

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Reference year 2024

Summary

GRSAC | 2024

Introduction	03
Corporate Governance	15
Social	25
Environment and Climate	45
DRSAC - Social, Environmental and Climate Risk Document	48
People with disabilities	53
Gender	61
Final considerations	69
Table GVR: Governance of Social Risk, Environmental Risk and Climate Risk Management	72
Targets 2025	83



Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Introduction

GRSAC Report – 2024

Introduction

It is with the feeling of being on the RIGHT JOURNEY. This Annual Sustainability Report seeks to present to society and our stakeholders that the Travelex Confidence Conglomerate (Banco Travelex S/A CNPJ. 11.703.662/0001-44 and Confidence Corretora de Câmbio CNPJ 04.913.129/0001-41) performs the governance of the management and control of Social, Environmental and Climate Risks, as well as presenting the instances and respective attributions within the Institution's Integrated Risk Management, highlighting the roles of the Board of Directors, Executive Board, Chief Risk Officer (CRO), Risk Committee and other corporate units inherent to the relevant issue.



GRSAC Report – 2024

Introduction



The Travelex Group believes that risk management is essential for the stability of financial institutions and the transparency in the disclosure of information contributes to the soundness of the national financial system and society as a whole.

It is important to mention the Integrated Risk Management aims to preserve value by implementing the strategic plan, complying with the risk appetite parameters approved by the Board of Directors.

GRSAC Report – 2024

Introduction

The Executive Board, represented by the Risk Officer, carries out risk management systematically, collecting evidence to assess and treat the sources of risk, adopting appropriate models and techniques to eliminate or mitigate them, respecting the peculiarities of the Institution, including Social, Environmental and Climate Risk Management.

We thank all stakeholders who support us on this journey and recognize that collaboration is key to the success of our social, environmental and climate (SAC) initiatives. We invite you to explore this report and delve into the details of our practices and performance, and we pledge to maintain the promotion of sustainability in all spheres of our operations.

Together, we build a more resilient, equitable and responsible future for all.



GRSAC Report – 2024

Introduction

Throughout the year, the Travelex Confidence Group has paid special attention to two issues that are very Important to the Group, and which arouse deep reflection in us:

- **People with disabilities;**
- **Gender.**

These issues were part of the Group's day-to-day business, and their conclusions will be presented in this document.

For the 2025 cycle - and believing it to be a process of continuous improvement - we will be developing diversity themes:

- **Racial;**
- **LGBTQIA+.**



GRSAC Report – 2024

From Conviction to Convenience and Business Strategy



“Set of Principles and Guidelines of a social, environmental and climate nature to be observed by the Institution in the conduct of its business, activities and processes, as well as in its relations with stakeholders.”



GRSAC Report – 2024

About the Travelex Confidence Group

Travelex is a globally recognized foreign exchange specialist with a presence in more than 20 countries.

In Brazil, the Group is made up of Banco Travelex S/A, the first exclusive bank for foreign exchange operations regulated by the Central Bank of Brazil, and the broker Confidence Corretora de Câmbio, with over 20 years' experience in the sector.

Among the operations carried out by the Group are cross-border operations such as international transfers and payments, imports, exports, eFX: a solution for payment facilitators and remitters, banknotes, buying and selling more than 20 types of foreign currency, exchanging international checks, selling prepaid cards, travel insurance, international cell phone chips, and others.



GRSAC Report – 2024

About the Travelex Confidence Group

Customers of the Travelex Confidence Group can also count on omnichannel service including an online store, an exclusive app, internet banking, operations desks with telephone or WhatsApp service and more than 120 service points throughout the country.

We are proud to be one of the leading foreign exchange specialists in the market and we focus every day to keep it that way. We do this by striving to achieve our mission, vision and strategic pillars and by remaining true to the values that helped us to build the position we have today.

GRSAC Report – 2024

About the Travelex Confidence Group

Vision

To be the most well-known, respected and trusted brand in international money for our customers and partners.

Mission

Simplify our customers' access to international money attending all their needs.

Strategic Pillars



Customers at the heart of our decisions

We are committed to excellence in service and product offerings for our customers and partners our international expertise, distribution network and, broad customer base.



People at the heart of our business

We believe that our people are our key customers; from the front line to our support centers. Our goal is to create a safe and dynamic environment where everyone can thrive, feel supported and engaged to reach their full potential.



Culture of acting accordingly

We have unique knowledge, regulatory capacity, place compliance and risk management at the heart of our partnerships and service offerings.



Competitive advantage

We know that our brand, expertise and impact on the market make us recognized leaders/experts in the foreign exchange market.



Investment with focus and commitment

We focus on optimizing, investing and innovating to offer value to our customers, partners and our investors.

GRSAC Report – 2024

About the report

The Travelex Confidence Group understands that acting with social, environmental and climate responsibility means acting diligently in its activities and relationships, offering products and services in line with its values, committing its efforts to contribute to the sustainable development of the Group and of society as a whole in the respect, protection and promotion of fundamental rights and guarantees of common interest.

We are aware that the performance of our business impacts in many ways on our workplace, the community and the environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas.

Our goal is to ensure that continuous efforts are made to achieve these objectives, advancing strategic actions focused on preserving and repairing the environment, including its recovery whenever possible, as well as our contributions to the transition to a low-carbon economy and the reduction of physical climate impacts.



GRSAC Report – 2024

Featured actions



The ESG Subcommittee is a non-statutory, technical advisory body of a permanent nature, linked to and coordinated by the Risk Management Committee, whose purpose is to evaluate and propose recommendations to the Board of Directors on the establishment and review of the PRSAC.



As a result of **equitable and inclusive management**, we have achieved 60% women among all employees and 52% women in leadership positions, represented by the CEO (Chief Executive Officer). In addition, **we launched the Well-being Program**, an initiative aimed at promoting the physical and mental well-being of our employees, with support actions beyond the workplace.



Periodically, we **promote our Whistleblowing Channel**, our official internal and external communication channel for reporting situations such as breaches of the Code of Conduct, illegal acts or signs of fraud, suspicious or atypical situations, violations of legislation, regulations and internal rules or procedures involving the Travelex Confidence Group in Brazil, its employees and partners. In addition to this practice, we participate in the global Diversity, Equity and Inclusion Committee.

Relatório GRSAC – 2024

Featured actions



In the area of sustainability, we have reinforced our actions and responsible management, with the **implementation and effective control of targets for reducing the consumption of electricity, water and printing paper**, as well as monitoring indicators and initiatives that promote the conscious use of natural resources.



The Travelex Confidence Group values ethics in its relationships and business dealings. **It has been awarded the Clean seal** and is a signatory to the Business Pact for Integrity and Against Corruption.



Among **our investments in cultural, sports and social projects**, we support the Museum of Image and Sound (MIS), the Barueri Volleyball Club project, the civil society organization “Vocação “and the Hospital do Amor.



Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Corporate Governance

GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

SANCTIONS

Sanctions, or restrictive measures, are actions used by one country (unilateral) or several countries (multilateral) as a way of conducting standard (commercial or diplomatic) behavior.

The objectives/motivations for sanctioning a country or countries can be political, commercial, national security, and/or international regulatory misconduct.

In order to guarantee assertiveness in analyzing and complying with the Sanctions Programs, the Travelex Group has a list of sanctioned countries and, any exception will require the approval of the global CCRO (Chief Compliance Risk Officer).



GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

FINANCIAL CRIME COMPLIANCE (FCC)

The FCC (Financial Crime Compliance) area is responsible for managing and controlling risks related to money laundering and terrorist financing, through processes and continuous monitoring to detect signs of atypical or suspicious situations/transactions and in risk assessment and measurement processes.

