



Sustainability Report

2024 Edition



Welcome	03	Climate Strategy and Circularity	91
Leadership Messages	03	Decarbonization and GHG Emissions	91
About this Report	12	Circular Economy and Waste Management	100
Materiality	13	Sustainable Products and Solutions	103
A safe harbor for people and their dreams	19	Sustainable, Inclusive and Impact Products	103
Who We Are	19	Sustainable Investments	106
Context of Operations	24	Value Chain Engagement	107
Our Business	25	Customers Satisfaction and Service Quality	110
Strategic Management	38	A Broker is Forever	114
Our Sustainability Commitments and Goals	47	Our Suppliers, Partners, and Services' Providers	118
Corporate Governance	49	Management of Corporate Suppliers	120
Model and Governance Structure	49	Anexxes	122
Risk Management	57	Summary of GRI and SASB Content	122
Ethical Behavior, Integrity, and Compliance	62	Contacts and Credits	143
Data Security and Privacy	66		
Valuing Human Capital and Social Impact	68		
People's Engagement and Recognition	68		
Diversity, Equality, and Inclusion	80		
Development of Local Communities	85		



Welcome

Leadership Messages

Letter from the CEO

On the eve of its 80th birthday, Porto Group is having a most special moment. We closed 2024 with solid results, boosted by our diversification strategy and strengthening of our four business units (Insurance, Health, Bank and Services) with a return on equity over 20%. The group's net profits were BRL 2.7 billion (16.7% above 2023) and the total income reached BRL 37 billion. The Customer basis also grew to 18 million, reflecting our consistency path and solid businesses.

This performance was not by chance. It was boosted by our culture of service and quality assistance, differentials that define, strengthen,

and lead us to the future. At the core of this journey are the 37 thousand partner Brokers, the unquestionable protagonists of the Porto Ecosystem. Over the past year, we have increased the brokerage fees to our Brokers by 15%. Thus, we ensured growth, recognition, and a high value-generation relationship for all.

Caring is our vocation. And this is how we translate our appreciation for sustainability. For eight decades, we have looked at the world with full conscience that, as individuals and as a company, we are a small but powerful part of this vast network. Firm in our social role, we have faced in 2024 one of the largest mobilization



To support the population of Rio Grande do Sul after the rainstorm in April, we mobilized more than 150 rescue workers to aid in Civil Defense and, by **Instituto Porto**, donated more than 54 thousand items to the region. We have also adopted unprecedented measures to enable the speed up the claims' procedure. In all, we responded to 4.7 thousand car insurance and house insurance. We were able to fully absorb this impact without compromising the operations and results. This attests to our business' strength and resilience.

We are fully aware that our safe harbor cannot wait, so we invest in sustainable development. There are no doubts about the necessary efforts and valuable returns of complying with an ESG agenda. These topics are our core beliefs. We know that there is still a lot to grow, but we are moving on in a positive rhythm. Along with our 2025-2030 business Vision, this document presents our set of goals and Sustainability commitments. In recognition of our efforts during the year, we won the Award **Exame Melhores do ESG** in the category "Financial Services" and remained part of the **Corporate**

Sustainability Index (ISE) of B3.

On the environmental pillar, we consolidated our position as the largest automobile recycling entity in Brazil (**Renova Ecopeças**). Over 11 years of operation, our controlled company shows expressive figures: more than 30 thousand vehicles destined, and 1.1 million parts reused. Last year we also confirmed our commitment to a rigorous management of our carbon footprint. We compensated 100% of our direct emissions and obtained renewable energy certificates (I-RECs) for the total electricity consumption.

On the social side, we boosted **Juntos**, our Diversity, Equality, and Inclusion Program which led more than 60 actions during the year. We launched **Florescer**, our journey for the development and sense of belonging of people with disability (PwD) in the Group. We currently employ more than 600 people with disabilities in our organization. On the external front, with a BRL 17 million investment through **Instituto Porto**, we supported and conducted seven social programs impacting some 35 thousand people.

Confirming our essence of **being more a safe harbor for people and their dreams**, we believe that the basis for all of this begins at home.

Last year we boosted our engagement initiatives, improved our training programs, and strengthened our organizational culture, promoting an environment that fosters innovation, pride, and sense of belonging. As a result, we were recognized by the third consecutive year as one of the 20 best companies to work for in Brazil by **Great Place To Work® (GPTW)**.

This attention reflects on the market. In 2024 we focused on improving our **Costumers' experience**. For this, we invested in the training and development of our structure, a market benchmark. We wish to build a "Humanichannel" service model given priority to personalized and empathetic interactions and aligning technology and human sense. On the backdrop of these advances is our structured investment plan for digital transformation and boosting **Porto** as a **life tech company**. In this universe, the **App Porto** was one of the most successful strategies in 2024. We closed the year with 80 million digital services and 3.8 million active App users.

