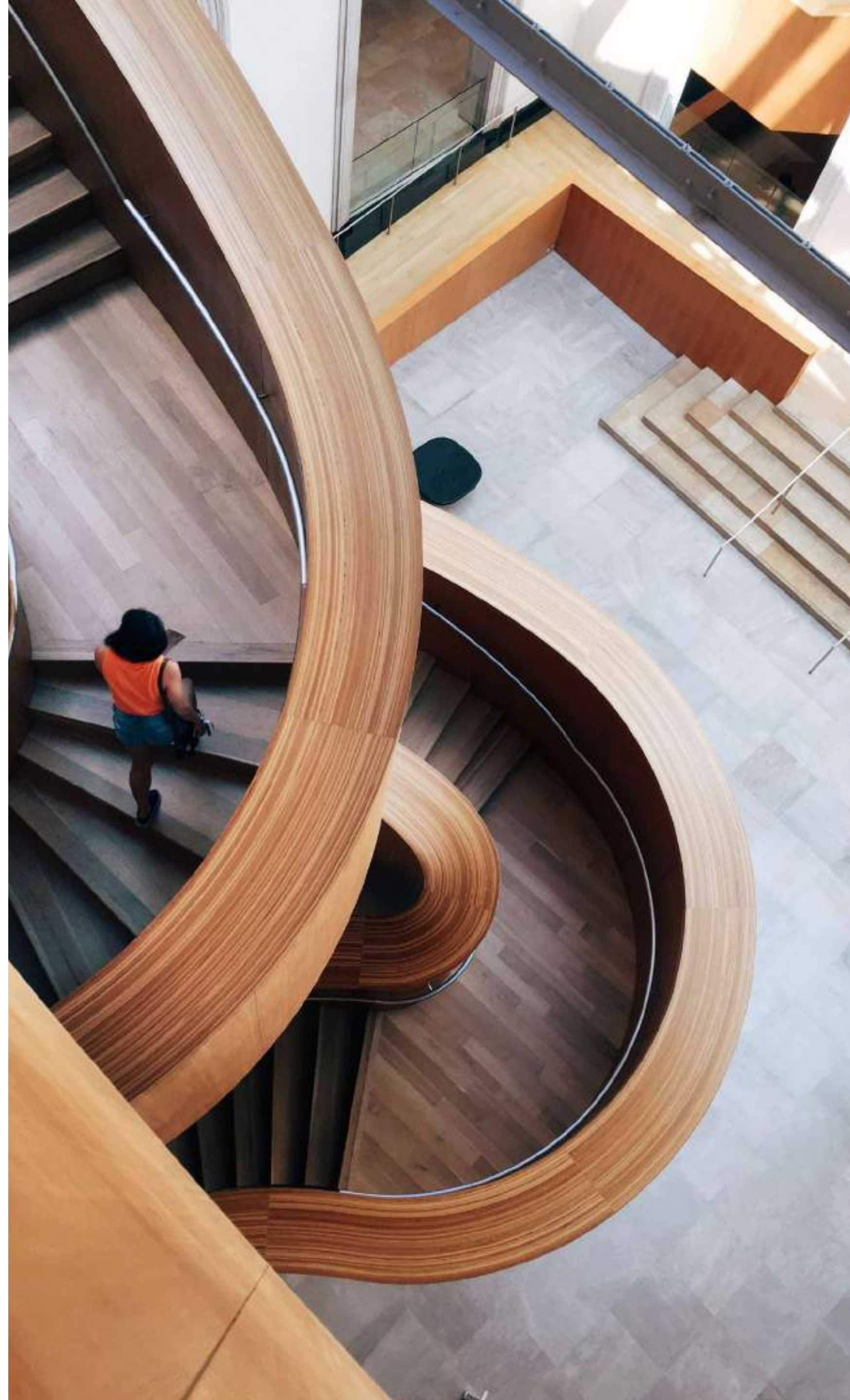


2. Organizational Profile

tal anx.

Talanx is a multinational insurance and financial services group, recognized for its robust and diversified operations. With a presence in over 175 countries, it stands out as one of the ten largest insurance groups in Europe and has excellent credit ratings from S&P and A.M. Best.

With over 120 years of experience in the sector, Talanx combines tradition and innovation, following a strategy of sustainable growth and global expansion. In Brazil, the group operates in the retail, major risks and industrial segments, in addition to maintaining a presence in the reinsurance and assistance services market, consolidating its position as one of the leading players in the national insurance industry.



Santander

The Santander Group is one of the largest financial conglomerates in the world, with a strong global presence and leadership in the markets where it operates. Founded in Spain, the bank is present in more than ten countries and serves millions of customers, offering a wide range of financial services, including credit, investments, insurance and payments.

Recognized for its solidity and innovation, Santander combines global scale with an operating model focused on efficiency, digitalization and a close relationship with customers. In Brazil, where it has operated since 1982, the group is one of the country's leading banks, with a prominent presence in retail, the corporate segment and specialized financial solutions, including the insurance sector in which it operates through Santander Auto and other strategic operations.

PRODUCT PORTFOLIO

2. Organizational Profile

Santander Auto offers a complete portfolio of insurance aimed at individuals and legal entities, ensuring protection for vehicles and properties. With a focus on digitalization and convenience, contracting insurance is agile and hassle-free, serving different customer profiles.



Auto Insurance

Available for new or used passenger vehicles, utility vehicles, motorcycles and trucks, including electric and hybrid vehicles. Insurance can be purchased through two channels:

- **Santander Financing:** Insurance can be integrated with vehicle financing, with 1-, 2- or 3-year options, diluting the payment in the same installment plan.
- **Auto Compara:** A digital platform that offers personalized insurance options according to the customer's profile and vehicle, available for direct purchase by the customer or through the account manager, in the case of Santander account holders.

The portfolio includes partial damage coverage or full compensation for collision, fire or theft, as well as civil liability and personal accidents for passengers. Customers can also customize their coverage to make protection more affordable and flexible.



Home Loan Insurance

Product aimed at Santander Bank's Real Estate Credit customers, ensuring protection for financed, refinanced properties or those under construction. Coverages include:

- **Death or permanent disability** of the borrower, guaranteeing payment of the outstanding balance.
- **Physical damage to the property,** ensuring repairs without compromising the customer's budget.

Santander Auto combines technology and convenience to offer simple and efficient experience when contracting insurance, giving its customers greater peace of mind and assurance.

SECTOR CONTEXT

2. Organizational Profile

The insurance sector in Brazil plays a strategic role in the economy, offering protection to individuals and companies against various risks and contributing to the country's financial stability. In addition to its economic relevance, the insurance market has undergone constant transformations to meet society's more recent demands, driven by digitalization, product customization and greater awareness of the importance of financial protection.

The most recent figures from Susep show this evolution¹. In 2024, the sector's total revenue reached BRL 435.56 billion, a growth of 12.2% compared to the previous year. After offsetting inflation for the period, the real increase was 7.6%. In the same period, insurance companies returned BRL 241.42 billion to society through compensation, redemptions, benefits and draws, a 6.8% increase compared to 2023.

This performance reflects an increasingly consolidated market, with greater consumer adoption and regulatory advances that promote transparency and sustainable growth. According to information released by CNseg (National Confederation of General Insurance, Private Pension and Life, Supplementary Health and Capitalization Companies) in December 2024, projections for 2025 indicate growth of around 10%, increasing the sector's share to 6.4% of GDP (Gross Domestic Product).

¹ Source: Monthly Summary Report with consolidated data from the insurance, pension and capitalization sector for the 2024 year.



In 2024, the sector's total revenue reached

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The potential for expansion stems, among other factors, from the low penetration of insurance in Brazil. It is estimated that over 80% of Brazilians do not yet have any type of insurance, which demonstrates a great market opportunity. This growth is expected to be driven by a variety of factors, such as expansion of the customized product offering, the emergence of new markets like cyber insurance and the greater adoption of insurance solutions by small and medium-sized companies.



REGULATORY ENVIRONMENT

The insurance sector in Brazil is mainly regulated by Susep (Private Insurance Superintendency) and CNSP (National Private Insurance Board), which stipulate standards and guidelines for insurance company activities.

In recent years, sector regulation has advanced to keep up with market changes and ensure greater legal security for operations. In 2024, one of the most important milestones was the enactment of Bill 2.597/2024, known as the Insurance Legal Framework, which improves insurance contract rules in the country, enhancing transparency, predictability and protection for policyholders.

In line with regulatory requirements, the company complies with Susep Circular No. 666/2022, which establishes guidelines for sustainability risk management.

In line with regulatory requirements, the company complies with Susep Circular No. 666/2022, which establishes guidelines for sustainability risk management. As part of this alignment, we met the deliverables set out in the standard, including publication of our Sustainability policy, conducting a detailed study on sustainability risks and incorporating the management of these risks into our internal processes. This report also meets the established requirements, reinforcing our commitment to responsible governance.

In addition to this regulatory development, we have been closely monitoring other issues that impact the sector. We continually monitor changes that may require administrative and operational adjustments, encouraging internal discussions and discussions with experts to ensure that we are always prepared for new requirements.

2. Organizational Profile



Our engagement in the regulatory agenda goes mainly through CNseg and FenSeg (National General Insurance Federation). Working through these entities allows for strategic dialogue with adjusters and facilitates participation in technical groups and public consultations on topics such as regulatory modernization, tax reform, prudential governance, risk management and regulatory compliance.

Our engagement in the regulatory agenda goes mainly through CNseg and FenSeg. Working through these entities allows for strategic dialogue with adjusters and facilitates participation in technical groups and public consultations.

Our commitment is to monitor and actively participate in discussions on regulations that impact the insurance market. Among the highlighted topics is the adaptation to Open Insurance, a system that allows for data sharing between insurers, increasing competition and driving innovation in the sector.

Regulating sustainable products is also relevant in this context, with guidelines for the development and marketing of insurance that generate positive environmental and social impacts. Susep is working to ensure that, starting in 2025, specific standards are implemented so that products can be classified and marketed as sustainable.

Moreover, we are fully in line with including the corporate name field in documents issued by insurance companies, evaluating the possibility of expanding this practice to other documents not expressly mentioned in the regulation.

Other topics being monitored include improving the rules for corporate changes, mergers and acquisitions, and reviewing the Internal Risk and Solvency Assessment Process (known as Orsa – Own Risk and Solvency Assessment), reinforcing financial stability in the sector.

SUSTAINABILITY AT SANTANDER AUTO

Sustainability is an essential pillar for Santander Auto. This is because, among other factors, insurer activity plays a key role in protecting society and the economy, promoting financial security, risk mitigation and supporting the resilience of companies and individuals in the face of emerging challenges.

At Santander Auto, we seek to integrate good ESG (environmental, social and governance) practices into our strategy, aligning with national and international standards and guidelines. We also closely monitor the factors that impact our sector, such as advances in sustainable mobility, electrification of the automotive fleet, adaptation to extreme weather events and the development of solutions that meet new consumer needs.



Advances in the ESG Agenda in 2024

The year 2024 marked significant advances in sustainability governance at Santander Auto, driven by strengthening the HDI Group's Sustainability area, which plays a strategic role in providing guidelines and specialized support to the various business units, acting

as a consulting firm for this agenda. As a backoffice structure, this area was restructured to strengthen the integration of the ESG agenda into business management and ensure alignment with national and international regulatory requirements.

2. Organizational Profile

At the national level, this evolution was marked by the publication of Susep Circular No. 666/2022, which established comprehensive guidelines for sustainability risk management, including environmental, social and climate aspects, requiring insurers to implement specific policies and transparently disclose their practices. In the international sphere, we highlight that the holding company Talanx recently adopted the CSRD (Corporate Sustainability Reporting Directive), expanding data monitoring requirements and underscoring the need for a more integrated and detailed ESG vision of the Group's companies, including Santander Auto, which reinforces transparency and corporate responsibility.

In this context, the HDI Group's Sustainability area conducted an in-depth sustainability assessment from a business perspective, analyzing strengths and identifying opportunities for improvement in processes, management, controls and metric monitoring. This work guides Santander Auto in the application of ESG guidelines, ensuring that the challenges and particularities of the corporate and industrial insurance operation are adequately incorporated into the group's strategy.



ESG materiality and sustainability risks

Santander Auto's ESG strategy follows the guidelines established by the HDI Group, structured based on materiality studies that identify the most relevant topics for the company and its strategic audiences. In 2023, the HDI Group's Sustainability area conducted a structured materiality process, divided into three main stages: context analysis, with global and sector trends; consultation with stakeholders, to map expectations and priorities; and definition of the impact materiality matrix, based on the assessment of ESG risks and global recommendations.

This process defined eight material topics across the environmental, social and governance pillars, which began to be used as a supporting tool for prioritizing projects and transparency initiatives regarding the organization's results. The full list of topics is available in the ["Our Sustainability report > Material topics"](#) chapter.

In addition to this survey, the Compliance team conducted a, [sustainability risk study](#) to identify the main ESG risks with potential financial and reputational impact for Santander Auto. Conducted based on Susep Circular No. 666/2022 and global sustainability reporting guidelines, the study classified risks according to their frequency and severity, ensuring alignment with the Risk Management Policy. Details can be found in Annex I to this report, in [Table EST – Strategies associated with sustainability risks](#).

The studies are complementary: while ESG materiality analyzes impacts of the business and its interaction with the environment and society, the sustainability risk assessment is directly related to the operating model and portfolio. This integrated approach strengthens the company's resilience and ensures alignment with the industry's best practices.

Our ESG Commitment and Ambitions

Based on the materiality study and its alignment with the business strategy, the HDI Group defined its ESG Commitment and Ambitions, applicable to all companies within the HDI International AG structure in Brazil, including Santander Auto.