The entire FCC structure is part of the Compliance department and follows the global PLDFT (Prevention of Money Laundering and Terrorist Financing) guidelines, referring to the regulatory framework that the Travelex Confidence Group is part of, such as: the European Union, the United States, the United Kingdom, Brazil and others.



GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

COMMITTEE GOVERNANCE

As part of the process related to Corporate Governance, the Compliance area, periodically maps the Committees and Commissions in force in the Travelex Confidence Group. The Committees form part of our Group's Governance structure, are permanent in nature and have deliberative powers, with robust control structures.

A Committee brings with it responsibility and obligation to draw up Rules of Procedure that cover the frequency of meetings, Committee members, duties and responsibilities, formalization of resolutions in minutes or any other means of communication (e.g. e-mail) that gives publicity and knowledge of the agenda and approved resolutions, among other obligations.

Our committees and commissions

Executive Committee

**Financial Crimes Compliance
Committee Risk**

Management Committee

Credit Management Committee

Product Committee

Ethics Commission

GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

COMPLAINTS CHANNEL

The Whistleblowing Channel is the official and specific channel for anyone to report evidence of violations of our Code of Conduct, suspected illegal acts, fraud, money laundering and/or terrorist financing, corruption, violations of external regulations (regulatory bodies) and internal regulations (policies, rules, manuals) involving employees, business partners, customers and/or suppliers of the Travelex Confidence Group.

The complaint can be made anonymously, and when it is identified, we guarantee confidentiality and impartiality in dealing with the incident.

How to access our complaints channel



0800-888-5088

(IVR that allows 24 X 7 recording)



Travelex Bank and Travelex Confidence websites

<https://www.travelexbank.com.br/denuncia/>

<https://www.confidencecambio.com.br/denuncia/>



Travelex Bank and Travelex Confidence e-mails

denunciabanco@travelexbank.com.br

denunciacorretora@confidencecambio.com.br

GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

ABRACAM SEAL OF CONFORMITY

Exchange Association) for institutions authorized to operate in the foreign exchange market, with the aim of standardizing the best practices and procedures applied by agents operating in the foreign exchange market, which allows for greater transparency, robustness and savings for institutions and their clients.

The evaluation process involved the collaboration of the various areas of the Travelex Confidence Group, which played an extremely important role in renewing the seal.

With the renewal of the Seals, the Travelex Confidence Group demonstrates adherence to current regulations and reaffirms its commitment to the adoption of good practices and the robustness of the controls and procedures applied for PLDFT (Prevention of Money Laundering and Terrorist Financing).

Seal renewal - 2024 cycle

Renewal of the ABRACAM Compliance Seals, Cycle 2024, Series 1000 for Travelex Banco and Series 2000 for Confidence Corretora.



GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

ETHOS SEAL

The Ethos, Institute for Business and Social Responsibility is a non-profit organization founded in 1998 with the aim of promoting corporate social responsibility in Brazil. It acts as a facilitator for companies to integrate ethical and sustainable practices into their operations.

We are a signatory to **the Business Pact Against Corruption** and have been awarded the Business for Integrity.

We are a signatory to the
business pact



[Signatárias do Pacto Empresarial pela Integridade e Contra a Corrupção - Instituto Ethos](#)

GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

CLEAN COMPANY SEAL

We won the Clean Company seal and recognition as one of the signatories of the **Business Pact for Integrity and Against Corruption**, from the Ethos Institute for Business and Social Responsibility.

By taking the step to become a signatory, we have made a public commitment to disseminate Brazilian anti-corruption legislation to our employees and related parties, so that it is fully complied with.

We are a signatory company



GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.

FITCH RATINGS

Fitch Ratings, one of the world’s top 3 rating agencies, has for the first time awarded Travelex Bank initial national ratings of Long Term BBB(bra) and Short Term F2(bra), **indices that signify “good quality” credit and liquidity**, respectively.

The awarding of these scores to Travelex Bank places it in a prominent position in comparison with other institutions in the same sector.

According to Fitch, the bank’s national ratings reflect the company’s business profiles, in-depth knowledge of the main areas of activity (with a focus on the foreign exchange market) and adequate risk controls, as well as a good financial profile, primarily in terms of profitability and capitalization.

Our national ratings

Initial national long-term BBB(bra) and short-term F2(bra) ratings



GRSAC Report – 2024 | Corporate Governance

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group is managed in a transparent, accountable manner and in compliance with the law and ethical standards.



Board of Directors

It is responsible for reviewing and approving the PRSAC (Social, Environmental and Climate Responsibility Policy) with the help of its director in charge.



Risk Committee

It is responsible for managing the activities related to integrated risk management and ensuring that the business units are aligned with the institution's risk appetite.



ESG Subcommittee

It is a non-statutory, technical and advisory body of a permanent nature, linked to and coordinated by the Risk Committee, whose purpose is to evaluate and propose recommendations to the Board of Directors on the establishment and review of the PRSAC.



Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Social

GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.



Global Equality and Diversity Policy

It defines our approach to equity and diversity and the prevention of illegal discrimination at work.

The policy applies to all aspects of employment with us.



Global Bullying and Harassment Policy

It applies to all colleagues and contractors or third parties who work with us.

It also covers the behavior colleagues outside working hours, which can have an impact on work or working relationships. Harassment and bullying are always unacceptable.



Corporate Sponsorship and Donations Policy

It reinforces the Travelex Confidence Group's commitment to establishing partnerships that encourage the sustainable and ethical development of society, in compliance with local legislation and our corporate guidelines, in an ethical and transparent manner.



Complaints Channel Policy

It defines, formalizes and discloses the way in which the Group makes available and deals with the Whistleblowing Channel, the main means of communication for reporting signs of wrongdoing related to the activities of the Travelex Confidence Group or that violate corporate policies and internal rules, coming from employees, customers, suppliers, business partners or any interested person.



Programa Jovem Aprendiz

Provides young talent with their first job, giving priority to those in situations of social vulnerability.

An apprentice is a young person between the ages of 16 and 23 who studies, works and at the same time receives training for the profession in which they are studying/training.



Programa TVX Bem-estar

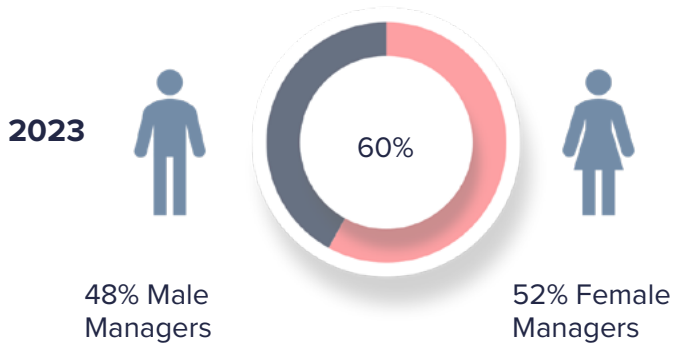
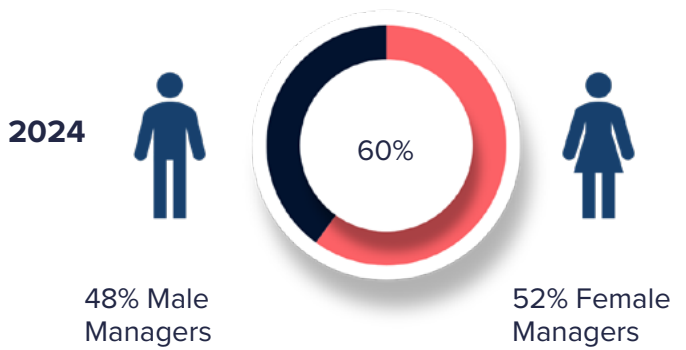
It's our initiative to embed a cultural narrative around emotional and mental wellbeing and support in the workplace.