By a diversified brand portfolio with different solutions and personalization, we wish to grant to those who never had insurance the chance to have this protection, broadening our growth potential while simultaneously generating benefits to society.

These steps and achievements endorse our belief in our path and the true and strong connections we create with our Employees, Costumers, Brokers, Suppliers, Services Providers, and Investors. There are millions of people who give us the privilege to enjoy their daily routines, protecting their lives, families, homes, cars, accounts, and businesses. Our mission is to constantly improve and develop our operations to honor these commitments, always aiming to **care** and **foster the dreams** of more Brazilians. I thank all who helped us to build this history and impact legacy for our country.

Hope you enjoy reading this report.

Paulo Kakinoff
Porto CEO



Letter from the President of the Board of Directors

To analyze the main results and advances of *Porto Seguro S.A.* up to now, I try to establish a lengthier agenda of five years. 2024 was marked by transformations and valuable lessons for the Company, which transcend the positive financial and operating results. Over the past years, we matured our commitment to sustainability and reaffirmed our essence: care for people and help to build a fairer and more inclusive future. This report reflects not only our achievements, but also the commitments and impacts we wish to perpetuate for society.

One of the milestones of 2024 was the consolidation of our sustainability governance, with the creation of the **Sustainability Committee**, to advise the Board of Directors connecting strategic decisions to our business units.

We feel that sustainability is not a responsibility of a single committee or the board of directors; it must be undertaken by each area and each leader. And the concept of **accountability** is the core of this change. This is how we ensure that

decisions and actions are truly aligned with our values and the results we wish to achieve.

Our valuable lessons led the conscience about this structure. We realize we are still behind and recognizing this was one of the main steps of the year, as it permits us to build new opportunities. We also noted that **progress is only possible with humility to learn and solid structures to lead the path**. In this sense, the Board of Directors has been a space for exchange and evolution and personally I am constantly learning side by side with brilliant professionals who challenge us to be better each day.

Porto has a consistent social history and our focus on education remains unwavering. By **Instituto Porto**, we offer our Employees the opportunity to engage directly with social projects using their working hours in initiatives to support the community. In 2024 we also boosted **Porto Serviço** that translates our essence: helping to form professionals, create opportunities and develop talents. Through **Instituto Porto**, we offer free





professional training and access to opportunities for services providers in all of Porto's units.

In 2024, we further strengthened Porto Serviço, an initiative that embodies our core purpose: to support professional development, create opportunities, and nurture talent. Through *Instituto Porto*, we offer free professional training and facilitate access to job opportunities across all Porto business units, with a special focus on service providers.

Our commitment to diversity, equity and inclusion was also highlighted in 2024. We matured an agenda that promotes enhanced balance and gender equality, ensuring a more inclusive work environment. **The universe has been generous with Porto and its network, and we feel that with this privilege comes the duty to act and return to society.** Sustainability is not only a business agenda, but also a goodwill agenda. We know this

is a shared responsibility and wish to inspire other organizations to follow this path.

From a business perspective, each year we mature the transition of Porto Group from a large vehicle insurance company to an **integrated solutions ecosystem**. With the management of business units, each area is autonomous to plan and execute, with the support of the holding at all times. By this we foment a culture of trust, innovation, and commitment. This strategy has progressively strengthened our market leadership.

Along this line, we aspire to attain the size of the company's potential given that nowadays our brand is more recognized than the number of people who have access to it. Our purpose is to launch services with more affordable tickets, permitting more people to access the quality, care and excellence that define Porto. This is our main challenge. Grow the company so it can be

the size of the brand. Of course, all without losing the **"Porto Way"** of caring for our 18 million Customers and continuing to cultivate a trusting relationship with our 37 thousand Brokers, who are vital to our business.

We have closed 2024 certain that we are on the right track. We wish to learn, grow, enhance our impact and be a safe harbor in the lives of more people. **The financing metrics are important, but**

the qualitative ones are even more so, and we will pursue those. Our greatest prize is being able to care for people's well-being, health, and safety. Thank you to all who are with us on this journey.

We hope you have a pleasant reading!

Bruno Garfinkel

President of the Board of Directors of Porto Group

One of the milestones of 2024 was the consolidation of our sustainability governance. We feel that sustainability is not a responsibility of a single committee or the board of directors; it must be undertaken by each area and each leader.



2024 Main Highlights

Institutional

Ranked as the

16th most valuable brand
in the country

with an estimated brand
value of BRL 112 billion.*

We have maintained our
participation in the Corporate
Sustainability Index of B3.

