

Sustainability Report 2021



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Presentation

If in 2020 Porto faced the challenge of Covid-19 and maintained its ability to reinvent itself, seeking new ways to serve its clients in the face of a difficult scenario, 2021 was marked by several initiatives aimed at strengthening the Company's presence in the market, accompanying the process of digital transformation of society and accelerating, more and more, its growth.

The innovations incorporated in 2021 sought to bring the Company even closer to its clients, facilitating their interactions with Porto. They include the launch of innovative solutions for underwriting auto insurance and electronic devices, as well as tools that allow for a more direct interaction with the Company - such as the expansion of services via WhatsApp and the Porto Seguro App, which is already used by more than 75% of clients. In the business sphere, important inorganic transactions were carried out throughout 2021, with the acquisition of equity interest in companies that will enable the expansion of the Company's offer of products and services.

In the field of environmental and social pillars, Porto also made progress throughout the year. The fight against the pandemic continued, with emphasis on the compensation of families through life insurance and the coverage offered by health insurance. The partnership with Associação Crescer Sempre in the community of Paraisópolis, in São Paulo (SP), also continued to provide quality education - as did the Porto Seguro Institute. Renova Ecopeças, a pioneer in automotive recycling, ensured that 3,091 vehicles were disposed of in an environmentally appropriate manner, enabling 2,200 tons of waste to be disposed of correctly.

Porto's dynamism in 2021 shows the Company's agile and creative performance: adopting the continuous improvement of its processes, products and services, and investing in innovation and in the establishment of partnerships that make sense for the business and for its sustainable growth. This is how the Company has always guided its operations, in order to exceed client expectations. And always in a responsible manner from a socio-environmental point of view - as can be seen in the following pages of this Report.

Message from the president

[GRI 102-14]

Dear readers,

2021 was a very positive year for Porto, although some challenges related to the Covid-19 pandemic still persist. The Company continued with its strategic planning, intensifying its actions to increase its client portfolio, better meeting their needs and seeking to increasingly exceed their expectations.

Even with the uncertainties that still permeated the macroeconomic environment, we managed to obtain solid financial results throughout the year - mainly due to a strategic planning focused on increasing profitability and reducing costs, always seeking to increase the quality of the products and services we offer to our clients. Our strategy resulted in a 13.2% increase in our revenues, which reached R\$21.5 billion in 2021, and allows us to continue meeting the objectives of our growth plan for the period between 2021 and 2025, which include increasing the client base, the synergy between our products and services and the continuous improvement of the quality of our service.

We also captured good opportunities in the market, expanding our focus by acquiring equity interests in companies whose activities complement our portfolio of products and services. We launched innovative products and services, always thinking about bringing more facilities to our clients, such as Azul's new monthly insurance, a car insurance subscription; Tech Fácil, another subscription product, initially intended for smartphones, but with the possibility of expanding to other electronic products; and Vida On, a fully digital policy from which the client can benefit from the product while still alive.

A major challenge that we set ourselves at the beginning of the year was to incorporate, in a transversal and increasingly intense way, environmental, social and governance (ESG) issues into the strategy of our operations. Although these themes have already been part of our essence for many

years, in 2021 we registered important advances in this agenda. We continued the activities of Instituto Porto, in addition to promoting socio-environmental education and eco-efficiency - and providing support to the communities closest to the Company. Until April 2021, we maintained the Meu Porto Seguro program, which was a prompt response from the Company to help people who lost their jobs during the most acute phase of the pandemic, and in its ten months of existence, it enabled the temporary hiring of 10 thousand professionals and offered free training to more than 13 thousand people, surpassing the number of 23 thousand people trained. And then the Start program was launched, which offers free scholarships to train professionals in digital careers.

Another important point was our progress in terms of incorporating digitalization into our processes, in order to make our services and products more efficient and also to contribute to the ESG agenda - consuming less paper and making processes more agile, for example. In addition to making our clients' daily lives easier and bringing efficiency gains to the Company, this incorporation of technology-based solutions is something that permeates all of Porto's business areas. In the long term, we want to be seen more and more as an ecosystem of solutions to protect people's lives and bring more facilities to their daily lives - and to always be a safe haven for all our clients.

Enjoy your reading!

Roberto Santos
Chief Executive
Officer and Investor
Relations Officer



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The Company

[GRI 102-1, 102-3, 102-4, 102-5, 102-7]

Porto Seguro S.A. is a publicly traded corporation, headquartered in the central region of São Paulo (SP), which holds the controlling interest in Porto Companhia de Seguros Gerais and its subsidiaries; its shares are traded on the Novo Mercado segment of Brasil, Bolsa e Balcão [B]³, under the symbol PSSA3. The Group currently comprises 27 companies, has 13,000 employees and serves around 11.7 million clients through a network made up of 36,000 independent brokers and 12,000 service providers. With more than 75 years of experience in the market, Porto is currently an ecosystem of protection services solutions with embedded technology, developed to improve and facilitate the client experience, and is considered the 17th most valuable brand in the country.

Its operations are carried out through four strategic business pillars: Insurance, Health, Financial Products and Services. Its performance extends to the entire national territory, and also includes operations in the automotive insurance market in Uruguay. Leader in the automotive, business and residential insurance segments, in 2021 its total revenue reached R\$ 21.5 billion – 13.2% higher than in 2020 – and its net income exceeded R\$ 1.5 billion.

These results continue the trajectory started by Porto in 1945, when it was still just a small

insurance company. The Company's growth over the following decades was quite expressive, raising its position in the ranking of companies operating in the Brazilian insurance market and gradually incorporating new products and services. Upon completing 50 years of operations, in 1995, it had already successfully overcome the uncertainties of the country's economic and political scenario and occupied fifth place in the insurance market. The subsequent incorporation of other companies into the Group highlighted Porto's vocation to continue expanding its scope of activity.

In 2021, the Company accelerated the process of improving its products and services, intensifying its efforts in the fields of innovation, corporate structure and digital transformation. As a result, Porto expands its ability to undertake and create solutions that meet the needs and expectations of the different audiences with which it interacts, increasingly strengthening its ecosystem of protection services solutions with embedded technology.

At the same time, Porto remained firm in its purpose of growing with sustainability, consolidating its standards of corporate responsibility and advancing in the incorporation of an environmental, social and governance agenda in its operations.



2021 Highlights



11.7 million
clients



13 thousand
employees



36 thousand
independent brokers



12 thousand
service providers



R\$ 21.5bn
in total annual
revenue



R\$ 13 bn
market value



3rd Biggest insurer
in Brazil



Market leader
in Auto, Business and
Residential insurance

140 million
digital assistances and
45 million
human assistances
per year

5 million
assistances for
vehicles and residences
per year

37%
of calls for
assistance through
whatsapp
(car and residence)

78 NPS points
75% rate of renewal
Porto Seguro Residência
(residential)

68 NPS points
76% rate of renewal
Porto Seguro Auto

71 NPS points
75% rate of renewal
Azul Auto

72 NPS points
65% of accounts with
transactions with Porto
Seguro Cartões



Awards received in 2021

Once again, the quality of the products and services offered by Porto were recognized in several awards throughout the year. The main ones were:

Marcas Mais Valiosas do Brasil 2020 [Most Valuable Brands in Brazil 2020] (Interbrand)

Prêmio Estadão Mobilidade 2022 [Estadão Mobility Award 2022] (O Estado de S.Paulo)

Ranking das 100 empresas com melhor reputação no Brasil [Ranking of the 100 companies with the best reputation in Brazil] (Monitor Empresarial de Reputação Corporativa - Merco)

Estadão Finanças Mais [Estadão Finance Plus] (O Estado de S. Paulo)

Empresas mais Inovadoras do Brasil em 2020 [Most Innovative Companies in Brazil in 2020] (Forbes)

Top of Mind (Folha de S. Paulo)

Marcas Mais [Brands Plus] (O Estado de S. Paulo)

Marcas mais amadas pelos cariocas [Most loved brands by cariocas] (O Globo)

Fight against Covid-19 continued

Since the beginning of the pandemic, we have acted with agility, valuing the integral health and safety of our employees. Throughout this period, we continued to ensure the health and safety of our employees, both for those who were in their homes and for those who were working in person.

In 2021, we had more than 95% of our workforce in remote work for almost the entire year. The Company invested more than R\$ 3.3 million so that 8,297 employees could purchase chairs with greater ergonomics for the home office regime. We also extended the lunch time from 1:15 to 1:30, without burdening our employees, so that they could organize themselves with their home/ children schedule.

Transparent and constant communication was a key pillar of Porto's performance. We kept weekly newsletters about the Company's directions. We send health and safety guidelines on the subject, such as tips on preventing Covid-19, prevention of domestic accidents, among others.

We carried out telemonitoring of suspected and confirmed cases of Covid-19, both of employees and family

members, where they were guided by the medical and social service team on isolation and care to be followed until their full recovery.

Guidance rounds were carried out in the buildings of the Matrix complex, to ensure compliance with safety measures during the workday (correct use of masks, safe distance, use of gel alcohol).

The Influenza Vaccination Campaign for employees and their dependents was carried out in April/21. On that occasion, we collected food to be donated to the institutions served by the Porto Seguro Institute. And speaking of donations, several times during the year we also make donations of health items to partner institutions.

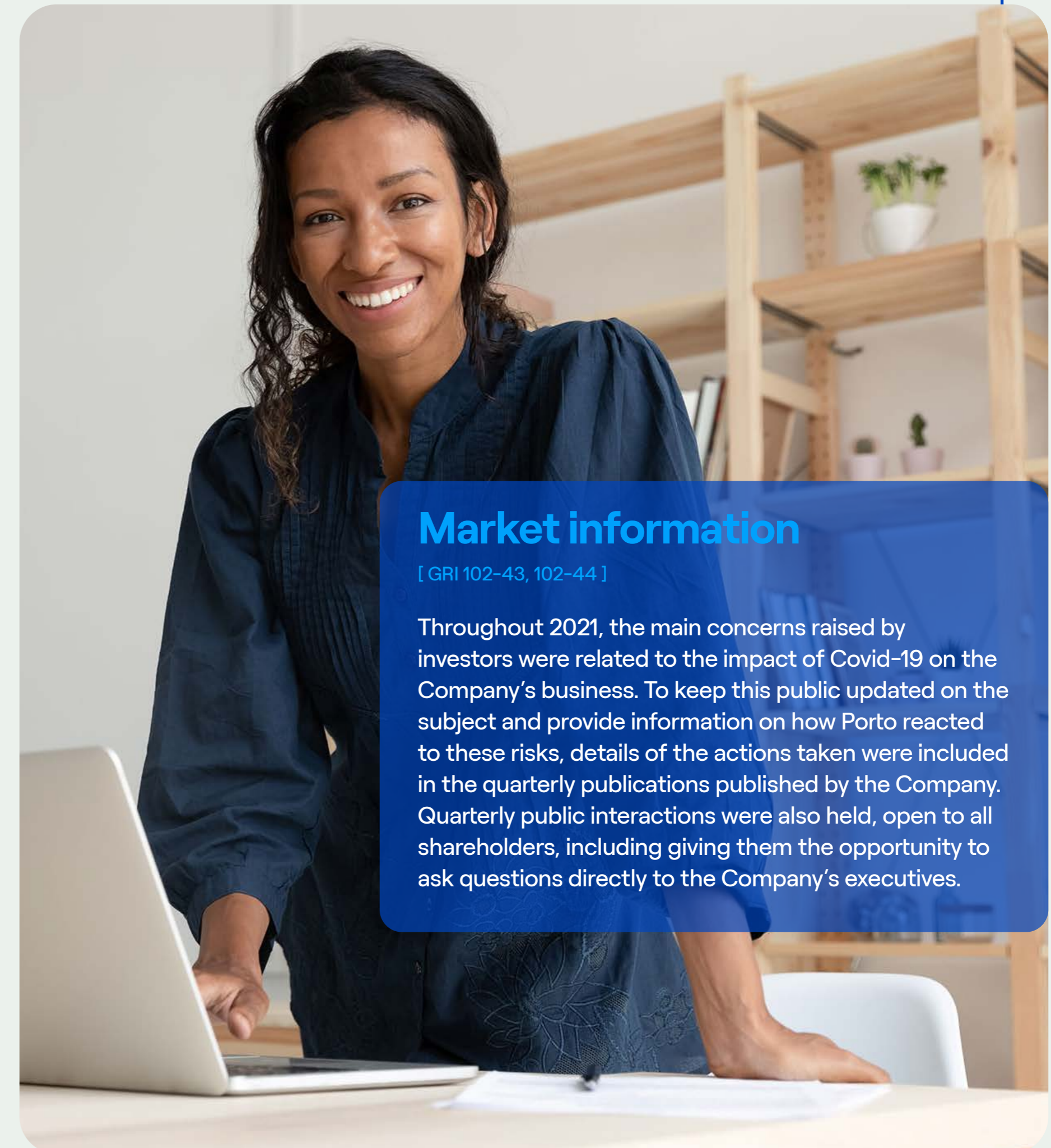
Conversation circles were held on different topics and that had synergy with the moment lived, such as mourning and the impacts of isolation. In addition, free Psychology sessions were made available to employees, as another form of support for employees during the current scenario. We had the "Vacina Sim" Campaign with the aim of encouraging vaccination against Covid-19.

In October of the same year, the face-to-

face return movement began, in the form of waves, starting with the leaders and later the employees. We have implemented a new policy of working models with different possibilities so that our employees can work from home or from the office. We also developed a booklet for leaders, with practices for managing hybrid and remote teams that reflect our commitment to increasingly being a safe haven in different team configurations and work dynamics. The return to the offices was also gradual. The teams received an informative guide to the meeting and were able to use an application to reserve tables, avoiding a high concentration of people on the same day of the week.

To ensure everyone's safety, we had the premise of carrying out the Covid-19 test on the first day of face-to-face return for all employees. Upon return, all employees received hygiene kits, which contained alcohol gel and masks for individual use.

Finally, we carry out return plans for Branches and Regional Offices in Brazil, where, through videoconferencing with leaders, we reinforce all care and measures for the safe return of our employees, as well as adequate reception of our clients



Market information
 [GRI 102-43, 102-44]

Throughout 2021, the main concerns raised by investors were related to the impact of Covid-19 on the Company's business. To keep this public updated on the subject and provide information on how Porto reacted to these risks, details of the actions taken were included in the quarterly publications published by the Company. Quarterly public interactions were also held, open to all shareholders, including giving them the opportunity to ask questions directly to the Company's executives.

Future vision

In 2020, Porto structured its main strategic guidelines for the period between 2021 and 2025. This planning is intended to ensure that the Company continues to obtain continuous gains in productivity and sustainable growth, accompanied by the continuous provision of quality services to its clients.

The main points of this strategy are the following:

- increase the number of clients;
- invest in the diversification of our products to reinforce the position of being an ecosystem of protection services solutions with embedded technology;
- take care of the individualized service and the positive client experience.

This work has an important component that has been gaining increasing importance within Porto's business: the ESG agenda. In addition to implementing actions and policies that further strengthen the Company's socio-environmental responsibility, which has been present for decades, Porto has also carried out diagnoses and analyzes of risks and opportunities to insert this agenda in all its business areas, in order to obtain the better results in line with strategic guidelines.



Client focused approach

Life in motion

- Social changes with family arrangements that are mixed and multigenerational;
- shared lives: parents, children, grandparents and late marriage;
- access above the property;
- pet as part of the family.

New lives, new cities

- The expansion of urban centers as a trigger for changes in people's lifestyles.

Custom-made strategy

- Bespoke products and experiences are losing their luxury status as companies focus on tailored strategies to ensure their relevance.



Technology

At your fingertips

The Internet of Things (IoT) revolution and the expansion of smart devices becoming ubiquitous in people's lives.

Humans and machines

Artificial intelligence and automated services considering privacy concerns and insecurity in the job market.

Maximum performance

The importance of well-being, personal optimization and mental health in people's lives.



Sustainability

Brands with attitude

Activist culture, where consumers demand positioning from brands which, in turn, play a role in positive change in society.

Scarcity

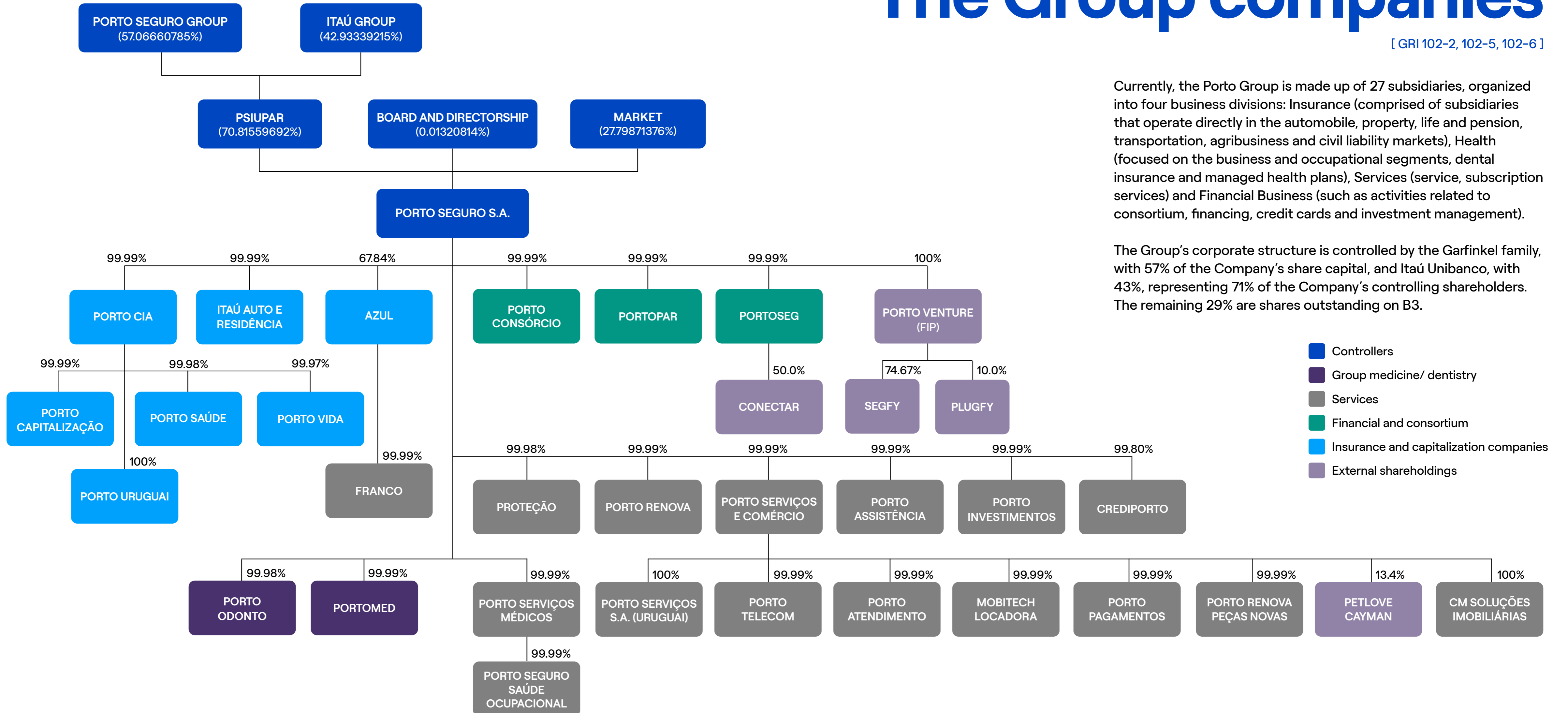
As the impacts of climate change become increasingly tangible, we see a new urgency with regard to environmental issues.

All together

Diversity of race and ethnicity, gender, LBTQIA+, generations and disabled people.

The Group companies

[GRI 102-2, 102-5, 102-6]



Currently, the Porto Group is made up of 27 subsidiaries, organized into four business divisions: Insurance (comprised of subsidiaries that operate directly in the automobile, property, life and pension, transportation, agribusiness and civil liability markets), Health (focused on the business and occupational segments, dental insurance and managed health plans), Services (service, subscription services) and Financial Business (such as activities related to consortium, financing, credit cards and investment management).

The Group's corporate structure is controlled by the Garfinkel family, with 57% of the Company's share capital, and Itaú Unibanco, with 43%, representing 71% of the Company's controlling shareholders. The remaining 29% are shares outstanding on B3.