We want all employees to feel confident in asking for the support they need thrive in the corporate environment.

GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

Gender equality | Women in the spotlight



Data source: HR indicators for December 2023 and December 2024, referring to the total number of employees with CLT contracts.

Our DE&I actions (Diversity, Equity & Inclusion)

We won the “More Women in Leadership ABBC 2024” seal, a recognition of excellence awarded by the Brazilian Banking Association (ABBC) to financial institutions that promote gender equality through the presence of women in senior leadership positions.

Our CEO, Ana Tena, received the Seal from Sílvia Scorsato, president of ABBC. It was a remarkable and very special moment!



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

Our DE&I actions (Diversity, Equity & Inclusion)

Training on diversity and inclusion, given by psychologist Adriano Bandini,

The training aimed to deepen knowledge about diversity and inclusion, covering everything from historical concepts to contemporary practices that promote a more respectful and welcoming work environment.

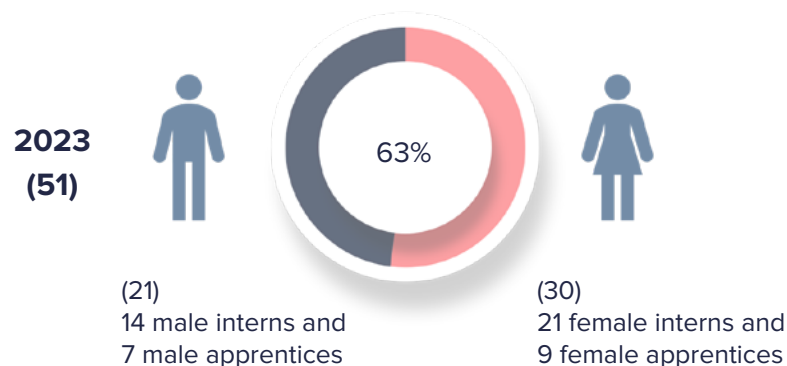
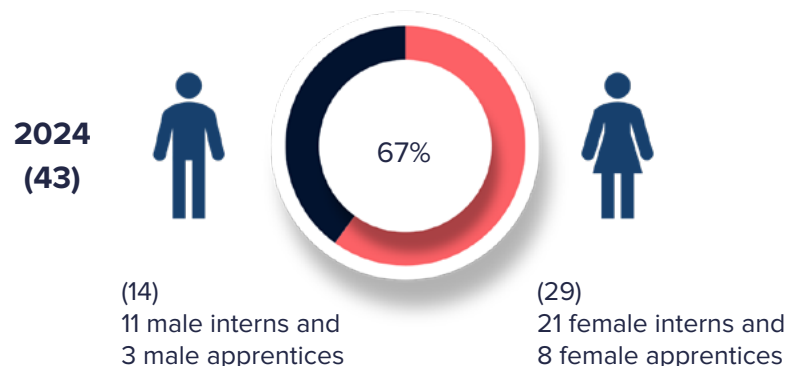
Key concepts were discussed, such as valuing differences and strategies for cultivating a culture that embraces all employees, regardless of their origin, gender, ethnicity, sexual orientation or beliefs.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

Young Talents Program | Interns and Apprentices



We invest in young talent

The 2024 Apprentice Program involved 14 people in different subsystems of the company. It is run in partnership with the company Nube, which supports us at every stage of the program. An apprentice is a young person between the ages of 16 and 23 who studies and works, while at the same time receiving training in the profession for which they are being trained. They must be enrolled in and attending an accredited vocational-technical institute.

GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE



Online meditation sessions and a meditation and mindfulness app.



Individual meditation cabin and massage chair at the headquarters.



We also offer WellHub (formerly GymPass), with gyms and studios, as well as 24 wellness apps.

GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

Emotional well-being and mental health play a fundamental role in a person's quality of life. Amid the hustle and bustle of modern life, it is essential to cultivate practices and habits that promote emotional and mental balance.

Emotional well-being refers to the ability to understand, express and manage emotions in a healthy way. This involves recognizing and accepting one's own emotions, as well as the ability to deal effectively with stress and everyday challenges. Cultivating healthy interpersonal relationships and building a social support network is also crucial for emotional well-being.

Mental health, in turn, covers broader aspects of the mind, including cognitive, emotional and social functioning. Maintaining good mental health involves promoting positive thinking, developing effective coping skills and seeking professional help when necessary.

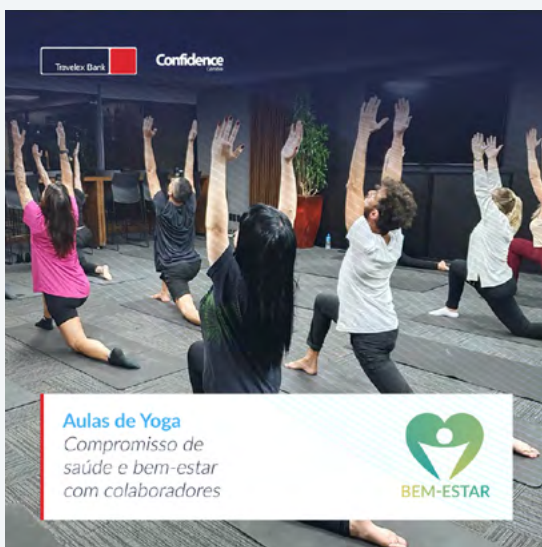
Various practices are offered to employees such as Yoga, Quick Massage, Meditation and Mindfulness classes and partnerships that provide a vast team of professionals in the areas of psychology, nutrition and physiotherapy and physical education.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE



Yoga sessions.

The weekly session takes place after hours at the Berrini office.

The classes are led by professionals from the company Vital Work - a provider of therapeutic wellness solutions.

The importance of practice:

- Improves heart function.
- Balances the endocrine system by controlling stress hormone levels.
- Helps control breathing due to lung expansion exercises.

GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

Quick Massage

A massage technique that combats stress and provides immediate relief from muscle pain through firm, gentle touches.

The sessions are held at the Berrini office on Mondays, Wednesdays and Thursdays, from 10am to 5.15pm, and last 15 minutes.

The quick massage sessions are performed by visually impaired professionals. This is a partnership we have with the social enterprise [Serenidade do Toque](#), whose project trains and inserts disabled professionals into the job market, encouraging diversity and inclusion.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

In partnership with Alelo, we have the **physical and emotional support platform**, IVI. The app is a true ally in promoting integral well-being, as it offers personalized monitoring of essential habits for a healthy life, including mood, sleep and diet, providing valuable tips and practical resources to promote emotional and physical balance.



The Auster Program gives you access to a vast team of professionals in the areas of psychology, nutrition, physiotherapy and physical education, completely free of charge.

The services are absolutely confidential and can be accessed by telephone from Monday to Friday, from 8am 8pm. This program is open to employees, their spouses, children and stepchildren

GRSAC Report – 2024 | Social

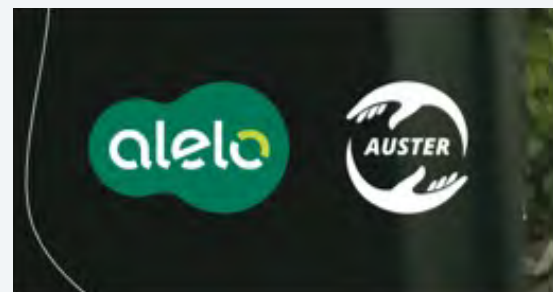
Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

Alelo Support - Auster, our personal support program

The benefit offers access to a large team of highly qualified professionals in the areas of psychology, nutrition, physiotherapy and physical education, completely free of charge for all employees.