Each pillar and its respective ambition have specific objectives and goals, which will be rolled out continuously throughout 2025 across the company. In this context, the Sustainability team plays a strategic and advisory role, supporting business areas to incorporate ESG practices in a comprehensive and structured manner. The aim is for each area to gradually take ownership of these initiatives and understand their impact on the business, ensuring lasting, sustainable changes.



COMMITMENT:

To make our businesses increasingly responsible and resilient to contribute to the development of a sustainable future.

AMBITIONS:

To develop innovative solutions that address climate challenges and reduce the environmental impacts of operations.

E



Environmental

To invest in the qualification of professionals for the insurance and related sectors, promoting social development, professional advancement, and equity.

S



Social

To strengthen ESG governance, ensuring compliance with national and international regulations and promoting transparency and quality in operations.

G



Governance

Sustainability Policy Review

As part of the evolution of our ESG agenda, we reviewed corporate policies aiming to strengthen governance on the topic. The Sustainability Policy, developed in alignment with the guidelines of the Talanx Group and applicable to Santander Auto, is updated periodically—as occurred in 2023 to meet the requirements of Susep Circular No. 666/2022, and in 2024 for further improvements.

The main commitments made in this policy include:



- To promote a culture of **sustainability** and reduction of environmental impact.



- To incorporate **sustainability principles** into corporate culture, human development and community engagement.



- To integrate sustainability into the company's key performance indicators.



The policy also defines clear responsibilities for the company's different levels, ensuring governance and transparency in the implementation of ESG practices.

Santander Auto recognizes that the ESG journey requires continuous adaptation and improvement. Our commitment is to ensure that sustainability is integrated into the business strategy in a practical and effective manner, contributing to risk mitigation, value generation and the company's resilience to future challenges.



[Access the Sustainability Policy.](#)



3

Governance and Compliance

In this chapter, we lay out the pillars that support Santander Auto's governance, including management structure, corporate policies, integrity and due diligence mechanisms, as well as practices focused on ethics, human rights, preventing corruption, conflicts of interest, data privacy and cybersecurity.

OVERVIEW AND GOVERNANCE PREMISES

Santander Auto's corporate governance is structured to ensure transparency, integrity and accountability in all our operations. We adopt high compliance and risk management standards aligned with the best market practices and applicable regulations.

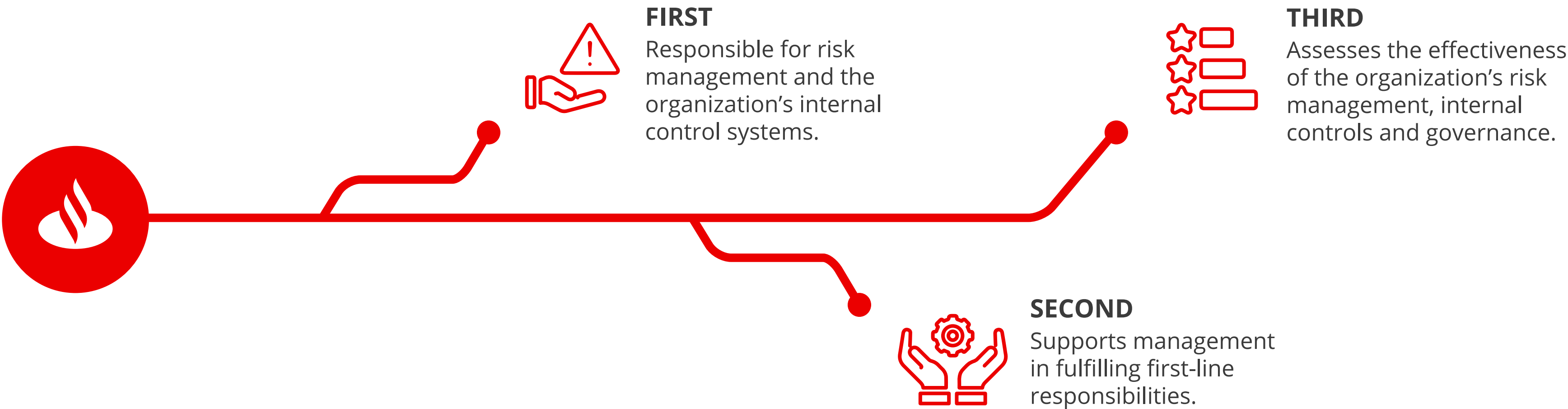
We thus ensure that strategic decisions are made in an ethical, sustainable manner, committed to generating value for our stakeholders. This structure is overseen by the Board of Directors, which works together with the Executive Board to monitor implementation of the corporate strategy and make decisions in line with the company's guidelines.

3. Governance and Compliance



Our risk management and compliance model follows the “three-line” concept, ensuring an effective approach to identifying, mitigating and monitoring risks. The first line of defense is formed by the business areas, responsible for managing operational risks and ensuring compliance with internal and external standards. The second line of defense is made up of the Risk Management and Compliance areas, which monitor risks and reinforce internal controls. Finally, the third line of defense is conducted by Internal Audit, which independently assesses the effectiveness of implemented processes and controls.

THREE-LINE MODEL:



MANAGEMENT STRUCTURE









We adopt a governance model that ensures transparency, integrity and efficiency in the company’s management. We have a solid structure that ensures strategic and operational oversight of the business, aligning our practices with the best industry references and a commitment to creating sustainable value.

This governance structure is formed by the Board of Directors, responsible for defining the strategy and overseeing the organization; the Executive Board, responsible for conducting operations and implementing strategic guidelines; and the Advisory Committees, which support decision-making on specific topics.

Board of Directors

Santander Auto’s Board of Directors consists of eight members, some appointed by the HDI Group and others by Banco Santander. Members are elected for a three-year term, with the possibility of re-election. All members are men, between 41 and 59 years old.

COMPOSITION OF BOARD OF DIRECTORS

Full name	Position	Executive role	Independent member
 Eduardo Stefanello Dal Ri ²	Chairman	Yes	No
 Denis Ferro Junior	Vice-chair	Yes	No
 Cezar Augusto Janikian	Member	Yes	No
 Reinaldo Amorim Lopes	Member	Yes	No
 Igor Di Beo	Alternate Member	Yes	No
 Eduardo Alvarez Garrido	Alternate Member	Yes	No
 Marcos Machini	Alternate Member	Yes	No
 Enrique Cesar Suarez Fragata Lopes	Alternate Member	Yes	No

² He also holds the position of CEO of the HDI Group.

We ensure a structure aligned with the interests of shareholders and the company's long-term strategy and we continually improve our governance practices.

Advisory Committees to the Board of Directors

Our Bylaws provide for the existence of **independent committees that support corporate governance and the Board's strategic decision-making**. Among the established committees, the following stand out: Audit Committee, Operations Committee, Governance and Privacy Committee, and Actuarial Committee.

It is worth noting that the Audit Committee, which also acts as the Risk Committee, is responsible for overseeing risk governance, regulatory compliance, and the integrity of the company's financial information, in addition to evaluating the effectiveness of internal and independent audits.

Appointment of board members

Currently, there are no specific regulatory requirements or internal guidelines that

determine diversity or independence criteria for the composition of the Board, or which establish a formal process for evaluating its performance. However, we ensure a structure aligned with the interests of shareholders and the company's long-term strategy and we continually improve our governance practices.

Although we do not yet have a formal Board of Directors performance evaluation process, we maintain an ongoing commitment to improving our governance practices. This commitment is reflected in the transparency of our strategic decisions and in the pursuit of increasingly efficient governance.

Board meetings are held regularly and can include remote participation by board members, ensuring agility and effectiveness in decision-making.

Role of board members

The Board of Directors plays a central role in defining our corporate strategy. Its main responsibilities include approving the organizational structure, defining general business guidelines and monitoring execution of the business plan, operational budgets and investments.

Issues related to sustainability and ESG are addressed by Executive Board in the company's strategic planning context. Whenever there is a relevant impact on the strategy or business plan, the topic may be submitted to the Board for information and deliberation.

Participation in the Sustainability report

This document was approved by Santander Auto's Executive Board and, as determined by Circular 666 dated 6/27/2022, by the Vice-Presidency of Transformation of the HDI Group, responsible for ESG issues, and by the Internal Controls Division. It was also submitted to the Board of Directors and the Audit Committee for their information, ensuring alignment with the company's governance bodies.



3. Governance
and Compliance

Monitoring of relevant complaints by the Board of Directors

Our Governance includes mechanisms for monitoring complaints and concerns from stakeholders. Reports through the Ethics Channel are reported to the Audit Committee, which assesses the relevance of the cases and may forward critical issues to the Board of Directors. In addition, Ombudsman’s Office periodically presents complaint indicators to the Audit Committee and the Board of Directors. In 2024, no complaints were brought to the Board of Directors.

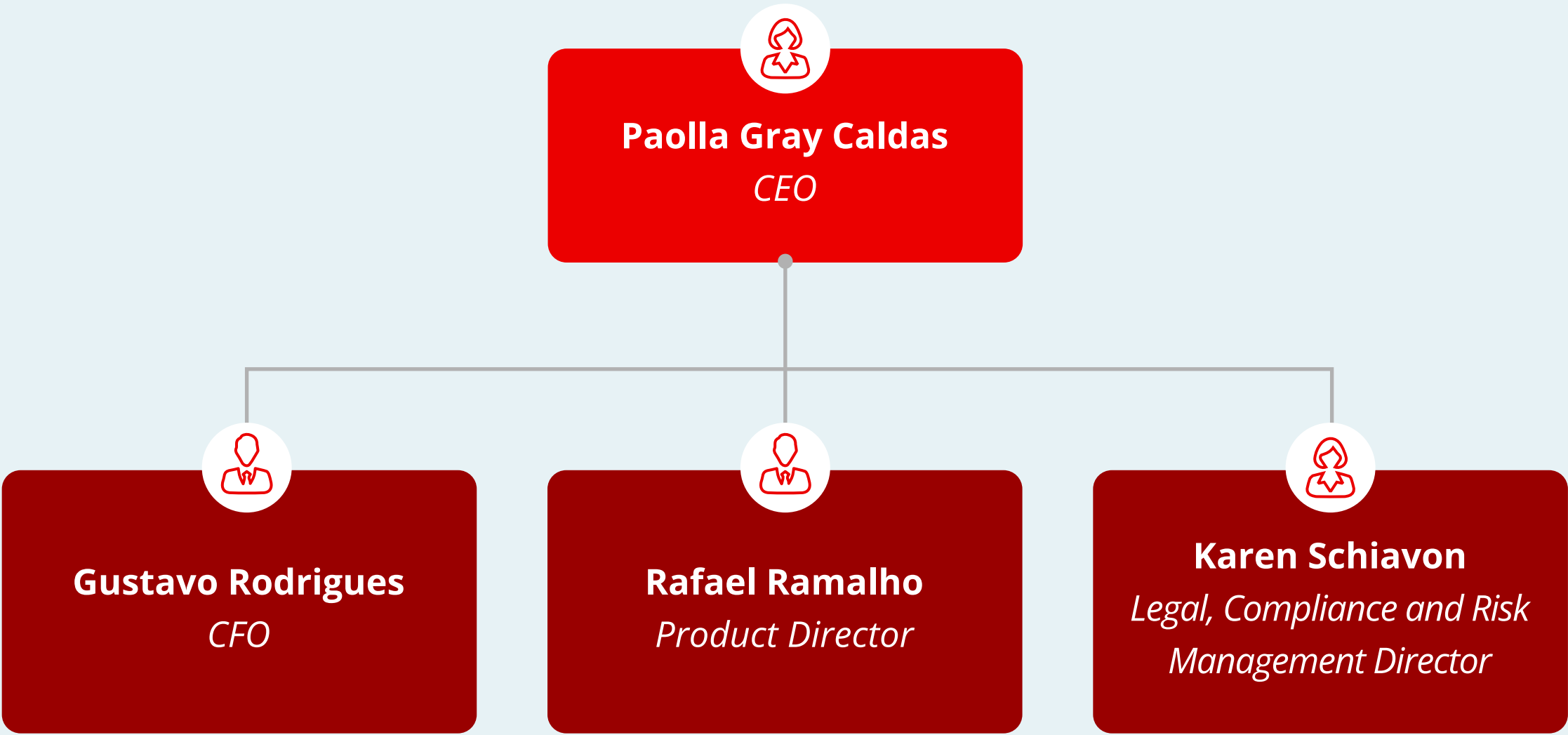


Executive Board

The Executive Board is responsible for the operational and strategic management of the company, ensuring implementation of the guidelines defined by the Board of Directors and conducting daily operations with a focus on sustainable growth, innovation and corporate governance. Its responsibilities include overseeing administrative,

commercial, technical and operational areas, as well as risk management and regulatory compliance. Additionally, the CEO and CFO monitor and guide execution of strategy and sustainability projects. Of the four Executive Board Members, two are women, and the age range is 44 to 49 years old. They are all Brazilian.

COMPOSITION OF THE EXECUTIVE BOARD³



³ Unlike this section, the CSRD table published at the end of this report considers Senior Management to be the Presidency and Vice-Presidency (the latter, if applicable), as defined by the Talanx holding company.

CORPORATE POLICIES AND DUE DILIGENCE

Our corporate policies ensure integrity and coherence between strategic guidelines and business conduct. We implement a comprehensive set of policies, including:



- **Code of ethics and professional conduct**
Presents the legal and ethical requirements that must be known and complied with by all employees and internal service providers when conducting their activities.



- **Compliance policy**
Establishes the general requirements regarding the Compliance Program, applicable to all company employees.



- **Risk management policy**
Lays out the guidelines and components of the Risk Management Structure, in accordance with current applicable standards.



- **Internal controls policy**
Provides an overview of the Internal Controls System, aligned with regulatory requirements and strategic Risk Management principles (COSO-ERM).



- **Corporate governance policy**
The Policy establishes the company's management guidelines, how it is governed, monitored and incentivized, which involves the relationship between shareholders, the Board of Directors, the Executive Board and control bodies.