- Controllers
- Group medicine/ dentistry
- Services
- Financial and consortium
- Insurance and capitalization companies
- External shareholdings

Corporate governance

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MATERIAL TOPICS:
Ethical and transparent corporate governance

SDG:



Porto has always valued the transparent and long-term relationship with its shareholders and investors – which leads the Group to adopt the best corporate governance practices in the market.

In the capital market, its shares are traded on the Novo Mercado, a segment of the São Paulo Stock Exchange (B3) that brings together companies that meet the corporate governance requirements recommended by the Brazilian Institute of Corporate Governance (IBGC). Therefore, Porto operates based on very strict criteria, which include the regular disclosure of information, the isonomy of conditions between shareholders and controllers (tag along), the disposition of the Board of Directors, among others.

Governance in Porto

[GRI 102-16]

Values, commitments and examples that are part of the corporate philosophy of the companies in the Group:

- cooperation, transparency, fairness and an attitude of genuine interest are our core values;
- the search for perfection requires humility, determination and patience;
- everyone has the right to participate and express their opinions, through dialogue in an egalitarian and ethical conduct;
- mistakes happen and need to be acknowledged and corrected immediately, as an opportunity for learning, improvement and growth.
- the work must be carried out with enthusiasm and seen as an opportunity for development;
- everyone's dedication must go beyond the attributions of their role;
- not benefitting from the role for personal advantages and maintaining a posture of simplicity without personalism;
- it is our responsibility to carry out a simple, flexible, agile and integrated administration;
- preparing successors capable of broadening the horizons of the corporation;
- professional achievement must be the result of encouraging self-development and the search for new challenges.





Structure

[GRI 102-18]

Porto is managed by a Board of Directors and an Executive Board, in addition to a Supervisory Board.

Board of Directors

[GRI 102-23, 102-24]

Responsible for establishing general Company policies, electing directors, supervising management and approval of certain Company operations. The directors are elected during the ordinary general shareholders' meetings to serve two-year terms, with reelection permitted; and can be removed by the shareholders at any time. Currently, the Board of Directors has the following composition:

Bruno Campos Garfinkel,
Board Chairman

Marco Ambrogio Crespi Bonomi,
Board Vice Chairman

Ana Luiza Campos Garfinkel,
adviser

Andre Luis Teixeira Rodrigues,
adviser

Patrícia Muratori Calfat,
independent adviser

Paulo Sérgio Kakinoff,
independent adviser

Pedro Luiz Cerize,
independent adviser

Supervisory Board

An independent body of the Company's management and independent auditors, it is responsible for inspecting the actions of the managers; to give an opinion on certain proposals of the management bodies to be submitted to the general meeting for deliberation; examine the Company's financial statements; and denounce to the management bodies and the general meeting any errors, fraud or crimes of which they are aware. Its members are elected during ordinary general shareholders' meetings to serve two-year terms, and may be reelected. The current composition is as follows:

Alfredo Sérgio Lazzareschi Neto

Edson Frizzarim

Andréa Noceto Degli Oddi

Executive Board

Responsible for executing the decisions of the Board of Directors, as well as for the day-to-day management of the Company, it is made up of directors with individual responsibilities. Its composition varies from three to nine members, elected for a one-year term (reelection allowed) and removable at any time by the Board of Directors. Currently, the composition of the Executive Board is as follows:

Roberto de Souza Santos,
CEO and Investor Relations Officer

Marcelo Barroso Picanço,
CEO Vertical Seguros

Celso Damadi,
Vice President Finance,
Controllershship, Investments

Lene Araújo de Lima,
Corporate and Institutional Vice President

José Rivaldo Leite da Silva,
Vice President Commercial and Marketing

Marcos Roberto Loução,
CEO Financial Business and Services

Sami Foguel,
CEO Vertical Saúde

Committees

[GRI 102-22]

The eight advisory committees established by Porto's Board of Directors are intended to assist senior leadership through the provision of technical and advisory functions, making the Group's corporate governance more efficient and incorporating the governance of ESG issues across the Company. They are the following:

Audit Committee: of a permanent nature, it is directly linked to the Board of Directors, with which it has the purpose of evaluating, monitoring and recommending full compliance with the legal and regulatory provisions applicable to Porto and its subsidiaries, as well as their control systems internal reports and financial statements. It is also responsible for hiring and for the work carried out by internal and external audits, and for the improvement of policies, practices and procedures within its area of operation.

People Committee: its purpose is to provide subsidies and information to the Board of Directors on the people management strategies and policies of all the companies that make up the Porto Group.

Remuneration Committee: responsible for ensuring that decisions on the remuneration of managers and employees of the companies that make up the Porto Group are in line with the internal policies and rules that regulate the matter, in addition to following the relevant legislation.

[GRI 102-36]

Integrated Risk Committee: proposes action plans and guidelines, assessing compliance with risk management standards and monitoring key indicators in all Group companies.

Ethics and Conduct Committee: guides and disseminates the values and standards expressed in Porto's Code of Ethics and Conduct to all Group companies. It also conducts investigations and proposes adjustment measures in case of breaches of the Code.

Investment Committee: advises the Board of Directors in relation to decisions related to the management of investments in the Group's companies.

Marketing Committee: it is responsible for the elaboration of the communication strategy of the companies of the Group for the diverse publics with which they relate.

Digital Committee: its main objective is to provide subsidies and information on research and technological and market trends and product and process innovations, always in line with the objectives of the Group's companies.

Governance procedures

The correct functioning of Porto's corporate governance structure is ensured by a series of procedures, which allow full adherence to the highest standards of transparency and good practices. Such processes are formalized through documents, policies and internal codes, which govern the Company's operations and its relations with different audiences.

Bylaws

Porto's Bylaws are the document that guides the Group's activities, establishes its fields of activity, describes its social capital and internal governance, among other topics. It is through this statute that the attributions of the Board of Directors, the Executive Board and other levels of management of the Company are established, as well as other collegiate bodies, such as the Supervisory Board and the thematic committees.

Policies

[GRI 102-16]

Porto's operations are formalized by a series of policies relating to the various aspects of its operations, which are periodically updated. They are the following:

- Hiring of independent auditors;
- Contracting of non-audit services from independent auditors;
- Contributions and donations;
- Destination of results;
- Dividend distribution;
- Disclosure of important information;
- Ethics and conduct;
- Risk management;
- Appointment and succession of administrators;
- Securities trading;
- Remuneration of administrators;
- Social and environmental responsibility;
- Cyber risks; and
- Related party transactions.

Socio-environmental governance

[GRI 102-22, 102-31]

Present in the activities of Porto's business areas, environmental, social and governance (ESG) themes have been guided, since 2015, by the Social and Environmental Responsibility Policy - which is periodically reviewed by the Sustainability and Risk and Compliance departments, in order to keep up with changes in the Company and society in general. Through these rules and procedures, the Company contributes to the United Nations (UN) 2030 Agenda - a global action plan that brings together 17 sustainable development goals to be achieved by the end of the decade.



Social and Environmental Responsibility Policy

Based on national and international standards, in addition to Brazilian legislation, the document applies to all employees, service providers and any person with powers to represent the Company or its subsidiaries. It is guided by three principles:

Governance: ethical and transparent positioning, respecting human rights and complying with legislation, as well as the disclosure of clear and accurate information about its business to the market. Respect and comply with the guidelines and regulations of Public Bodies and always collaborate when requested.

Education: Grupo Porto understands that education is a strategic tool and a way of disseminating, as well as incorporating sustainability practices and concepts into its businesses, activities and operations.

Sustainability: Grupo Porto understands that the sustainability of its business is directly associated with the performance of its operations, with social justice, economic and environmental balance and diversity.

The policy provides specific guidelines for the environment, society, ethical relationships and business, in addition to establishing responsibilities for its implementation.

Risk management

[GRI 102-11, 102-22, 102-30, 102-31]

Due to the large number of businesses in which it operates, Porto is naturally exposed to a series of risks inherent to its activities. For this reason, the need to protect its operations and its financial results, ensuring its economic sustainability and the generation of shared value, is highly strategic for Porto.

Porto is committed to continuously improving its risk management, whether in its direct exposure or in the relationship with its third parties. One aspect that entered Porto's radar more intensively in 2021 was the management of socio-environmental risks. In partnership with a specialized consultancy, the Company started a project to improve several aspects related to supplier risk management, including social, environmental and climate risks, which made it possible to identify improvements and innovations in criteria, policies and contracting processes and monitoring of suppliers, in addition to structuring action plans and objectives for each stage of implementation.

In the same year, the Company experienced a rapid expansion in the internal understanding regarding issues related to climate risks - thanks both to the work that was already being developed in

this direction in the Company and to the signaling of regulatory entities, such as the Securities and Exchange Commission (CVM), that they would start to demand more from publicly-held companies on the subject, and was addressed in two of the four Risk Committee meetings held throughout the year.

Another important point was the beginning of the mapping of the main businesses and areas of Porto that could receive some type of improvement because they have some exposure to socio-environmental and climatic risks. In this way, the Company is seeking to assess not only the risks posed by climate change in terms of accidents, for example, but also the direct and indirect impacts caused by its operations.

There was no relevant change in Porto's risk profile in 2021, compared to the previous year. In terms of liquidity, the average duration of the Company's main assets and liabilities did not change significantly; regarding the insurance, the variations observed resulted from the normal growth of Porto's operations. It is important to note that, due to the persistence of the Covid-19 pandemic, a series of actions and initiatives aimed

at facing the scenario of uncertainties were adopted by senior management - such as the establishment of the Crisis Committee, the daily monitoring of the main indicators and operations, and the elaboration of impact scenarios on results, liquidity and solvency. [GRI 102-10]

By defining risks as any effects of uncertainty in its objectives, Porto adopts a formal management process, that seeks to minimize its possible negative effects and also maximize the opportunities they provide. In order to develop an effective model of management of these risks, in line with the best market practices, the Company has a series of principles, guidelines, actions, roles and responsibilities. It is through them that the administration has the necessary means to identify, evaluate, address and control risks.

Porto's approach to defending itself against potential risks comprises three levels of defense (**1st line of defense - Operational units, 2nd line of defense - Control functions, 3rd line of defense - Internal audit**), which determine which procedures are and controls appropriate to each situation

Financial and operational risk management comprises the following categories:

Market risk: possibility of losses resulting from variations in prices and market rates of positions held in the portfolio, as well as the potential mismatch between insurance assets and liabilities (ALM).

Liquidity risk: possibility of eventual unavailability of cash to meet future obligations, as well as impossibility of trading a position at market price.

Credit risk: possibility of losses arising from non-compliance with agreed financial obligations, disbursements to honor credit guarantees or guarantees, as well as reduced gains due to deterioration in the borrower's risk rating.

Counterparty risk: non-compliance, by a certain counterparty, with obligations related to the settlement of transactions involving financial assets.

Concentration risk: possibility of loss due to exposure concentrated in certain risk factors.

Operational risks: include internal or external fraud, labor or safety practices, client-related factors, products or business practices, damage to physical assets, business interruption or failure to perform,

deliver or manage business activities, including legal risks.

Socio-environmental and climate risks: possibility of losses related to social issues, resulting from events associated with the violation of fundamental rights and guarantees or acts harmful to the common interest, environmental related to events associated with environmental degradation, including the excessive use of natural resources. It also covers climate risks arising from changes in weather patterns and their effects on the areas and activities in which the Company operates, both physically and in transition. [GRI 201-2]

Reputational and image risk: related to damage to the Company's reputation or impacting the value of the brand.

Ethics and compliance

[GRI 103 | 205]

Aware of its legal obligations and the responsibility it has towards society, Porto works to ensure integrity and ethics throughout its entire chain - which strengthens the entire system, adds value to the brand and avoids involvement in scandals and other illicit matters. Therefore, the management of its conduct is supported by a robust corporate compliance structure that, with the support of senior management, monitors external laws and regulations and manages the issue internally within the Group.

This structure includes internal policies, periodically reviewed, on topics such as anti-corruption, ethical conduct, conflict of interest, contributions and donations and socio-environmental responsibility, relationships with government spheres (in bids, for example), among others. In addition, the Company promotes internal training, issues communications, carries out periodic control tests, is monitored annually by an internal audit on the subject, and has a whistleblower channel. Acting in this way, Porto manages to avoid or mitigate possible risks of illegal acts, in addition to identifying, through specific and periodic mapping, the degree of vulnerability of its various areas to the occurrence of such practices. It is worth remembering that the risks mapped in

2020 were tested throughout 2021, and no control deficiencies were identified.

In 2021, the Corporate Anti-Corruption Policy was updated with the inclusion of new guidelines. A new version of the anti-corruption distance education program, which is mandatory for all employees, was also launched, and internal controls were updated in accordance with the new bidding law.

Whistleblowing channel

[GRI 103 | 205, 103 | 406]

Complaints can be made by anyone (regardless of whether or not they have a relationship with the Company), through the form available on the website <https://www.portoseguro.com.br/fale-conosco/contatos/canal-de-denuncia>. The channel allows anonymity, the entire case is handled confidentially, and any type of retaliation against the whistleblower in good faith is not allowed. All complaints are monitored daily through a panel, and the report is made monthly to the Ethics and Conduct Committee.

Trainings

[GRI 205-2]

Também são aplicados treinamentos In-person and distance training are also provided to Porto's employees and leaders, occasions in which the main points brought by the anti-corruption rules are disseminated - such as harmful acts, applicable sanctions and criteria of the Integrity Program.

In addition to providing the Corporate Anti-Corruption Policy, all employees receive a copy of the Company's Ethics and Conduct Policy at the time of their hiring. The document includes guidelines to prevent acts of corruption, fraudulent acts and other illicit acts, in order to enable performance in line with current legislation. Prevention and control criteria are also adopted in relation to service providers and suppliers, such as the evaluation of conduct and the inclusion of a standard anti-corruption clause in the contracts.

In 2021, we applied virtual training, in real time, which addressed the topics of anti-corruption, prevention of money laundering, fraud prevention and data protection. They were intended for Company leaders (levels of coordination to superintendence) and also for senior management (directors,



vice presidents and president). Long-term planning involves periodically reviewing the contents and providing specific training for employees in areas with greater exposure to risk (regardless of hierarchical level). Internal communication is also being improved, and new ways of making content available are being sought.

The Company also provides mandatory training using distance education tools, carried out immediately after employees are hired, regardless of hierarchical level, and which remain available for access at any time. The topics available in 2021 were:

ethics and conduct, conduct and client relationship guidelines, Anti-Corruption Law, prevention of money laundering and fraud, risk management, cyber risks and the Brazilian General Data Protection Law (LGPD).

All these training courses are periodically updated, and new topics are included in the schedule; in 2021, two had their content updated (Anti-corruption and money laundering prevention law) and a new topic was included (guidelines for conduct and client relationship).

Information privacy and security

[GRI 103 | 205]

For Porto, it is essential to ensure the protection of the privacy of its clients, employees and other publics with whom it works, ensuring that their data is not exposed or that this information is not used in any way. For this reason, the Company has a series of measures to prevent events that compromise data protection, seeking to avoid possible privacy incidents through preventive measures, as provided in its Cyber and Privacy Risk Policies.

Client privacy

[GRI 103 | 418]

The process of implementing privacy governance in Porto due to the enactment of the Brazilian General Law for the Protection of Personal Data (LGPD, Brazilian Law 13,709/2018) had as its main result the creation of robust processes, supported by state-of-the-art technologies. With this, it was possible to provide quality service and promptness in relation to compliance with the rights of data subjects, even more respecting privacy and good service to data subjects.

The rights to holders are served by a privacy service available on Porto Seguro's main

digital channels, as well as a communication channel made available to holders, through the use of data management tools and the creation of dashboards. It is worth mentioning that, since the end of the LGPD compliance program, Porto has not registered any assessments or application of pecuniary penalties - either from the competent regulatory body, the National Data Protection Agency (ANPD), or from consumer protection bodies -, thus not generating negative financial impacts for the Company.

As Porto's third line of risk defense, the internal audit department is responsible for monitoring and evaluating the Company's level of compliance with the privacy of data subjects. This is done through a privacy governance maturity assessment and an audit process; the last one, carried out in 2021, did not point out high privacy risks in its final report.

A highlight of 2021 was the stabilization of a Privacy by Design process, which made it possible for new projects developed by Porto to have privacy implemented since their inception.



Porto's businesses

- 21 Client focus
- 22 Opportunities for positive impact and innovation in ESG products and services
- 23 Financial economic results
- 24 Performance of business areas
- 25 Result of main products and services
- 25 Economic value generated and distributed
- 26 Other economic and financial indicators

MATERIAL TOPICS:

- Client experience and service quality
- Opportunities for positive impact and inclusive businesses
- Economic and financial performance

SDG:



Client focus

[GRI 102-10, 102-12, 102-13, 103 | 417]

Seeking to focus more on the needs and expectations of its clients, Porto has structured its business in four areas: Insurance, Health, Financial Business and Services. In this way, it is possible to offer a wide range of products and services, closely following the opportunities and challenges characteristic of each of these lines of business.

The diversification of Porto's products and services in 2021 helped the Company to expand its sales capacity and market share. In addition, investments in the digital journey, from the use of data and a digital platform to customize proposals, to service via Whatsapp, allowed for faster processes and greater customization. All altered processes had their compliance with the LGPD guaranteed. In addition, the products and services comply with legal requirements determined by regulatory bodies in the sector such as SUSEP (Superintendence of Private Insurance) and CNSP (National Council of Private Insurance), responsible for the control and inspection of the insurance markets, open private pension, capitalization and reinsurance, private insurance policy guidelines and standards. Communications about products and services undergo periodic audits on parts of communication, which must contain channels service, CNPJ, SUSEP process and/or other obligations by segment. These legal and sectoral processes and

requirements are developed and monitored by a robust governance structure, aligned with the best corporate governance practices and requirements recommended by the IBGC – Institute of Corporate Governance, allows high control and transparency about all processes.

Porto's sustainability performance is guided by these good practices and, increasingly, also guided by a series of market initiatives that seek to support organizations in advancing this agenda. In this sense, the Company is a signatory to the PSI (Principles for Sustainability in Insurance), along with 74 other Insurers. This initiative consists of four principles guidelines that presuppose inserting environmental issues, social and governance in decision-making, in the relationship with clients and government, in addition to transparency in dissemination of practices and results. In 2021 the PSI received investments in the order of USD 11,765. In line with these guidelines, Porto also signed the Protection Pact to the Cultural and Natural Heritage of Humanity (UN).

In addition to already being part of the ICO2 – B3's Carbon Efficient Index and the S&P/ B3 Brazil ESG index since the beginning of 2021, Porto has the ambition to advance in its ESG management, participating of the CDP Clima evaluation and seeking to integrate the Corporate Sustainability Index (ISE), from B3.



CAR



CAR SIGNATURE CARS



CREDIT CARD



CONSORTIUM



CORPORATE



RENT GUARANTEE



FINANCING



HEALTH FOR PET PET HEALTH PLAN



INVESTMENTS



HOME



HEALTH+DENTAL



LIFE AND PENSION



CAPS (PORTO SEGURO AUTOMOTIVE CENTER)



PORTABLE EQUIPMENTS



BIKE



EVENTS



CIVIL RESPONSIBILITY



AGRIBUSINESS



TRANSPORTATION



TRAVEL INSURANCE



RENOVA ECOPARTS



PORTO FAZ



CAPITALIZATION



CELULAR FÁCIL

Opportunities for positive impact and innovation in ESG products and services

[GRI 102-15]

Porto is very aware of its role in society; after all, satisfying the needs and expectations of its clients and, at the same time, avoiding negative impacts on the environment and society, is a constant challenge and an essential condition for establishing a virtuous cycle between satisfaction, loyalty and value creation – both for the client and for the business and society as a whole. In this sense, Porto develops actions that create value for society in general, such as actions aimed at the community, financial inclusion programs and the incorporation of sustainable criteria in the development, sale and use of its products and services.

One example is Renova Ecopeças, which seeks to ensure the environmentally friendly destination of vehicles at the end of their useful life and, At the same time, it contributes to the inclusion of workforce of people in high situation social vulnerability. We maintained the hiring program for former prisoners from the prison system.