Confidentiality: consultations are carried out in a confidential manner, guaranteeing the privacy of each individual.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

SulAmérica’s “Single Mind” Program

The “Single Mind” program provides professional support to prevent, diagnose and treat disorders such as anxiety, depression, panic disorder, stress and others.

The “Single Mind” offers:

- Online therapy with no co-payment.
- There is no need for a clinical referral.
- Accompaniment by a psychologist tutor, who will be the focal point for questions and will follow the beneficiary’s entire journey, from the first appointment to discharge.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

In support of Pink October, which aims to raise awareness of women's health, we are running a campaign to encourage our employees and women registered as dependents in our health plan to undergo basic preventive procedures between the months of October and November 2024, with no co-payment.

Procedures that fall under this exemption: Bilateral Conventional Mammography, Bilateral Digital Mammography, Breast Ultrasound and "Papanicolau" (Cervical Vaginal Oncotic Cytopathology).



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

In support of Blue November, which aims to raise awareness of men's health, we are running a campaign to encourage our employees and men registered as dependents in our health plan to undergo basic preventive procedures between the months of October and November 2024, with no co-payment.

Procedures that fall under this exemption: Free Prostate Specific Antigen (Free PSA), Total Prostate Specific Antigen (Total PSA), Male Lower Abdomen Ultrasound Bladder, Prostate and Seminal Vesicles), Transrectal Prostate Ultrasound and Prostate Ultrasound (Abdominal Route).



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

ACTIONS TO STIMULATE WELL-BEING AND SELF-CARE

Care Program

The program aims to help employees develop their emotional intelligence, providing skills and tools to turn emotions into unforgettable experiences for both our customers and co-workers.

Throughout the program, participants are guided through interactive dynamics and enriching discussions, facilitating the absorption of concepts. Our aim is to enable each participant to apply these learnings in their lives, contributing to a more collaborative, empathetic and productive work environment.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

RECOGNITION | ORGANIZATIONAL CLIMATE

The GPTW Seal is a certification awarded by the Great Place to Work (GPTW) institute to companies that meet the criteria and standards established by the organization to be considered excellent places to work.

GPTW carries out organizational climate surveys and evaluates various people management practices in companies.

Companies that receive the GPTW seal are recognized for providing an exceptional work environment where employees feel valued, engaged and satisfied. This certification is a testament to the quality of the environment and the management practices adopted by the company.

GPTW Certification Seal

In 2024, we won the GPTW seal for the fifth year running. Winning the seal depended on a minimum sample of respondents and a favorable perception of the organization equal to or greater than 70.

We have achieved 78% adherence and the current average score in the climate survey (view of the company and the area) is 83 points (favorability index).



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

INVESTMENT IN CULTURE

In 2024, we supported the Museum of Image and Sound (MIS). An institution of the São Paulo State Government's Department of Culture and Creative Economy, inaugurated in 1970. The MIS is one of the busiest cultural centers in the city of São Paulo.

It has more than 200,000 items in its collection, including photographs, films, videos and posters. In addition to major national and international exhibitions, it offers a wide variety of cultural programs, with events in all areas and for all audiences: cinema, dance, music, video and photography are present in the Museum's daily life.

Museum of Image and Sound

In December 2024, the bank's commercial team met for a guided with the MIS education team of the Billy Wilder exhibition, which takes you through the author's extensive filmography, highlighting 13 of his 27 feature films.

Both the Billy Wilder exhibition and the exhibition celebrating SpongeBob's 25th anniversary, were used to promote internal actions aimed at employees during the year.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

INVESTMENT IN WOMEN'S SPORT

In 2024, we supported the Barueri Volleyball Club team, the brainchild of coach José Roberto Guimarães, who has also coached the Brazilian women's volleyball team since 2003.

It is a project that trains athletes, which began in October 2016, and develops them from the grassroots up to the highest level of performance.

The project is developed based on planning, knowledge and commitment, which has led to great victories and a great instrument for transforming lives.

There are five youth categories (U14, U15, U17, U19 and U21) and an adult category. The latter competes in the "Paulista" Championship and Superliga A and is among the best teams on the Brazilian scene.

Barueri Volleyball Club

In 2024, more than 100 athletes were involved in the project, as well as professionals from various specialties, including volleyball coaches, physical trainers, physiotherapists, doctors, statisticians, psychologists and the administrative team.



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

SOCIAL INVESTMENT | TEENAGERS AND YOUNG PEOPLE

In 2024, we supported the “Vocação” project, which for 55 years has been promoting social transformation and guaranteeing the rights of children, adolescents, young people and their families, acting in a network with various partners with a focus on education, technical qualifications and opportunities for work and income, with a nationwide reach.

In 2024, more than 1600 children and adolescents were impacted by the project.



Vocation

Volunteer Mentoring Program

Counseling and professional development, where young people experience the corporate world through meetings with volunteer mentors who help them put their life project into practice.

In 2024, 19 Group employees took part in mentoring (online and face-to-face) 17 young people assisted by the project (171% increase compared to 2023).



GRSAC Report – 2024 | Social

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group respects and promotes diversity, equity and inclusion in its business, activities, processes and relations with stakeholders.

SOCIAL INVESTMENT | SENIORS

In 2024, we supported the Hospital de Amor, located in Barretos - SP. It is an institution with over 60 years' history of providing free care to cancer patients. The pillars that guide Hospital de Amor are: excellence in care, prevention, teaching and research.

Elderly Support

It provides comprehensive care for patients 60+ at the Hospital de Amor units. The costs related to the treatment itself and the multidisciplinary activities carried out on an ongoing basis are covered.



Hospital of Love

In September 2024, Hospital de Amor hosted partner companies for a visit to highlight the importance of the partnership. Topics covered included the hospital's growth, with 7 units and 52 mobile units, and the implementation of AI to improve early diagnosis and reduce costs.

Humanization and digital health, such as telemedicine and remote monitoring, were also discussed as ways of improving care and prevention.





Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Environment and Climate

GRSAC Report – 2024 | Environment and Climate

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group manages its business operations in an environmentally sustainable manner, by adopting and encouraging the conscious and efficient consumption of natural resources, as well as contributing to a positive impact and mitigating any negative impact in our activities, processes, products and services.

HEADQUARTERS IN A SUSTAINABLE BUILDING

Our head office is located in a condominium that has a water treatment plant (WTP), which treats the water collected from the groundwater and conveys for use in the toilets of the entire building, irrigation, fast washing and external condominium washing.

The building is LEED GOLD certified (Core & Shell - Construction) - 2017; and LEED PLATINUM (O & M - Operation and Maintenance) - 2022.

Waste disposal is carried out by a certified and standardized company with a Certificate of Movement of Waste of Environmental Interest (CADRI).

The condominium also has automation, which switches off the lighting at times of low traffic, thus reducing electricity consumption.

Our headquarters | Edifício Berrini One - São Paulo/ SP



GRSAC Report – 2024 | Environment and Climate

Highlights of the set of practices, policies and structures aimed at ensuring that the Travelex Confidence Group manages its business operations in an environmentally sustainable manner, by adopting and encouraging the conscious and efficient consumption of natural resources, as well as contributing to a positive impact and mitigating any negative impact in our activities, processes, products and services.