- **Sustainability Policy**
Lays out sustainability guidelines and reaffirms Santander Auto's commitment to sustainable development, establishing guidelines for the implementation and maintenance of social, environmental and governance aspects in its business. It also describes the sustainability agenda governance structure.

3. Governance
and Compliance



• **Money laundering and terrorism financing prevention policy**

Provides for internal procedures and controls specifically designed to prevent and combat crimes involving money laundering or concealment of assets, rights and values, as well as related crimes.



• **Fraud prevention policy**

Establishes guidelines for preventing, detecting and remedying signs of illicit activities and fraud, as well as guidelines for controlling and reporting fraud to the competent authorities.



• **Institutional conduct policy**

Includes conduct guidelines for activities and in customer relations throughout the lifecycle of the products sold.

The set of organizational policies forms the basis of our Compliance Program, establishing guidelines for compliance and continuous improvement of processes, ensuring that operations are conducted safely and within acceptable risk levels. We also strive to ensure legal compliance and alignment with international best practices, including Talanx Group guidelines.

Our due diligence is conducted systematically to ensure that operations, suppliers and partners are aligned with our values and commitments. To this end, we rely on internal audits and risk assessments, continually monitoring our level of exposure and implementing measures to improve compliance and mitigate potential risks.




The set of organizational policies forms the basis of our Compliance Program, establishing guidelines for compliance and continuous improvement of processes.

CODE OF ETHICS AND WHISTLEBLOWING CHANNEL






3. Governance and Compliance

Santander Auto has a Code of Ethics and Professional Conduct that sets out the principles guiding business relationships and defines clear guidelines for ethical business conduct, ensuring alignment with Talanx Group values and compliance with best practices and regulatory requirements.

To ensure the effectiveness of the Code, we have an independently operated Ethics Channel, ensuring confidentiality, protection against retaliation and the possibility of anonymous or identified reporting. Widely disseminated in communications and training, the channel is available 24 hours a day, seven days a week and can be accessed by:

-  0800 775 9908
-  santanderauto@linhaetica.com.br
-  <https://www.linhaetica.com.br/etica/santanderauto>

Received reports go through a rigorous screening and investigation process conducted by the Compliance area, with the involvement of other areas depending on the nature of the case. The verification flow includes:

-  **1. Receiving and recording** the complaint in the system;
-  **2. Screening and referral** to the leadership of the responsible area;
-  **3. Detailed analysis and investigation**, respecting confidentiality and ensuring protection for the whistleblower;
-  **4. Completion of the investigation** and definition of corrective measures, when applicable;
-  **5. Application of sanctions** and, if necessary, referral to the Ethics Committee.

Reports can also be sent directly to the Compliance area by email compliance@hdi.com.br, in person or through the [BKMS](#) system, used globally by the Talanx Group and available in Portuguese, English and German.

Both the Ethics Channel and the BKMS system can be used by everyone, internal or external to the company, to report any suspected legal or ethical breach, including fraud, corruption, embezzlement, harassment or any inappropriate conduct.

In 2024, we did not receive any complaints related to Santander Auto through the Ethics Channel. In the event of substantiated reports, actions vary according to the severity of the situation and may include anything from verbal warnings to joint decisions by the Ethics Committee — made up of representatives from the Human Resources, Compliance, Legal and Internal Audit areas. All decisions follow proportionality criteria and comply with the organization's guidelines.



Find out more at [🔗 "Strategic stakeholders > Suppliers: responsible supply chain management"](#).

HUMAN RIGHTS

Respect for human rights is an essential pillar in our organizational culture and is reflected in the Code of Ethics and Sustainability Policy. These documents reaffirm Santander Auto's commitment to human dignity, diversity and inclusion, among other fundamental values, establishing clear guidelines for promoting a safe, respectful work environment free from any form of discrimination or abuse.

Among our commitments, zero tolerance for any form of discrimination, harassment, child labor, involuntary or forced labor stands out. We also ensure fair working conditions and adopt practices to mitigate risks of human rights violations in our value chain.

In 2024, no human rights violations were identified in our direct operations⁴. There were also no fines, penalties or compensation for damages applied resulting from breaches of social factors and human rights. Similarly, no complaints or incidents of discrimination or harassment, involving employees or third parties, were recorded throughout the reported period.

⁴ This analysis exclusively considers our direct operations and does not include acceptance criteria or monitoring of customers and suppliers.



ANTI-CORRUPTION

At Santander Auto, we adopt different approaches to prevent and combat corruption, fraud and money laundering. Our Anti-Corruption Policy sets out clear guidelines for risk mitigation, while our management structure ensures continuous monitoring of operations.

We have a structured matrix indicating the areas most susceptible to corruption, which identifies those that have contact with public bodies or agents. Areas that have this contact through

third parties were classified as “High” risk, due to the greater complexity of monitoring. We also conducted an additional assessment involving the Bidding area. Through these and other tools and instruments, we implemented and monitored controls in 2024 aimed at mitigating the identified risks.

We did not identify any cases of corruption in the organization in 2024, nor were there any legal proceedings against the organization or its employees related to corruption.

Compliance Week

In August 2024, Santander Auto took part in the HDI Group’s first Compliance Week, seeking to strengthen the culture of ethics and integrity in the company. Over the course of one week, employees participated in lectures, debates and interactive activities that reinforced the importance of compliance in operations and in relationships with customers, partners and society.

The event was attended by leaders, including the CEO of HDI Group and Chairman of Santander Auto’s Board, Eduardo Dal Ri, as well as industry experts, in addition to an inspiring talk on integrity in the corporate environment, given by lawyer and writer Ruth Manus. The program involved discussions on governance, transparency and corporate responsibility, as well as a Compliance Quiz that engaged the teams in a dynamic and educational way.

Compliance Week marked an important step in consolidating an organizational culture guided by ethics, reinforcing Santander Auto’s commitment to the best practices in the sector.

Anti-corruption training and communications

In 2024, 20 employees, including nine managers, attended and passed the Anti-Corruption training, which covered topics such as perception of corruption in the world, Brazilian anti-corruption legislation and recommendations for daily conduct.

Other relevant training courses confirmed our commitment to improving employees and leaders. Prominent among them are Business Continuity Management, which addressed the importance of this instrument and the Operational Continuity Plan, and the training on Money Laundering Prevention, which explained the concept of this crime and the financing of terrorism, as well as the measures adopted to prevent them.

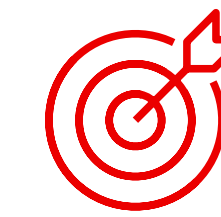
We also highlight the Risk Management training, which covered aspects such as

risk concepts and categories, governance structure, roles and responsibilities, in addition to the processes that aim to identify and mitigate risks.

Also worth mentioning is the training related to the Institutional Conduct Policy, which highlights standards of conduct and principles of action from the conceiving of an insurance product to after-sales, as well as the Ethics and Conduct Policy, which raises awareness among employees about these concepts, highlighting points such as our Mission, Vision, Values and Way of Acting, and including topics such as conflict of interest, fair competition and others. Finally, the LGPD (General Data Protection Law) training warrants emphasis, which guides the processing of personal data within the company and before stakeholders.

The Compliance training courses mentioned in this section reached 20 participants each, with an average pass rate of 96% on first access.

In addition to training, we reinforce the culture of ethics and compliance through regular communication on the subject, sent to all employees via email.



96%

was the average approval rate for the Compliance training courses.



The training related to the Institutional Conduct Policy, which highlights standards of conduct and principles of action from the conceiving of an insurance product to after-sales.



PREVENTING CONFLICTS OF INTEREST

We implement strict measures to prevent and mitigate conflicts of interest, reinforcing our commitment to ethical conduct and compliance with the guidelines of the Corporations Act. All board members have a fiduciary duty to act in the company's best interests, ensuring the integrity of strategic decisions.

To reinforce this commitment, we run a periodic check using a self-assessment questionnaire completed by members of the Board of Directors and all other employees, allowing us to identify potential conflicts of interest. This process also occurs when board members are elected.

Moreover, our Code of Ethics and Compliance Policy establish guidelines on situations that may constitute a conflict of interest, determining the obligation to communicate to the immediate manager and to the Compliance Department for assessment and appropriate measures.

We run a periodic check using a self-assessment questionnaire completed by members of the Board of Directors and all other employees, allowing us to identify potential conflicts of interest.

DATA PRIVACY AND CYBERSECURITY

3. Governance and Compliance

The privacy and security of personal data are priorities for Santander Auto. To ensure the protection and proper processing of personal data, we have implemented a Data Privacy Program that stipulates strict guidelines and controls in compliance with the legislation and standards of ANPD (Brazilian National Personal Data Protection Authority). All employees and internal service providers must follow data protection standards, ensuring that customer and third-party information is collected, stored, processed and used only for legitimate and specific purposes.

Our Data Privacy area is managed by the DPO (Data Protection Officer), responsible for managing the company's Privacy Program and implementing corporate policies, which cover incident management, data sharing and handling, consent, processing and storage of personal data. In addition, we roll out continuous awareness and training actions, map data processing activities and prepare



Access to personal data is restricted, following the principles underpinning the LGPD (General Data Protection Law), meaning that data can only be processed and shared by those who really need this information to perform their functions, including service providers and suppliers.



Data Protection Impact Reports to assess and mitigate risks.

We also have a Personal Data Breach Incident Response Management Standard, which defines procedures for rapid response and impact mitigation in cases that may

compromise the integrity, confidentiality or availability of personal data.

In 2024, we did not receive any regulatory action related to data privacy, nor did we record any incidents of leakage, theft or loss of customers' personal data.



4

4. Talent Management

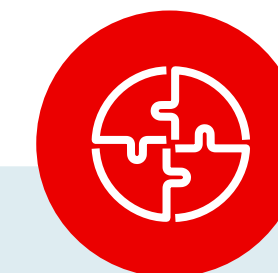
Talent Management

In this chapter, we highlight Santander Auto's people management practices, focusing on diversity, inclusion, development, organizational climate, occupational safety and quality of life, reflecting the commitment to a healthy, ethical and high-performance environment.

DIVERSITY, EQUITY AND INCLUSION

At Santander Auto, we value DEI (Diversity, Equity and Inclusion) as part of our commitment to a respectful and welcoming work environment. We follow the guidelines established by the HDI Group, which structure this agenda at the corporate level, promoting equity, representation and inclusion.

Among the initiatives, the DEI Affinity Groups stand out, voluntary groups formed by employees to strengthen the culture of diversity.



DIVERSITY



EQUITY



INCLUSION

DIVERSITY, EQUITY AND INCLUSION COMMUNITIES

DEI Affinity Groups are divided into five priority pillars, aligned with the HDI Group's Culture and DEI strategy:

4. Talent Management



**SEGURA DE SI
(SELF-ASSURED)**

Gender equity and female leadership.



**SEM BARREIRAS
(NO BARRIERS)**

Inclusion and accessibility for people with disabilities.



**GERAÇÕES
(GENERATIONS)**

Valuing age diversity.



**TODAS AS CORES
(ALL COLORS)**

Inclusion of the LGBTQIAP+ community.



**RAÍZES
(ROOTS)**

Racial and ethnic equity.



Based on insights from these groups, initiatives and actions are defined that promote a more equitable and inclusive environment for all.

EMPLOYEE PROFILE

4. Talent Management

Santander Auto operates with a highly specialized team, currently with 18 employees⁵ dedicated exclusively to activities in the automotive insurance segment. Our structure was developed to efficiently meet specific business needs, ensuring agility and strategic alignment in the sector.

We also seek to promote a diverse and inclusive environment, ensuring balance between different professional profiles. Of the total staff, 56% are women and 22% are black and mixed-race. In terms of age, 72% of employees are between 30 and 50 years old, reflecting a balance between experience and talent renewal.

In Senior Management (C-Level), female representation is 50%, while ethnic-racial diversity is not yet reflected in this group. This scenario reinforces the importance of


⁵The number of 18 employees represents permanent (CLT – Consolidated Labor Laws) and full-time contracts active on 12/31/2024. Additionally, there is one intern/apprentice.



continually strengthening diversity, equity and inclusion practices at all levels of the organization.

Although it has its own structure and operational management, Santander Auto is part of an administrative model shared by the HDI Group, which has 4,752 employees in Brazil. This model enables the integration of capabilities, skills and experiences across teams that are part of HDI International AG in the country, allowing for optimization of processes and the use of strategic synergies. Areas such as Human Resources, Sustainability, Compliance and Technology are structured in a shared manner, providing specialized support and strengthening the company's operational efficiency.

 **56%**
women

 **22%**
black and mixed-race

 **72%**
between 30 and 50 years old

COMPENSATION POLICY

In line with the guidelines of HDI International AG, our compensation policy is structured to ensure a balance between stability and performance, encouraging the generation of sustainable value and the company's solidity. Remuneration combines fixed and variable components, the latter linked to strategic goals and financial indicators. We thus ensure that compensation is tied to corporate objectives and long-term value creation.

The remuneration model follows principles of transparency and equity, considering the responsibility of each role and industry practices. Variable remuneration is based on achieving previously established goals, with periodic assessment to ensure its effectiveness and adaptation to the regulatory and market scenario. In addition, we regularly review remuneration parameters to ensure competitiveness and compliance with national and international standards.

In addition to ensuring a salary structure aligned with the market and strategic guidelines, we also monitor aspects related to salary equity. The data is sent for monitoring by our holding company HDI International AG and are reported annually on a consolidated basis in its Annual Report.



EMPLOYEE TURNOVER

Turnover management is an essential aspect to ensure organizational stability and value in-company talent. We conduct this process with planning, transparency and respect, ensuring that each movement occurs in a structured manner and aligned with business needs. This scenario includes both layoffs by company decision and voluntary resignation by employees, reflecting the natural dynamics of the job market and professional development. In 2024, the company recorded a 6% turnover rate.