Another initiative is Oxiênio, Porto's startup accelerator, created to stimulate entrepreneurship. Its objective is to attract startups that develop innovative solutions and new businesses with the Company. The Oxiênio's program is structured to offer mentoring sessions, workshops with Porto executives and market professionals, in addition to providing a wide and equipped space for the development of products and services.

Oxiênio also promotes events on innovation and the development of new businesses, which allow participants to have a broader view of the possibilities opened up by entrepreneurship. With this, it is possible for startups to develop their activities in a way that is aligned with the Company – that is, focused on the development of innovative products and services, which contribute to the expansion of the ESG agenda within Porto.



Financial economic results 2021

[GRI 102-7, 103 | 201]

After going through a particularly difficult year, due to the spread of the Covid-19 pandemic throughout the world, the world economy experienced a strong recovery trend in 2021. This situation resulted from the application of fiscal and monetary incentives, in addition to the expansion of the vaccination process in several countries and the reopening of businesses. However, this recovery also brought the acceleration of inflation rates – accompanied, at the end of the year, by the emergence of a new variant of the coronavirus (Ômicron).

In Brazil, these trends were accompanied by the persistence of unemployment rates and the rise in the basic interest rate, the Selic. The deterioration of the country's fiscal situation raised the perception of country risk, with effects on the exchange rate and, consequently, on the rise in prices of several products. At the same time, the end of 2021 has already begun to incorporate the uncertainties brought about by the 2022 presidential elections.

In the insurance segment, trends observed in the Brazilian market in 2020 continued to be present – such as the use of virtual communication technologies, due to the social distancing protocols adopted due to the pandemic; and the search for health insurance. Data from the Superintendence

of Private Insurance (Susep) indicate that the sector's revenues totaled R\$ 306.31 billion in 2021 – a jump of 11.8% over the previous year.

Faced with this challenging scenario, Porto managed to record positive results thanks to an agenda marked by dynamism, innovation and digital transformation – combined with efficient operational and financial management in the different areas of the Company. The Group's revenues reached R\$ 21.5 billion in 2021, which represented an increase of 13.2% compared to the previous year. Porto's net income was R\$ 1.54 billion, resulting in a return on average equity (ROAE) of 16.9% for the year.

It is worth mentioning that, despite the challenges brought by the economic scenario, the consolidated result of all Porto's insurance businesses managed to end the year with a Combined Ratio of 94.9% – remaining 1.1 percentage point below the average observed in the last ten years. This was due to the Company's ability to maintain a controlled loss ratio, which reached 53.1% in 2021, and operational efficiency gains. The financial result reached R\$ 468 million in 2021, and the profitability of financial investments (ex-pension) was equivalent to 184% of the CDI in the year

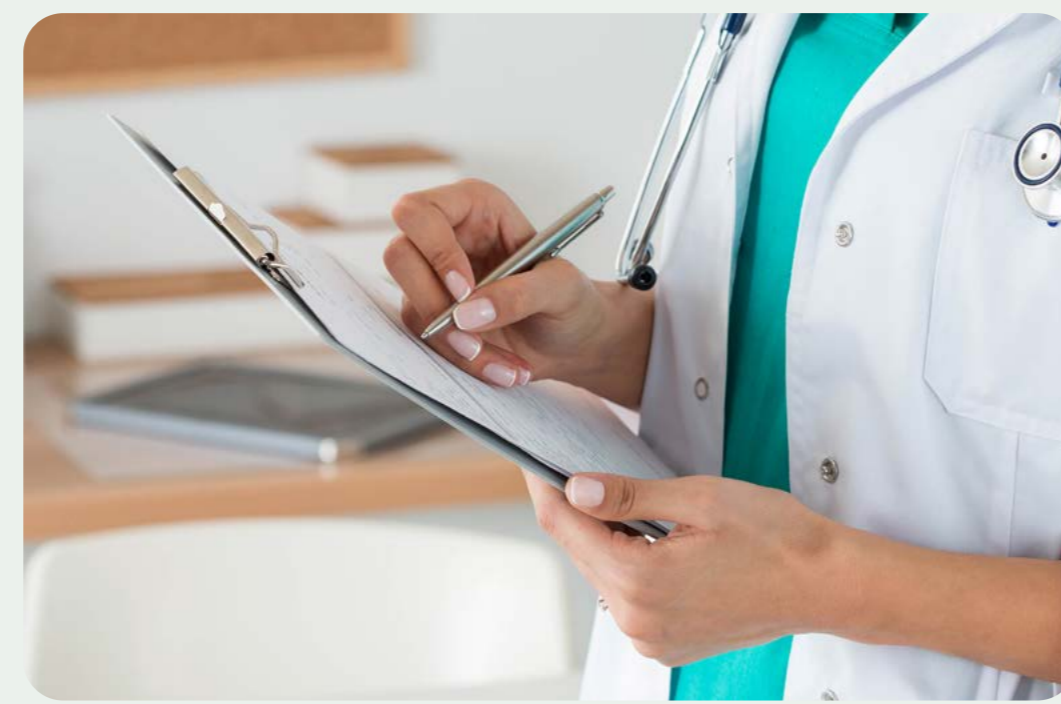
Performance of business areas

[GRI 102-15]



Insurance

In the Insurance area, R\$ 14.9 billion in premiums issued during 2021 were obtained – a result favored by loyalty and the expansion of the client base through the offer of segmented solutions, according to each consumer profile. An increase of 311 thousand vehicles was verified in the automotive insurance, bringing the total volume to 5.8 million units at the end of the year. In addition, the Company's life insurance covered, at the end of 2021, a universe of 4.2 million people, while there were 2.6 million policies in force in property insurance – mainly due to the growth of business insurance, residential and new products, such as insurance for bicycles, smartphones and professional civil liability.



Health

Health products and services closed the year with revenues of R\$ 2.3 billion. There were 349 thousand lives covered (28.8% more than in 2020), which represents the highest level reached in the last eight years. The increase in revenue was 16.1% year-over-year and was achieved by maintaining high renewal rates and consistently increasing new sales volume – thus resulting in the fifth consecutive year of double growth digit in corporate health awards. In order to increasingly increase its participation within Porto's business, this area has invested in technology and process improvement to further increase its market presence.



Financial Business

In Financial Business, there was a revenue of R\$3.6 billion – with the loan portfolio reaching a balance of R\$13.3 billion at the end of 2021 (a 33% growth), mainly due to credit card transactions, credit and financing. Revenues from these last two segments recorded a 24% increase in the year, while the financial risks and capitalization area grew 14.9% – thanks mainly to Essential Rent, which brought a more agile, digital and economical hiring process.



Services

Finally, the Services area totaled R\$350 million in revenue, a result mainly from the Carro Fácil business, which ended the year with 10,000 active contracts; and by the growth observed in the assistance services Porto Faz e Repara!, which together increased its revenue by 36%.

Result of main products and services

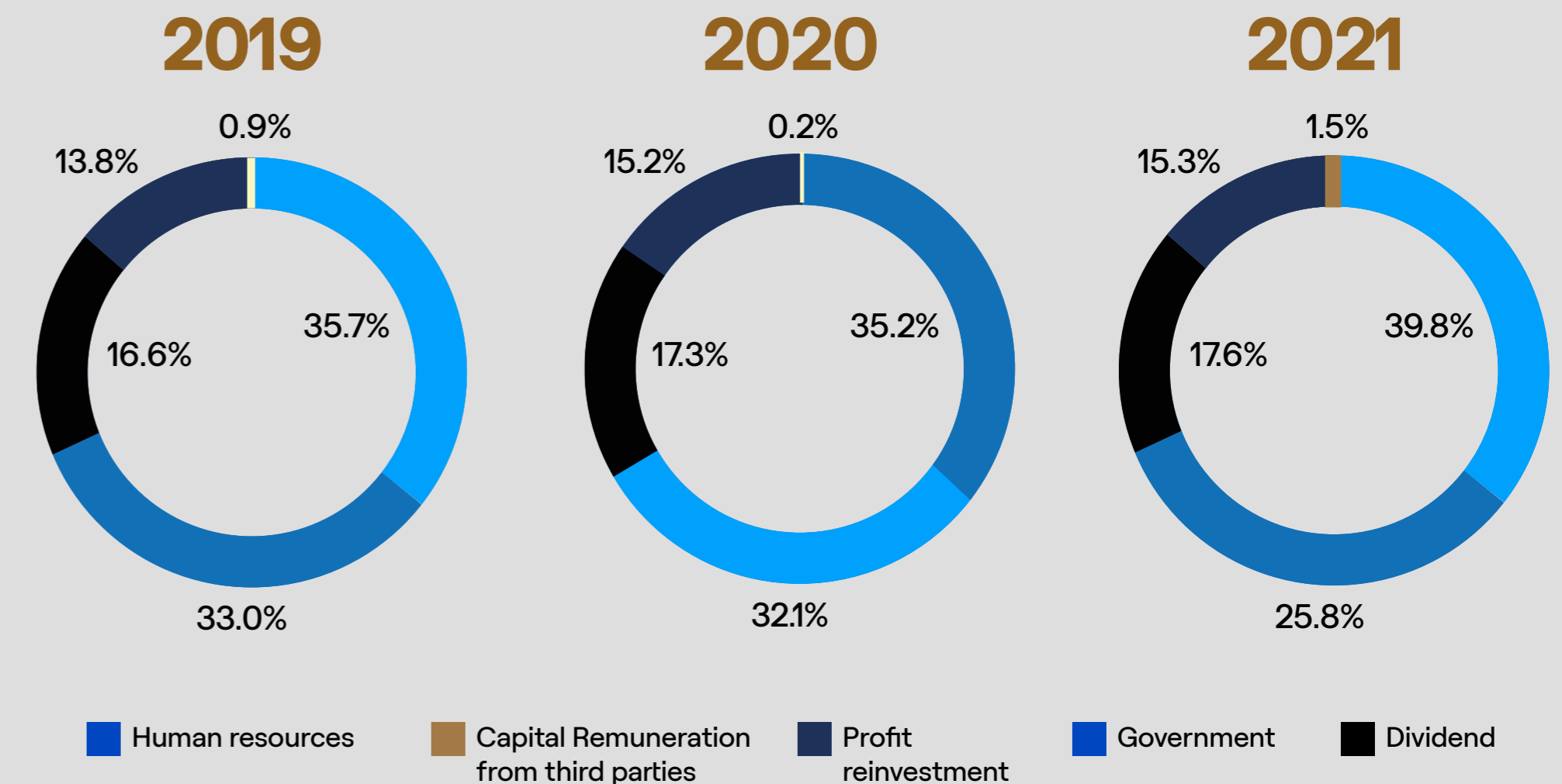
	INSURANCE			HEALTH	FINANCIAL BUSINESS			SERVICES
	Auto	Property	Life	Health +Dental	Credit card	Consortium	Rental and guarantee solutions	
Annual revenue (R\$) (2021)	10.8 bn	2.0 bn premiums issued	1.0 bn	2.3 bn premiums issued	2.1 bn	487 MM	823 MM	350 MM Revenue
Participation in the Revenue Total (2021)	50%	9%	5%	10%	10%	2%	4%	3%
Volumes (Dec/21)	5.8 MM Cars	2.6 MM Insured items	4.2 MM Insured lives	1.2 MM Lives covered	R\$ 13.3 bn Credit wallets 2.8 MM Plastics emitted	192 thousand Active contracts	313 thousand Current contracts	4.5 MM Assists in the year



Economic value generated and distributed

[GRI 103 | 201, 201-1]

Even with these positive results in terms of revenues, the Porto Group saw a decline in its added value, which reached R\$4.7 billion – 9.5% less than in 2020. Even because of the persistence of the pandemic, there was an increase in the remuneration of human resources working in the Company (39.8%), followed by the government (25.8%). The remainder was divided between payment of dividends (17.6%), reinvestment of profit (15.3%) and compensation of third party capital (1.5%).

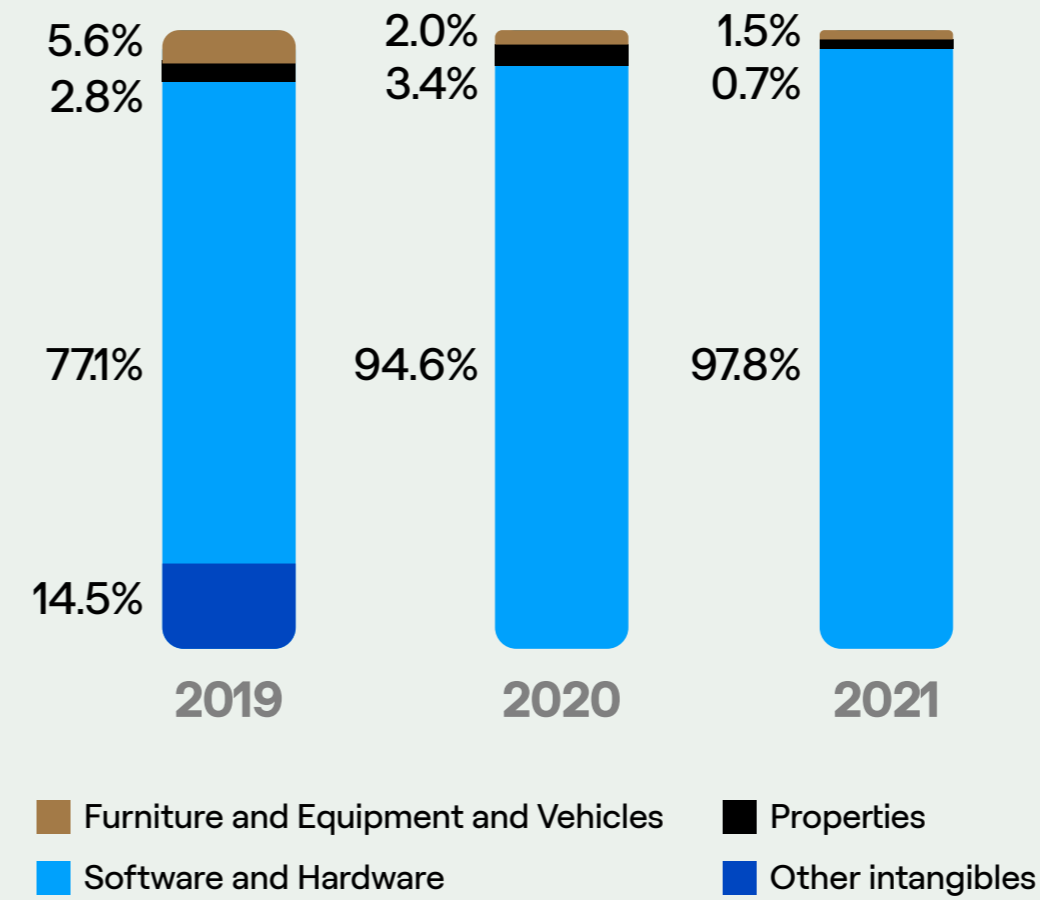


Other economic and financial indicators

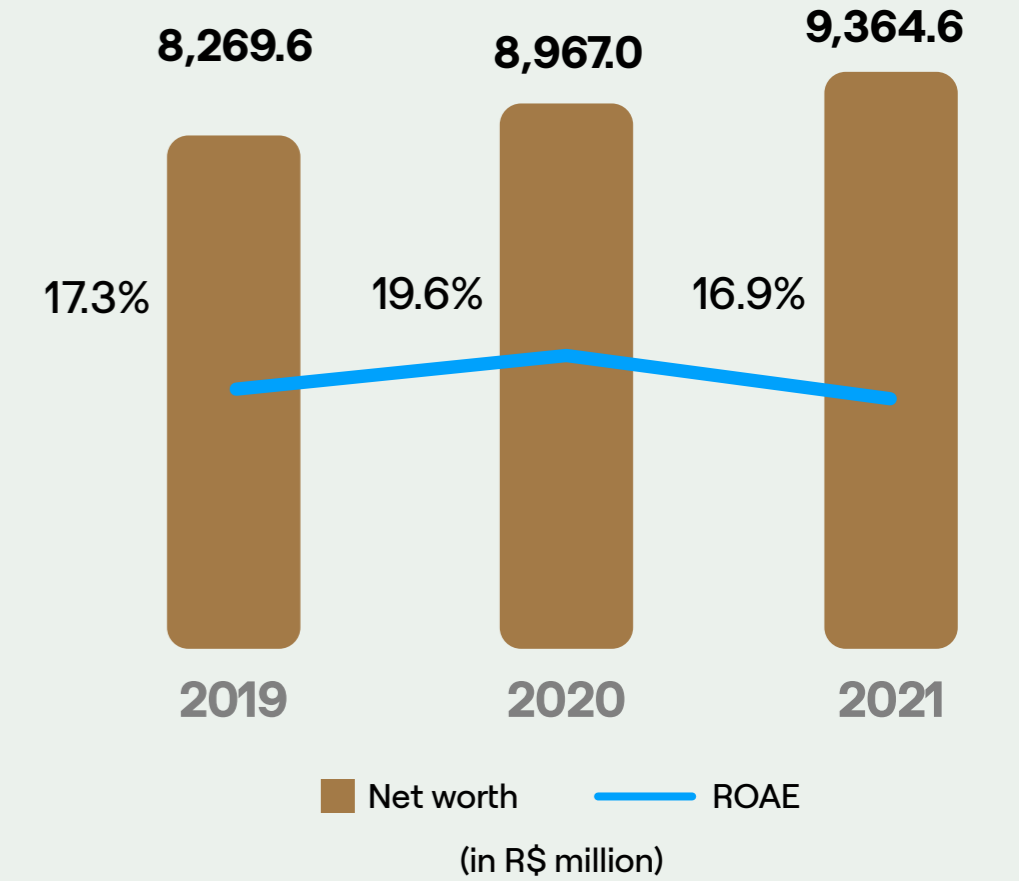
Capex Investments

Maintaining a trend observed in recent years and intensified from 2020 onwards, in 2021 most of the investments, which totaled R\$ 421 million (28% higher than in 2020) were directed towards systems development, acquisition of software licenses and acquisition of equipment such as servers and notebooks, intended for the improvement and control of processes and technological renewal of the business – thus enabling greater digitalization and, consequently, increased efficiency and productivity.