STORES IN SUSTAINABLE MALLS

Around 90% of Travelex Confidence stores are in shopping centers with sustainable initiatives on the part of their managers. We highlight some of these practices:

- Green roof (giving an ecologically correct destination to the organic waste generated monthly in the food court and efficiency in air conditioning consumption);
- Composting (transforms food scraps into the basis for organic food production);
- Selective collection and disposal of electronics;
- Reuse water;
- Oil (collects used cooking oil and produces homemade soap, used to clean the facilities);
- Use of solar panels and energy generation in the operation of elevators and escalators.

Our physical stores

An example of a store in a shopping center with management committed to social and environmental responsibility and actions to mitigate the impact of its operations.



Store in Shopping Eldorado - São Paulo/ SP



Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

DRSAC - Social, Environmental and Climate Risk Document

GRSAC Report – 2024 | DRSAC

Highlights of the Social, Environmental and Climate Risk Identification and Classification Process

Compliance with Regulatory Resolutions

Starting in January 2024, the Travelex Confidence Group began the process of complying with the provisions of Resolution No. 4,557, CMN Resolution No. 4,945 of September 15, 2021, and BCB Resolution No. 151 of October 6, 2021, regarding the evaluation of social, environmental, and climate risks of its credit operations, securities, and their respective debtors. As part of this compliance, the bank began identifying its eligible credit clients and developed an ESG risk classification methodology, thus aligning with the guidelines established by the Resolution. The aim is to ensure regulatory compliance and promote practices of social, environmental, climate, and governance responsibility.



GRSAC Report – 2024 | DRSAC

Highlights of the Social, Environmental and Climate Risk Identification and Classification Process

Identification and Classification of Eligible Companies

The process resulted in the identification of a group of 6 companies that stood out as eligible for ESG risk classification. In June 2024, the Travelex Confidence Group completed a detailed analysis of these companies, of which four were classified with a low social and environmental risk, demonstrating the adoption of good sustainability and governance practices, reflecting the commitment of many clients to corporate responsibility. One company was classified with medium risk, indicating that, although it follows good practices, there are still aspects that requires greater attention and improvement in relation to ESG criteria. Finally, one company was considered to have negligible risk, as its activities and operations do not have a significant impact on the evaluated social, environmental, or governance dimensions.



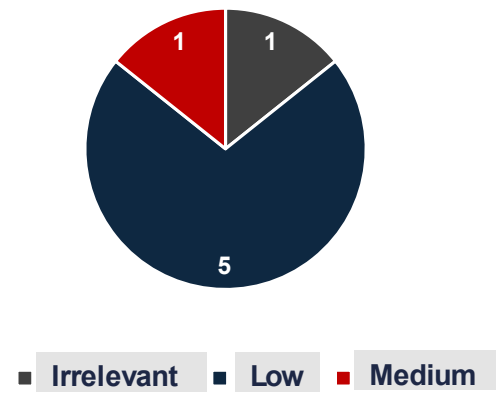
GRSAC Report – 2024 | DRSAC

Highlights of the Social, Environmental and Climate Risk Identification and Classification Process

Inclusion of New Company and Maintenance of Risk Classifications

In December 2024, Travelex Bank updated its ESG report, highlighting the inclusion of another company in the group of clients eligible for this risk classification. The newly included company was assessed with a low-risk rating, demonstrating its alignment with the responsible and sustainable practices promoted by the institution and in accordance with the Central Bank (Bacen) Resolution. Furthermore, there were no changes in the risk classifications of companies previously identified, maintaining consistency in monitoring and evaluating the socio-environmental responsibility standards of its business partners. The inclusion of this new client, reinforces Travelex Bank’s commitment to promoting more sustainable and responsible business practices in the financial market.

ESG Risk Profile of Clients in December 2024



GRSAC Report – 2024 | DRSAC

Highlights of the Social, Environmental and Climate Risk Identification and Classification Process

Approval of ESG Reports by the Central Bank

Both reports, from June and December, were meticulously prepared and submitted to the Central Bank, strictly adhering to the requirements set forth by DRSAC 2030. These reports underwent a detailed review and received the necessary approval from the Regulator, ensuring that the Travelex Confidence Group is fully compliant with the current regulatory standards. This approval not only reaffirms the company's adherence to legal requirements but, also, highlights the ongoing and strong commitment of the Travelex Confidence Group to social and environmental responsibility. The transparency and compliance with regulations reflect the company's efforts to align its operations with sustainable and responsible practices, promoting a positive impact on the market and society.





Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

People with disabilities

GRSAC Report – 2024

People With Disabilities

People With Disabilities

According to the IBGE's National Household Sample Survey (PNAD), released in 2022, approximately 18.6 million Brazilians have some kind of disability, which can be physical, intellectual, visual, hearing, multiple or related to reduced mobility, and around 29.2% of this population participates in the labor market. Despite making up a significant and diverse portion of the population, people with disabilities face social invisibility, discrimination and stigmas related to their bodies, minds, abilities and skills.



It is important to emphasize that no citizen should be defined by their disabilities or characteristics, and that companies and institutions in our society need to adopt a stance that reflects this understanding. Promoting equality must go beyond inclusion and accessibility, which are rights guaranteed by law, ensuring that everyone, including people with disabilities, has the same opportunities for work, development and autonomy. Recognition of people should be based on their skills, not their characteristics, thus avoiding the perpetuation of stigmas.

The greater the diversity in interactions in our daily living environments, the easier it will be to identify areas that need improvement to build a more inclusive world, with equality and social equity. There is still a lot to learn about the history of people with disabilities, their struggles for rights, achievements and challenges.

GRSAC Report – 2024 | People With Disabilities

To understand

Equality

This is the idea that everyone should have access to the same opportunities and conditions, regardless of race, gender, social class or sexual orientation. However, due to individual differences and diverse experiences and backgrounds, the result obtained does not always reflect an equal starting point for everyone.



Equity

It refers to actions that need to be designed in different ways, adjusting to specific contexts, since social groups have different characteristics and needs. It is not a change in the social structure, but rather an adaptation of these fundamentals so that everyone can have the opportunity to achieve similar results. Furthermore, equity implies treating everyone fairly, considering their needs, without anyone receiving special treatment or privileges.



GRSAC Report – 2024 | People With Disabilities

Challenges for people with disabilities

Throughout history, people with disabilities have faced a series of significant challenges that have reflected the attitudes and social structures of their times. From ancient times, where they were often marginalized or considered a burden, to modern times, where the fight for rights and inclusion has intensified, the trajectory of these people has been marked by obstacles in various areas, such as education, employment and accessibility. A lack of understanding and acceptance, combined with social stigmas, has often resulted in exclusion and discrimination. However, there have also been moments of resilience and mobilization, where individuals and communities have come together to demand equality and dignity. The history of people with disabilities is therefore a narrative of struggle and overcoming, which continues to evolve as society seeks to build a more inclusive and just world.

What terms do we use or not?

Pay attention to the appropriate terms ring to people with disabilities. Over the years, new concepts and revisions have been drawn up to value the individual rather than focusing on a characteristic they may possess. In this way, nomenclature has evolved according to the values of each period, with the aim of avoiding stereotyped and often prejudiced statements and perceptions, as well as further promoting the role of inclusion.



The appropriate expression is person with a disability. With this denomination, the individual is the most relevant and precedes their characteristics, which do not characterize them. Some other expressions were developed in different historical periods but, are no longer recognized because they do not portray the reality of these people.



Among the disused, pejorative and/or ableist terms we can not mention disabled, exceptional, special, person with special needs, person, disabled people, among others.