Top 10

Brazilian companies
to work for.**

74%

favorable reviews on
the Pulso Climate Survey.

* Interbrand Ranking of the Most Valuable Brazilian Brands 23/24.

** Great Place to Work (GPTW).



Social Performance

133 actions

in the 45 social institutions partners of *Instituto Porto*.

26,520

services generated and 3.4 thousand hours volunteer work.

Approximately

17 million

BRL invested in social initiatives.

Over

60 actions

in the Diversity, Equality, and Inclusion Program.

Over

7 thousand women

(57%) among our employees, of which 44% in leadership.

Over

4,700 Black and Mixed Race employees

Of these, 281 hold leadership positions, representing 22% of the company's leadership.

3.2 million

BRL invested in language, graduate degree, and post-graduate degree scholarships, benefiting more than 700 employees.

■ Sara Souza, Services' Providers





Environmental Performance

100% of scope 1 and 2 offset emissions

the latter by purchase of I-RECs for energy consumption.

100% of direct operations

are supplied by renewable sources of energy.

We recycled more than

2.6 thousand vehicles

correctly managed + than 2.9 thousand tons of automotive waste and reused 70 thousand items by **Renova Ecopeças**.

We collected more than

21 tons of electronic devices

and managed 100% of this waste correctly in the *Descarte Sustentável* project.



Financial and Operating Management Performance

37 billion BRL
total income
(+13% vs. 2023).

11.4% operating
efficiency index**

2.7 billion BRL
net profit*
(+18% vs. 2023).

1.18 million financial
revenues***
reaching a return of 77% of CDI.

Over
20% of return
on equity
in all business units.

*Excluding the net impact of the write-off of the product *Carro por Assinatura* in the amount of BRL 41 million, the effect of BRL 33,6 of rollover of securities of the portfolio investments and non-recurring gains of BRL 39 million related to the *Oncoclínicas* transaction.

**Sum of overhead expenses in relation to total revenue.

***Excluding Pensions, portfolio ALM and debt rollover.



Main Awards and Recognitions



Great Place To Work® Brazil:

for the third consecutive year, we are one of the best Brazilian companies to work for.



Top of Mind *Folha de S. Paulo*:

for the 11th consecutive year, we won the category “most remembered insurance company” in the 34th edition of the award given by Instituto Datafolha.



5th Edition of the *Estadão Mobilidade Award*:

we won the category “Better Car Insurance” based on the excellent services provided and Customer trust.



Interbrand *Marcas*

Brasileiras Mais Valiosas 23/24:

Porto grew 14% in the brand value ranking, reaching BRL 1.1 billion and occupies the 16th position for the second consecutive year.



Brand Finance *Latin America*:

we came 2nd as the strongest Brazilian brand. In the general ranking that assesses the brand value, we moved from the 41st to 39th position, an increase of 16.1% or USD 500 million.



Exame *Melhores do ESG*:

we came 1st in the category “Financial Services”.



Marcas dos Cariocas 2024:

O *Globo* and TroianoBranding: we are the second insurance brand most admired by *cariocas* (residents of Rio de Janeiro).



Estadão Marcas Mais:

we won again the category “Insurance Companies” and are among the “Top 5 Better Performance of 10 years”.



Viaja SP:

we were elected the best Travel Insurance company in the ranking promoted by *Folha de São Paulo*.



TOP30 *Timelens, da FutureBrand*:

we have premiered in the 25th position among the brands most prepared for the future.



Award 100 Empresas

Mais Influentes do Brasil:

Doria Group, and *Veja*: Porto Group was one of the company honored.



Pacto Global
Rede Brasil

Since 2022 we are signatories of the **United Nations Global (UN) Compact – Brazil Network**, reinforcing our commitment to the Sustainable Development Goals (SDG).



PSI
Princípios para
Sustentabilidade
em Seguros

Since 2013 we have been signatories of the **Principles for Sustainable Insurance (PSI)** that govern sustainable practices in the insurance field and provide global directives for the development and expanded risk management.



In 2024 we signed the **Bogota Declaration on Sustainable Insurance** organized by the United Nations Environment Programme Finance Initiative (UNEP FI) executing a commitment with the remaining insurance sector leaders of Latin America and the Caribbean to support the achievement of the UN SDGs.

Commitments



About this Report

GRI 2-1 GRI 2-3

Dear Reader,

We present the **Porto 2024 Sustainability Report**, of *Porto Seguro S.A.* (corporate name), a publicly traded company with shares negotiated at the *Novo Mercado de Valores do Brasil* (B3) with headquarters in São Paulo (SP).