Capex Investments

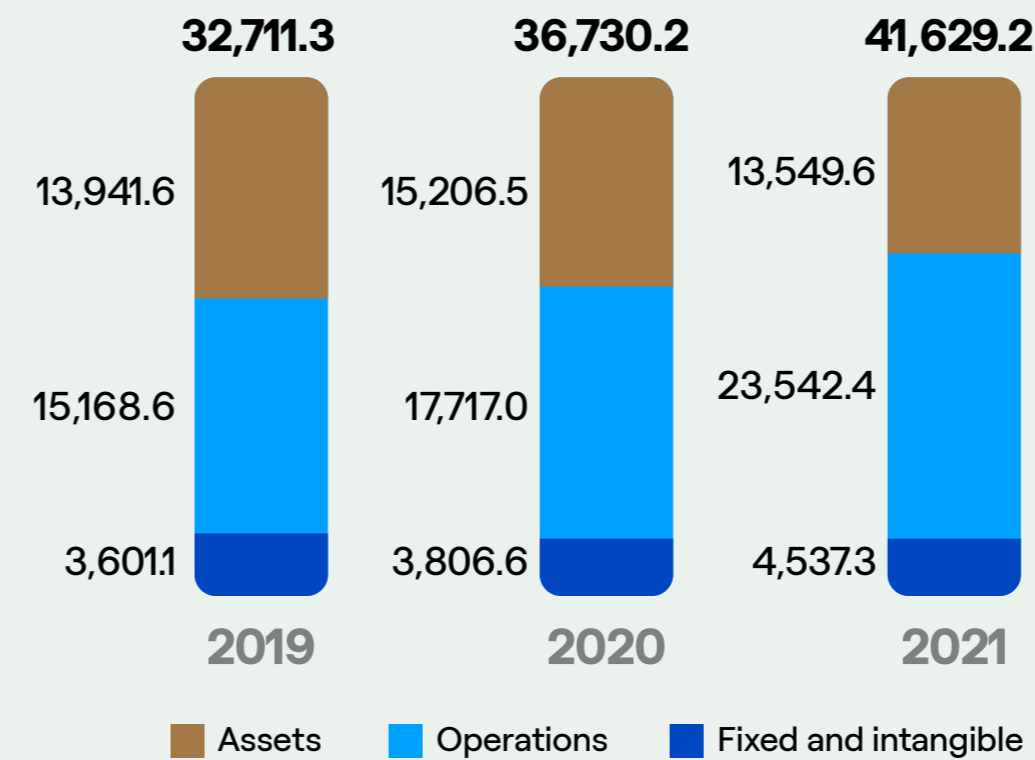


Equity and profitability



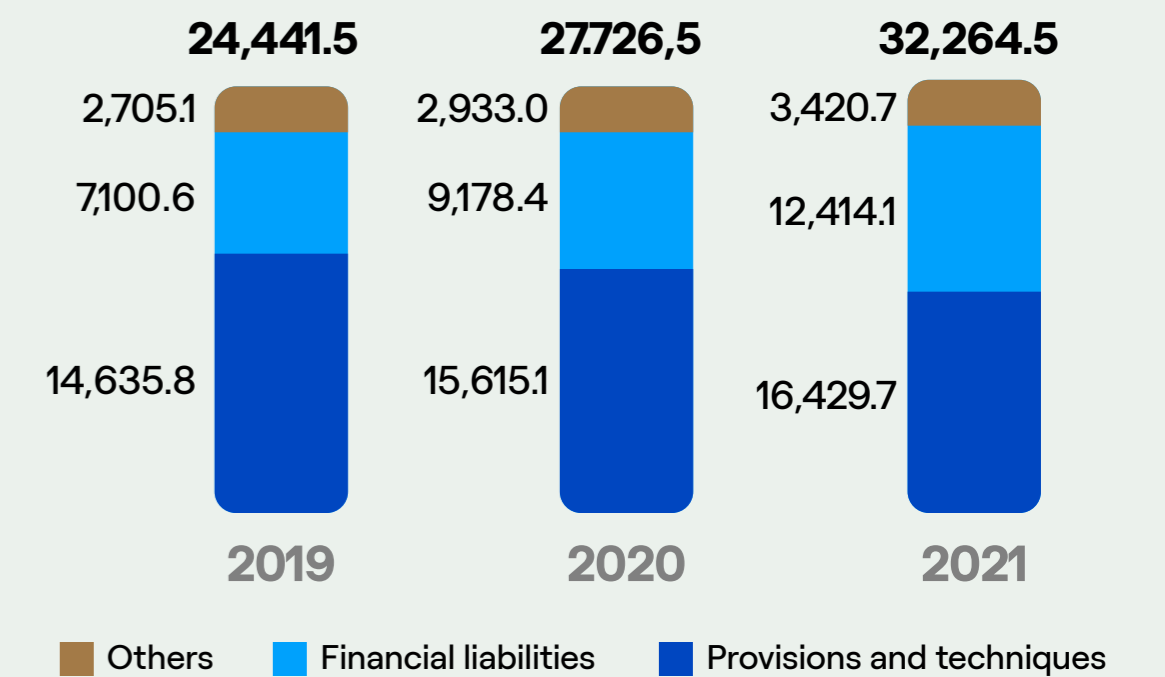
Total assets

(in R\$ million)



Total liabilities

(in R\$ million)



Innovation and business transformation

[GRI 102-15]

- 29 Strategies for Porto's areas
- 30 Sustainability strategy

MATERIAL TOPICS:
Innovation and business transformations

[GRI 102-10]

The markets in which Porto operates are characterized by constant change – and the Group must not only keep up with their dynamic pace, but also anticipate trends and be able to surprise its clients, acting in tune with their present needs and future expectations.

The concern with innovation in its products and services, which has already been inscribed in the essence of Porto since its creation, manifested itself in a very expressive way throughout 2021, with the creation of new solutions and the search for participation in businesses that increase its ability to serve its clients better and better – and that pave the way for the Company to become, in the future, a lifetech, oriented towards offering technology-based solutions.

In addition, this innovative approach is also present at Porto through the transversal application of the ESG agenda – which makes it possible to reduce possible negative impacts and generate greater shared value in the Company's various products and services.

Some of the main highlights in the field of innovation:

Azul by subscription:

first monthly car insurance with 100% digital contracting on the market, aimed at vehicles up to R\$ 60 thousand. Operated by Azul Seguros, Azul aims to reach a market share that did not have vehicle insurance options.

Vida ON:

aimed at young people, this is a life insurance that allows its clients to enjoy the benefits of the product during their lifetime.

Vida do Seu Jeito:

a customizable life insurance, which allows the contracting of varied coverage independently. As a result, in addition to the client receiving an offer more suited to his profile and moment, he has the freedom and flexibility to choose the coverage value of each of the selected protections.

Tech Fácil:

annual subscription plan for state-of-the-art smartphones, with insurance and a spare device in case of unforeseen circumstances, created in partnership with Samsung.

Transport by app:

Azul Seguros clients who contract the Car cover reserve the option, at the time of the accident, to choose to receive credits in the Uber or Vá de Táxi apps, instead of picking up a car at the rental company.

Digital Porto Auto Survey:

opening the claim, which was already done on the website, can now also be done via WhatsApp. New features were also incorporated, such as the use of artificial intelligence to analyze the damage caused to the vehicle, in addition to being able to monitor the entire indemnity and repair process in real time, on the cell phone screen.

Motorcycle tracker:

it is an additional security option for those who work on two wheels or use motorcycles at leisure.

Porto Seguro App:

solution that simplifies client relationships with Porto through a single application for the various products offered by the Company.

In the field of business, the following stand out:

- control of 50% of the capital of **ConectCar**, one of the main companies in the segment of automatic payments in tolls, parking lots, drive-thrus and other services. The acquisition enabled the launch of the Porto Seguro ConectCar Tag;
- incorporation of a 13.5% equity interest at **Petlove**, the largest online pet shop in Brazil. In the transaction, the Porto.Pet operation, formerly Health for Pet, was transferred to the Company's product ecosystem;
- purchase of 74.67% of the capital of insurtech **Segfy**, which offers technological and innovative solutions for brokers. It was the first contribution from Porto's equity investment fund, Porto Ventures; and
- acquisition of 75% of fintech **Atar**, which develops banking-as-a-service (BaaS) solutions.

This search for business opportunities that create synergies for Porto's businesses, while providing for the improvement of our current activities, should continue throughout 2022 – as exemplified, in early January, by the acquisition of a 10% at startup Plugify Tecnologia, a company that offers rental of electronic equipment and integrated management of information technology for the corporate segment.

Other important novelties for 2021, which help Porto in its operations, are:

Watercraft: to support rescues in floods, it was launched in São Paulo and has the support of a specialist in this type of operation to train Porto's teams. Currently, the Company has three service providers with motorbike licenses, training for civil firefighters and rescue services; and

Electric winch fleet: Porto expanded its fleet in order to reduce the environmental impact of its operations. As a result, the Company now has 50 electric bicycles, one electric motorcycle, five trucks and 16 electric cars, in addition to 30 free charging points for electric vehicles – both insured and uninsured – at Centros Automotivos Porto [Porto Seguro's Automotive Centers] in São Paulo.

Strategies for Porto's areas

Insurance

- **Charging stations for electric vehicles:** Project that creates charging stations for electric vehicles in some of Porto's spaces as an opportunity to contribute to more sustainable urban mobility;
- **Moto Enchente:** Preventive services on rainy days in which rescuers are sent to places at risk of flooding or that have already been flooded and carry out a task force to help policyholders from Porto, Azul and Itaú;
- **Bike insurance:** Set of guarantees and services for different models of bicycles and client profiles, with simple and quick contracting, which contribute to safety in the context of urban mobility;
- **Environmental monitoring Seguro Agro:** Pilot project that uses a market tool to assess environmental requirements of agricultural properties, contributing to risk acceptance and underwriting.

Financial

Sustainable consortium: Product that allows companies and people to have access to credits through the consortium for the acquisition of solar energy panels.

Services

Caps +Sustentáveis: Initiatives that seek to minimize the socio-environmental risks of the operations of Porto Seguro's Automotive Centers (Caps - Centros Automotivos da Porto Seguro);

Renova +Sustentável: Project that seeks to make Renova a benchmark in meeting environmental requirements and improving the brand's sustainability positioning;

Modais +Sustentáveis: Porto initiatives that seek to reduce greenhouse gas emissions during its services, through more sustainable modes of transport – such as bicycles, electric cars, light tow trucks and on foot. In 2021, modes + sustainable accounted for about 47.16% of the km traveled in service, directly reducing carbon dioxide emissions into the atmosphere.



Bikes



Winch Light



Passo Certo [Right Step]



Electric Car



Electric Winch

Health

Bem Up: Open channel with simple and easy tips on physical, emotional and financial health. including free content on food, financial planning, physical activity suggestions, medical advice and professional guidance;

Alô Saúde: Medical care available at any time. With it, it is possible to clarify any doubts related to health, go through a process of reception, screening, guidance and guidance for the indicated specialties, always with the aim of providing humanized and individualized care.





Sustainability strategy

[GRI 102-31, 201-2]

Porto is fully aware of the importance of adopting ethical and transparent strategies, always based on the principle of sustainable development. This is the only way to create positive impacts on the community in which the Company operates. In addition to making the significant mission that each company and individual has in relation to society and the environment reverberate among its employees, suppliers and other stakeholders.

The Company's socio-environmental initiatives grow consistently and exponentially. The sustainability philosophy has become integrated and systemic. Each of the numerous products and services are created and offered based on this aspect – thus enhancing the lightness and kindness with which the Company increasingly seeks to be a Port for all its audiences.

The Company's commitment to aligning its business strategy with criteria that meet the ESG agenda is formalized in Porto's governance structure. The Responsibility Policy governs its activities in this regard, and sets out a series of guidelines to be followed by the Group's companies with

regard to the environment, society, ethical relationships and business. Responsibilities of different areas in relation to the topic are also determined.

This concern is due not only to the socio-environmental awareness that Porto has brought with it since its inception, but also to the urgency brought about by the current scenario of global climate emergency. The need to seek more sustainable alternatives for different activities – such as the increasing use of renewable energy sources, instead of those of fossil origin – is a pressing reality.

The expertise of more than seven decades in the market and the innovation processes that the Company adopts allow Porto to gradually advance in the themes inherent to sustainability. The different aspects of this agenda affect and are affected by the Company's operations and, therefore, are addressed in a transversal way. But the Company still has challenges to overcome in its processes and business; for this reason, it pursues expressive goals in terms of social and environmental responsibility, to induce increasingly substantial changes

in its corporate culture – contributing to a sustainable economy and a better quality of life.

Diagnosis

In 2021, the adoption of a strategic ESG agenda progressed across the board and in line with the business pillars. With the support of a specialized consultancy, Porto carried out a diagnosis to map risks and opportunities for its business, as well as monitoring market perceptions. The process included:

- analysis of seven new market regulations (by the Central Bank and the Securities and Exchange Commission – CVM);
- creation of a new panel of ESG indicators for Porto's businesses;
- identification of material themes for each business;
- joining the Investors for Climate [Investidores pelo Clima (IPC)] platform;
- diagnosis of implementation of the Task Force on Climate-Related Financial Disclosures (TCFD) standard.

MATERIAL TOPIC	MANAGEMENT APPROACH	RELATED GRI TOPICS	INDICATORS	UN SUSTAINABLE DEVELOPMENT GOALS	LIMITS OF THE IMPACTS
Ethical and transparent corporate governance	Organizations that wish to be perennial have integrity and ethics in their culture and way of managing their businesses. All employees, processes and policies of the Company are guided by this. Ethics and responsibility are the values that guide the essence, values and conduct of the company. This drives clear and transparent management and communications with the market. Porto is constantly advancing in business management using governance tools and structures that allow the identification of business risks and opportunities and the generation of shared value, through the strategic integration of ESG aspects across the organization's processes and controls. Among the main current challenges of the ESG agenda are climate change, which in addition to representing relevant risks for the organization, also generate opportunities for innovation and generation of shared value.	Organizational profile Ethics and integrity Governance Anti corruption Customer privacy	GRI 102 GRI 205 GRI 418	16.5 Substantially reduce corruption and bribery in all their forms. 16.6 Develop effective, accountable and transparent institutions at all levels. 16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.	Internal and external
Economic and financial performance	Maintenance of the Company's financial health, main income and investments for integral sustainability, in which everyone wins and the company becomes viable and remunerates its direct stakeholders.	Economic performance	GRI 201	16.5 Substantially reduce corruption and bribery in all their forms. 16.6 Develop effective, accountable and transparent institutions at all levels. 16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.	Internal and external
Appreciating employees	Satisfied employees are more committed to providing better services to our clients, who, in turn, tend to be more loyal to the company, establishing lasting relationships. This way, we seek to create shared value, achieve positive results and encourage the appreciation of employees. A welcoming, ethical and diverse environment allows for the attraction and retention of talents aligned with the company's culture. Caring for employees, their health and working conditions, and preparing them for the challenges that the Company faces allow for greater satisfaction and happiness, in addition to a creative environment with high potential.	Employment Labor management relations Trainin and education Diversity and equal opportunity Non-discrimination Human rights	GRI 401 GRI 402 GRI 404 GRI 405 GRI 406 GRI 412 Organizational climate survey	8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services. 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	Internal
Relationship with the society and the community	Actions of the company with the surrounding communities, results obtained and responsible governance. The organization seeks, through its operations, products and services, to generate shared value for all its stakeholders, through inclusive products, volunteer actions and training of people.	Indirect economic impacts Local communities	GRI 203 GRI 413	1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day. 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions. 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship. 10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average. 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	External
Client experience and service quality	Understanding client needs and quality service are drivers of client loyalty and satisfaction. Porto focuses its efforts in this direction, driving its efforts to understand and attend to the client's point of view, generating better experiences and relationships that are healthier and long-lasting. Monitoring and engagement are fundamental steps in the management of the company's business and they extend beyond monitoring of statistics and the resolution of problems that reach the service channels.	Marketing and labeling Customer privacy Client satisfaction	GRI 417 GRI 418 Client satisfaction	The theme is inherent to Porto's business and has the greatest impact on client satisfaction, not having a direct impact on the 2030 Agenda.	External
Opportunities for positive impact and inclusive businesses	Meeting the demands of clients and society is part of the Company's management strategy. This is done through products and services aligned with the needs of stakeholders, the moment in the country and Environmental, Social and Governance (ESG) aspects, with a focus on positive socio-environmental impact and accessible and inclusive products and services. The maximization of this impact takes place through an open look at innovations and partnerships as a way of meeting the different demands of the various stakeholders.	Product portfolio Indirect economic impacts	GRI 102 GRI 203	8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services. 13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries. 13.2 Integrate climate change measures into national policies, strategies and planning. 13.b Promote mechanisms for raising capacity for effective climate change-related planning and management in least developed countries and small island developing States, including focusing on women, youth and local and marginalized communities * Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.	External
Suppliers Management	Follow-up and development of suppliers, definition of criteria for selecting suppliers and engagement, and management of the relationship with service providers.	Supplier environmental assessment Child labor Forced or compulsory labor Supplier social assessment	GRI 308 GRI 408 GRI 409 GRI 414	The theme is inherent to Porto's business and has as its greatest impact a good management of suppliers to minimize socio-environmental risks and support their development, not having a direct impact on the 2030 Agenda.	External
Eco-efficiency and climate change	Porto's eco-efficiency management is crucial in all its operations, minimizing its negative impacts and contributing to the environment and society. In this context, climate change is a priority issue at Porto, which sees its important role in reducing its emissions throughout the chain, generating value for society and business, since the impacts of climate change are significant risks for the business.	Energy Emissions Water and effluents Waste Environmental compliance	GRI 302 GRI 303 GRI 305 GRI 306 GRI 307	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix. 7.3 By 2030, double the global rate of improvement in energy efficiency. 13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries. 13.b Promote mechanisms for raising capacity for effective climate change-related planning and management in least developed countries and small island developing States, including focusing on women, youth and local and marginalized communities * Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.	External
Diversity and Human Rights	Preventive action, to avoid the occurrence of discrimination and results of adopted measures; and proactive, for equal opportunities.	Diversity and equal opportunity Non-discrimination Human rights	GRI 405 GRI 406 GRI 412	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life. 5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels. 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status. 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard. 10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.	External
Innovation and Business Transformations	Innovation and investments in technology are a strategic priority at Porto and are worked on transversally, following the needs of business transformation and generating a positive impact on the market as a whole.	Investment in technology and innovation Partnerships	Porto's indicators	The theme is inherent to Porto's business and has the greatest impact on the agility and effectiveness in the transformation of the business, generating a positive impact internally and for the market, not having a direct impact on the 2030 Agenda.	Internal and external

Strategic audiences

- 33 Stakeholders engagement
- 34 The people
- 38 Client experience
- 39 Suppliers management
- 40 Relationship with the community

MATERIAL TOPICS:

- Caring for employees
- Relationship with the society and the community
- Client experience and service quality
- Suppliers Management
- Diversity and Human Rights

SDG:



Stakeholders engagement

[GRI 102-40, 102-42, 102-43, 103 | 412]

When dealing with the demands of diverse audiences - employees, clients, suppliers, service providers, regulatory bodies, investors, etc - Porto has as a rule the adoption of ethical principles, aligned with the best standards of transparency and human rights. The Company understands that it is necessary to go beyond compliance with laws and rules in its operations - and, for this reason, it has a series of policies that guarantee fair and equal treatment to all its stakeholders. The approach with these audiences is done through a series of actions such as clients and broker satisfaction surveys; Discussion groups with employees, brokers and civil society; Community meetings and panels; Written communication; Management or union structures; Collective bargaining agreements; other mechanisms. See below the main initiatives for employees, clients, suppliers and the community.



The people

[GRI 102-44, 103 | 401]

Porto is a service provider; it is natural that you have people at the center of your business – including clients, brokers, employees, suppliers and society in general. In this way, the issue of employment is an essential issue: the Company believes that its employees and other stakeholders are responsible for the entire financial result and for the operational excellence that has been achieved over the years, which involves acquiring new clients, improving of processes and technologies, and for the delivery of a memorable experience that generates enchantment and, consequently, loyalty with the Company.

The Company is aware of the positive impact it has on people's lives, and therefore seeks to double the number of clients by 2025. In order to achieve this result, the engagement and dedication of all employees, service providers and brokers is essential, as the success of the organization's main strategy will be achieved through people and their performance.

Motivators in Porto: People

- Fostering our purpose: to be a safe haven for people and their dreams;
- Achieving our ambition: to increase the number of clients;
- Achieving the strategic, tactical and operational objectives of each vertical and corporate;
- Commitment and socio-environmental awareness.

Climate survey results

[GRI 102-43, 102-44, 103 | 405]

From February to March 2021, we publish the results of the latest Biennial Engagement Survey, carried out in November and December 2020, in partnership with Korn Ferry. We had 83% of adhesion and reached 78% of general favorability, which places Porto among 25% of the best results in the methodology. There were 6 points of evolution in relation to the last cycle, a leap that represents twice what the market advanced in the same period. We have evolved not only in the consolidated result, but also in all 12 pillars that make up the survey. In a historical analysis, we see that the strength of engagement at Porto is timeless: since 2014 it has been among the 3 highest scores of the Company, which has remained even in a year of pandemic.

As a novelty, in this cycle the survey was also used to update Porto's Diversity & Inclusion census. Voluntarily and anonymously, participants were able to inform: gender, gender identity, race/ethnicity, affective-sexual orientation and if they declare themselves as people with disabilities. Adherence to the census was 98%, which allowed the Company to know the profile of leaders and employees and understand perceptions about engagement and organizational climate in the eyes of the whole and each of the groups, directing action

plans in a more assertive way. In a very positive way, we could see that in the perception of 90% of the respondents, Porto is a company that values diversity and inclusion and this percentage remains equally high, even when we apply demographic cuts with a diversity bias.

[GRI 103 | 405]

Still in the process of the Company's evolution in climate management and engagement, from July to August 2021 we applied a pulse survey: the Leadership X-Ray, whose objective was to support decision-making and increase Porto's response speed through agile and recurring monitoring of key aspects for climate and engagement management, with an emphasis on leadership performance. Adherence was 66%.

Porto currently has two systems to support vacancy management; from them, data on open and closed vacancies, SLA and number of candidates per vacancies are monitored, making it possible to provide visibility of the processes to all those involved. Kenoby and Senior systems and data compilation and processing tools (Tableau) are used.