DEVELOPMENT AND EDUCATION

The continuous development of employees is essential to strengthen our organizational culture and maintain alignment with the best market practices.

In 2024, training initiatives were consolidated on *Conecta+*, a platform that brings together content, learning paths, attendance governance, certificate issuance, performance and potential assessment, in addition to the individual development plan and other strategic actions for team growth.

In 2024, training initiatives were consolidated on *Conecta+*, a platform that brings together content, learning paths, attendance governance, certificate issuance, performance and potential assessment, in addition to the individual development plan and other strategic actions for team growth.

Conecta+ also provides learning flexibility, allowing internal and external training in both specific meetings and in structured sessions. In this way, programs can be targeted toward all employees as well as specific profiles, ensuring alignment with business needs and greater impact on professional development.

In 2024, the most accessed topics on *Conecta+* were mandatory training, including ethics and conduct, anti-corruption, LGPD (General Data Protection Law), institutional policy, business continuity management, risk management and prevention of money laundering. Content on professional development also had high adherence, including performance evaluation, organizational culture and behavior in the workplace.

4. Talent
Management


To supplement the recommended or mandatory trails, we provide a virtual library called HDIteca, with more than 17 thousand titles, including books, audiobooks, podcasts and articles with accessibility suitable for people with ADHD and dyslexia, expanding access to continuous learning and respecting each person’s needs and learning styles.

Aiming to expand learning opportunities, we offer the Language Program and the Continuing Education Program, which includes

graduate MBA and doctoral courses. Both apply eligibility criteria defined by internal policy, ensuring that investments in education are aligned with the company’s strategic competencies.

With this set of initiatives, we totaled 336 hours of training in 2024, 226 hours (64%) by women and 110 hours (36%) by men.

 **336**
hours of training
in 2024.

 **17**
thousand titles, including
books, audiobooks,
podcasts and articles.



PERFORMANCE AND CAREER

4. Talent Management

The PAD (Performance Assessment Program) drives professional development, guiding career progression and improving skills aligned with the company's strategic challenges. The program is applied to all HDI Group employees, except young apprentices, interns and third parties.

In 2024, we improved the PAD methodology, training teams for its effective application. Among the main developments, incorporation of objective individual goals stands out, expanding the assessment beyond behavioral aspects, and onboarding with *Conecta+*, which centralizes performance monitoring, the definition of goals

Assessment results support growth dialogue and personalized actions, allowing each professional to visualize their opportunities for development within the company.



and construction of the PDI (Individual Development Plan).

We also empower leaders to offer structured feedback and provide clear directions to employees, strengthening the culture of continuous learning and professional growth. Assessment results support growth dialogue and personalized actions, allowing each professional to visualize their opportunities for development within the company.

In 2024, 20 employees participated in regular performance and career development assessments, 12 women, seven men and one undetermined.

Employee recognition and appreciation

To strengthen the culture of appreciation and engagement, we implemented *Meu Momento Reconhecimento*, a platform dedicated to recognizing good practices and encouraging good employee performance. This program allows for recognizing co-workers and accumulating Stars, the platform's internal currency that can be exchanged for exclusive benefits. In addition, the initiative includes important milestones for a professional trajectory, such as the *Nossa História* Program, which celebrates company anniversaries every five years.

ENGAGEMENT AND ORGANIZATIONAL CLIMATE



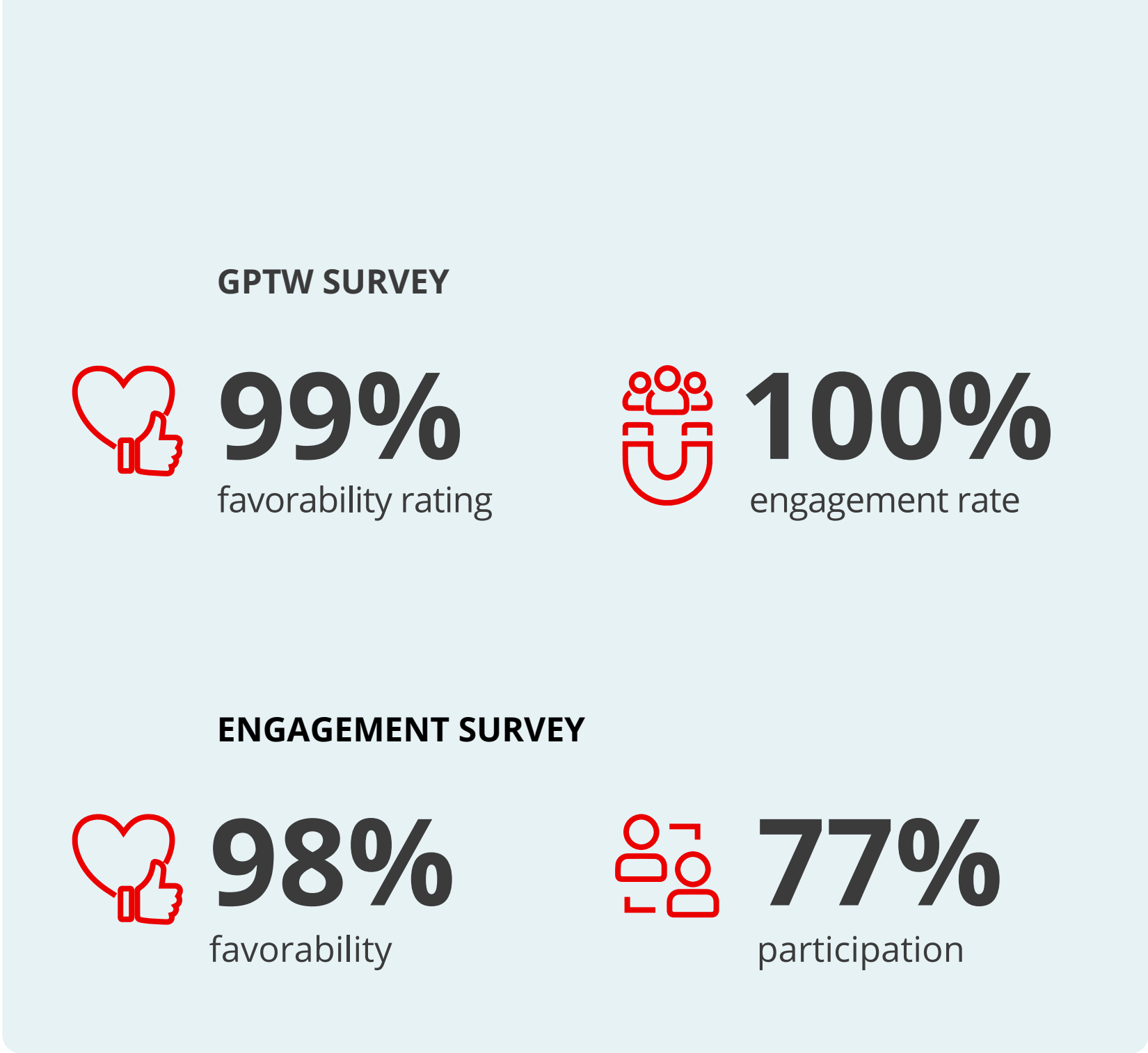
At Santander Auto, we value the experience of our employees and seek to continually improve the work environment, making it more positive and productive. To this end, we conduct two surveys in 2024 to assess this audience’s perception:

- **GPTW®** (annual): conducted by the Great Place to Work consulting firm, it compares our company with others in the market and reinforces our reputation as an employer brand.
- **Engagement Survey** (annual): global survey that compares our operation with other Talanx subsidiaries, providing valuable insights into employee engagement.

To encourage participation, we use internal communication information campaigns, with emails, live broadcasts and direct contact with leaders, reinforcing the invitation for everyone to contribute with their feedback.

Responses are treated confidentially, and results are only disclosed to teams with more than five participants, ensuring anonymity.

In the 2024 GPTW survey, we recorded a 99% favorability rating and 100% engagement rate, reflecting a positive and welcoming work environment. Moreover, the Engagement Survey achieved 77% participation and



98% favorability, demonstrating strong employee involvement with organizational initiatives.

Highlighted strengths include the light and relaxed work environment, flexible hours and autonomy to carry out activities. The main opportunities for improvement are related to infrastructure, benefits and development investments. The results were discussed by HR and management, who developed and monitored action plans to improve these points.

Our commitment is to ensure that the insights collected are used to strengthen the organizational culture and improve the employee experience at Santander Auto.

OCCUPATIONAL HEALTH AND SAFETY

Safety, occupational health and employee well-being are priorities for Santander Auto. In 2024, we were recognized with the Great People Mental Health (GPMH) seal, which highlights the company's commitment to mental health and creating a trusting organizational environment.

This recognition goes along with the GPTW® (Great Place to Work) seal, reaffirming our concern to ensure a safe and healthy space for everyone.

We have a system dedicated to the topic and a computerized environment that allows for complete and efficient management of the company's health and safety agenda.

This structure contributes to compliance with Brazilian labor legislation and applicable Regulatory Standards (NRs), in addition to ensuring a safer and more protected work environment.

The insurance sector is classified as low occupational risk, as its activities are predominantly administrative without significant exposure to physical, chemical or biological agents. This assessment is carried out based on the NR guidelines and the continuous analyses conducted by the PGR (Risk Management Program) and the PCMSO (Occupational Health Medical Control Program). In addition, we recognize the importance of preventing ergonomic and psychosocial risks and implement measures to mitigate them, reinforcing our commitment to the health and well-being of our employees.

The insurance sector is classified as low occupational risk, as its activities are predominantly administrative without significant exposure to physical, chemical or biological agents.



Scope and monitoring

Our health and safety practices cover all employees, ensuring compliance with current legislation and continuous monitoring. As part of our occupational health and safety governance, we conduct internal audits to monitor the application of these practices and ensure adherence to the required standards.

In the event of incidents, we have a structured process for investigation, identification of causes and implementation of corrective and preventive measures, ensuring an increasingly safe environment.

During the reporting period, there were no records of typical accidents, occupational diseases or deaths.

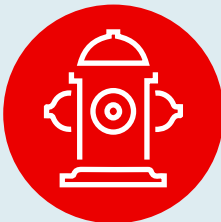
In 2024, Sipat addressed topics such as ergonomics, harassment, first aid, sexually transmitted infections and mental health.

Risk prevention and management

Occupational risk management is structured to eliminate hazards and minimize impacts on the health and safety of employees. Measures include:



- **Hierarchy of controls:** We apply elimination, replacement, administrative control and use of PPE (personal protective equipment) actions as necessary.



- **CIPA and Firefighting Brigade:** We maintain spaces for dialogue such as the Internal Accident Prevention Committee and the Firefighting Brigade, ensuring active employee participation in the continuous improvement of working conditions.



- **Occupational Safety Technicians and Property Firefighters:** They carry out daily inspections of administrative spaces, ensuring everyone's safety, and point out opportunities for improvement to the Facilities team.



- **Right of refusal:** Employees have the right to remove themselves from situations of imminent risk, ensuring a safe environment for everyone.



Training and communication

We offer periodic training, including firefighting brigade and Sipat (Internal Occupational Accident Prevention Week), which in 2024 covered topics such as ergonomics, harassment, first aid, sexually transmitted infections and mental health.

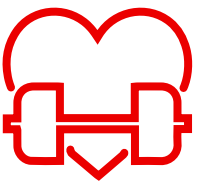
In addition, we promote ongoing health and safety communication through newsletters, covering topics such as the importance of water, self-care, women's and men's health, ergonomics in daily life, voice care and the impact of noise in the workplace. These actions reinforce our commitment to raising awareness and engaging employees in promoting a safe and healthy environment.



WELL-BEING AND QUALITY OF LIFE

Employee well-being and quality of life are essential for building a healthy and productive organizational environment. Through the *Sinta-se Bem* (Feel Good) Program, we seek to promote the physical, financial, mental and emotional health of our professionals, offering ongoing support and initiatives aimed at preventing diseases and balancing personal and professional life.

Main initiatives:



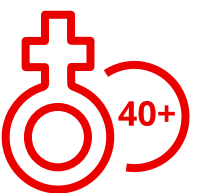
- **WellHub:** Access to gyms, fitness classes and wellness services to encourage regular exercise.



- **Livramento (Freely):** Space for listening and empathetic exchange on mental and emotional health, led by experts.



- **Wellz:** Digital platform with individual and group therapy sessions, meditation tips and content on emotional well-being.



- **Mulheres de Fases 40+ (40+ Women):** Initiative aimed at women over 40, covering self-knowledge, health and personal development.



- **Lactation Space:** Safe and comfortable environment for lactating employees to store breast milk.

4. Talent
Management



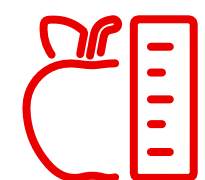
- **Nossos Filhos (Our Children):** Support program for parents at all stages of the parenting journey, from pregnancy until the child reaches two years of age. It includes monthly meetings, a visit from an obstetric nurse during the postpartum period or care via telemedicine, telephone support, and other resources.



- **Extended leave:** Extension of maternity and paternity leave through the federal *Empresa Cidadã* (Citizen Company) program, providing a 60-day extension for maternity leave and 15 days for paternity leave.



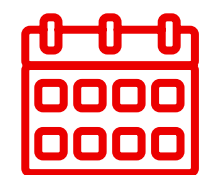
- **HDI Care:** 24-hour psychological, legal, social and financial support channel for employees and dependents.



- **Nutri-On:** Individual and group care with nutritionists to promote healthy diet and disease prevention.

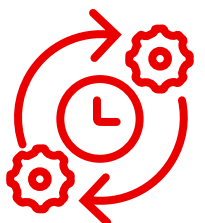


- **Self-Care Moments:** Services such as manicures, quick massages and acupuncture are available at the company's headquarters.