GRSAC Report – 2024 | People With Disabilities

Invisible and visible disabilities

It is known that there are a variety of disabilities, which can be divided into visible disabilities and invisible disabilities.

Visible Disability: This refers to the condition in which the individual has obvious physical characteristics, such as an amputated limb.

These characteristics can include the use of a mobility device (such as a wheelchair), motor impairment, amputation or deformity.



Invisible Disability: This refers to conditions that have no visible signs. This type of disability can include chronic health conditions such as autism and Attention Deficit Hyperactivity Disorder (ADHD).

GRSAC Report – 2024 | People With Disabilities

Accessibility

According to the Brazilian Inclusion Law (LBI), Law No. 13.146/2015, accessibility is the “possibility and condition of being able to safely and autonomously use spaces, furniture, urban equipment, buildings, transportation, information and communication, including their systems and technologies, as well as other services and facilities open to the public, for public or private use, both in urban and rural areas, by people with disabilities or reduced mobility”.

Barriers for people with disabilities can arise in the media, through discriminatory words or behavior, on public roads, in means of transport, in physical spaces or on digital platforms. Understanding the representativeness of each of these barriers is crucial to overcoming obstacles so that we can adopt a more inclusive perspective in our daily routine, as well as encouraging the practice of empathy.

Normally, when we think of accessibility, we relate it to mobility and the physical structure of a place (such as wheelchair ramps, or sanitary facilities with specific configurations). However, for a society, it is crucial to consider that physical accessibility is only one of the aspects to be considered when we approach the subject.

In this scenario, it is important to highlight attitudinal accessibility, which deals with behavior and interaction without prejudice towards individuals with disabilities, avoiding the use of stereotypes, stigmas or discriminatory attitudes. It’s about ensuring broad and universal access to remove social obstacles and promote equal opportunities for all citizens. Everyone is responsible for attitudinal accessibility. Some strategies for facilitating such access include addressing the person with a disability when talking to or about them and understanding that individuals with disabilities can talk about various topics, be experts in their field, and not just talk about their particularities.



GRSAC Report – 2024 | People With Disabilities

Capacitism

Prejudice and violence against people with disabilities is known as ableism and manifests itself as an assessment that the person is incapable or unfit to perform tasks or experience common situations, such as working, interacting or maintaining an active social life, because of their disability.

Capacitism restricts opportunities, categorizes individuals and establishes, both physically and intellectually, based on a stereotype, who is fit and who is not. Therefore, this type of prejudice establishes obstacles for individuals with disabilities to achieve their spaces, opportunities and rights in various sectors of society, creating barriers and an incessant battle for more inclusion and respect.

The lack of knowledge or information about the reality of people with disabilities and the concept rooted in society can trigger various capacitist attitudes. For example, some expressions that may seem innocent or commonplace in our lexicon are based on ableism when examined more broadly. Paying attention to our communication is an initial step in the search for social change.



GRSAC Report – 2024 | People With Disabilities

Let's be inclusive. This is everyone's duty

Inclusion may seem complex or challenging in our society, but it's not. Confusion arises from the lack of representation and diversity of bodies in social environments, which can reinforce the notion that inclusive behaviors are far removed from everyday reality and are more complex than they appear. It is therefore essential to promote inclusion policies both, inside and outside organizations, with the support of society in this cause.





Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Gender



GRSAC Report – 2024 | Gender

Diversity | Analytical-Behavioral View

Before we get into the subject of diversity and its ramifications, we need to be clear about the concept gender and how it has impacted human history throughout history.

Throughout human history, individuals have gradually been molded and taken on social roles with different expectations based on gender, where this social model has generated a hierarchy emphasizing men at the center of society, generating a ‘division’ of roles; where:

- Women were directed to domestic chores or motherhood; and
- Men took on academic activities and strategic jobs or jobs involving strength.

To be clear about the subject of diversity and its applications, we need to understand some attitudes that are practiced and end up not being perceived (definitions according to IBACC – “Instituto Brasileiro de Análise do Comportamento” - <https://ibac.com.br/gaslighting-mansplaining-maninterrupting-bropriating-e-manspreading-uma-visao-analitico-comportamental/>):



What is gender? The concept of gender differs from the concept of biological sex, as it is defined by socially constructed characteristics.

Until the 1960s, it was believed that biological sex was the only way of identifying sexuality and gender. It wasn't until 1968 that Robert Stoller argued that identifying as male or female went beyond the biology and anatomy of the body.

GRSAC Report – 2024 | Gender

MANSPLAINING: When a man explains something that is obvious to that woman (for example, a who is not a psychologist explaining psychology to a woman who is a psychologist), when a man tries to explain a woman's feelings, thoughts, behaviors and the way her body works to her (for example, a man explaining menstruation to a woman).

MANTERRUPTING: When a woman is talking and a man interrupts her without letting her finish what she is saying, it can disrupt her train of thought. Manterrupting is a way of trying to confuse a woman so that she gets lost in her own speech. It happens more often in meetings at work and/or with friends, making the woman's speech less valid or disregarded;

BROPRIATING: When a man appropriates any achievements, studies, research, accomplishments, services or products that a woman has produced. Throughout history, it is very common for husbands to have appropriated their wives' productions, because at many times women were not allowed to position themselves in the job market or in academia. Bropropriating takes place mainly at formal and/or informal gatherings, causing the silencing and historical erasure of women in the face of their own achievements;

MANSREADINGING: When a man spreads himself out bodily in different spaces (for example: sitting with his legs open occupying two chairs, being able to lean against the person next to him - usually a woman - or using a space that is not intended for him). Mansreadinging happens most often on public transport; and

GASLIGHTING: When a man manipulates situations so that the woman believes that the reality she is experiencing is not real. The woman feels confused and may even doubt what she is seeing, what she knows and her own perceptions. Gaslighting is often used as a way of covering up other abusive behavior.

GRSAC Report – 2024 | Gender

After elucidating some of the behaviors observed today, it is also necessary to understand the difference between misogyny and “machismo”:

Misogyny presents itself as contempt or aversion to women, and can present itself in a veiled form or in violence, manifested in various ways: social exclusion, discrimination, hostility and, in more extreme cases, harassment, physical aggression, sexual violence and femicide (the murder of a woman simply because she is a woman), “machismo” presents itself in the simple idea that men are superior.

In a nutshell, it can be concluded that both refer to attitudes and behaviours that inferiorize women.



GRSAC Report – 2024 | Gender

- But every woman dreams of being a mother.

- Women don't like or understand soccer.

- Women are financially uncontrolled.

- Women are always competing with others.

Female stereotyping phrases uttered and/or reproduced on a daily basis

- Women are not skilled at handling tools or doing repairs around the house.

- Women wear make-up and dress well to impress others.

- Women drive badly.

- Women aren't good at math and other exact sciences.

- She's angry because of PMS.

If have you ever witnessed a woman being stereotyped in a derogatory way?

Seemingly common phrases like these, used by men and women alike, can motivate sexual, physical or verbal violence.

GRSAC Report – 2024 | Gender

Job Market

Many people want to establish a strong and successful career, but for a woman, the process of finding the ideal professional training or the one that best suits her interests and abilities represents a major challenge. Added to this, are the obstacles of access to education, which has historically been restricted to this group. Due to the patriarchal vision of the society which we live, the notion of building a career is still more widespread among men, since they have more access to jobs and working environments with which they identify.

Women still face situations of moral or sexual harassment, which question their abilities, generating situations of embarrassment in the workplace and which can lead to clinical problems such as depression, anxiety and self-confidence disorders.