All this data is presented monthly to the Company's leaders through panels and reports. The People Department monitors the numbers weekly in order to identify possible improvements and action plans linked to Porto's strategy.

In 2021, the Company had 4,163 vacancies closed, impacting the lives of thousands of families across the national territory. In addition, we continually seek to improve our people selection, development and retention process to mitigate the impact of our turnover, which in 2021 was 27,03%.

Porto's philosophy is to create a genuine connection between the Company and all these employees, creating consistent relationships, healthy bonds and exponential results. Always respecting equity, representation and differences. During the year, the Company intensified and initiated new actions focused on its team. The Company acted on several fronts, always with the aim of also ensuring a safe haven for its employees.

In 2021, the Integral Health program was created with a focus on three pillars – physical, mental and financial, and also had more than 20 thousand remote participation in projects such as music classes with harmonica, ukulele and guitar, podiatry, muay thai, pilates, super workout, yoga, zumba and theater. A partnership was also signed with Gympass (a benefit that provides access to a network of gyms with differentiated values, extended to employees' families).

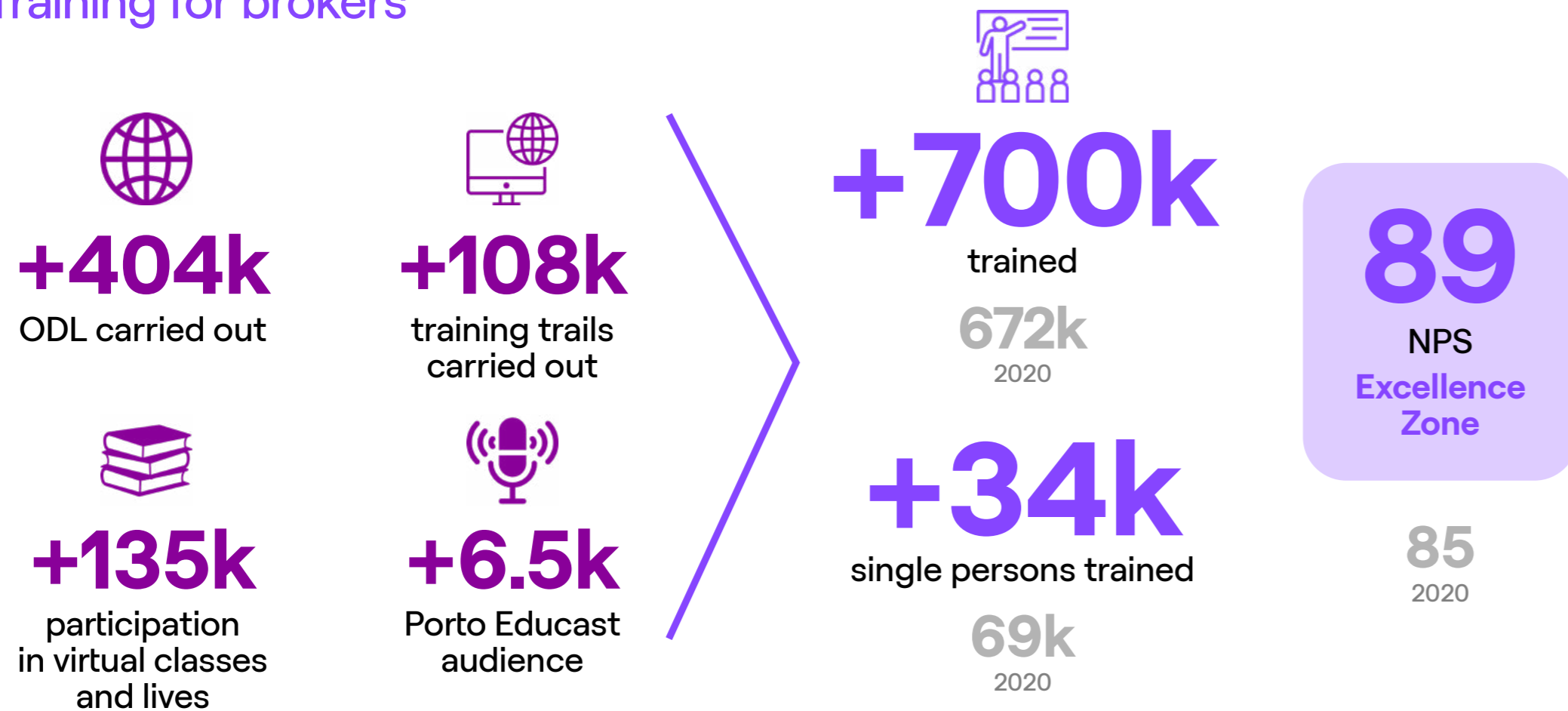
Training and development

[GRI 103 | 404]

As part of its policy of training new talents, Porto launched, in December 2021, the Start program. The objective is to encourage learning for people aged 18 and over, who want to start in the areas of UX design, data analytics or programming (specifically in the scope of Full Stack - Java and Angular), in addition to promoting innovation in the market. The Company aims to hire 1,000 professionals for digital areas by 2025, the year in which it also intends to double the number of clients. The first edition of the Program offered completely free scholarships for professional courses, distributed as follows: Programming (50 seats), Data (30 seats) and UX Design (30 seats). At the end of the course, the possibility of hiring participants by Porto is opened.

Also in terms of attracting and developing young talent, Porto held its first Trainee Program last year with the aim of strengthening the leadership pipeline. The number of entries exceeded expectations. More than 40 thousand applications were registered for 20 vacancies available in different areas. In 2021, there were also three waves of the Company's Internship Program with more than 29 thousand subscribers, resulting in 48 new young talents who started at the Company.

Training for brokers



*period January to December 2021 Source: Porto's network Dashboard
Aproximate numbers based on Sambatech data



Performance evaluation

[GRI 404-3]

Porto's employees are evaluated annually. The Company uses self-assessment as a means for employees to look at their development, identify progress and failures, and have effective conditions to develop their potential.

The assessment is carried out using the 90° model for all of Porto's own employees, at all hierarchical levels - from teams to senior leadership. Six competencies are focused: integrated vision, courage, detachment, partnership, creativity and capacity for delivery. Based on these competencies, employees can be evaluated as below, within or above expectations.

In parallel with this process, the option of exchanging partnership feedback is available throughout the year, with a focus on contributing to the development among peers with whom deliveries were made in partnership. This feedback can be directed to aspects to be recognized or improved. This practice helps employees to strengthen their relationships of trust among their colleagues and to have a broader view,

beyond the leader-collaborator, on their own development.

Another practice available throughout the year is feedback with the leadership, whose objective is to encourage exchanges between leader and employee, with the purpose of periodically monitoring the team's development, aligning or reinforcing expectations, in addition to providing visibility on what is expected from the team and also support it with its own development.

Porto also has an individual development plan (PDI), which supports employees in structuring their development, considering the objectives and actions that will help to achieve them. These actions can be distributed based on the 70/20/10 methodology. All employees have the autonomy to plan and update their own PDI based on what makes the most sense for their career and development, and leaders have access to data to monitor the evolution of these actions.

Career planning

[GRI 102-35, 102-36, 201-3, 404-2]

Porto's Career Transition Program is aimed at employees aged between 58 and 63. Its purpose is to prepare and encourage the role of employees in this moment of life and career transition, through the awareness and planning process. Its main objectives include:

- personal reflection on the employee's interest and connection with their life purpose;
- autonomy for various choices regarding this moment of transition;
- guarantee of succession planning for the employee and retention of knowledge for the Company.

Over the years that the employee is part of the program, he goes through workshops that deal with a series of topics, dealing with stages of life, finances, integral health, entrepreneurship, innovation and choices, biography (self-perception, vision of future, life plans), future planning, brand in the world, and legacy and closure.

In 2021, these actions were unified in a single lecture, with non-mandatory participation, covering the topic of longevity. Of the 135 employees eligible to participate, 48 participated.

After the workshops and on the official departure of the employee from the Company, some benefits are granted within the current policy, and are intended for workers in specific ranges:

- **63 years old and more than 20 years in the Company:** Receipt of a salary every five years; additional salary as outplacement support; extension of the health plan by 90 days (additional to the time provided for in the collective agreement).
- **63 years old and between 15 and 19 years in the Company:** Receipt of 70% of salary every five years; additional 70% of salary as support for outplacement; extension of the health plan in 60 days (additional to the time foreseen in the collective agreement).

Currently, employees leave the organization at the age of 63. The idea is that the program will be restructured in 2022, in order to allow the approach of topics such as generations, longevity and well-being, not restricting participation by age group, and generating awareness around the issue over the years, and not only when the employee reaches maturity.

Working relationships

[GRI 103 | 402]

Porto's labor relations practices seek to promote good union relations and the monitoring of collective bargaining, as well as preventively analyzing labor risks and recommending the best internal practices. In this way, it is possible to mitigate labor claims and avoid complaints to unions, the Ministry of Labor and the Public Ministry of Labor.

This way of dealing with the issue avoids negative impacts on the climate, people and operations. The data are extracted from Porto's senior system, based on the number of employees linked to unions and collective bargaining agreements. Management is monitored and evaluated through external and internal audits, by verifying the existence and application of collective instruments.

The monitoring of collective bargaining and its effective application in remuneration, payroll and other personnel management operations are constantly monitored so that all rules established in collective instruments and agreements signed directly with labor unions are applied correctly and within the deadlines. legal and conventional.

The profit sharing commissions (PLR) are created through sweepstakes promoted by the compliance area, based on the registration of employees in Portonet. The management of collective agreements and conventions is carried out by a company specialized in this topic, which maintains a platform containing all the collective instruments signed and documents inherent to union practices.



Diversity advances

[GRI 103 | 405]



Juntos

Porto has also been accelerating its diversity agenda.

In 2020, the Company launched its Diversity and Inclusion program, Juntos. With the support of an external consultancy and an internal multidisciplinary group, advanced the agenda and practices of Diversity and Inclusion in the Company. Sensitization lectures were held for leaders and other employees; a Diversity & Inclusion commission was created, made up of directors and managers who promote and accelerate the agenda in support of minority groups and the Diversity and Inclusion statute, structuring governance so that themes related to diversity and inclusion gain relevance and speed in the agendas of the Company; inclusive leadership mentoring for executives (vice presidents, CEOs and president); creation of affinity groups for equality of gender, race and ethnicity, LGBTQIA+ and people with disabilities. In addition to the development and publication of content on important dates of the diversity calendar and the creation of the Diversity Statute. [GRI 103 | 406]

Porto's guidelines on the subject are basically the following:

- Interdependence of the issue of non-discrimination with the Company's strategy, through the creation of an inclusive environment and valuing diversity, which means a cultural transformation for the Company, in addition to adding value in the chain of products and services and in the relationship with all of Porto's different audiences;
- Ensuring access to professionals attuned to Porto, which strengthens the organization's identity and people development strategies, with managers and teams that are more inclusive and open to the dynamics of society's transformation;
- Diverse teams add singularities in the generation of personalized solutions and in the provision of services, through the identification of all segments of the population, of any income, with the Company's brand. This contributes to building the dream of increasing the number of clients;
- Favoring the overcoming of prejudice, discrimination and inequalities contributes to the respect and integration of people in our Company and society, seeking the well-being of all.



Client experience

[GRI 102-43, 102-44]

Porto maintained its pioneering spirit during 2021. Even with the various uncertainties imposed by Covid-19, the Company maintained its already outlined plans and created new and better opportunities for experiences for its clients. It was a very dynamic and productive period for the Company, offering innovative products and services. One example is the launch of the Porto Seguro App, a tool that concentrates products and services used by more than 75% of the Company's clients. It is a robust application that organizes the most varied services and provides an integrated view for the client. Services via WhatsApp were also expanded, accounting for 40% of the total assistance through this channel, which also contributes to operational efficiency gains.

Still in terms of innovation and ensuring new experiences for the client, Porto once again takes the lead with the launch of Azul by subscription, the first car insurance with monthly subscription, aimed at vehicles up to R\$ 60 thousand. The new product aims to reach a segment of consumers who did not have car insurance.

Surveys	SERVICE DIRECTORSHIP		OTHER DIRECTORSHIPS	
	2020	2021	2020	2021
T2BOX - Top two Box (%)*	85.12%	89.41%	92.44%	86.63%
BBOX - Bottom Box (%)**	7.34%	4.81%	2,29%	8.20%
CSAT - Customer Satisfactio Score***	4.35	4.53	4.58	4.40
FCR - First Call Resolution (%)****	85.59%	88.14%	92.19%	92.83%
Total surveys	2,907,440	4,300,702	574,952	473,828

*Used in market research, commercial testing, or product development, for the purpose of reporting the results of categorical scale questions, where two main answers are combined.

**This indicator demonstrates the degree of client dissatisfaction.

*** This indicator shows the client satisfaction index (average of scores from 1 to 5)

****This indicator shows the percentage of calls received by the call center in which the client's needs were met. In this case, the client did not have to call more than once, nor did the call center agent have to return the call.



Suppliers management

[GRI 102-44, 102 | 103 | 308, 103 | 408, 103 | 409, 103 | 414]

Currently, Porto has a universe of 1,985 suppliers. These are companies outside the Group that provide goods, services and supplies in general – such as equipment, office supplies and consultancy, among others. In 2021, the Company kept evaluating new suppliers. As of 2022, the objective is to work with competitive suppliers, who seek quality and are aligned with environmental policies and legislation, and whose mission is to strengthen the brand and reduce risks, through the implementation of sustainability criteria in the approval and in the contracting suppliers.

Aspects such as labor practices, mapping of social risks (human rights, slave labor), reputational research, tax situation and adherence to Porto's Code of Conduct are considered. For the Company, it is essential that its partners are aligned with the Company's culture and consumer expectations. Verification of compliance with requirements is carried out by the Linkana and Ariba systems.

Service providers are outsourced companies to provide emergency and convenience services to clients (such as, for example, the assistance service for cyclists, performing minor repairs and removals, and CAPS Móvel – mobile workshop for home care). They are strategic audiences for Porto in the execution of services, client relationships and compliance with legal requirements, procedures and the organization's standard of excellence. For this reason, this audience receives:

- frequent qualifications and training, ensuring quality of service and constant employability;
- uniforms and equipment for the professionals who circulate performing the care;
- tariff readjustments to cover increased operating costs and ensure the sustainability of providers' businesses;
- communication channel dedicated to the relationship with this public and encouraging greater participation, creativity and innovation;
- engagement in practices that reduce environmental impacts, such as the adoption of an electric fleet and correct disposal of waste;
- implementation and preparation for the adoption of digital relationship platforms

Relationship with the community

Porto, aware that it is much more than an insurance company, has had sustainability actions on its agenda for over 20 years. Social, environmental, economic and governance aspects have always been present in the Company's day-to-day activities. The challenge imposed by the continuity of the pandemic made Porto further reinforce this culture and its position as a transforming agent in society. A journey that tends to expand over the next few years.

Porto Seguro Institute [Instituto Porto Seguro]

[GRI 102-44, 103 | 203, 203-2, 103 | 413, 413-1]

Founded in 2005, the Porto Seguro Institute primarily serves the community of Campos Elíseos, in São Paulo (SP), but also extends its activities to other metropolitan regions. Porto is its main sponsor, but it also has the social investment of brokers and employees through fundraising to carry out extra actions – such as health efforts, psychological assistance and donations of basic food supplies. There are five action fronts that contribute to the Company's sustainability actions:

Ação Educa: Assistance to children from six to 15 years old through education and citizenship workshops, after school hours;

Professional courses: Professional training with more than 16 courses in five segments, promoting the generation of work and income;

Escola Empreendedora [Entrepreneurial School]: Formação de empreendedoras no mercado de costura industrial e formação de grupos produtivos para geração de trabalho e renda;

Raising funds: Social investors sponsor the expansion of the Ação Educa project through donations, either freely or with tax incentives;

Learning program: Institution training young apprentices, certified by the Ministry of Economy.

Students graduated in vocational courses and in the apprenticeship program have a differential in alignment with the Company's profile, and can be hired at the end of their training – which adds greater value to the business. The Entrepreneurial School, on the other hand, encourages the generation of work and income for seamstresses trained in the project, through the sale of corporate gifts and uniforms to Porto.

Finally, Ação Educa provides access to non-formal education and complementary schooling, ensuring biopsychosocial care for its beneficiaries, in addition to contributing to the inclusion of young people in the

formal job market and meeting the quota established by the Apprenticeship Law. Those benefiting from Ação Educa have access to leisure, culture and health, in addition to receiving basic food supplies or food vouchers, in addition to psychological and psycho-pedagogical care. In this way, Porto puts into practice the strategy of concern for the environment. [GRI 203-2]

Instituto Porto Seguro's indicators are monitored by the Enturma system (technological tool for groups on the internet); in this case, only authorized users can access the information. All data is validated quarterly by direct leadership and management. The institute follows the Company's internal audit process, being evaluated every three years, as defined by the Board of Directors. [GRI 103 | 413]

In addition to the Enturma system, used in the management of courses, in the Ação Educa and in the learning program, WhatsApp Business was recently implemented to assist students and candidates – which ensures more agility and ease of interaction. The Instituto Porto Seguro application was also developed in order to facilitate access to the contents of our programs through cell phones, since most students do not have a notebook to consult the materials. In the last three years, the fundraising and volunteering goals were linked to the Company's profit sharing program.

Challenging year

Instituto Porto Seguro has always operated with the face-to-face class format, and the pandemic led to a restructuring of processes – especially the lesson plans and the development path for the digital/hybrid format. Most students had difficulty accessing the internet, which reduced student retention capacity; in addition,

the financial difficulties generated by the unemployment of families made many choose to work, leaving educational training aside. In view of this he highlighted a lot in relation, managing to maintain activities in the online format with great success. An entire restructuring was necessary (started in 2020 and strengthened in 2021) to allow quality professional training to be brought to students in an online environment.

Porto Seguro Institute

Ação Educa

Service from 6 to 15 years old through education and citizenship workshops, after school.

Fund-raising

Social investors sponsor the expansion of the Ação Educa project through donations in a free or with tax incentive.

Communication and systems

Disclosure of actions through internal and external publications, in addition to systematization, innovation and technological development to the segments.

Professional courses

Professional capacity with more than 16 courses into five different segments, fostering the generation of work and income.

Young apprentice

Institution training young apprentices, certified by the Ministry of Economy.

Industrial Sewing School

Disclosure of actions through internal and external publications, in addition to systematization, innovation and technological development to the segments.

Administrative

Purchasing processes, contracts and payments, cash flow monitoring and vision strategy with indicators for the segments.



In 2021, 1,286 students joined the Porto Seguro Institute, and 847 graduated. More than 8,700 classes were made available throughout the year.

Professional courses:

A total of 4,008 people enrolled in professional training courses were registered, with 42 active groups and 471 graduated students. In order to enable the inclusion of some of these students in Porto's teams, partnerships were made with the Porto Seguro Automotive Center (Caps), layout (works and projects), corporate security and brokers.

Jovem aprendizes [Young apprentices]:

Porto's apprenticeship program received 2,049 applicants. Four groups of apprentices were formed, with 77 active young people. The level of employability after apprenticeship reached 77%. The revenue from the service provided to the Company's human resources department was R\$ 130,222.90 - an amount that contributes to the maintenance and implementation of the program.

Raising funds:

A total of R\$ 283,239.99 was raised, from contributions made by 2,211 donors; this amount represents an increase of 19% compared to 2020. An important initiative was the D-Day campaign, which involved 38 branches and made it possible to raise R\$ 32,244.00, which was used to purchase food items from institutions linked to the local branches.

Ação Educa:

The initiative involved 200 children throughout 2021. Face-to-face activities were resumed, with 132 children being cared for on a fortnightly rotation system; 232 psychological services for cases of greatest need; and 389 psychopedagogical consultations. 797 basic food supplies and/or food vouchers were donated. Two of the students participating in the initiative were approved in Porto's apprenticeship programme.

For 2022, Porto plans to create a program aimed at careers in technology, such as programming, sales and digital marketing, with the training of 250 students.

847

Total number of graduates at the Institute:

471

Courses

152

Professional training

24

Trained young apprentices

200

Ação Educa

Regarding the impact assessment of the internal public of Porto, periodic evaluations were carried out to measure the quality of the program, of the educators, the relationship in the class, the service provided by the administration and the reception, organization and cleaning of the space. To monitor the impact on employability/job and income generation, a base of graduates and potential students is monitored every two weeks within one year after graduation.