- **Seasonal and traveling campaigns:** Ergonomic actions and “color” months with an emphasis on white January (mental and emotional health), yellow September (suicide prevention), pink October (breast cancer prevention), blue

November (prostate cancer prevention), which are disseminated throughout the company at different times of the year.



- **Hybrid model and Short Friday:** Work structure that combines in-person and remote formats, in addition to reduced working hours on Fridays.



- **Flu vaccination:** Every year, we run a flu vaccination campaign for our employees and their dependents.

We also have a medical clinic in one of our offices, located in the Brooklin Novo region (Berrini building), with a multidisciplinary team including a family doctor, family nurse, occupational physician, occupational nursing technician, occupational safety technician, nutritionist, ergonomist and speech therapist, ensuring continuous support for the health of employees.

With this set of initiatives, we reaffirm our commitment to providing a work environment that values the safety, health and well-being of employees, favoring quality of life and encouraging healthy habits.



5

5. Strategic Stakeholders

Strategic Stakeholders

In this chapter, we present our relations with strategic stakeholders, including social impact actions, practices with suppliers and the commitment to excellence in customer service, consolidating responsible, transparent performance that is connected to society's expectations.

COMMUNITY AND SOCIETY: IMPACT AND SOCIAL RESPONSIBILITY

Social investment

Our social work has always been guided by the commitment to generate a positive impact for communities, reconciling solidarity and engagement with structured processes aligned with the best social management practices. In 2024, we made significant progress in this regard by adopting the private social investment strategy developed by the HDI Group, which guides the social management of Santander Auto. This approach strengthens the synergy between sustainability, business objectives and company ambitions.

As a result, the Guidelines for Private Social Investment were created, focusing on incentivized sponsorships and a reformulated process of prospecting, public calling, analysis and selection of projects to be sponsored through tax incentive laws. Our goal is to harmonize social impact with the company's purposes. We have also started to develop a Social Management Policy, scheduled to be rolled out in 2025.

Projects supported in 2024

In 2024, we maintained partnerships with social organizations that received over BRL 159,000 in resources in the previous year, through the Children and Adolescent Rights Funds and the Elderly Funds. This sum was directed to solid initiatives with great social impact for Banco Santander, the *Amigo de Valor* and *Parceiro do Idoso* programs. Find out more below:



BRL 159,000

in incentivized sponsorships to support 2024 projects.



Senior Partner Program

Psychosocial Care Program for the Elderly (Umarizal/RN)

The project seeks to guarantee home care and comprehensive care for **100 elderly people**, indirectly benefiting **200 people**. Support through the initiative made it possible to hire a specialized team and acquire the necessary equipment to make the services possible. The program works to strengthen the autonomy of the elderly, recovery from damage caused by neglect and abandonment, and to promote family and community life. Throughout the project, **between 70 and 79% of beneficiaries showed improvements in their physical and mental conditions.**



Amigo de Valor Program

Innovate to Transform (Vacaria/RS)

The project promotes inclusion and specialized care for children and adolescents with disabilities and/or special needs, ensuring the development of motor, emotional, intellectual and social skills. The investment allowed for expansion of the multidisciplinary team, the provision of food and the purchase of essential materials for care. In total, **50 children and adolescents were directly benefited** and 75 people were indirectly impacted. Among the program's main advances are the increase in community and family participation, in addition to strengthening beneficiaries' abilities to overcome challenges and social inclusion.

At the end of 2024, we invested BRL 669,000 in a new portfolio of incentivized social projects, significantly expanding our social impact for 2025, in addition to starting to use the Culture Incentive Law and the Sports Law.



SPECIAL YEAR-END ACTION

In addition to the supported projects, together with the HDI Group and HDI Global, we offered a special year-end action that benefited children and adolescents assisted by ASA (*Associação Santo Agostinho*), one of the institutions supported by the company through tax incentives via the Children and Adolescents Fund.

Through the Solidary Christmas Campaign, promoted with the participation of employees from all three companies, we collected 1,028 kilos of food and toiletries, surpassing the initial target of one ton. To increase the initiative's social impact, the HDI Group matched the amount, doubling the total volume raised.

To organize and allocate the donations, groups of volunteer employees actively participated in sorting and

separating items, in a task force that reinforced the spirit of unity and social engagement within the company.

As part of the initiative, 700 healthy Wup cupcakes were also delivered to the selected institution, expanding the Christmas action.

ASA was chosen because it assists more than 1,600 children, adolescents and elderly people in socially vulnerable situations in the city of São Paulo.



1,028 kg

of food and toiletries collected — amount matched by the HDI Group, doubling the total volume raised.

SUPPLIERS: RESPONSIBLE SUPPLY CHAIN MANAGEMENT

5. Strategic Stakeholders

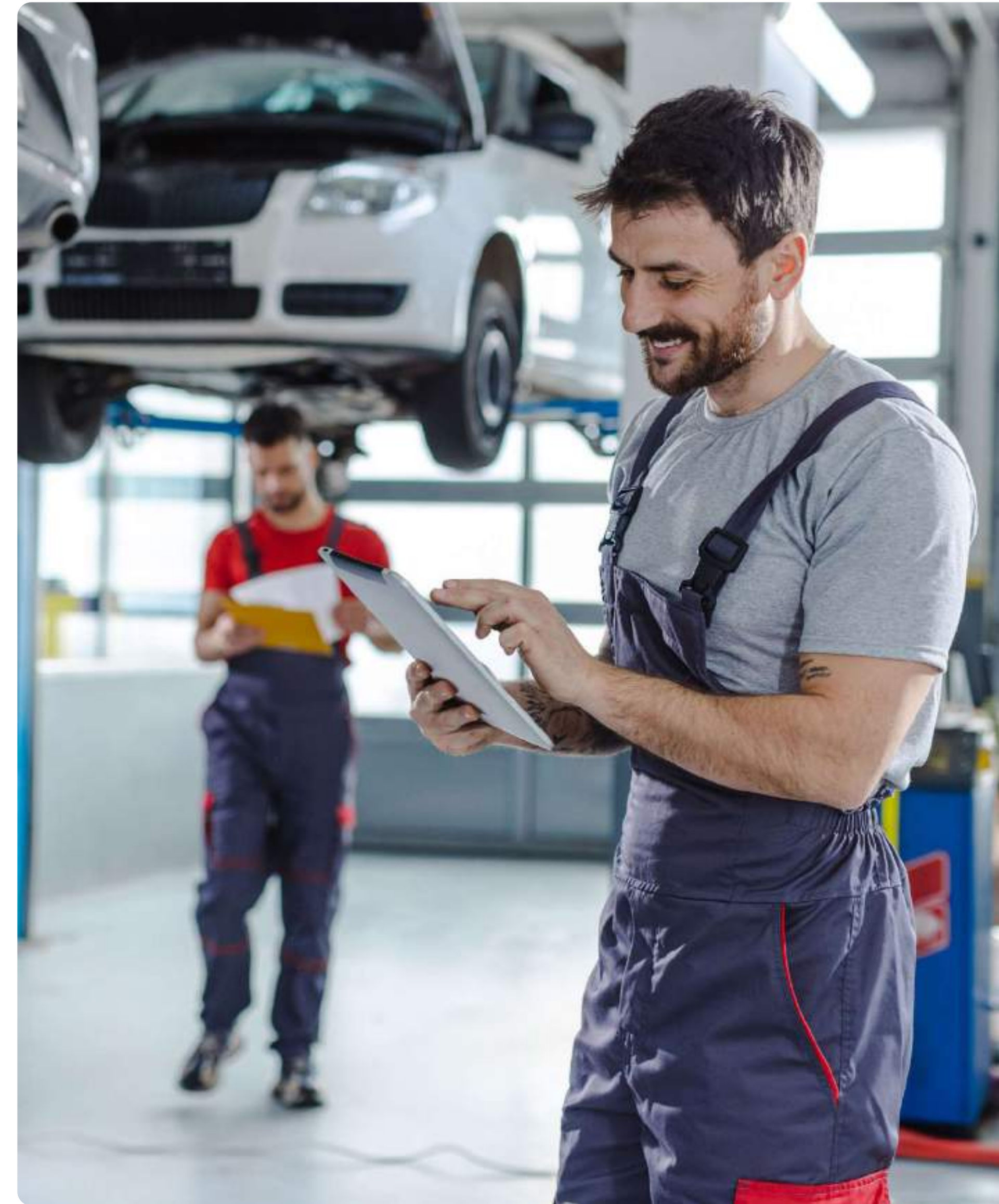
Santander Auto's supply chain management plays a strategic role in the efficiency and quality of our operations, ensuring the necessary support for administrative areas and services provided to customers.

In the administrative and backoffice sphere, our suppliers are mostly linked to the procurement of goods, communication and office supplies, equipment, software and licenses, travel and vehicle expenses, in addition to contracting service providers, such as advisory services, consulting firms and building maintenance.

In claims management and operational services, we rely on suppliers specialized in the acquisition of parts, networks of workshops, adjusters and surveyors, among other essential partners for the provision of services to policyholders.

In 2024, this broad supplier base included 56 partners nationwide, totaling BRL 22 million in purchases and contracts.⁶

⁶ The numbers cover suppliers contracted throughout 2024, involving amounts above BRL 100,000 in both one-off purchases and in contracts in force during the reported period.





Enhanced governance

Throughout the year, the Procurement area underwent a strategic period of reviewing processes, seeking to improve governance over suppliers. Optimizing the supplier base, as well as implementing best categorization and evaluation practices, have been central aspects in this process.

Another point of attention in continuous improvement is reassessing the criteria for ranking and categorizing suppliers, to make management more applicable to the profile and ESG risks associated with each partner.

The aim is for strategic suppliers to be evaluated based on the financial volume of their activities and by an even broader range of ESG aspects, allowing for more qualified monitoring.

Being part of HDI International AG has been an important distinction in this process, both by enabling global negotiations and process optimization, and by supporting the definition of criteria for identifying critical suppliers.

ESG criteria in supplier management

In the process of screening, approving and managing suppliers, we continue to advance to strengthen our governance model, ensuring a standard that is increasingly aligned with the best sustainability and compliance practices. In addition to technical, operational and financial aspects, we follow a legal and regulatory compliance process, incorporating social and governance criteria into our guidelines.

During the screening phase, we conduct detailed analyses, including consulting restriction lists related to money laundering, corruption, human rights violations, terrorism and relationships with politically exposed persons. This process aims to prevent risks and ensure the integrity of our business partners. If restrictive occurrences are identified, such as child labor or forced labor, the supplier's registration is denied.

Contracts signed with our suppliers include specific clauses on legal compliance and business ethics, reinforcing our commitment to a transparent and responsible supply chain.

During the screening phase, we conduct detailed analyses, including consulting restriction lists related to money laundering, corruption, human rights violations, terrorism and relationships with politically exposed persons.

As part of improving supplier governance, we participated in the **process of adapting to the German Supply Chain Due Diligence Act (LkSG)**, led by Talanx. This process includes an annual assessment coordinated by the holding company, aimed at suppliers considered most relevant, based on criteria such as economic activity (CNAE). These suppliers are invited to answer an ESG questionnaire through contracted software. The tool works as a means of assessment, enabling mapping of social and environmental aspects in the supply chain and supporting alignment with Talanx guidelines and the German regulatory context. To date, there have been no supplier exclusions or restrictions as a result of this assessment.

Moreover, in 2024, no negative socio-environmental impacts generated by suppliers were identified. We are structuring more comprehensive socio-environmental criteria that will enable more robust management of the environmental and social impacts of our supply chain and the mitigation of associated risks. This improvement will strengthen both the screening and approval process and the monitoring of suppliers, consolidating an increasingly sustainable supply chain.

Internalization of Assistance and Call Center at Fácil Assist

Internalization of the 24-hour Assistance and Call Center operation at Fácil Assist, a company within the HDI Group specialized in this type of service, represented a strategic advance for the Group and for Santander Auto, allowing greater control over the policy holder's journey in assistance situations since 2023 and ensuring greater operational efficiency, quality and agility in service.

Throughout 2024, this transition brought significant gains, consolidating a higher level of service and improving the customer experience. With a network of 20,000 providers, Fácil Assist expands our response capacity, offering fast and effective support for vehicle and residential assistance and specialized services.

Modern infrastructure and contingent processes ensure continuity of service, while advanced technologies enable efficient ticket management and real-time monitoring. In addition to reinforcing our operational excellence, internalization strengthens our position in the market, consolidating a high standard of customer support.





CUSTOMERS: COMMITMENT TO EXCELLENT SERVICE

Relations with our customers are essential to the success of Santander Auto. In 2024, we made important changes to our management and service model, including changing service provision contracts, simplifying processes based on the main pain points reported, and improving our service channels. These initiatives reinforce our commitment to offering efficient, agile and transparent service, ensuring solutions that meet the needs of our policyholders, mainly in the automotive segment.

All received communications undergo a detailed analysis process, aiming to resolve doubts and difficulties. Depending on the case, analyses can generate impact mitigation measures and review of internal processes.



The **Call Center** is available at **0800 201 9500**, and **Customer Service (SAC)** can be contacted at **0800 201 9600**, 24 hours a day in both cases. We also offer other options such as app and WhatsApp.



OMBUDSMAN

The Santander Auto Ombudsman's Office acts independently and impartially to ensure that customer complaints and suggestions are analyzed transparently and fairly. As the last administrative resort channel, it is available to policyholders, third parties and beneficiaries who have not obtained a satisfactory solution through the insurer's other channels. Its role is to mediate conflicts, clarify rights and obligations and ensure efficient support.

Complaints can be made
by telephone:



0800 201 9700

Responses are provided within 15 days, in accordance with current regulations. In 2024, Santander Auto registered 107 complaints via the Ombudsman.