The focus of this document now in its 17th edition is to provide an integrated and concise view of the main business strategies, achievements, and commitments of the Company in terms of sustainability and show how the ESG agenda relates to our planning and influences our results. We hope that this reading will enable you to learn about the main opportunities and challenges surrounding us and the Values that guide our history for almost 80 years. The report is disclosed annually, and this edition refers to the base year 2024, covering from January 1st to December 31st, 2024.

The document observes the main methodologies and reporting structures such as the principles of

the International Integrated Reporting Council (IIRC) incorporated by the International Financial Reporting Standards (IFRS); the Sustainability Accounting Standards Board (SASB) metrics specific for the Porto fields of operation: Insurance, Managed Care and Customer Finance; and the Global Reporting Initiative (GRI) Standards.

After the approval of the rules CBPS 01 - General Requirements for Disclosure of Sustainability-related Financial Information (IFRS S1) and CBPS 02 - Climate-related Disclosures (IFRS S2) by the Securities Commission (CVM) on October 20th, 2024, from this document onwards we have adopted certain disclosures of these requirements to adapt gradually to the regulation deadlines.

GRI 2-5 GRI 2-14

The information presented in this report was submitted to the Board of Directors, approved by the Sustainability Commission formed by officers and by the Sustainability Committee. The Risk Committee also reviews the report. The indicators

are collected by the many areas of the company with the support of specialized outside consultants and afterwards submitted to limited assurance by Ernst & Young (EY). External and independent confirmation keeps us aligned with the best market practices on transparency. To know the GRI and SASB contents subject to review and the assurance report, go to pages [123](#) and [134](#).

We welcome your questions, suggestions, and comments on this report. Your input is key to improving our communication and sustainability practices. Send your contribution to sustentabilidade.corporativo@portoseguro.com.br

We wish you all an insightful and enjoyable reading!





Materiality

GRI 3-1

The priority topics for sustainability management from which the content of this report and the **Porto Sustainability Strategy** derive were identified in the process of review and materiality analysis. In 2024 for the first time, we held the study using the concept of **double materiality**. Beyond identifying topics that reflect the most relevant economic, environmental, and social impacts for Porto – that drive the perception of our stakeholders – double materiality considers the impact of sustainability over the company’s short- and long-term financial results.



Learn more on the process of defining double materiality, including the concepts adopted, results of consultations with our stakeholders and results of the impact and financial materiality in our [Materiality Report](#)

The process of defining materiality involved four stages:

1. Context Study



- Survey of secondary parameters for sustainability.
- Benchmarking with domestic and international companies of the insurance and financial sector.
- Review of the SASB Standards criteria, S&P Global, ESG Indexes and Ratings.
- Survey of regulatory requirements.
- Resulting list of probable material topics.

2. Consultations for Stakeholders



- Meetings of focal groups with Services Providers and Brokers.
- Interviews with senior leadership and a member of Porto’s Sustainability Committee.
- Interview with investors.
- On-line consultations with 1,611 Porto’s stakeholders encompassing Em-ployees, Brokers, Services Providers’, Suppliers, Costumers, and Surround-ing Community. The consultation sought to identify the perception about the relevance of the organization’s impact material topics.

3. Priorities and Analyses



- Assessment of the socio-environmental impacts by Porto’s specialists – significance, probability, and Human Rights criteria.
- Assessment of the financial impacts with the view of Porto’s ERM (Corporate risk management) – Impact and probability criteria.
- Consolidation of the results and list of material topics.

4. Validation



- Approval of the topics by the senior leadership and the Company’s Sustainability Committee.



GRI 3-2 GRI 3-3

List of Material Topics, Impacts, Priority Risks and Opportunities

GRI 3-2

As compared to the last cycle of materiality analysis held in 2023, the topics remained material for the 2024 fiscal year, presenting an evolution in their management, increased scope, and complexity. For example, the previous material topic 'Opportunities for positive impact and inclusive businesses' progressed to 'Sustainable, inclusive and impact products.'

New topics that are now part of materiality in 2024:


- Decarbonization and GHG Emissions;
- Waste Management
- Sustainable Investment.