Sexual harassment

Occurs when an individual or employee is subjected to embarrassment, often from someone who takes advantage of their privileges in a hierarchy to obtain sexual benefits or favors. The circumstance can occur sporadically or continuously, through intimidation and blackmail. Sexual harassment is a crime punishable by imprisonment of 1 to 2 years.

Moral Harassment

Occurs when a person displays abusive behavior in the workplace, whether or not in a subtle way, using harsh words, insults, gestures and even behavior that morally affects a specific person. This type of harassment can also be characterized by aggression and recurring and prolonged attitudes with the intention of harming or excluding someone. Conditions that damage the individual's personality, dignity or integrity, threatening their work and mental health.

GRSAC Report – 2024 | Gender

Job market

It is crucial to understand that the workplace should not be a place where people feel threatened or belittled. It is possible to identify if a specific situation is not in line with company norms, but it is necessary to implement concrete actions to prevent this type of behavior within companies. Each of us can contribute by paying attention to what is said, observing how colleagues treat others and demanding effective and lasting policies against harassment in the company.

Women are the most affected by harassment, whether sexual or moral. Therefore, bringing the subject up for discussion in the workplace can make it easier to recognize and adopt strategies when faced with such acts. For leaders, it is crucial to instruct and encourage staff not to tolerate toxic and harassing behavior from anyone. It is crucial that teams seek out information on reporting methods within the organization and provide support and protection for the victim, encouraging them to report the inappropriate behavior.



GRSAC Report – 2024 | Gender

What to do?

You may be wondering: how can men become allies in this cause? At the end of the day, the fight for gender equality is a battle for everyone who defends social equality, without differentiations based on gender. In this context, men can (and should) take part in this movement, but it is crucial that they understand their role as partners and allies in this journey.

Some everyday actions can have a positive impact on women's lives:

- **RECOGNIZE YOUR PRIVILEGE AND USE IT TO FURTHER THE THEME;**
- **LEARN ABOUT FEMINISM;**
- **DON'T REMAIN SILENT IN THE FACE OF SEXIST ATTITUDES;**
- **LISTEN TO WHAT WOMEN HAVE TO SAY; and**
- **REFRAMING MASCULINITY IN THE FACE OF MODERN TIMES.**





Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Final considerations



GRSAC Report – 2024 | RSAC

Main Monitoring Indicators

Temática	Front	Measurement criteria	Targets set in 2023 for implementation in 2024	Status YTD Dec/24	Justifications and observations
Climate and Culture	Satisfaction	Results of the organizational climate survey carried out by the Great Place to Work (GPTW) institute	Above 85%	83,0%	The Human Resources Area has defined a scope of action that has been disseminated among the leadership, with initiatives focused on improvements in the most critical items.
Diversity and Inclusion	Women	Number of female employees / Total number of employees	Maintain 60%	60,0%	–
	LGBT people	Number of LGBT employees / Number of employees total	Minimum 5%	N/A	It was decided not to collect this data in order to avoid the exposure of the employees.
	PcD (Bank and Brokerage) Reference: Quota Law No. 8,213 of 1991	Number of PwD employees / Total number of employees	Bank 3% Brokerage 4%	2,7% 1,8%	There are partnerships with inclusion institutions to opening affirmative and exclusive vacancies for people with disabilities. Work has been done to raise awareness among retail leaders in order to speed up hiring.
	Employees 50+	Number of employees over 50 / Total number of employees	Minimum 5%	5,5%	–
	Black people	Number of Black employees / Total number of employees	Minimum 5%	7,2%	–
Philanthropic Actions	Donations	Number of donation actions	3 actions	1 action	The adjustments to the institution's budget plan for the 2024 had an impact on the number of initiatives.
	Social Action	Number of social actions excluding donations	10 shares	4 actions	
Resource Management	Electrical Consumption	Quantity of kWh	Reduction of 5% in total	+ 15,1%	As a result of the new guidelines on hybrid working, the frequency of employees in the office has increased. The basis for generating the target set for the period was the year following the pandemic, which distorted the result presented.
	Water consumption	Quantity of cubic meter	Reduction of 5% in total	+ 6,6%	
	Printing Paper Consumption	Number of sheets	Reduction of 5% in total	- 20,0%	The group started using recycled paper for internal printing in March 2024.

GRSAC Report – 2024 | RSAC

Vision of the future

The Travelex Confidence Group believes that principles and guidelines a social, environmental and climate nature will become increasingly relevant and will profoundly transform the way companies operate and will be evaluated.

To this end, our strategy is to evaluate the adoption of practices in line with benchmarks such as the UN Sustainable Development Goals (SDGs) and the Principles for Responsible Investment (PRI), among others. To incorporate these guidelines into our processes, our actions will always consider the social, environmental and climate bases in the promotion of our development, as well as being part of all our business decisions and approaches, from strategic planning to the development of our business. daily management.

The effective implementation of ESG practices is an ongoing process that requires commitment and consistent action over time.





Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Table GVR

GRSAC Report – 2024 | Table GVR

Table GVR: Governance of social, environmental and climate risk management

Objective: To describe the governance of social, environmental, and climate risk management.

Content: Qualitative information.

Frequency: Annual.

Following Resolution No. 4,557 of February 23, 2017, should have the description of the role of the Board of Directors (BoD), the institution's senior management, the Chief Risk Officer (CRO), and the risk committee in the governance process for the identification, measurement, assessment, monitoring, reporting, control, and mitigation of social risk, environmental risk, and climate risk.

The Social, Environmental and Climate Risk Management Governance structure is composed by:

- Board of Directors: responsible for approving and reviewing the Social, Environmental and Climate Responsibility Policy (PRSAC) with support from the accountable director;
- Risk Committee: manages activities related to integrated risk management and ensures the alignment of business units to the institution's risk appetite, with the Chief Risk Officer (CRO) as the person in charge;
- ESG Subcommittee: a non-statutory, technical and advisory body of a permanent nature, linked to and coordinated by the Risk Committee, whose purpose is to evaluate and propose recommendations to the Board of Directors on the establishment and review of the PRSAC.

Relatório GRSAC – 2024 | Tabela GVR

Information Breakdown

a)

Identifying governance bodies' institutions responsible for social, environmental, and climate risk management.

The Board of Directors (BoD) defines the institution's strategies, including policies related to social, environmental and climate risks (RSAC), i.e. they make strategic decisions, approve policies and monitor performance.

The Executive Board is responsible for implementing the directives of the Board of Directors and managing the institution.

The Risk Committee monitors and evaluates risks, including RSAC risks.

The CRO sponsors this issue and regularly reports on risk exposure and mitigation to the Board of Directors and the Executive Board.

The ESG Subcommittee establishment, composed of employees from various Groups' departments, operationalises the PRSAC guidelines.

b)

Describe the responsibilities assigned to the bodies identified in item (a) and their relationship.

The Social, Environmental, and Climate Responsibility Policy (PRSAC) establishes the necessary and required conditions for identifying social, environmental, and climate risks related to the Group's activities, products, and services.

The Travelex Confidence Group understands that acting with social, environmental and climate responsibility means acting diligently in its activities and relationships, offering products and services that are consistent with its values, strategic governance guidelines and actions to mitigate and reduce the impact of RSAC throughout its value chain, to contribute to the sustainable development of its business and society.

For this purpose, the definition of roles and responsibilities of the Group's bodies involved in managing these risks is part of the culture and responsibility of all employees; however, the following structure conducts its management, where the key departments have the described roles and responsibilities:

1. Board of Directors

- Approving and reviewing the PRSAC with its responsible director support.