In addition to meeting demands submitted by telephone and digitally, the Ombudsman's Office also handles complaints registered on the [Consumidor.gov.br](https://consumidor.gov.br) platform, a public service that allows for direct communication between consumers and companies to solve consumer problems.

To ensure transparency and quality in service, the Ombudsman's Office undergoes semi-annual internal audits to assess the adequacy of its structure, the efficiency of systems and complaint statistics, ensuring continuous improvement of the channel. All recorded information follows the guidelines of the LGPD (General Data Protection Law) and CNSP Resolution 445/2022, which regulates the work of ombudsmen in the insurance sector.



Customer communications

All communications, promotional actions and institutional content are previously validated by the Technical, Commercial, Legal and Marketing areas to ensure compliance with current regulations, including CNSP Resolution 382/2020. This process ensures that all interactions are aligned with regulatory standards and strengthens brand credibility.

Additionally, we remain committed to making the customer experience more intuitive and accessible by simplifying the language and improving the format of contractual documents. This process aims to make information clearer and more user-friendly, ensuring that customers' interests are well served throughout the entire insurance lifecycle.



6

Performance and Value Creation

In this chapter, we bring together Santander Auto's main operational and financial results in 2024, in addition to indicators such as the Value-Added Statement, ESG criteria for investments, tax practices and financial support received, highlighting the generation of value for the company's various audiences.

OPERATING AND FINANCIAL RESULTS

Santander Auto reached the milestone of BRL 355 million in premiums issued and BRL 51.6 million in net profit. To support this operation, we have BRL 402.3 million in assets and reserves of BRL 251.8 million.

The weather events that occurred in Rio Grande do Sul in May 2024 increased the gross loss ratio by 3.3 percentage points.



BRL 355 million

in premiums issued.






BRL 51.6 million

in net profit.

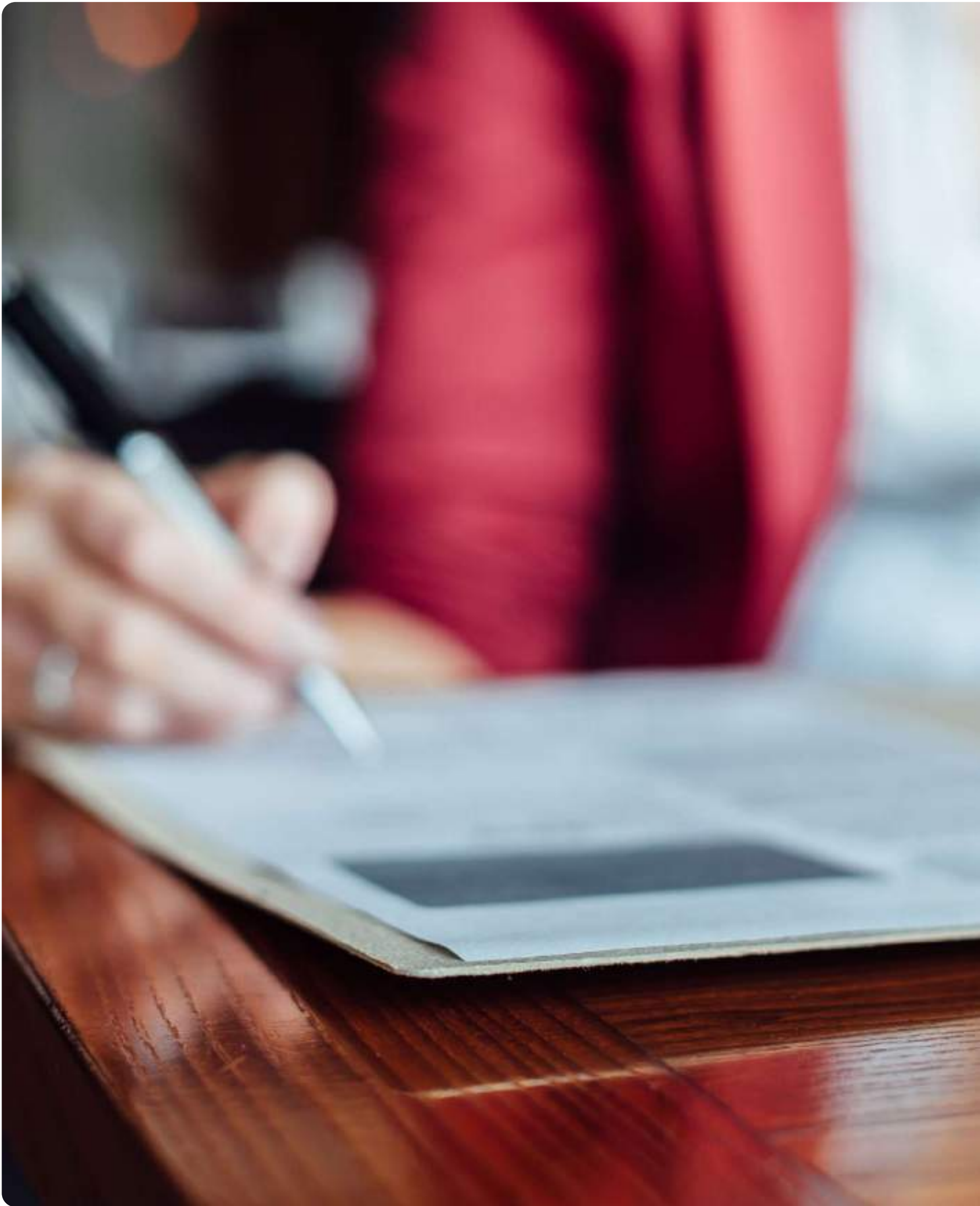
DISTRIBUTION OF ADDED VALUE

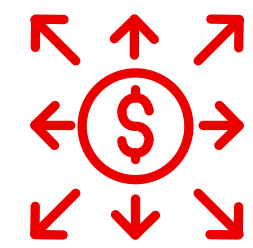
In **2024**, we generated **BRL 328.37 million** in economic value, reflecting the solidity and sustainable growth of our operations. This amount includes revenues obtained from our insurance and reinsurance activities, including premiums issued, claims recovery and other sources of financial income.

Distribution of Added Value (thousand BRL)

	Economic value generated⁷	Value
	Revenues	328,374.06
	Economic value distributed	Value
	Operational costs	226,244.74
	Employee wages and benefits	9,842.73
	Payments to providers of capital	12,249.27
	Payments to the government	39,990.00
	Investments in the community	720.73
	Economic value retained	Value
	"Direct economic value generated" less "economic value distributed"	39,326.59

⁷ The values presented were generated by the criteria of CPC 09 (Value-Added Statement) and the disclosure was adapted to the model proposed by GRI.





BRL 328.37 million

in economic value generated

Of this total, BRL 289.05 was distributed, reinforcing our commitment to generating value for our stakeholders. The main components of this distribution include operating costs (BRL 226.24 million), which include expenses with claims, marketing and administration; employee compensation (BRL 9.84 million), considering wages, benefits and social charges; payments to providers of capital (BRL 12.25 million), which involve financial expenses and investor compensation; contributions to the government (BRL 39.99 million), related to taxes and charges; and investments in the community (BRL 720,730), intended for social and environmental initiatives.

The economic value retained in the period was BRL 39.33 million, allowing for strengthening our financial structure and continuous investments toward the company's sustainable growth. This result demonstrates our ability to balance value generation, responsible distribution and strategic reinvestment, ensuring the long-term solidity of Santander Auto.

For more information about the economic and financial results, please see our [Financial Statements](#) on the Susep website.

6. Performance and Value Creation



ESG CRITERIA IN INVESTMENT DECISIONS

Santander Auto, in its role as institutional investor, exercises its duty to act in the best interest of the business, in alignment with the broader objectives of society and always attentive to changing scenarios, developments, and new legislation. Therefore, in accordance with the guidelines of our controlling shareholders, our Investment Policy establishes criteria for avoiding investments in companies that are not aligned with good market practices.

To make decisions about investments that will be allocated in our portfolio, we use the negative screening technique, which excludes companies that have been convicted and/or that have received negative publicity in major newspapers, websites and portals in the last five years. Companies that earn a certain volume of revenue from tobacco sales, coal-based energy generation, arms sales and animal testing or animal cruelty are also excluded from the portfolio.



TAX APPROACH

We implement a tax policy based on regulatory compliance, risk mitigation and transparency in tax management, with zero tolerance for tax evasion. Our tax strategy ensures full compliance with tax obligations and efficient tax management, always in line with current legislation and the best practices in the sector.

Tax governance is conducted by Santander Auto's Executive Board together with the tax area of the HDI Group. Tax policy undergoes biannual reviews, ensuring alignment with

regulatory changes and improvement of internal processes.

Our tax management framework includes continuous monitoring of the regulatory environment. Relevant tax issues are analyzed internally by the tax department and the Legal department and, when necessary, rely on the support of external experts. In addition, we conduct periodic internal and external audits and undergo independent external audits, ensuring that the Financial Statements and reported taxes comply with current regulations.

The fiscal strategy is also aligned with the commitment to sustainable development. Whenever possible, we use tax incentives to direct part of the taxes to social, sports, cultural and health promotion projects. These initiatives strengthen our social actions and reinforce our commitment to generating value for society.

The fiscal strategy is also aligned with the commitment to sustainable development. Whenever possible, we use tax incentives to direct part of the taxes to social, sports, cultural and health promotion projects.

To ensure tax-related transparency and governance, we provide internal channels for asking questions and reporting concerns related to tax policy, including the Whistleblowing Channel, which can be used confidentially.

Our relationship with tax authorities is ethical and structured, through official electronic portals, formal communications and direct interactions with regulatory bodies.

6. Performance and Value Creation



For more information on fiscal policy and tax payments in fiscal year 2024, please refer to our [Financial Statements](#), which include information on compliance with tax obligations in each tax jurisdiction where we operate.



FINANCIAL SUPPORT RECEIVED FROM GOVERNMENTS

In 2024, Santander Auto received government financial incentives linked to tax benefits and encouragement of activities that can positively impact society. Among the main incentives, the tax benefits of the *Lei do Bem* (Law for Good) stand out, which encourages Research, Development and Technological Innovation activities, the PAT (Worker Food Program), the extension of maternity leave, in addition to tax incentives to support social projects. The total value of federal tax benefits received by Santander Auto was BRL 3,483,641.14. At the municipal level, *Nota Fiscal Paulista* credits totaled BRL 34,537.36.



7

Environmental Management

7. Environmental Management

In this chapter, we address Santander Auto's environmental actions, highlighting its response to climate events, the use of technology in claims management, control of greenhouse gas emissions, energy consumption and the management of waste and loss recovery.

EFFICIENT AND HUMANE RESPONSE TO CLIMATE DISASTERS

How we acted in the face of floods in Rio Grande do Sul

The heavy rains and floods that hit Rio Grande do Sul in 2024 caused significant impacts to the region's mobility and infrastructure, affecting millions of people. This scenario required a rapid and coordinated response from various sectors, including the insurance market, which is fundamental for economic recovery and the protection of customers' assets.

As an insurer specializing in auto insurance, we mobilized our efforts to guarantee financial and operational support to impacted policyholders, providing complementary solutions to mitigate losses and accelerate customer recovery. We recognize that, for many, a vehicle is not just a means of transportation, but an essential work tool. Our commitment was to ensure that they could resume their activities as quickly as possible.

Disaster response plan

Extreme weather events are becoming increasingly frequent, requiring robust and agile planning from insurers. Given the seriousness of the situation in Rio Grande do Sul, we implemented an emergency contingency plan to ensure access to quick and efficient solutions for our customers.

Among the main measures adopted, we highlight:



- **Specialized task force**, prioritizing the agile settlement of claims.



- **Financial support from Santander Financiamentos**, providing special conditions for the payment of financed vehicles.



- **Simplified compensation process**, reducing red tape and speeding up payments.



- **Flexible deadlines for policy payments**, allowing greater financial predictability.

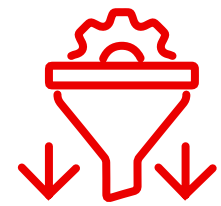


Our integrated work with the HDI Group and Banco Santander allowed us to offer different forms of support to policyholders, helping to mitigate the impacts of the tragedy and enabling them to resume their routines with greater stability and security, such as extending due dates without charging interest and offering assistance to policyholders, even after using the limit available under the policy.

USE OF TECHNOLOGY AND DATA ANALYTICS

Efficient response to climate events requires, in addition to operational agility, advanced modeling and risk analysis tools to predict impacts and improve policy underwriting.

Through data intelligence, we can:



- **Improve risk pricing,**
balancing customer protection and sustainability of the company's portfolio.



- **Continuously monitor climate events,**
allowing for strategic adjustments and greater predictability.



- **Optimize claims adjustment,**
accelerating compensation and minimizing financial impacts.

Growth of the hybrid and electric vehicle fleet also brings additional challenges in flood scenarios, especially regarding safe management of batteries. This topic is being closely monitored to improve our risk management in the future.

ASSISTANCE TO OUR EMPLOYEES

We know that the tragedy also impacted on our employees in the South region. To provide immediate support, we structured an emergency assistance program, which included:

- Direct financial support for those affected.
- Exclusive channel for demand support and monitoring.
- Internal mobilization to encourage support among co-workers.

Our commitment is to ensure that, in the face of extreme weather events, our customers, employees and partners have the necessary support to face challenges and rebuild their lives safely and predictably.





GREENHOUSE GAS EMISSIONS

7. Environmental Management

Santander Auto participated in the HDI Group's first Greenhouse Gas Emissions Inventory, for 2024, verified by an independent third party. The survey covers all Santander Auto operations, contributing to the definition of environmental mitigation and management strategies.

Three scopes were considered:



- **Scope 1:** direct emissions from sources controlled by the company, such as fuels used in its own fleet.



- **Scope 2:** indirect emissions associated with the consumption of electricity purchased from third parties.