Strategic Pillar	Material Topic	Impact Materiality (priority impacts)	Financial Materiality (priority risks and opportunities)	Standards used for reporting	SDGs correlated
Valuing human capital and social impact	Development of Local Communities	Positive Impact: foster social investment for Costumers through the business mechanisms of Porto linked to these criteria.	-	GRI 413: Local communities 2016 GRI 201: Economic Development 2016	5 8 10 11
	Diversity, Inclusion and Equal Opportunities	Positive impacts: inclusion in the labor market and empowerment of minority groups. Negative impact: cases of discrimination inside Porto and in its value chain.	-	GRI 405: Diversity and equal opportunities 2016	
	Engagement and people valuing	Positive impact: employees' development. Potential positive impact: improvement in the quality of life and professional-personal life balance. Negative impact: greater employee turnover.	-	GRI 401: Employment 2016 GRI 402: Work relations 2016 GRI 404: Training and education 2016	



Strategic Pillar	Material Topic	Impact Materiality (priority impacts)	Financial Materiality (priority risks and opportunities)	Standards used for reporting	SDGs correlated
Climate Strategy and Circularity	Decarbonization and GHG Emissions	<p>Positive impact: awareness and engagement of the value chain to reduce emissions.</p> <p>Negative impact: increase in GHG emissions (electricity and value chain).</p>	<p>Risk: more frequent extreme climate events may result in losses and property damage and business interruption for Porto.</p> <p>Opportunities: strategy to reduce emissions by awareness, value chain engagement (scope 3), sector of activity (position on the topic) and reputation gain.</p>	<p>GRI 302: Energy 2016</p> <p>GRI 305: Emissions 2016</p> <p>SASB Insurance – Financed Emissions</p>	
	Waste Management	<p>Positive impact: initiatives to reuse materials.</p>	<p>Opportunities: expand the <i>Renova Ecopeças</i> services of vehicle disassembly and recycling and sale of quality parts, generating new business from this knowledge.</p>	<p>GRI 306: Waste 2020</p>	
Products and Sustainable Solutions	Socio-environmental and Climate Risk Management	-	<p>Risk: losses and injury arising from climate effects and natural disasters (higher loss ratio, provision risks).</p>	<p>GRI 201: Economic Development 2016</p> <p>SASB Insurance – Exposure to Physical Risks</p> <p>SASB Insurance – Systemic Risk Management</p> <p>SASB Managed Care – Impacts of Climate Change over Human Health</p>	
	Sustainable, Inclusive and impact products	-	<p>Opportunity: development of new financial and insurance products to address socio-environmental and climate challenges.</p>	<p>SASB Insurance – Policies Developed to Foster Responsible Behavior</p> <p>SASB Managed Care – Access to Coverage, Plan Performance, and Improved Outcomes.</p>	
	Sustainable Investments	-	-	<p>SASB Insurance – Integration of Environmental, Social, and Governance (ESG) Factors into Investment Management</p>	



Strategic Pillar	Material Topic	Impact Materiality (priority impacts)	Financial Materiality (priority risks and opportunities)	Standards used for reporting	SDGs correlated
Value Chain Engagement	Ethical behavior, integrity, and compliance	-	Risk: behavior of employees and executives associated with any type of discrimination or harassment, leading to reputation or financial damage.	GRI 205: Fighting corruption 2016 GRI 206: Unfair competition 2016 GRI 207: Taxes 2019 GRI 406: Non-discrimination 2016 GRI 407: Freedom of association and collective bargaining 2016 GRI 408: Child labor 2016 GRI 409: Forced or slave-like labor 2016	
	Value chain management	Negative impact: Human Rights violations, labor conditions and environment in the value chain.	Risk: cyberattacks or data leaks in the value chain may trigger IT systems' disruptions and reputation and financial damage. Opportunity: valuation of the indirect economic impact of Porto in the generation of employment and revenue in the value chain and business partners (brokers, services providers', referenced auto repair shops, dental and health network, etc).	GRI 204: Procurement practices 2016 GRI 308: Suppliers' environmental assessment 2016 GRI 414: Suppliers' social assessment 2016	
	Customer and Brokers' Satisfaction and quality service	Positive impacts: Financial Education addressing financial and insurance systems; Satisfaction enhancement.	-	GRI 417: Marketing and labeling 2016 SASB Insurance – Transparent Information and Fair Advice for Customers SASB Consumer Finance – Sales Practices	
	Data Security and Privacy	Positive impact: awareness about frauds, advocacy on the topic.	Risk: cyberattacks or data leaks may trigger IT systems' disruptions and reputation and financial damage.	GRI 418: Customer privacy 2016 SASB Managed Care – Customer Privacy and Technology Standards SASB – Consumer Finance – Customer Privacy and Data Security	



Porto Materiality

In this illustration, the topics on the left bear great financial impacts and those on the right bear greater socio-environmental impacts. Those with similar impacts between the two are represented in the center. The relevance to stakeholders increases along the vertical axis, from bottom to top.





Stakeholder Engagement

GRI 2-29

We value transparency, integrity, and dialog with all stakeholders. Our series of policies and initiatives ensure fair and equal treatment to all our audiences to build solid, lasting, and healthy relationships by many channels and means of communication.