Other social initiatives

[GRI 103|413]

In addition to the work carried out by the Porto Seguro Institute, the Company has other initiatives aimed at promoting equality and social equity, through actions organized by the corporate area - which seeks to disseminate socio-environmental activations in the inserted communities, in addition to having a wide network of partner social institutions.

Local development programs are carried out together with partner social institutions, which serve community residents and identify emergency demands, which are evaluated and become possible Company support. The results of these initiatives are monitored quarterly, through the results books. Each of these projects has controls to measure their social impacts. When complaints occur, community members are advised to use our official ombudsman channel.

The main highlights of 2021 were as follows:

Private Social Investment:

The project aims to promote and strengthen the culture of donation through incentive laws and non-incentive contributions, enabling the execution of various social projects. In 2021, nine projects registered under laws aimed at children, adolescents and the elderly were accounted for, resulting in an amount of R\$ 4,772,678.00;



Crescer Sempre Association:

Porto maintained its support for the entity, which seeks social transformation through access to quality education, adapted to meet the needs of Porto students and with an impact on the community of Paraisópolis. The 2021 numbers of students who completed the courses are expressive: 320 students in the regular early childhood education school; 209 students in the integral high school; 160 students in the Jovem Crescer project, for reinforcement in Portuguese and mathematics; and 45 students in on-site professional courses;

Campos Elíseos +Gentil Association

The entity works through the engagement of residents, merchants and other publics in the preservation and maintenance of the Campos Elíseos neighborhood, making it cleaner, more functional and, consequently, safer. As part of Porto's partnership with the institution, in 2021, the 485 protocols sent by residents, volunteer janitors and neighborhood shopkeepers in 30 maintained streets were highlighted, with 90% resolution by Organs competent bodies of the Sé Regional City Hall;



Regionalization:

Social and environmental activities were also carried out at the company's branches. A total of 55 locations, spread across several territories in Brazil, were involved, with the execution of fundraising campaigns, fundraising, education and eco-efficiency initiatives, and volunteer actions. These activities generated more than 740 socio-environmental activations in buildings and accredited local institutions;



Donation:

The Company increased its actions aimed at meeting the basic food needs of the communities surrounding the headquarters. There were more than 100 days of operation, with the donation of more than 139 thousand units, providing the same number of services to beneficiaries of partner social institutions. This action also had positive impacts on the merchants in the surroundings, who were hired to produce marmitex, generating more than R\$ 2 million in revenue for 11 restaurants in the region, which faced difficulties due to the reduction in the number of people passing through the region. Both the preparation and delivery of the lunchboxes followed all health protocols, such as the use of mask and alcohol gel. Porto Socorro was responsible for all delivery logistics with the mobilization of the Company's fleet.

Projects such as the Conscious Consumption Station and collection campaigns and sporadic donations were also intensified. In 2021, 143 campaigns were carried out, totaling the donation of 261,437 items, to 77 institutions throughout Brazil, generating 169,854 visits.

Corporate Volunteer Program

Porto Voluntário

In 2021, Porto accelerated its volunteer actions through methodologies and practices of mobilization and engagement of different publics of the Company and society. In the period, more than 60 actions were carried out online, with the objective of training people, promoting well-being, supporting refugees, promoting mentoring for young people and socio-environmental education, with the participation of 707 employees, who together donated more than 5 thousand hours for 30 partner social institutions. In addition, the volunteer program is part of the Individual Development Plan (PDI) of the Company's Human Resources area, contributing to the development of employees' skills.

PORTO VOLUNTÁRIO | Overview

The project aims to promote and strengthen the culture of volunteering through mobilization and employee engagement, companies, social institutions and its beneficiaries.



707
Participating employees
12,223 Brazil Employees

6% volunteers

80%
Recurrent

20%
one-off

100%
Distance

0%
In person

Highlights



NPS
+3%
Average



Volunteer
9,9 / 10
9,9 (2020)



Leader
9,3 / 10
9,1 (2020)



Beneficiaries
9,6 / 10
9,1 (2020)



67
Social institutions



6,868
assists



R\$ 198
thousand
of savings for
social institutions

100%
considers that
it's amazing to
be a volunteer

Eco-efficiency and climate change

- 46 Environmental education
- 47 Resource and waste management
- 49 Emissions and climate change

MATERIAL TOPICS:

- Eco-efficiency and climate change
- Innovation and Business Transformations

SDG:



Porto's philosophy in relation to the sustainable economy is solid and seeks perpetuity, including all the Company's gear – management, employees, stakeholders and suppliers. The Company continuously develops and implements multidisciplinary, efficient, economic and lower risk strategies in relation to environmental management. These are actions that go beyond your business. Porto is fully aware of its role in society and thus seeks to balance economic and environmental performance through a more rational use of natural resources. Therefore, it is part of the Company's strategy to maximize the most sustainable use of raw materials, reduce the consumption of resources such as water and energy, in addition to prolonging the durability of the products purchased and enhancing the recycling of materials.

In terms of climate change, Porto has a strategy to increasingly understand its role in reducing impacts on the climate. This involves managing your greenhouse gas emissions, maintaining and developing products that help to cover losses resulting from extreme weather events, developing projects that contribute to mitigating and reducing their impacts, in addition to each increasingly adhere to the premises of the Task Force on Climate-Related Financial Disclosures - TCFD. [GRI 103 | 305]

Porto's eco-efficiency management is strategic for the organization with support from the organization's Sustainability Policy, which aims to adopt practices that encourage the reduction, reuse and recycling of resources, in addition to energy

and water efficiency, in order to contribute to reducing the consumption of resources and positively impacting the organization's results. [GRI 103 | 302, 103 | 303]

Among the organization's main initiatives are the technologies implemented in the buildings and the engagement of employees in the topic of consumption, through educational actions, carrying out 50 socio-environmental education actions for the internal public, with approaches to conscious consumption, sustainability, changes climate, waste, among others. In total, 10,248 employee participations were recorded.

Businesses are guided according to the following guidelines:

- Create specific mechanisms and criteria for the assessment and underwriting of socio-environmental risks in its products and services, which consider sustainability concepts and are in accordance with potential socio-environmental damages;
- Guide its product and service teams to minimize or avoid their socio-environmental impacts, with regard to the acquisition of inputs, use of resources and generation of waste;
- Comply with legal requirements linked to the business and sustainability commitments voluntarily signed by the Porto Group, such as ODS, PSI and World Heritage Sites;
- Develop new businesses and, whenever possible, update existing ones, identifying

opportunities offered by Sustainability in the life cycle of products and services;

- Consider, whenever possible, ESG aspects and their impacts on business processes, projects and activities, prioritizing the most significant ones, as well as establishing indicators for monitoring;

- Study ways to introduce socio-environmental issues and the risks of climate change, as well as their potential impacts, including financial ones, in investment decision making.

Energy and water management is not linked to employee bonuses and senior management. The data measurement process is monitored by the sustainability area together with the areas responsible for the information, through a panel of sustainability indicators and socio-environmental risks, on a quarterly basis. Access to the document is restricted to professionals in the area of sustainability. The indicators are compiled through an environmental panel, which concentrates the Company's main data, stored in a spreadsheet, whose document measures the liters of water consumed by the head office and the branches.

The source of the information for the calculations are the areas of building maintenance, plus

reports from the other companies in the Group, such as Azul Seguros.

Porto has processes and flows for monitoring environmental legislation with its compliance area. The regulations are segmented by the degrees of impact in the Company's multiple areas, establishing action plans to adapt to the necessary compliances.

The concern with the theme, always present in the history of the Company, makes the socio-environmental regulations to be considered as important as those of other themes. The involvement of the aforementioned areas makes it possible to comply with the rules related to the Company's operations.

Until 2021, issues related to the topic were dealt with according to the demands made by the different areas of Porto. As of 2022, a working group will be created between the areas of sustainability, risks and compliance, in order to periodically evaluate the data, in addition to establishing and monitoring indicators that involve socio-environmental regulations.

The compliance area hires an external company, which searches for taxonomies involving socio-environmental regulations. There is a process of continuous improvement of these taxonomies involving the areas of sustainability, risks and compliance. [GRI 103 | 307]

Education and Eco-efficiency Data overview

	Initiative	2020	2021	Variation	Direction
	Socio-environmental education	42 actions	50 actions	19%	Larger/Better
	Water (l)	45 million consumption	25 milhões consumption	- 44%	Smaller Better
	Energy (kWh)	23 million consumption	20 milhões consumption	- 13%	Smaller Better
	Waste (t)	221 generation	298 generation	+ 34%*	Smaller Better
	Financial saving (R\$)	11,176,411	6,139,996	- 45%	Larger Better

* Waste: higher waste generation due to partial resumption of on-site operations. Financial Savings: Lower result due to the lower generation of items in the reverse logistic

Environmental education

[GRI 103 | 413, 413-1]

The continuity of social isolation during 2021 further reinforced the reality of remote work. With its offices closed, the Company developed several initiatives in relation to environmental education aimed at its employees, making them aware, for example, of the importance of reducing domestic waste and the consumption of natural resources such as water.

During the period, 50 socio-environmental education actions were carried out with the participation of 10,248 people. Among the topics covered are: conscious consumption, sustainability, climate change and waste.

In 2021, the second Sustainability Marathon took place. 65 socio-environmental agents (Porto employees) participated. The mission proposed by Marathon was to build solutions for real sustainability challenges of social institutions accredited by Porto. The winning idea will be implemented in 2022 in the project to develop social managers promoted by Porto's Sustainability area.

In October, Porto celebrated the Sustainability Month, a corporate action with online events involving employees, providers and brokers, with the aim of sharing the Company's environmental, social and governance practices. The event was attended by 1,085 people, including employees, service providers and brokers. The agenda included several activities, including panels with experts on environmental, social and governance concepts; the Conscious Consumption Workshop; the launch of the online game "Cada vez + Sustentável, for children aged between seven and 12, with the objective of teaching them about conscious consumption of water, energy and food, in addition to addressing the importance of donation and selective collection.

Resource and waste management

Energy

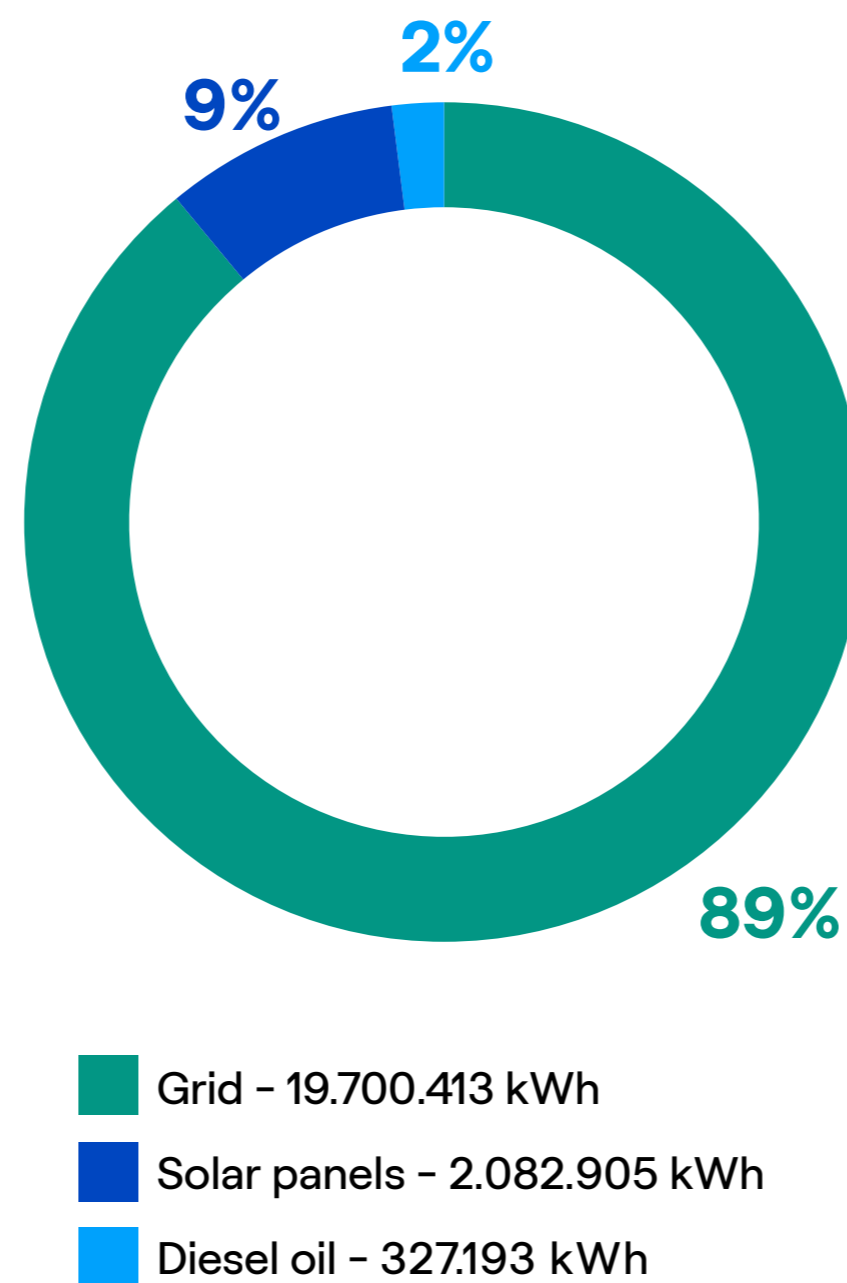
[GRI 103 | 302]

The management of energy consumption at Porto seeks to contribute to the preservation of natural resources, mitigating their impacts by promoting several joint actions that increase the conscious consumption of clean energy in the facilities. With the use of LED lamps and presence sensors, it was possible to save 979,373 kWh and the installation of solar panels in several buildings generated savings of 2,082,905 kWh. [GRI 302-4]

The Hora da Terra [The Earth Hour] program, which refers to turning off lights at lunchtime in locations where the infrastructure allows for natural lighting, also generated savings of 228,190 kWh. for Porto also for the economic aspect, since it generated savings of R\$ 957 thousand in relation to the same period in 2020. It is worth mentioning that due to social isolation, the Company has 98% of employees working from home, contributing to the reduction of consumption in the company. [GRI 302-4]

The indicators are compiled through an Environmental Panel that concentrates the Company's main data, stored in a spreadsheet, whose document measures the kilowatt-hours (KWh) consumed in the complex formed by the headquarters and its branches. The source of information for the due calculations are the areas of: Building Maintenance for the energy consumption of the matrix and for the solar energy data; Reporting of the Branches via the monthly questionnaire form of the Catalog of Activations in Sustainability with the Branches, in addition to the report of the other companies of the Group, such as Azul Seguros. Access to the document is restricted to professionals in the area of sustainability.

Porto's energy matrix
[GRI 302-1]



2020:
22.9 million kwh

2021:
19.7 million kwh

Water

[GRI 103 | 303, 303-1 (2018), 303-2 (2018)]

The Company's facilities are supplied through official concessionaires - such as, for example, the São Paulo Basic Sanitation Company (Sabesp). Rainwater harvesting is used to irrigate one of the Company's gardens, located in the Leed-certified building. The disposal of effluents is carried out in the sewer structure of the cities where the Port is installed. In addition, some of the buildings in the matrix complex are supplied by an artesian well.

At Renova, there is a risk of soil and groundwater pollution from liquid waste as fuel. To avoid it, these inputs and tailings are handled in a way that guarantees correct disposal.

The sustainability area is responsible, together with Porto's business areas, for acting as a consultancy focused on products and services, for socio-environmental issues. In the case of water, the resource is approached from the perspective of opportunities and risks, both in business and in the institutional view of the Group.

Several water saving initiatives are adopted at Porto's facilities, including rainwater harvesting, internal water treatment plant, reuse water, dual flush system and vacuum discharges. In 2021, they made it possible to save 19,998,870 liters of water, equivalent to R\$ 722,798 thousand.

Water consumption at Porto

2020:
45.4 million liters

2021:
25.5 million liters

Waste

[GRI 103 | 306, 306-1, 306-2]

Porto believes that the correct management of waste not only contributes to reducing its generation, preserving natural resources, but also positively impacts the Company's operations, through the promotion of several joint actions that increase the consumption of clean energy in its facilities. Some of them are:

Selective collection: Through waste recycling, the Company contributes to reducing waste generation and sending it to landfill. In 2021, 66% of the waste discarded in the matrix was directed to recycling, contributing to the generation of income for the cooperative members.

Collecting materials separately at the time of disposal: Collectors identified by color are used - gray, destined for organic waste, which is sent to the sanitary landfill; the green, intended for clean and dry recyclable products; and blue, for papers destined for the cooperative.

Two-thirds of all waste is recyclable, and all of it has been properly disposed of. In 2021, Porto's recyclable waste generated an income of R\$ 103,000 for 75 people in the cooperative.

In reverse logistics, Porto seeks to ensure the best use (reuse or recycling) of all the Company's materials, with or without actives, and featuring the Company's logo:

Another highlight is the Ecopontos project, which determines specific locations for disposal in Porto. In them are collectors for cardboard, batteries, Ecomeds, cooking oil and capsules. In 2021, 225 kg of products were collected at these points.

AUCTIONS

12,974 thousand
974 thousand items returned for reverse logistics, which represented

R\$ 2,159,965 million
for the Company;

DONATION:

14,189
items donated to social institutions, representing

R\$ 250 thousand
in savings for these partners; and

DISCARD:

26,192
items correctly discarded for the energy generation process.

Renova Ecopeças - Recycled materials (kg)	1T21	2T21	3T21	4T21	Accumulated 2021
Aluminum	3,413	2,953	11,777	19,306	37,449
Batteries	1,701	1,398	2,147	1,238	6,484
Copper	5,544	582	1,052	849	8,027
Iron	137,424	175,476	358,283	440,470	1,111,653
Metal	199,842	225,997	223,200	151,768	800,807
Oil	1,100	2,600	1,800	2,200	7,700
Others	85,663	50,617	46,317	23,419	206,016
Cardboard	4,538	710	618	1,456	7,322
Plastic	4,906	3,367	8,152	8,314	24,739
Tire/Rubber	14,954	583	7,326	6,545	29,408
Glass	-	-	-	-	0
TOTAL	459,085	464,283	660,672	655,565	2,239,605

Renova Ecopeças, on the other hand, has the specific purpose of ensuring the environmentally appropriate disposal of end-of-life vehicles, providing the sale of reused items for the final consumer or wholesaler and also contributing to the inclusion of labor from people in high social vulnerability. In 2021, Renova disposed of 3,091 vehicles in an environmentally appropriate manner, enabling 2,200 tons of waste to be disposed of correctly.

In our referenced network, the Porto Seguro Automotive Centers (Caps) have initiatives that seek to minimize the socio-environmental risks of their operations, especially with regard to the disposal of hazardous waste, complying with current legislation and guaranteeing the image of Porto towards its stakeholders.

In 2021, we made important advances in CAPS sustainability. It was the first year in which the sustainability area entered into a partnership with the Porto Seguro School of Services, with the support and participation of CAPS management, to further professionalize the engagement of the workshops regarding the environmental compliance of their practices, through the custom content creation. The pilot project entitled CAPS + Sustentável sought efficiency in the use of resources combined with a high impact in the workshops to generate learning and gain scale in the coming years. In this way, 4 knowledge pills (short and impactful videos) were produced for the network of workshops on subjects involving the environmental theme, 3 lives on sustainability and automotive waste management, in addition to the launch of the first ODL (Online Distance Learning) course specifically focused on CAPS sustainability, totaling an investment of R\$ 54,382.00 in the year. And the results were extremely positive: 100% of the workshop managers were impacted by the materials throughout the year, 81% of the workshops had employees taking the ODL and 95% of the Porto Seguro Automotive Centers completed the quarterly environmental assessment questionnaire, consisting of more than 20 questions involving 5 blocks (automotive oil, hazardous waste, scrap, tires and batteries). This questionnaire is extremely important, as it allows action plans to improve the environmental practices of the workshops.

Emissions and climate change

[GRI 201-2, 103 | 305]

Climate change, in addition to a global threat, represents a strong impact on Porto's business and results. To the same extent that our operations emit greenhouse gases, the Company's products and services are affected by the intensity and frequency of extreme events resulting from climate change. It is part of Porto's policy to promote the incorporation of climate variables into the management of business risks and opportunities. For this reason, Porto has invested in two main pillars: the mitigation of its impacts and the impact of climate change on its business, which includes risk assessment and the development of products and services.