- **Scope 3:** indirect emissions resulting from activities in the value chain, such as employee travel, corporate travel and suppliers.

Santander Auto's activities represent a small portion of the HDI Group's emissions, due to the shared management, backoffice and supply chain structure, with emissions accounted for directly by the Group. The survey covers all Santander Auto operations, but the reported data reflects the HDI Group's consolidated total, which includes the company's specific emissions.

The inventory includes greenhouse gases regulated by the Kyoto Protocol, including carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O), among others. These gases are recognized for their global warming potential and were quantified in tons of CO₂ equivalent (tCO₂e), according to internationally accepted methodology.

HDI GROUP GHG EMISSIONS IN 2024 (BASE YEAR), IN TCO₂E
(Including Santander Auto)

Category	Scope description ⁸	Emissions (tCO ₂ e)
 Scope 1	Emissions from the use of ethanol in operational fleet vehicles	603.71
 Scope 2	Electricity consumption at the head office and branches	251.71
 Scope 3	Goods and services purchased	1,447.68
	Capital goods	968.60
	Upstream activities – use of fuel and energy not included in scopes 1 and 2	142.31
	Business travel (air and land)	808.70
	Employee commuting	4,223.49
	Subtotal	7,590.78
Grand total		8,446.20

⁸ The reported data consider emissions related to the HDI Group’s headquarters and branches. The figures do not include biogenic emissions — those from biological sources, such as biomass and ethanol — and the approach used for scope 2 is location-based, which considers the average emission factor of the local electricity grid.



The emission factors used in this survey are aligned with what was reported globally by HDI International AG to comply with CSRD, based on the methodology of the Department for Environment, Food & Rural Affairs (DEFRA) in the United Kingdom. In Brazil, we have adopted the emission factors defined by the Brazilian GHG Protocol Program, ensuring consistency with national guidelines. As part of this process, the audited inventory will be published in the Public Emissions Registry, available at: <https://registropublicodeemissoes.fgv.br/>, in the second half of 2025.

The preparation of this inventory represents an advance in environmental governance within the HDI Group and reinforces our commitment to transparency and the pursuit of low-carbon solutions. For Santander Auto, the process enables a better understanding of its carbon footprint and mitigation opportunities in the context of shared operations.

We are committed to reducing environmental impacts and aligned with the goal of our holding company Talanx, which seeks to reduce its emissions by 30% by 2030. The year 2024 was established as the baseline for monitoring progress in emissions reductions. In the next inventory cycles, it will be possible to objectively measure the impacts of implemented actions and monitor progress in relation to the established goals.

The preparation of this inventory represents an advance in environmental governance within the HDI Group and reinforces our commitment to transparency and the pursuit of low-carbon solutions.





ENERGY CONSUMPTION

7. Environmental Management

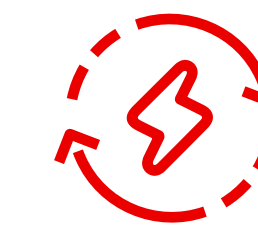
Energy consumption directly associated with Santander Auto's operations is primarily related to administrative activities, with the use of fuel for employee travel during work and electricity purchased from the public utility to supply the administrative building representing the main sources.

The company operates within a structure shared by the HDI Group, which includes areas such as management, backoffice and supply chain. For this reason, its energy consumption is not accounted for separately but is rather included in the HDI Group's consolidated data, in line with the integrated operations structure.

In 2024, the HDI Group recorded 9,908.88 MWh in total consumption, considering different energy sources. Of this total, 7,883.36 MWh (79.6%) were of fossil origin, correlated with mobile combustion and electricity consumption in the captive market.

The consumption of electricity purchased from the public utility to supply administrative units represents a significant portion of total energy consumption. In the year, energy purchased from the utility company totaled 4,371.55 MWh (44.1%), of which 992.90 MWh (23%) came from renewable sources. Renewable energy is only used in the Morumbi building, which has LEED certification (Leadership in Energy and Environmental Design – GBC Brasil).

These figures reflect energy consumption of HDI Group's administrative, operational and subsidiary units throughout Brazil and do not include consumption associated with operations not directly controlled by the company, such as activities of third parties and service providers.



9,908.88
MWh of energy consumption



20.4%
corresponds to
purchased electricity

LOSS RECOVERY AND WASTE MANAGEMENT

At Santander Auto, we take a responsible approach to waste management, aligned with the environmental commitment of the HDI Group, which shares infrastructure and operational support with us. In the insurance sector, our greatest contribution to the proper disposal of materials lies in loss recovery management, which may include vehicles and equipment originating from full compensation payments made to policyholders and third parties.

Whenever possible, these items are sold, enabling reuse of components and materials in the production chain, reducing waste generation and contributing to the conservation of natural resources. For those with no commercial value or possibility of reuse, we ensure proper disposal in compliance with environmental legislation, preventing impacts such as soil and water contamination by hazardous substances.

We recognize the relevance of this process and continue to improve our method of measuring the positive impact of loss recovery disposal, aiming to strengthen our transparency and evolve this reporting in the next cycles.

In addition to loss recovery management, our direct operations generate a low waste volume because our activities are predominantly administrative. The main waste generated in our offices comes from the daily consumption of employees, building maintenance and cleaning processes.



Currently, waste generation is monitored jointly with the HDI Group, which only allows for an approximate estimate based on average consumption per employee. We are working to improve this measurement, seeking to consolidate more accurate data from the property reports of the condominiums where we operate.

We currently promote good practices and awareness about waste disposal, including the elimination of plastic cups, sorting and proper disposal of recyclable and organic materials, support for the voluntary collection of items such as can tabs, plastic caps, receipts and electronic waste, in addition to encouraging the scanning of documents to reduce paper use. Waste collection and treatment are carried out by specialized companies, with periodic monitoring. We receive reports and certificates of proper disposal, ensuring that all processes are aligned with current environmental legislation.



8

Annex

ANNEX I – SUSTAINABILITY RISKS

In compliance with the provisions of art. 16 of SUSEP Circular No. 666 from 2022, this annex to the Sustainability report aims to lay out the required standard tables for summarized presentation of the information provided for in art. 15, section II, of the aforementioned standard.

GVR TABLE – SUSTAINABILITY RISK GOVERNANCE

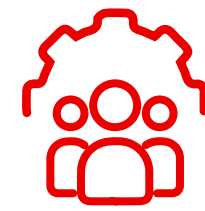


Describe the role of the Board of Directors, Executive Board, Director Responsible for Internal Controls and Risk Committee in the sustainability risk governance process, as set out in SUSEP Circular No. 666, dated June 27, 2022, and in CNSP Resolution 416, dated July 20, 2021.

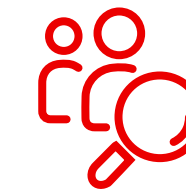
The insurance market has become increasingly volatile, complex and competitive, which has led to the evolution of risk management practices, aligning them with this new scenario. The Company believes that comprehensive and integrative risk management, which involves the Board, executives and stakeholders, can provide a competitive advantage. The risk management strategy is derived from the business strategy and involves the participation of different organizational levels, according to the responsibilities assigned to each position, based on policies and guidelines that consider the complexity of the company’s products, services, operational processes and systems.



This process involves everyone from senior management to the various business areas that act as the first line of defense in identifying, evaluating, measuring, addressing and monitoring these risks. The structure also includes a risk management area, internal controls and functions as the second line of defense, monitoring the company’s exposure to risks. The main governance bodies related to sustainability risks are highlighted.



The Board of Directors and the Executive Board, as the Company's Management Bodies, ensure adequacy of the Risk Management Structure and the Internal Control System, promoting a culture of risk management, strategic alignment and regulatory compliance. They also ensure that areas have suitable organizational structure, material and human resources for risk management, in addition to formalizing risk appetite and approving related policies.



Moreover, the Administrative bodies have a general understanding of the supervised entity's Risk Profile, observing the main risks to which it is exposed, considering: its nature and potential impacts on the business; the current level of exposure; and actions adopted for management, in addition to ensuring that the performance evaluation mechanisms and remuneration structure adopted by the supervised entity do not encourage behaviors capable of compromising the effectiveness of the Internal Control System and Risk Management Structure.

The Audit Committee, in turn is the statutory body that, as expressly permitted by applicable regulations, also functions as its Risk Committee for the purposes of CNSP Resolution No. 416/2021, assists the Board with annual assessment of the Risk Management Structure and Internal Control System, considering its adherence to the risk appetite and risk management policy, and oversees the performance of the Director of Internal Controls and the Risk Management Unit, in addition to the effectiveness of actions adopted to remedy deficiencies.

Moreover, the Audit Committee assists the Board of Directors in its role of assessing the Company's business plan from a risk perspective and helps to define the corresponding risk appetite. Moreover, it also supports strategic decision-making related to Risk Management.

In this sense, Santander Auto also has a Governance and Privacy Committee, which assists the Executive Board in risk management and aims to discuss, evaluate, recommend and deliberate, in a joint manner, on activities related to compliance, risk management, internal controls, internal audit and privacy.



The Executive Directors are responsible for: (i) guiding, overseeing and ensuring the preparation, implementation and operation of processes and procedures related to internal controls and risk management associated with the activities under their responsibility; (ii) systematically verifying implementation and compliance with the processes and procedures referred to in item I, as well as maintaining their suitability, defining and implementing action plans aimed at remedying deficiencies in the Risk Management Structure and Internal Control System, and (iii) approving the exposure limits for business activities that entail the assumption of relevant risks, in accordance with risk appetite provisions.



The **Director Responsible for Internal Controls** is in charge of (i) guiding and overseeing implementation and operation of the Internal Control System and Risk Management Structure and activities of the compliance and risk management units; (ii) providing the compliance and risk management units with the resources needed for proper performance of their respective activities; and, (iii) periodically and whenever deemed necessary, reporting to the management bodies and the Audit Committee, if any, regarding any material matters relating to internal controls, compliance and risk management, including, but not limited to:

- a.** new or emerging risks;
- b.** levels of exposure to risks, as well as any limitations and uncertainties related to their measurement;
- c.** actions related to risk management; and
- d.** deficiencies related to the Risk Management Structure and Internal Control System and their respective remedies.



In view of this, the **Risk Management Area** is responsible for continuously monitoring risk management, periodically reviewing and evaluating the inventory of risks and controls, monitoring action plans to mitigate Risk Management Structure deficiencies and managing the Business Continuity Plan. In addition, the area promotes training and publications on risk management and monitors the company's exposure in relation to the established limits. The Risk Management Structure helps predict, identify and respond to emerging risks, allowing the company to adapt its operations and strategies quickly and effectively.

Other Business Areas identify risks within their processes, implement appropriate controls, report detected or materialized risks and inform deficiencies in internal controls to the Risk Management area, ensuring that risk management is integrated into all company operations.

EST TABLE – STRATEGIES ASSOCIATED WITH SUSTAINABILITY RISKS



Describe the aspects of sustainability risks with potential impacts on business, strategies and risk management, as set out in Circular No. 666, dated June 27, 2022.

Santander Auto conducted a materiality study to identify the most relevant issues for its business and the main sustainability risks with the potential to generate financial losses and reputational impacts. Conducted in accordance with the ESRS guidelines – European Sustainability Reporting Standards, the study highlighted material topics, those that represent the most significant financial impacts for the company.

In this sense, the risk management process stipulates risk measurement so that materiality can be assessed and management can consequently match the nature, scale and complexity of such risks. Measurement therefore occurs in a qualitative and quantitative way.

The methodology was established in accordance with ESRS guidelines and followed Santander Auto’s risk management criteria for measuring and classifying risks, considering two main factors: financial impact and probability. The financial impact is analyzed based on its magnitude, from minimal effects to significant losses, while the frequency analysis follows



a scale from rare and unlikely events to those with high recurrence throughout the year. Combining these factors, the risks were classified into five levels, from very low to very high. Risks classified as medium, high or very high are considered material. Additionally, a horizon of up to three years was considered as short term, from three to ten years as medium term and over ten years as long term for assessing risk levels and materiality.



To ensure consistency in risk estimation, historical data, mean analysis of observed impacts and analysis of future probabilities are used whenever possible according to business characteristics, external events and estimated changes, whether technological, related to commodities, political, market, regulatory, etc. In cases of risks with no history of occurrence, benchmarks market research, industry data and professional assessments are used. For risks considered emerging, the analysis considers market projections and expert opinions, ensuring that the company is prepared for events that are hard to predict.

As a result of the work, we highlighted sustainability risks with potential impact on business.



Climate Risks (a.1)

- **Energy:** Risks related to impacts on claims and new markets.



Social Risks (a.3)

- **Working Conditions:** Risks related to job security, appropriate working hours, decent wages, collective bargaining, social dialogue, freedom of association, existence of company boards and worker rights.
- **Consumers and End Users:** Risks linked to information rights, including privacy, freedom of expression and access to information, as well as the personal security of consumers and end users.

The sustainability risks mentioned are incorporated into strategies and operations through a structured process that considers both financial and operational impacts of climate, environmental and social risks on

the organization, as well as the company's adaptation to regulatory and market trends in order to strengthen organizational resilience and the ability to adapt to climate change, promoting continuous evolution, profitability of the product portfolio and efficiency of the operational model. Finally, Santander Auto's strategy considers sustainability a priority pillar to achieve its objectives in a sustainable way.

Based on the definition of material risks, Santander Auto revisited monitoring and control procedures to mitigate the materialization of these risks, considering data and statistical models to continually improve risk pricing and underwriting, actuarial assumptions for technical provisioning and management of reinsurance contract coverage and limits. With the intention of increasing its portfolio of products and customers, Santander Auto continually monitors new markets in which to operate. Risk matrices with sustainability criteria for acceptance of suppliers, service providers, partners, customers and investments in financial assets were also reviewed.