Stakeholder	How we engage	
Employees	<ul style="list-style-type: none"> Corporate Chat On-line form Satisfaction survey Whistleblower Channel Institutional e-mails Institutional websites Social Media 	<ul style="list-style-type: none"> Ombudsman Talk to Paulo Kakinoff Talk to Bruno Garfinkel Quarterly meetings with the President Intranet Awareness actions
Brokers	<ul style="list-style-type: none"> App Porto Satisfaction Survey Social Media Whistleblower Channel Awareness Campaigns 	<ul style="list-style-type: none"> Relationship Events Platform Porto Educ Porto tá por perto On-line broker
Services Providers	<ul style="list-style-type: none"> App Porto Satisfaction Survey Whistleblower Channel School Services Institutional e-mails 	<ul style="list-style-type: none"> Institutional communications channels Awareness actions Relationship events and meetings Ideas Network Partnership Time

Stakeholder	How we engage	
Suppliers	<ul style="list-style-type: none"> Porto Procurement Portal Satisfaction survey 	<ul style="list-style-type: none"> Whistleblower Channel Email
Shareholders	<ul style="list-style-type: none"> Porto Day Reference Form 	<ul style="list-style-type: none"> On-line Form Whistleblower Channel
Investors	<ul style="list-style-type: none"> Events (Porto Day, Results Teleconference, Lives and Conferences via Brokerage firms) Individual interactions (Meetings, Calls, E-mails) 	<ul style="list-style-type: none"> Reports (ITR, Release of Results, Reference Form, Monthly Performance Form, etc.) Whistleblower Channel
Costumers	<ul style="list-style-type: none"> Help desk APP Porto WhatsApp Contact Us Ombudsman 	<ul style="list-style-type: none"> Satisfaction survey Whistleblower Channel Social Media On-line and off-line advertising Interviews with focal groups
Civil society organizations	<ul style="list-style-type: none"> Direct contact via <i>Instituto Porto</i> Email Call Center 	<ul style="list-style-type: none"> Visits Events Whistleblower Channel
Local communities	<ul style="list-style-type: none"> Direct contact via <i>Instituto Porto</i> <i>Associação Campos Eliseos + Gentil</i> Email Whistleblower Channel 	<ul style="list-style-type: none"> Call Center Events Satisfaction survey



A safe harbor for people and their dreams

Who We Are

GRI 2-1 GRI 2-6

We focus on an increasingly region-oriented businesses and diversification of our portfolio, with exclusive and inclusive products to assist different audiences.

We are more than an insurance company.

Porto is a full ecosystem of services, products, and solutions with embarked technology to ensure more protection, care, and safety for people's lives, from the ordinary to the most meaningful moments.

With almost 80 years of experience, we have four business units: **Porto Seguro** (insurance),

Porto Saúde (health), **Porto Bank** (financial services and products) and **Porto Serviço** (services for families, homes, cars, and companies).

We operate with a strong domestic operation with branches and offices all over Brazil. In all Porto Group is formed by 27 companies, such as *Azul Seguros*, Itaú Auto and Home Insurance, Mitsui, *Porto Seguro* Uruguay, among others.

[Learn more about history and check the timeline of Porto Group](#)

[Know the Porto Group brands and partnerships](#)



Our Values, Our Culture

Our journey brought us the conviction that caring for people is what drives, transforms and takes us further. This essence carries the fundamental beliefs that shape the **Porto Culture**. It guided us in the past and must be preserved to generate value for the future, while considering present challenges. We inhaled from anthroposophy the human perspective and the way of thinking, feeling, and acting. And from corporate philosophy, we inherited the perspective that one needs to be true and righteous to cultivate lasting relationships.

For this reason, the belief in caring is at the heart of the translation of our essence: to be more a safe harbor for people and their dreams.

The **Porto Way** translates our way of life, our essence, into three values that guide our daily routine:

Porto Way is..

Genuine interest

To walk in the other's shoes, collaborate and welcome. We act proactively to respond to people's needs.

Decisive Attitude

Helpful and brave. We anticipate problems and act quickly, with initiative and a spirit of defiance to enable the best solutions and results.

Enchantment

Go beyond. It is to care for the details and surprise. We innovate to constantly seek the best experience and results with kindness, justice, and excellence.



Our numbers

People

18 milion

Costumers¹

13,000

Services' Providers

12,450

Employees²

3.8 million

App Porto users³

37,000

independents Brokers

1.2 million

LinkedIn followers⁴

1. Excluding Uruguay. From 3Q23 the total number of Costumers incorporates CDF's Costumers.

2. For people-related indicators, we do not consider people from the following companies: Azul, Uruguay, Uruguay Serviços and CDF.