Porto's impact

To measure its impact, Porto annually prepares its emissions inventory* following the GHG Protocol methodology and verifies it with a 3rd party audit for assurance. In 2020, the inventory received the gold seal of the Brazilian GHG Protocol Program .

Greenhouse Gas Emissions	SCOPE 1		SCOPE 2*		SCOPE 3	
	2019	2020	2019	2020	2019	2020
Total emissions in tCO ₂ eq	1,945.05	1,768.85	2,919.73	1,352.61	17,169.80	31,620.12
Scope	Company vehicles, Company facilities, Fugitive		Electric energy purchase		Transportation and distribution (upstream), Business travel	
Gases included	CO ₂ , CH ₄ , N ₂ O, HFC		CO ₂		CO ₂ , CH ₄ , N ₂ O	

*Location approach. Biograce is used to calculate emissions from the Uruguay branch.

In the context of climate change, Porto's emissions inventory makes it possible to assess the impact of GHG emissions from the Company's activities, providing fundamental information for decision-making, action plans, preparation for prioritizing activities and developing more efficient strategies such as mitigations and compensations. In financial matters, the Company understands that climate change is part of the socio-environmental risks, and therefore seeks to integrate climate issues in our decision-making regarding the Company's products and businesses.

Initiatives that collaborate with the reduction of emissions at Porto are:

Hora da Terra Program [The Earth Hour]: Turning off the lights in the buildings for a period of one hour, using natural lighting. Reduction of 17 tCO₂e em 2020 (Scope 1)

Solar Boards: Porto ended 2020 with solar panels installed in 26 buildings throughout Brazil. Reduction of 81 tCO₂e em 2020 (Scope 1)

Alternative Modals: Porto provides services to its clients also using alternative and more sustainable modalities. The innovation of 2020 was the purchase and start of operation of the 1st electric winch in Brazil. Below are the emission reductions (Scope 3) of each of the alternative modes:

- **Service with bicycle** - reduction of 0.12 tCO₂e
- **Service with light winch** - reduction of 1,938 tCO₂e
- **Passo Certo** (service with public transport) - reduction of 105 tCO₂e
- **Electric Winch** - reduction of 1.2 tCO₂e
- **Electric Cars** - reduction of 0.31 tCO₂e

Home Office Program: Porto, before the pandemic, already had the home office work model for 2,126 employees, and the emission reduction that this group represents is calculated annually. Emission reductions from employees who started working from home due to social isolation were not considered. reduction of 13,923 tCO₂e (Scope 3), in 2020.



About the report

The 2021 Sustainability Report consolidates information related to Porto's economic, social and environmental impacts in the period between January 1 and December 31, 2021, and follows the guidelines established by the Global Reporting Initiative (GRI) - Standards, an essential option.

The materiality matrix, prepared in 2021 based on extensive consultation with stakeholders, underwent a review in early 2022, which guided the content of this report. This process allowed the inclusion of more stakeholders in the consultation and the deepening of relevant topics within the existing material themes, such as the management of socio-environmental risks and the adoption of ESG aspects in the strategy and structure of the business. The process also made it possible to identify the high relevance that the public considers the Innovation theme for Porto, which led to the adoption of the Innovation and Business Transformation theme as a new material theme. [\[GRI 102-49\]](#)

The high relevance of the climate change theme for Porto's business, as well as the understanding that the management of eco-efficiency in the Company's operations are strategic priorities, led to the revision of the material theme "Environmental Management", better specifying its scope and adding to it prioritizing climate change. As a result, the topic Environmental Management is now addressed as Eco-efficiency and Climate Change. [\[GRI 102-49\]](#)

The content of the 2021 Sustainability Report was prepared based on interviews with Company leaders, analysis of the results disclosed by the Investor Relations area, data collection with internal areas and consultations on the Company's institutional websites. The document production and final approval process involved the Company's leadership.

Questions and suggestions can be sent to the email: sustentabilidade.corporativo@portoseguro.com.br.
[\[GRI 102-53 \]](#)

Annex

Organizational profile

[GRI 102-8]

Total number of employees by employment type (full-time and part-time), by gender*

Employment type	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full-time	5,008	6,866	11,874	4,879	6,825	11,704	4,856	6,856	11,712
Part-time	9	18	27	9	16	25	10	12	22
Total	5,017	6,884	11,901	4,888	6,841	11,729	4,866	6,868	11,734

*100% of employees work on permanent contracts

Total number of governance bodies' members by gender

Governance bodies	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Board of directors	10	2	12	9	3	12	9	3	12
Executive board	6	0	6	6	0	6	7	0	7
Total	16	2	18	15	3	18	16	3	19

Number of workers (who are not employees), by gender

Workers	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Intern	16	6	22	23	16	39	23	18	41
Young apprentice	150	228	378	97	216	313	110	279	389
Total	166	234	400	120	232	352	133	297	430



[GRI 102-8]



Number of own employees (employees and managers), by employee category and gender

Employee category	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Directors and CEO	15	3	18	20	4	24	27	4	31
Managers	160	63	223	165	65	230	170	77	247
Supervisors/ Coordinators	384	395	779	372	383	755	396	404	800
Administrative	2,961	3,427	6,388	2,905	3,326	6,231	3,016	3,382	6,398
Sellers	661	746	1,407	597	678	1,275	496	633	1,129
Operationals	836	2,250	3,086	829	2,385	3,214	761	2,368	3,129
Total	5,017	6,884	11,901	4,888	6,841	11,729	4,866	6,868	11,734

Number of own employees (employees and managers), by employee category and age group

Employee category	2019				2020				2021			
	Under 30	Between 30 and 50	Above 50	Total	Under 30	Between 30 and 50	Above 50	Total	Under 30	Between 30 and 50	Above 50	Total
Directors and CEO	0	8	10	18	0	16	8	24	0	21	10	31
Managers	1	173	49	223	0	172	58	230	0	187	60	247
Supervisors/ Coordinators	27	693	59	779	18	679	58	755	21	713	66	800
Administrative	1,584	4,433	371	6,388	1,423	4,412	396	6,231	1,325	4,604	469	6,398
Sellers	190	1,106	111	1,407	147	1,012	116	1,275	119	921	89	1,129
Operational	1,397	1,618	71	3,086	1,375	1,762	77	3,214	1,318	1,723	88	3,129
Total	3,199	8,031	671	11,901	2,963	8,053	713	11,729	2,783	8,169	782	11,734

[GRI 102-8]

Number of own employees (employees and managers) with disabilities, by employee category and gender

Employee category	2019*			2020*			2021*		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Supervisors/ Coordinators	1	3	4	2	4	6	2	4	6
Administratives	184	184	368	176	187	363	163	182	345
Sellers	11	3	14	13	2	15	9	2	11
Operationals	65	102	167	71	101	172	76	115	191
Total	261	292	553	262	294	556	250	303	553

*There were no people with disabilities occupying presidency, board and management positions

Number of own employees (employees and managers) indigenous, by employee category and gender*

Employee category	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Supervisors/ Coordinators	0	1	1	0	1	1	0	1	1
Administratives	2	5	7	2	6	8	4	4	8
Sellers	1	1	2	1	1	2	2	0	2
Operational	3	2	5	1	3	4	1	3	4
Total	6	9	15	4	11	15	7	8	15

*There were no indigenous people occupying presidency, board and management positions

Number of own employees (employees and managers) black (black + brown), by employee category and gender

Employee category	2019*			2020*			2021*		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Directors and CEO	1	0	1	2	0	2	0	0	0
Managers	24	4	28	29	7	36	27	15	42
Supervisors/ Coordinators	97	105	202	102	104	206	120	121	241
Administratives	1,010	1,105	2,115	1,044	1,137	2,181	1,106	1,171	2,277
Sellers	325	307	632	298	295	593	254	291	545
Operational	457	1,182	1,639	498	1,352	1,850	484	1,471	1,955
Total	6,691	9,228	15,919	6,620	9,355	15,975	6,608	9,514	16,122

New employee hires and employee turnover

[GRI 401-1]

Total number and rate of new hires, by age group

Age group	2019		2020		2021	
	Total number	Rate	Total number	Rate	Total number	Rate
Under 30	1,191	49.03%	761	47.15%	1,489	46.68%
Between 30 and 50	1,189	48.95%	831	51.49%	1,649	51.69%
Above 50	49	2.02%	22	1.36%	52	1.63%
Total	2,429	100.00%	1,614	100.00%	3,190	100.00%

Total number and rate of new hires, by gender

Gender	2019		2020		2021	
	Total number	Rate	Total number	Rate	Total number	Rate
Women	1,040	42.82%	674	41.76%	1,257	39.40%
Men	1,389	57.18%	940	58.24%	1,933	60.60%
Total	2,429	100.00%	1,614	100.00%	3,190	100.00%

Total number of own employees (employees and managers) that left the company and turnover rate, by age group*

Age group	2019		2020		2021	
	Total number	Rate	Total number	Rate	Total number	Rate
Under 30	982	31.69%	567	20.76%	1,235	45.97%
Between 30 and 50	1,839	18.36%	1,100	12.02%	1,789	21.35%
Above 50	156	15.41%	121	10.66%	125	12.41%
Total	2,977	21.90%	1,788	14.29%	3,149	27.02%

*Calculation methodology: (hired+dismissed/2)/(Total Employees in December of the previous year)

Total number of own employees (employees and managers) that left the company and turnover rate, by gender*

Gender	2019		2020		2021	
	Total number	Rate	Total number	Rate	Total number	Rate
Women	1,639	21.53%	987	14.00%	1,875	27.83%
Men	1,338	22.39%	801	14.70%	1,274	25.89%
Total	2,977	21.90%	1,788	14.29%	3,149	27.02%

*Calculation methodology: (hired+dismissed/2)/(Total Employees in December of the previous year)



Leave

[GRI 401-3]

Total number of employees entitled to maternity/paternity leave

Gender	2019	2020	2021
Men	197	177	154
Women	350	290	255

Total number of employees who took maternity/paternity leave in the current year

Gender	2019	2020	2021
Men (A+E)	197	177	154
Women (B+F)	350	290	255

Total number of employees who took maternity/paternity leave in the current year, and whose leave ends in the current year

Gender	2019	2020	2021
Men (beginning in current year, end in current year: A)	189	166	144
Women (beginning in current year, end in current year: B)	208	167	130
Men (beginning in previous year, end in current year: C)	12	8	11
Women (beginning in previous year, end in current year: D)	159	142	123

Total number of employees who took maternity/paternity leave in the current year, and whose leave ends in the following year

Gender	2019	2020	2021
Men (beginning in current year, end in next year: E)	8	11	1
Women (beginning in current year, end in next year: F)	142	123	125

Total employees expected to return in the current year

Gender	2019	2020	2021
Men (A+C)	201	174	155
Women (B+D)	367	309	253

Total number of employees who returned to work, in the reporting period, after the end of maternity/paternity leave

Gender	2019	2020	2021
Men (current year: G)	186	161	132
Women (current year: H)	201	161	121
Men (previous year: I)	12	8	11
Women (previous year: J)	156	138	117

Total number of employees who did NOT return to work, in the reporting period, after the end of maternity/paternity leave

Gender	2019	2020	2021
Men ((A+C)-G)	15	13	23
Women ((B+D)-H)	166	148	132

Total number of employees who returned to work after maternity/paternity leave and who were still employed 12 months after returning to work

Gender	2019	2020	2021
Men (L)	169	145	20
Women (M)	253	216	20

Return rate

Gender	2019	2020	2021
Men (G/(A+C))	92.54%	92.53%	85.16%
Women (H/(B+D))	54.77%	52.10%	47.83%

Retention rate

Gender	2019	2020	2021
Men (L/I)	14	18	2
Women (M/J)	2	2	0

Training

[GRI 404-1]

Average hours of training that own employees (employees and managers) performed during the reporting period, by gender

Gender	2019			2020			2021		
	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training
Women	843	15,479.8	18.4	839	8,482.0	10.1	685	11,409.2	16.7
Men	684	15,197.5	22.2	627	6,552.3	10.5	587	11,690.8	19.9
Total	1,527	30,677.3	20.1	1,466	15,034.2	10.3	1,272	23,100.0	18.2

Average hours of training that own employees (employees and managers) performed during the reporting period, by employee category

Employee category	2019			2020			2021		
	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training
Directors and CEO	798	9,055	11.3	635	4,261	6.7	435	3,774	8.7
Managers	1	8	8.0	6	14	2.3	12	180	15.0
Supervisors/Coordinators	160	5,783	36.1	188	2,998	15.9	186	3,923	21.1
Administratives	9	77	8.6	25	119	4.8	7	44	6.3
Sellers	510	15,353	30.1	584	7,496	12.8	601	14,972	24.9
Operationals	49	401	8.2	28	147	5.2	31	208	6.7
Total	1,527	30,677.3	20.1	1,466	15,034.2	10.3	1,272	23,100.0	18.16

Average hours of training that workers (who are not employees) completed during the reporting period, by gender

Workers	2019			2020			2021		
	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training	Total number of employees	Training hours	Average hours of training
Intern	1	8.0	8.0	0	0	0	4	16	4.0
Young apprentice	7	66.0	9.4	33	338	10.2	7	84	12.0
Total	8	74.00	9.3	33	337.5	10.2	11	100.0	9.1

Performance evaluation

[GRI 404-3]

Percentage of own employees (employees and managers), by gender e employee category, who received regular performance and career development evaluation

Employee category		2019			2020			2021		
		Women	Men	Total	Women	Men	Total	Women	Men	Total
Directors and CEO	total	3	15	18	4	20	24	4	27	31
	n° of evaluated	2	6	8	3	10	13	1	12	13
	percentage	66.7%	40.0%	44.4%	75.0%	50.0%	54.2%	25.0%	44.4%	41.9%
Managers	total	63	160	223	65	165	230	77	170	247
	n° of evaluated	59	138	197	56	151	207	64	137	201
	percentage	93.7%	86.3%	88.3%	86.2%	91.5%	90.0%	83.1%	80.6%	81.4%
Supervisors/ Coordinators	total	395	384	779	383	372	755	404	396	800
	n° of evaluated	385	365	750	364	345	709	364	351	715
	percentage	97.5%	95.1%	96.3%	95.0%	92.7%	93.9%	90.1%	88.6%	89.4%
Administratives	total	3427	2961	6388	3326	2905	6231	3382	3016	6398
	n° of evaluated	3192	2831	6023	3141	2707	5848	3131	2742	5873
	percentage	93.1%	95.6%	94.3%	94.4%	93.2%	93.9%	92.6%	90.9%	91.8%
Sellers	total	746	661	1407	678	597	1275	633	496	1129
	n° of evaluated	670	595	1265	575	509	1084	553	428	981
	percentage	89.8%	90.0%	89.9%	84.8%	85.3%	85.0%	87.4%	86.3%	86.9%
Operationals	total	2250	836	3086	2385	829	3214	2368	761	3129
	n° of evaluated	1990	728	2718	1940	658	2598	2118	693	2811
	percentage	88.4%	87.1%	88.1%	81.3%	79.4%	80.8%	89.4%	91.1%	89.8%
Total	total	6884	5017	11901	6841	4888	11729	6868	4866	11734
	n° of evaluated	6298	4663	10961	6079	4380	10459	6231	4363	10594
	percentage	91.49%	92.94%	92.10%	88.86%	89.61%	89.17%	90.73%	89.66%	90.28%

Performance evaluation

[GRI 404-3]

Percentage of workers (who are not employees), by gender e employee category, who received regular performance and career development evaluation

Employee category		2019			2020			2021		
		Women	Men	Total	Women	Men	Total	Women	Men	Total
Intern	total	228	150	378	216	97	313	279	110	389
	n° of evaluated	189	120	309	48	41	89	210	80	290
	percentage	82.89%	80.00%	81.75%	22.22%	42.27%	28.43%	75.27%	72.73%	74.55%
Young apprentice	total	6	16	22	16	23	39	18	23	41
	n° of evaluated	3	5	8	6	11	17	8	11	19
	percentage	50.00%	31.25%	36.36%	37.50%	47.83%	43.59%	44.44%	47.83%	46.34%
Total	total	234	166	400	232	120	352	297	133	430
	n° of evaluated	192	125	317	54	52	106	218	91	309
	percentage	82.05%	75.30%	79.25%	23.28%	43.33%	30.11%	73.40%	68.42%	71.86%

Diversity

[GRI 405-1]

Percentage of individuals within the organization's governance bodies, by gender

Board of directors	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Number of members of governance bodies	6	26	32	8	30	38	8	37	45
Percentage of members of governance bodies by gender	19	81	100	21	79	100	18	82	100

Percentage of individuals within the organization's governance bodies, by age group

Age group	2019		2020		2021	
	N°	Percentage	N°	Percentage	N°	Percentage
Under 30	0	0	0	0	0	0
Between 30 and 50	12	38	22	58	28	62
Above 50	20	63	16	42	17	38
Total	32	100	38	100	45	100

Percentage of employees, by employee category, by gender

Employee category		2019			2020			2021		
		Women	Men	Total	Women	Men	Total	Women	Men	Total
Directors and CEO	Number	3	15	18	4	20	24	4	27	31
	Percentage	0.04%	0.30%	0.15%	0.06%	0.41%	0.20%	0.06%	0.55%	0.26%
Managers	Number	63	160	223	65	165	230	77	170	247
	Percentage	0.92%	3.19%	1.87%	0.95%	3.38%	1.96%	1.12%	3.49%	2.10%
Supervisors/ Coordinators	Number	395	384	779	383	372	755	404	396	800
	Percentage	5.74%	7.65%	6.55%	5.60%	7.61%	6.44%	5.88%	8.14%	6.82%
Administratives	Number	3,427	2,961	6388	3,326	2,905	6,231	3,382	3,016	6398
	Percentage	49.78%	59.02%	53.68%	48.62%	59.43%	53.12%	49.24%	61.98%	54.53%
Sellers	Number	746	661	1407	678	597	1,275	633	496	1129
	Percentage	10.84%	13.18%	11.82%	9.91%	12.21%	10.87%	9.22%	10.19%	9.62%
Operational	Number	2,250	836	3086	2,385	829	3,214	2,368	761	3129
	Percentage	32.68%	16.66%	25.93%	34.86%	16.96%	27.40%	34.48%	15.64%	26.67%
Total	Number	6,884	5,017	11,901	6,841	4,888	11,729	6,868	4,866	11,734
	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

[GRI 405-1]

Percentage of employees, by employee category, by age group

Employee category	Age group	2019		2020		2021	
		N°	Percentage	N°	Percentage	N°	Percentage
Directors and CEO	Under 30	0	0.00%	0	0.00%	0	0.00%
	Between 30 and 50	8	0.07%	16	0.14%	21	0.18%
	Above 50	10	0.08%	8	0.07%	10	0.09%
Managers	Under 30	1	0.01%	0	0.00%	0	0.00%
	Between 30 and 50	173	1.45%	172	1.47%	187	1.58%
	Above 50	49	0.41%	58	0.49%	60	0.51%
Supervisors/ Coordinators	Under 30	27	0.23%	18	0.15%	21	0.18%
	Between 30 and 50	693	5.82%	679	5.79%	713	6.08%
	Above 50	59	0.50%	58	0.49%	66	0.56%
Administratives	Under 30	1,584	13.31%	1,423	12.13%	1,325	11.29%
	Between 30 and 50	4,433	37.25%	4,412	37.62%	4,604	39.45%
	Above 50	371	3.12%	396	3.38%	469	4.00%
Sellers	Under 30	190	1.60%	147	1.25%	119	1.01%
	Between 30 and 50	1,106	9.29%	1,012	8.63%	921	7.85%
	Above 50	111	0.93%	116	0.99%	89	0.76%
Operational	Under 30	1,397	11.74%	1,375	11.72%	1,318	11.23%
	Between 30 and 50	1,618	13.60%	1,762	15.02%	1,723	14.68%
	Above 50	71	0.60%	77	0.66%	88	0.75%
Total	Under 30	3,199	26.88%	2,963	25.26%	2,783	23.72%
	Between 30 and 50	8,031	67.48%	8,053	68.66%	8,169	69.62%
	Above 50	671	5.64%	713	6.08%	782	6.66%

Percentage of employees, by employee category, by minority group: Black (blacks + browns)

Employee category	2019		2020		2021	
	N°	Percentage	N°	Percentage	N°	Percentage
Directors and CEO	1	0.02%	2	0.04%	0	0.00%
Managers	26	0.57%	34	0.71%	40	0.80%
Supervisors/Coordinators	196	4.32%	201	4.19%	237	4.73%
Administratives	2,060	45.43%	2,136	44.48%	2,240	44.72%
Sellers	627	13.83%	590	12.29%	542	10.82%
Operational	1,624	35.82%	1,839	38.30%	1,950	38.93%
Total	4,534	100.00%	4,802	100.00%	5,009	100.00%

Percentage of employees, by employee category, by minority group: people with disabilities

Employee category	2019		2020		2021	
	N°	Percentage	N°	Percentage	N°	Percentage
Directors and CEO	0	0.00%	0	0.00%	0	0.00%
Managers	0	0.00%	0	0.00%	0	0.00%
Supervisors/Coordinators	4	0.72%	6	1.08%	6	1.08%
Administratives	368	66.55%	363	65.29%	345	62.39%
Sellers	14	2.53%	15	2.70%	11	1.99%
Operational	167	30.20%	172	30.94%	191	34.54%
Total	553	100%	556	100%	553	100%

[GRI 405-1]

Percentage of employees, by employee category, by minority group: indigenous origin

Employee category	2019		2020		2021	
	N°	Percentage	N°	Percentage	N°	Percentage
Directors and CEO	0	0.00%	0	0.00%	0	0.00%
Managers	0	0.00%	0	0.00%	0	0.00%
Supervisors/ Coordinators	1	6.67%	1	6.67%	1	6.67%
Administratives	7	46.67%	8	53.33%	8	53.33%
Sellers	2	13.33%	2	13.33%	2	13.33%
Operationals	5	33.33%	4	26.67%	4	26.67%
Total	15	100%	15	100%	15	100%

Salary ratio between men and women

[GRI 405-2]

Proportion of the average remuneration of Women and Men for each category of employees*

Employee category	2019			2020			2021**		
	Women	Men	Salary ratio	Women	Men	Salary ratio	Women	Men	Salary ratio
Managers	23,278	24,752	0.94	24,425	26,260	0.93	24,704	26,790	0.92
Supervisors/ Coordinators	8,632	10,785	0.8	9,176	11,104	0.83	9,567	11,346	0.84
Administratives	1,124	5,387	0.21	4,738	5,599	0.85	5,162	6,243	0.83
Sellers	2,908	2,862	1.02	3,149	3,261	0.97	2,694	2,612	1.03
Operational	1,567	1,515	1.03	1,610	1,602	1	1,684	1,721	0.98

*Reason for omission: the salary ratio of the presidency and board positions is confidential information

**The salary variations observed in 2021 are due to organizational changes by business verticals. Such transformations have led to an increase in the hiring of leadership and other external functional categories. The salary differences between these new hires and the salaries already practiced at Porto will undergo a joint assessment by teams involved with diversity and remuneration.