GER TABLE – SUSTAINABILITY RISK MANAGEMENT PROCESSES



Describe the processes for identifying, assessing, classifying, measuring, handling, monitoring and reporting sustainability risks, as set out in Circular No. 666 dated June 27, 2022 and CNSP Resolution No. 416 dated July 20, 2021.

Santander Auto follows the Three-Line model. This model ensures an integrated and comprehensive approach to risk mitigation and control, ensuring the implementation of company guidelines at all levels.



1st line: It is formed by the process owners and consequently the risk owners, meaning those directly responsible for keeping the risks within the tolerance limits defined by Santander Auto, and by the process executors in the operational, commercial, project, support and administrative areas. They hold primary responsibility and directly manage risks, identifying, assessing, treating, preventing and monitoring their risks in an integrated manner.



2nd line: Independently, the 2nd line of defense is formed by the Risk Management and Internal Controls and Compliance areas. It is responsible for advising business managers in the development, implementation and correction of Internal Controls and in the quest to mitigate or reduce Inherent Risks.



3rd line: This is formed by an independent area of the Administration, Internal Audit, which conducts assessments and inspections through control tests and report investigation, observing its respective purview, providing impartial assurance, including on the effectiveness of management and risk prevention, internal controls and compliance.

It is also worth noting that the company reviews its risk management strategy after annual business planning, ensuring alignment with strategic objectives.

A structured process is adopted for identifying, evaluating, classifying and measuring sustainability risks, ensuring an approach aligned with the nature, scale and complexity of these risks, with ongoing identification, analysis, monitoring and reporting, in a manner integrated with the corporate strategy.

Risk identification involves analyzing threats and opportunities that may impact organizational objectives, using information collected through



internal process mapping, audits, executive committees and the analysis of new products, services and business models. Structural changes, such as mergers, acquisitions and outsourcing, are also assessed for their impact on the company's risk profile.

Risk management considers granularity, segmenting risks by business line and specific area. This allows, for example, insurance underwriting risks to be analyzed by segment and counterparty credit risks to be handled by the reinsurance, investment and customer areas.

Risk measurement combines qualitative and quantitative approaches, considering their likelihood of occurrence and potential impact. The materiality of risks defines the need for quantitative measurement, which is mandatory for material risks. Non-material risks can be assessed quantitatively if they add value to management. The process follows minimum criteria to guarantee uniformity and comparability, ensuring consistency in strategic decision-making.

It warrants mention that the company is evaluating the possibility of incorporating natural catastrophic events into its internal risk model, in alignment with the Talanx Group methodology, due to growing concerns about the impact of climate change on the organization's risk profile.

With this structure, the company strengthens its ability to anticipate and mitigate sustainability risks, ensuring an effective management model aligned with the best market practices and regulatory requirements.

Risk treatment entails taking measures proportional to their relevance and impact and may include avoidance, mitigation, transfer to third parties or controlled acceptance. Business areas define and implement these strategies, ensuring that the controls are compatible with the complexity of identified risks.

Continuous monitoring is carried out using periodically reviewed indicators, allowing for assessing the company's exposure and the effectiveness of mitigation actions. The first line of defense monitors risks within the respective areas through reports, dashboards and periodic meetings, while Risk Management conducts independent monitoring of material and high-impact risks, ensuring the integrity of controls and strategic alignment.

Risk reporting is structured to ensure transparency and traceability. The Executive Board receives quarterly updates through the Executive Advisory Committees and the Audit Committee, ensuring that the Board of Directors has visibility into the main risks.

The procedure adopted in preparing the risk inventory allows risks to be identified by area and sub-area, mapping the processes involved. After identification, risks are classified into established categories and their impacts, including financial impacts, are analyzed together with the likelihood of occurrence and the inherent risk. After that, the internal control assessment is applied, which results in the residual risk. The company's mapping process allows for continuously ascertaining and monitoring residual risk.



The use of a unified methodology allows an integrated view of risks, facilitating the interconnection between different types of risk. Thus, sustainability risks are assessed together with other financial and operational risk taxonomies – underwriting, credit, market, liquidity, operational, strategic and emerging, promoting consistent and strategic management.

As an example, we can mention monitoring of the company's risk appetite, where potential sustainability risk impacts can lead to financial losses and be reflected in Santander Auto's risk appetite.

As part of the mechanisms used to mitigate sustainability impacts, Santander Auto establishes criteria for not accepting customers in certain activities, locations with a likelihood of flooding, inundation, landslides, earthquakes and strong winds, and restrictions on coverage directly impacted by climate events. Quantitative modeling is also used, considering climate issues.

ANNEX II – CSRD METRICS

With the aim of demonstrating its commitment to transparency and alignment with the guidelines of the group to which it belongs, this annex presents information organized in accordance with some requirements set out in the ESRS – European Sustainability Reporting Standards, in line with the CSRD – Corporate Sustainability Reporting Directive.

Although this report is voluntary, its preparation is in line with Santander Auto’s commitment to aligning with the practices in place at Talanx, the German holding company it is part of, which is legally obligated to disclose sustainability information in accordance with the CSRD and its materiality analysis.

Santander Auto data is included in Talanx’s global report, which can be consulted on its institutional website: https://www.talanx.com/en/investor_relations/reporting/reporting



Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-6 – Characteristics of direct employees	50 - a/b	Total number of employees (CLT, permanent and full-time contracts)	18
		50 - a/b	Total number of employees by gender – Female	10
		50 - a/b	Total number of employees by gender – Male	8
		50	Number of interns and apprentices	1
		50-c	Total number of employees who left the company	1
		50-c	Employee turnover rate (total terminated/ total employees in 2024)	6%
	S1-7 – Characteristics of non-employee workers ⁹	55-a	Number of non-employee workers (interns, apprentices and outsourcers)	787
		55-a	Number of outsourcers	661
	S1-8 – Collective bargaining coverage and social dialogue	60-a	Percentage of workers covered by collective bargaining and representatives	100%

⁹ Includes a backoffice structure shared by the HDI Group.

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-9 – Diversity metrics	66-a	Total number of Senior Management members	2
		66-a	Total number of Senior Management members by gender – Female	0
		66-a	Total number of Senior Management members by gender – Male	1
		66-b	Total number of employees by gender – Under 30 years of age	4
		66-b	Total number of employees by gender – Between 30 and 50 years of age	13
		66-b	Total number of employees by gender – Over 50 years of age	1
	S1-10 – Adequate wages	70	Total number of employees paid below adequate wage (current minimum)	0
	S1-12 – People with disabilities	77	Total number of employees with disabilities	0

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-13 – Training and skills development metrics	83-a	Total number of employees who participated in regular performance and career development reviews	20
		83-a	Number of employees who participated in regular performance and career development reviews – Female	12
		83-a	Number of employees who participated in regular performance and career development reviews – Male	7
		83-b	Total number of training hours for all employees	336
		83-b	Total number of training hours for employees – Female	226
		83-b	Total number of training hours for employees – Male	110

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-14 – Health and safety metrics	88-d	Number of recordable cases of work-related health problems (with mandatory reporting)	0
		88-e	Number of days lost due to work-related injuries, occupational diseases and fatalities	0
	S1-15 – Work-life balance metrics	93-a	Number of employees entitled to any type of family-related leave	18
		93-b	Total number of employees who took family-related leave	0
		93-b	Total number of employees who took family-related leave – Female	0
		93-b	Total number of employees who took family-related leave – Male	0

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS S1 – Own workforce	S1-17 – Incidents, complaints and severe human rights impacts	100	Total amount of fines, penalties and compensation for damages resulting from violation of social factors and human rights	0
		100	Number of complaints related to social and human rights issues, excluding discrimination	0
		103-a	Total number of cases of discrimination, including harassment	0
ESRS E1 – Climate change	E1-5 – Energy consumption and energy mix ¹⁰	37-a	Energy consumption from renewable sources controlled by the organization (Mwh)	992.90
		37-c	Energy consumption from non-renewable (fossil) sources controlled by the organization (Mwh)	7,883.36
		37-c	Total energy purchased by the organization (Mwh)	4,371.55
		37	Total energy consumed in operations (Mwh)	9,908.88

¹⁰ HDI Group energy data, considering the shared backoffice structure.

Standards	Disclosure requirement and full description	Item	Description	Answers
ESRS E1 – Climate change	E1-6 – Gross scopes 1, 2, 3 and total GHG emissions ¹¹	44-a	Total scope 1 greenhouse gas emissions (tons of CO ₂ e)	603.71
		44-b	Total scope 2 greenhouse gas emissions (tons of CO ₂ e)	251.71
		44-c	Total scope 3 greenhouse gas emissions (tons of CO ₂ e)	7,590.78
		44-d	Total greenhouse gas emissions (tons of CO ₂ e)	8,446.20
ESRS S3 – Affected communities	S3-4 – Taking action on material impacts on affected communities	35	Human rights issues and incidents	0
ESRS G1 – Business Conduct	G1-4 – Confirmed cases of corruption or bribery	24-a	Cases of corruption or bribery	0
			Fines for breaches of anti-corruption and anti-bribery laws	0

¹¹ HDI Group emissions data, considering the shared backoffice structure.

ANNEX III – GRI DISCLOSURE SUMMARY

Declaration of use

Santander Auto has reported the information cited in this GRI disclosure summary for the period from January 1 to December 31, 2024, based on GRI Standards.

GRI Standard

GRI 1: Foundation 2021

GRI Standard

Item

Disclosure

Location

GRI 2: General Disclosures 2021

2-1

Organizational details

Pages 3, 11, 12 and 55

2-2

Entities included in the organization’s sustainability reporting

Page 3

2-3

Reporting period, frequency and contact point

Page 3

2-4

Restatements of information

This is the first report.

GRI 2: General Disclosures 2021

2-5	External assurance	Page 4
2-6	Activities, value chain and other business relationships	Pages 11-17, 47-54
2-7	Employees	Page 37*
2-8	Workers who are not employees	Page 78 (CSRD Metrics)
2-9	Governance structure and composition	Pages 24-26*
2-10	Nomination and selection of the highest governance body	Page 25
2-11	Chair of the highest governance body	Page 24
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 24-25*

GRI 2: General Disclosures 2021	2-13	Delegation of responsibility for managing impacts	Pages 24-25*
	2-14	Role of the highest governance body in sustainability reporting	Page 25
	2-15	Conflicts of interest	Page 33*
	2-16	Communication of critical concerns	Page 25
	2-19	Remuneration policies	Page 38*
	2-23	Policy commitments	Pages 27-30*
	2-24	Embedding policy commitments	Pages 27-30*
	2-25	Processes to remediate negative impacts	Pages 29, 53-54

GRI 2: General Disclosures 2021	2-26	Mechanisms for seeking advice and raising concerns	Page 29
	2-28	Membership associations	Page 16
	2-29	Stakeholder engagement	Pages 5-6, 42, 47-49, 51-52
	2-30	Collective bargaining agreements	Page 78 (CSRD Metrics)
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Pages 5-6
	3-2	List of material topics	Page 6
	3-3	Management of material topics	Page 6**
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Pages 56-57

GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	Pages 60-62, 68-76 (Annex I)
	201-4	Financial support received from the government	Page 59
GRI 202: Market Presence 2016	202-2	Proportion of senior management hired from the local community	Page 26 (100% of the Executive Board is composed of Brazilians)
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Page 50 (100% national)
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Pages 31-32
	205-2	Communication and training about anti-corruption policies and procedures	Pages 31-32*
	205-3	Confirmed incidents of corruption and actions taken	Pages 31-32
GRI 207: Taxes 2019	207-1	Tax approach	Pages 58-59

GRI 302: Energy 2016	302-1	Energy consumption within the organization	Page 66*
	305-1	Direct (Scope 1) GHG emissions	Pages 63-65*
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) greenhouse gas (GHG) emissions	Pages 63-65*
	305-3	Other indirect (Scope 3) greenhouse gas (GHG) emissions	Pages 63-65*
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Page 67*
	306-2	Management of significant waste-related impacts	Page 67*
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened based on environmental criteria	Pages 50-52

GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Page 38*
	401-3	Parental leave	Page 81 (CSRD Metrics)*
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Pages 43-44*
	403-2	Hazard identification, risk assessment and incident investigation	Pages 43-44*
	403-3	Occupational health services	Pages 43-44
	403-4	Worker participation, consultation and communication on occupational health and safety	Page 44*

GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	Page 44
	403-6	Promotion of worker health	Pages 45-46
	403-9	Work-related injuries	Page 44
	403-10	Occupational diseases	Page 44
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Pages 39-40*
	404-2	Programs to improve employee skills and provide assistance for career transition	Pages 39-41
	404-3	Percentage of employees receiving regular performance and career development reviews	Page 41
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Pages 24, 26 and 37*

GRI 406: Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Pages 30 and 82 (CSRD Metrics)
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments and development programs	Pages 47-49
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened based on social criteria	Pages 50-53
GRI 417: Marketing and Labeling 2016	417-1	Information and labeling requirements for products and services	Page 54
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints regarding breach of privacy and loss of customer data	Page 34

* This GRI Standards Disclosure was reported partially, considering only part of the expected requirements. This approach complies with the declaration of use “based on” the GRI Standards, which allows its application even when not all requirements are fully met, provided this condition is clearly indicated.

** The management descriptions of material topics are presented in the sections indicated in the “Material topics” table, in the “Related content in this report” column.



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🔗 <https://portal.santanderauto.com.br/home>

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Project coordination

HDI Group's Sustainability Management
Superintendence of Corporate Development
Vice-Presidency of Transformation

Disclosure, ESG consulting and indicators

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Graphic design and layout

L7 Design (partner coordinated by NEXO in this project)
🔗 www.l7design.net.br/

Translation

Netwire (partner coordinated by NEXO in this project)

Images

Banco Santander Image Bank
Envato
Freepik
Getty Images