3. From 3Q23 we adopted the concept of app use over the past 12 months.

4. on February 12, 2025.

■ Joice Martins, Employee





Operations

18 branches and regional offices
in Brazil

2.4 million
home and business assistance

268 million
digital interactions and assistance

34 million
human assistance

2.75 million
car assistance

56%
of services call via App and WhatsApp (car and home)



Evaluation

4.8 rating

for "App Porto" at Apple Store and Google Play¹

80 NPS points

in Porto Seguro Home insurance

80 NPS points

in Porto Seguro Car insurance

71 NPS points

at Porto credit card

Among Customers who redeemed points,

57%

 chose to redeem them for Porto products

78 NPS points

in Azul Auto



1. From 3Q23 we adopted the concept of app use over the past 12 months.



Context of Operations

The Brazilian insurance market experienced robust development in 2024. According to the [Federal Insurance Commissioner](#), until November 2024, the sector had revenues of BRL 394.16 billion, a 12.3% growth over the same period of the previous year. This increase reflects the growing awareness of society about the importance of insurance and the broadening of the offer of products suited to the Brazilian customers' needs.

Nonetheless, the sector faces challenges such as strong competition, fraud, the need to update technology and adapt to new regulations.

To operate in this dynamic environment, we invest in our innovation differences, customization, and a robust portfolio, added to the quality of services and assistance offered. The diversification of our operations also poses a competitive advantage

allowing us to mitigate risks and capture opportunities in different segments of the Brazilian economy.

Brief analysis of the scenarios

Macroeconomic scenario: Macroeconomic scenario: we face the impacts of domestic and international fluctuations such as exchange instability, interest rate, and inflation levels' fluctuations. These variables affect consumers' behavior and demand for financial and insurance products directly. The environment is also influenced by a moderate economic growth in Brazil which, despite creating opportunities in emerging markets, demands flexible risk mitigation alternatives.

Microeconomic scenario: competition in the insurance sector is growing, boosted by the

emergence of new players, including fintech and health techs. This movement addresses topics such as agility, innovation, and Customer experience dynamically. Customers' needs also evolve constantly, demanding flexibility in the products offered.

Technology transformations: the adoption of emerging technologies such as artificial intelligence (AI), big data and blockchain became essential to enhance efficiency, offer more customized products and improve Customers' experience. However, deploying these innovations demand material investments, team training and adaptation of internal processes.

GRI 2-27

Legislative and regulatory environment: this is a complex environment as Porto is regulated

by multiple requirements depending on the segment, states, and municipalities, which require an efficient and aligned management to match all regulations to be observed. Furthermore, this scenario demands constant monitoring to ensure conformity with the General Data Protection Law (GDPL) particularly, and with other specific regulations. Porto did not face any relevant non-conformity issues in 2024. We also count on a pragmatic agenda of government relations with society organizations and class associations grounded on ethical, transparent and non-partisan principles.



Our Business

GRI 2-6

Focusing on the expansion and diversification of our business and providing more autonomy and individual growth to proprietary brands, in 2022 we reorganized our structure into four business units. By this, our strategy also brought us closer to the Customers and improved their experience, providing services better aligned to the demands and expectations of each one.

An important direction to our business in 2024 was to advance in **inclusive insurance**. By providing a varied brand portfolio with different solutions and customization, we seek to provide those who never had insurance with the opportunity to have this protection, enhancing our growth potential while at the same time generating benefits to society. Currently, some examples of products in our

portfolio that are built on this premise include: Residencial Essencial, Azul by subscription and *Porto Bairro*.

Particularly on the auto insurance market in Brazil, nowadays only 30% of the Brazilian fleet is insured, pursuant to the data of the National Confederation of Insurers (CNSeg). In this sense, to expand our

activities, we have invested in more accessible solutions per segment and with a lower ticket, favoring the cost-benefit ratio and coverage designed for the needs of each Customer.

Porto

Porto Seguro

- Car
- Bike
- Mobile Phone
- Home
- Companies
- Transportation
- Life
- Travel
- Agribusiness
- Civil Liability
- Pensions

Porto Saúde

- Corporate Health
- Dental
- Occupational Health

Porto Bank

- Credit Card
- Financings
- Loans
- Lease Guarantee
- Consortia
- Digital Account

Porto Serviço

Roadside Assistance:
Towing service, Locksmith service, Battery jump-start, etc.

Residential and Commercial Maintenance Services:
Electrical services, Plumbing services, Appliance repair services, TV installation, Air conditioning services, Help Desk, etc.