Anti-corruption training

[GRI 205-2]

Total number and percentage of members of the governance body that were communicated to and who received training on the anti-corruption policies and procedures adopted by the organization

Governance bodies	Directorship	2019*			2020			2021		
		Total	Communicated	Trained	Total	Communicated	Trained	Total	Communicated	Trained
Board of directors**	Number	NA	NA	NA	13	0	0	12	0	0
	%		NA	NA		0	0		0%	0%
Directors (executive + VPs + President)***	Number	17	17	17	24	24	24	31	31	30
	%		100%	100%		100%	100%		100%	97%
Total	Number	17	17	17	37	24	24	43	31	30
	%		100%	100%		65%	65%		72%	70%

*Data not available for independent Board Members

**Independent members only. Any directors who participate in advisory committees were accounted for in the table below, for directors.

*** Until the end of 2021, the training of the director with recent entry had not been completed

Total number and percentage of employees who were communicated to and who received training on the anti-corruption policies and procedures adopted by the organization, by employee category

Employee category	Employees	2019			2020			2021		
		Total	Communicated	Trained	Total	Communicated	Trained	Total	Communicated	Trained
Coordinators, Managers and Superintendents	Number	798	798	448	810	810	649	845	845	816
	%		100%	56%		100%	80%		100%	97%
Other employees (except leaders, interns and apprentices)	Number	11,472	11,472	2,505	11,422	11,422	1,528	11,377	11,377	10,975
	%		100%	28%		100%	13%		100%	97%
Total	Number	12,270	12,270	2,953	12,232	12,232	2,177	12,222	12,222	11,791
	%		100%	24%		100%	18%		100%	97%

*The significant increase in the percentage of training is due to the content update in 2021

Total number and percentage of workers (who are not employees) who were communicated to and who received training on the anti-corruption policies and procedures adopted by the organization, by employee category*

Employee category	Workers	2019*			2020			2021		
		Total	Communicated	Trained	Total	Communicated	Trained	Total	Communicated	Trained
Intern	Number	17	17	12	41	41	33	41	41	41
	%		100%	71%		100%	80%		100%	100%
Young apprentice	Number	397	397	345	330	330	234	408	408	396
	%		100%	87%		100%	71%		100%	97%
Total	Number	414	414	357	371	371	267	449	449	437
	%		100%	86%		100%	72%		100%	97%

*We provide ODL training on anti-corruption practices on a mandatory basis to brokers who may have contact with public bodies, and to service providers that work at Porto Socorro, however, we currently do not provide training to suppliers. In any case, we send a manual of conduct to 100% of approved suppliers, who need to "accept" the file to proceed with the approval. Additionally, there are also anti-corruption clauses which are applicable to the standard draft of contracts signed with Porto.

Greenhouse gas emissions

Scope 1 Emissions [GRI 305-1]

Category	Emissions (tCO ₂ e)		Biogenic CO ₂ Emissions (t)	
	2019	2020	2019	2020
Company vehicles	462.11	422.46	273.79	683.13
Company facilities	283.02	155.38	25.88	1711
Fugitive	1,199.91	1,191.01	0.00	0.00
Total	1,945.05	1,768.85	299.68	700.25

Scope 2 Emission [GRI 305-2]

Category	Emissions (tCO ₂ e)		Biogenic CO ₂ Emissions (t)	
	2019	2020	2019	2020
Energy purchase - electric	2,919.73	1,352.61	0.00	0.00

Scope 3 Emissions [GRI 305-3]

Category	Emissions (tCO ₂ e)		Biogenic CO ₂ Emissions (t)	
	2019	2020	2019	2020
Transportation and distribution (upstream)	17,169.80	31,257.71	2,529.75	6,484.06
Business travel	NA	362.41	NA	0.00
Total	17,169.80	31,620.12	2,529.75	6,484.06

Waste [GRI 306-3 (2020)]

Non-hazardous waste (Kg)	2019	2020	2021
Paper	10,426.00	38,639.00	160,384.00
Cardboard	4,295.00	21,296.00	21,792.00
Plastic	1,672.00	8,278.00	12,592.00
Capsules	24,062.00	483.00	0.00
Tailings	330.00	1,500.00	1,507.00
Organic	39,963.00	150,978.00	102,193.00
Total	80,748.00	221,174.00	298,468.00

Supply chain

[GRI 102-9]

In 2021, purchases were made with 1,985 suppliers, 92% of which are services (the group of services includes a wide range of subcategories), and the other 8% are distributed in some categories of materials.

Service

R\$ 1,304,230,602.47

Material

R\$ 103,901,405.28

Segment	Suppliers	Value
PJ-Elaboration and Development of Programs	75	R\$ 251,125,560.25
PJ-IT support	175	R\$ 221,407,219.75
PJ- Software use license	200	R\$ 141,173,923.01
PJ-IT consultancy and advice	107	R\$ 99,319,449.31
PJ-Consultancy and advice	185	R\$ 86,430,329.77
PJ-Data processing	66	R\$ 82,958,088.83
PJ-Provision of Temporary Labor	18	R\$ 55,242,967.04
PJ-General administration	6	R\$ 53,611,498.69
PJ- Systems analysis and development	39	R\$ 44,785,887.77
PJ-Collection and Remittance of Documents	17	R\$ 29,767,811.41

* top 10 services, which represent 81% of purchases made in 2021.

Group	Value	Suppliers	Valores Médios
SERVICES	R\$ 1,304,230,602.47	1563	R\$ 834,440.56
COMPUTER SCIENCE	R\$ 46,261,474.32	37	R\$ 1,250,310.12
MONITORED ALARMS	R\$ 7,424,075.44	13	R\$ 571,082.73
FURNITURE/MCHINES/UTENSIL	R\$ 6,870,976.01	27	R\$ 254,480.59
FOOD PRODUCT	R\$ 6,437,615.01	25	R\$ 257,504.60
ADVERTISING MATERIAL	R\$ 5,858,303.92	17	R\$ 344,606.11
DISTRIBUTION CENTER UNIFORMS	R\$ 5,715,957.10	23	R\$ 248,519.87
CONSTRUCTION AND RENOVATION	R\$ 5,093,235.88	81	R\$ 62,879.46
ANTI THEFT DEVICES	R\$ 4,230,517.89	1	R\$ 4,230,517.89
ELECTRONIC	R\$ 2,660,080.37	20	R\$ 133,004.02
GENERAL	R\$ 2,373,848.47	25	R\$ 94,953.94
VISUAL COMMUNICATION	R\$ 1,788,816.25	18	R\$ 99,378.68
MAINTENANCE EQUIPMENT	R\$ 1,668,630.00	6	R\$ 278,105.00
AUTOMOTIVE VEHICLES	R\$ 1,655,836.08	6	R\$ 275,972.68
GIFTS AND AWARDS	R\$ 1,530,776.10	31	R\$ 49,379.87
GRAPHIC MATERIAL	R\$ 947,831.81	24	R\$ 39,492.99
CAPS MATERIALS	R\$ 898,487.34	12	R\$ 74,873.95
SECURITY EQUIPMENT	R\$ 570,554.94	8	R\$ 71,319.37
MEDICAL MATERIALS	R\$ 553,391.63	12	R\$ 46,115.97
HYGIENE AND CLEANING	R\$ 411,668.20	5	R\$ 82,333.64
STATIONERY	R\$ 252,450.96	10	R\$ 25,245.10
CLOTHING	R\$ 202,732.99	6	R\$ 33,788.83
EVENTS	R\$ 122,639.03	5	R\$ 24,527.81
BOOKS/JOURNALS/MAGAZINES	R\$ 119,461.02	4	R\$ 29,865.26
DAF	R\$ 116,840.00	1	R\$ 116,840.00
AUTOMOTIVE CENTER	R\$ 98,614.58	3	R\$ 32,871.53
DISPOSABLE MATERIAL	R\$ 36,589.94	2	R\$ 18,294.97



GRI Content Index

[GRI 102-55]

GRI Content Index GRI [102-55]

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
GRI 101: Foundation 2016	GRI 101 does not include any disclosures			
Organizational profile				
GRI 102: General Disclosures 2016	102-1 Name of the organization	6		
	102-2 Activities, brands, products, and services	11		
	102-3 Location of the headquarters	6		
	102-4 Location of operations	6		
	102-5 Ownership and legal form	6, 11		
	102-6 Markets served	11		
	102-7 Scale of the organization	6		
	102-8 Information on employees and other workers	52, 53, 54		
	102-9 Supply chain	65		8, 10
	102-10 Significant changes to the organization and its supply chain	17, 21, 28		
	102-11 Precautionary principle or approach	17		
	102-12 External initiatives	21		
	102-13 Membership of associations	21		
Strategy				
GRI 102: General Disclosures 2016	102-14 Statement from senior decision-maker	4		
	102-15 Key impacts, risks, and opportunities	22, 24, 27		
Ethics and integrity				
GRI 102: General Disclosures 2016	102-16 Values, principles, standards, and norms of behavior	13, 15		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Governance				
GRI 102: General Disclosures 2016	102-18 Governance structure	14		
	102-22 Composition of the highest governance body and its committees	15, 16, 17		5,16
	102-23 Chair of the highest governance body	14		
	102-24 Nominating and selecting the highest governance body	14		
	102-30 Effectiveness of risk management processes	17		
	102-31 Review of economic, environmental, and social topics	16, 17, 30		
	102-35 Remuneration policies	15, 36		
	102-36 Process for determining remuneration	15, 36		
Stakeholder engagement				
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	33		
	102-41 Collective bargaining agreements	99.7% of employees are covered by collective agreements.		
	102-42 Identifying and selecting stakeholders	33, 34, 38		
	102-43 Approach to stakeholder engagement	33, 34, 38		
	102-44 Key topics and concerns raised	34, 38, 39, 40		
Reporting practices				
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	27 subsidiaries		
	102-46 Defining report content and topic Boundaries	50		
	102-47 List of material topics	31		
	102-48 Restatements of information	50		
	102-49 Changes in reporting	There are no changes		5,16

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
	102-50 Reporting period	January 1, 2021 to December 31, 2021		
	102-51 Date of most recent report	2020		
	102-52 Reporting cycle	Annual		
	102-53 Contact point for questions regarding the report	50		
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option		
	102-55 GRI content index	66		
	102-56 External assurance	Report not submitted to external verification		

MATERIAL TOPICS

Economic performance

GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	23, 25		
	103-3 Evaluation of the management approach	23, 25		
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	25		
	201-2 Financial implications and other risks and opportunities due to climate change	17, 30, 49		
	201-3 Defined benefit plan obligations and other retirement plans	36		

Indirect Economic Impacts

GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	40		
	103-3 Evaluation of the management approach	40		
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	40		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Anti-corruption				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	18, 19		
	103-3 Evaluation of the management approach	18, 19		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	100%		16
	205-2 Communication and training about anti-corruption policies and procedures	18, 63		
	205-3 Confirmed incidents of corruption and actions taken	There were no reported cases of corruption in 2021		16
Energy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	45, 47		
	103-3 Evaluation of the management approach	45, 47		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	47		7, 8, 12, 13
	302-2 Consumo de energia fora da organização		Information not available: We do not monitor this agreement indicator with the stratifications required by the GRI. we work in future deployments of controls that meet protocol recommendations.	
	302-3 Energy intensity			7, 8, 12, 13
	302-4 Reduction of energy consumption	47		
Water and effluents				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	45, 47		
	103-3 Evaluation of the management approach	45, 47		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
GRI 303: Water and effluents 2018	303-1 Interacoes com a agua como um recurso compartilhado	47		
	303-2 Gestao de impactos relacionados ao descarte de água	47		
	303-5 Consumo de água		Information not available: We do not monitor this agreement indicator with the stratifications required by the GRI. We work in future deployments of controls that meet protocol recommendations.	
Emissions				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	45, 49		
	103-3 Evaluation of the management approach	45, 49		
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		Information not available: The 2021 greenhouse gas emissions inventory is under preparation.	
	305-2 Energy indirect (Scope 2) GHG emissions			
	305-3 Other indirect (Scope 3) GHG emissions			
	305-4 GHG emissions intensity			
	305-5 Reduction of GHG emissions			
	305-6 Emissions of ozone-depleting substances (ODS)			
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions			
Waste				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	48		
	103-3 Evaluation of the management approach	48		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	48		
	306-2 Management of significant waste-related impacts	48		
	306-3 Waste generated	64		
Environmental compliance				
GRI 103: Management approach 2016	103-1 Explicação sobre o tópico material e seu limite	31		
	103-2 The management approach and its components	45		
	103-3 Evaluation of the management approach	45		
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	There were no records of non-compliance with environmental laws and regulations in 2021		
Supplier environmental assessment				
GRI 103: Management approach 2016	103-1 Explicação sobre o tópico material e seu limite	31		
	103-2 The management approach and its components	39		
	103-3 Evaluation of the management approach	39		
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	100% of new suppliers were evaluated based on legal environmental criteria (licensing). In addition, the Fraud Prevention area carries out an annual monitoring of suppliers, which takes into account social and environmental aspects, reputational research, as well as ethical principles, transparent corporate governance and responsible financial management.		
	308-2 Negative environmental impacts in the supply chain and actions taken	No suppliers with negative environmental impacts in the chain were identified, according to Porto's evaluation criteria.		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Employment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	34		
	103-3 Evaluation of the management approach	34		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	55		5, 8, 10
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Disability allowance and disability, License maternity/paternity, Adoption license, License for reasons of marriage with 5 more days beyond the provided for in the CLT. The package of benefits offered are applicable to everyone the CLT collaborators regardless of load working hours		
	401-3 Parental leave	56		
Labor/management relations				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	36		
	103-3 Evaluation of the management approach	36		
GRI 402: Labor/management relations 2016	402-1 Minimum notice periods regarding operational changes	Some collective agreements stipulate minimum deadlines for communicating to the employee about operational changes and also about work shifts. In this sense, Porto's labor relations area is responsible for communicating to the areas of impacted people and operations the deadlines established in collective instruments and the effective applicability is the responsibility of each area.		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Training and education				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	35		
	103-3 Evaluation of the management approach	35		
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	57		4, 5, 8, 10
	404-2 Programs for upgrading employee skills and transition assistance programs	36		
	404-3 Percentage of employees receiving regular performance and career development reviews	35, 58, 59		5, 8, 10
Diversity and equal opportunity				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	34, 37		
	103-3 Evaluation of the management approach	34, 37		
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	60, 61, 62		5, 8
	405-2 Ratio of basic salary and remuneration of women to men	62		5, 8, 10
Non-discrimination				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	18, 37		
	103-3 Evaluation of the management approach	18, 37		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	In 2021, the Complaints Channel received 3 complaints classified as "discrimination". After the analysis, all were concluded as unfounded, no requiring corrective actions.		5, 8

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Child labor				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	39		
	103-3 Evaluation of the management approach	39		
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor		Information not available: In the current supplier evaluation process, there is no analysis of research on public Child Labor lists.	8, 16
Forced or compulsory labor				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	39		
	103-3 Evaluation of the management approach	39		
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		In the approval process, all suppliers are evaluated on the subject of Slave Labor. If the supplier has notes on the Slave Labor list, he will be considered unfit, that is, there will be no possibility of partnership, avoiding any damage or relations with Porto.	8
Human rights				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	33		
	103-3 Evaluation of the management approach	33		
GRI 412: Human rights 2016	412-1 Operations that have been subject to human rights reviews or impact assessments		100% of Porto's operations assess criteria and impacts related to human rights. through the manual of conduct, analysis and approval of suppliers and training and communications, Porto guarantees that all your employees and your supply chain are aware of the Company's conduct in relation to the guarantee of human rights.	8

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Local communities				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	40, 42, 46		
	103-3 Evaluation of the management approach	40, 42, 46		
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	40, 46		
	413-2 Operations with significant actual and potential negative impacts on local communities	No actual and/or potential negative impacts on local communities were identified.		1,2
Supplier social assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	39		
	103-3 Evaluation of the management approach	39		
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	100% of new suppliers are evaluated according to the following criteria: labor practices, tax status and adherence to Porto's Code of Conduct. In addition, the Fraud Prevention area carries out an annual monitoring of suppliers, which takes into account social and environmental aspects, reputational research, as well as ethical principles, transparent corporate governance and responsible financial management.		8
	414-2 Negative social impacts in the supply chain and actions taken	No suppliers with negative social impacts on the chain were identified, according to Porto's evaluation criteria.		

GRI STANDARD	DISCLOSURE	PAGE NUMBER(S) /URL	OMISSION	SUSTAINABLE DEVELOPMENT GOAL (SDG)
Marketing and labeling				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	21		
	103-3 Evaluation of the management approach	21		
GRI 417: Marketing and labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	There were no records of non-conformities regarding the labeling of products and services in 2021		
	417-3 Incidents of non-compliance concerning marketing communications	There were no records of non-conformities regarding communication and marketing in 2021		
Customer privacy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31		
	103-2 The management approach and its components	19		
	103-3 Evaluation of the management approach	19		
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints regarding breaches of customer privacy and/or loss of customer data in 2021		



GENERAL COORDINATION
Sustainability Area

TECHNICAL AND EDITORIAL COORDINATION, GRI CONSULTING, GRAPHIC DESIGN AND LAYOUT
Walk4Good – Grupo Imagem Corporativa

PICTURES
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TRANSLATION
Opportunity Translations