2. Risk Committee

- Awareness of and approving the Group's PRSAC;
- Promote adequate and reliable disclosure of the PRSAC and its implementation actions;
- Evaluating and approving risk management reports and other relevant regulatory reports, if necessary;
- Participating in and contributing to the decision-making process related to the establishment and review of the PRSAC, assisting the Board of Directors;
- Supporting the implementation of actions aimed at the effectiveness of the PRSAC, assessing the adherence degree to the implemented actions;
- Monitoring and evaluating the implemented actions;

- Requesting improvements to the implemented actions when identifying any shortcomings;
- Ensuring the Group's adherence to PRSAC and actions aimed at its effectiveness;
- Ensuring the compatibility and integration of PRSAC with other policies established by the Group, including credit, human resources management, risk management, capital management and compliance policies;
- Ensure the timely correction of deficiencies related to PRSAC; - Ensure that the remuneration structure adopted by the Group does not encourage behaviour incompatible with PRSAC;
- Proposing recommendations to the Board of Directors on the establishment and review of PRSAC, keeping records of the recommendations;
- The ESG Subcommittee ("Subcommittee") is a permanent non-statutory, technical, and advisory body linked to and coordinated by the Risk Management Committee. The purpose of this body is to evaluate and propose recommendations to the Board of Directors on establishing and reviewing the PRSAC (Social, Environmental and Climate Responsibility Policy).

3. Human Resources

- Disseminate the values and principles that guide businesses and employee relations with customers, suppliers, the internal community and other counterparties;
- Promote workplace equality, diversity, and inclusion for the Group's employees through practical actions that comply with the theme's strategic definitions and targets.
- Monitoring and evaluating the implemented actions;

4. Legal

- Assure that the Group's contractual instruments and other official documents comply with legal and regulatory requirements and best practices regarding the RSAC in all its interactions with all its counterparties.

5. Products

- Ensure the execution of prior assessments regarding potential social, environmental, and climate impacts of new products and services, encouraging and guaranteeing opportunities that promote and stimulate adherence to the institution's strategic guidelines.

6. Regulatory Compliance

- Supporting the dissemination and strengthening of a culture of social, environmental and climate responsibility and ways of preventing the associated risks;
- When identifying non-compliance with this PRSA and relevant regulations, propose recommendations for preventive actions or process review, as applicable.

7. Financial Crime Compliance

- Considering the possible identification and assessment of social and environmental risk in PLDFT (Prevention of Money Laundering and Terrorist Financing), analyses conducted for customers, partners, suppliers, and employees (KYC - Know Your Customer, KYP - Know Your Partner, KYS - Know Your Supplier, KYE - Know Your Employee) in the know your customer and monitoring processes, in line with the strategy and appetite for these risks established by senior management.
- Monitoring and evaluating the implemented actions.

8. Operational Risk and Internal Controls

- Monitoring and reporting actual losses related to RSAC events on a loss basis, according to the accounting accounts established in the Group's chart of accounts for accounting for losses arising from social, environmental and climatic events;
- Monitoring and evaluating the mitigation plans for corrective actions arising from the materialisation of operating losses;
- Supporting the mapping of risks and controls with a higher degree of exposure and carrying out timely tests to verify the degree of adherence related to the PRSAC, as well as their actual and potential impacts, when considered relevant;
- When identifying any relevant risk without proper mitigation, propose process improvement actions.

9. Financial Risk

- Evaluate the actual and potential impacts, when considered relevant, of the RSAC on the business strategies adopted by the Group;
- Carry out stress tests related to the RSAC, following the regulatory definition;
- Drawing up the policy and ensuring correct adherence to the precepts described therein;
- Consolidate the SAC Risk Management Report with the support of all the areas involved in this process.

10. Credit Risk

- Assessing the social, environmental and climate impacts of companies or projects susceptible to taking out credit;
- Measure sustainability and responsible social practices when granting credit, favouring companies and/or clients that demonstrate commitment to the precepts and certifications described in the PRSAC policies;
- Issuing, in a format and periodicity regulated by the Central Bank of Brazil, the relevant DRSAC document, which the Financial Risk area will send to the regulatory body.

11. Facilities

- Measuring energy and water consumption. Proposing measures to improve efficiency if applicable;
- Promoting awareness campaigns on rational energy and water resource usage;
- Ensuring that waste management complies with the PRSAC;
- Promote contracting services that use clean technologies and assure environmental preservation to conduct internal and external workplace maintenance and/or office/store adaptation.

12. Other Group's departments

- Act following current internal and external social, environmental and climate responsibility regulations in their activities and stakeholder relationships.

<p>c)</p>	<p>Process and frequency of receiving information on social, environmental, and climate risks from the Executive Committee and, in its absence, the Board of Directors, as described in item (b).</p> <p>The CRO reports to the Executive Committee monthly and quarterly to the Board of Directors.</p>
<p>d)</p>	<p>Description of the criteria used by the Board of Directors and, in its absence, by the Executive Board to ensure that social risk, environmental risk and climate risk, when relevant, are considered in the approval and review processes:</p> <p>The activities related to social, environmental, and climate risk management comply with the principles of relevance (the degree of exposure to social and ecological risk of the Group’s activities and operations) and proportionality (the compatibility of the PRSAC with the core of the Group and the complexity of its activities and financial services and products).</p> <p>When considered relevant, the assessment of actual and potential socio-environmental risk’s impacts on the business strategies adopted by the Group and the actions related to the processes for managing and controlling such risks, which are subordinate to the Risks department, include:</p> <ul style="list-style-type: none"> • The development and monitoring of systems, routines and procedures that make it possible to identify, classify, assess, mitigate and control the RSAC present in the institution’s activities and operations; • Recording and maintaining data on actual losses due to social, environmental and/or climatic damage for at least five years, including amounts, type, location and economic sector involved in the operation;

	<ul style="list-style-type: none">• Prior assessment of the potential negative impacts of new types of products and services, including image risk;• Procedures for adapting RSAC management to legal, regulatory and market changes.
e)	<p>Ways in which the Risk Committee and, in its absence, the Board of Directors monitor the institution’s strategic objectives and, if applicable, targets related to social, environmental and climate aspects.</p> <p>The Risk Committee has a section on social, environmental and climate issues.</p> <p>Indicators and their respective targets monitoring.</p> <p>If the actual and the target differ, an action plan is required, setting out the necessary actions, a responsible person, and a deadline.</p>



Confidence
Cambio

Social, Environmental and Climate Risks and Opportunities Report (GRSAC Report)

Targets 2025

GRSAC Report – 2024 | Targets 2025

Main Monitoring Indicators

Topic	Front	Measurement criteria	Targets set for 2024 for implementation in 2025
Climate and Culture	Satisfaction	Results of the organizational climate survey made by the Great Place to Work (GPTW) institute	Above 70%
Diversity and Inclusion	Women	Number of female employees / Total number of employees	Maintain 60%
	Women in Leadership	Number of female employees in leadership positions/ Number of employees total	Above 50%
	PcD (Bank and Brokerage) Reference: Quota Law No. 8.213 of 1991	Number of PwD employees / Total number of employees	Bank 3% Brokerage 4%
	Employees 50+	Number of employees over 50 / Total number of employees	Minimum 5%
	Black people	Number of Black employees / Total number of employees	Minimum 5%
Philanthropic Actions	Social Action	Number of social actions	10 shares
Resource Management	Electrical Consumption	Quantity of kWh	Reduction of 3% in total
	Water consumption	Quantity of cubic meter	Reduction of 3% in total
	Printing Paper Consumption	Number of black/white prints Number of color prints	Under 90,000 Impressions Under 26,000 Impressions

Travelex Bank



Confidence
Câmbio