Unidades de Negócio



Porto Seguro

Ambition: “To be the most present Insurance Company in peoples’ lives, delivering smooth and enchanting experiences, leading the industry sustainably and generating lasting value for society.”

Main company in the group, founded in 1945, concentrates our insurance solutions for auto insurance, real estate, transportation, and others. The domestic leader in the automotive sector with more than 6 millions insured vehicles, Porto Seguro closed 2024 with an expanded range of services and protections. The initiatives are part of the strategy of business diversification and boosting the Porto ecosystem.

One of the main achievements of this business unit was the development of the new auto insurance portfolio with solutions ranging from basic to premium coverage. In this line, during 2024 we devoted time to the topic of inclusive insurance and progress in better segmented offers.

During the past year, the topic of climate change has gained even greater prominence due to the

severity and intensity of weather events in Brazil. Supporting our Costumers, partners, and affected communities was a top priority for Porto, prompting a significant mobilization across our network — from roadside assistance to claims handling.

For 2025, we will remain focused on inclusive, impact and regional expansion. Our goal is to expand the products’ portfolio, promoting better integration and cross-selling among the business units.

“Customer and broker delight continues to guide Porto Seguro through every cycle. In 2024, we accelerated our transformation agenda — introducing new product solutions and enhancing customer journeys — all driven by the evolving needs of our audiences. We made further progress on our insurance inclusion agenda, reaffirming our commitment to the sustainable expansion of the sector.” **Rivaldo Leite, Porto Seguro CEO.**





Main numbers

16.5 million transactions

80 NPS points in Car Insurance

11.7 million Costumers

80 points in Porto Seguro Home Insurance

6 million insured vehicles

2024 Highlights



Integration of the quotation system for the brands Porto Seguro, Azul, Itaú and Mitsui Sumitomo.



New portfolio of auto insurance: we improved in better segmented offers with the potential to contribute to inclusive insurance, such as products on the Azul line (Azul Theft and Azul Light).



Opening of new services such as "Combined protection for home and mobile phones" to hire both types in a single policy.



Debut of the **Vida Escolar +** targeting students and employees of private schools including benefits such as physiotherapy, medical evacuation between hospitals and private tutors.



Porto ranked first in the Insurance category (Brazil level) at the 34th edition of the **Folha Top of Mind Award 2024**.



In 2024, we launched the **Sustainable Automotive Service Center** to mitigate the socio-environmental impacts of our network.



Porto Saúde

Ambition: “to achieve market share to match the Company’s potential.”

Porto Saúde stands out as one of the largest company in the field of health insurance in Brazil, with more than 1.6 lives insured. In 2024, revenue and insurance premiums reached BRL 6.6 billion (+43.9% vs. 2023), the number of lives reached 675 thousand (+132k vs. 2023) and net profits of BRL 393,6 million (+ 96.4% vs. 2023).

Porto Saúde’s plans include access to an accredited network of hospitals, clinics, and laboratories of prime service quality. We also provide initiatives focused on the prevention and care for acute or chronic illnesses. Among those, the programs *Saúde Mais* (0–49 years old) and *Longevidade* (50+ years old), *Gestante Mais Saudável* and *Porto Mais Saudável*, that provide the support of nutritionists and physical trainers. Costumers with acute or chronic conditions benefits: *Preventivo Coluna e Cálculo Renal*, *OncoPorto*, *Saúde Emocional*, among others.

We also provide the services “*Seu clínico na hora*” and “*Seu pediatra na hora*” for scheduled in-person or on-line assistance for the same day. We also have a telemedicine service available to clarify questions about health with human individual assistance 7 days a week without co-payment.

“I believe that one of the key drivers of Porto Saúde’s growth is its ability to provide access to high-quality medical care. This is delivered through a broad portfolio of products and solutions, designed above all to offer a simplified and seamless experience for our Costumers. To expand this model, we are following a gradual and structured process, enabled by a wide range of strategic partnerships.”,

Sami Foguel, Porto Saúde CEO.





Main numbers

Over
1,200 professionals
on the Porto Medical Team

684 hospitals

8,797 clinics
accredited

1,001 laboratories

1.6 million
lives insured

seguradas (675 thousand in Health Insurance and 995 thousand in Dental Insurance)

2024 Highlights



Opening of the **Porto Bairro**, a micro-region health plan focusing on neighborhoods of the metropolitan area of São Paulo. The product was developed to have the essence of health for small local businesspersons looking for a healthcare plan with a quality network, close to home and with a hospital and laboratory located in the neighborhood. The objective of this launch is to offer access to supplementary healthcare with the standard and quality of Porto care at competitive prices. The line is destined for small and medium-sized companies (PMEs) from 3 to 99 lives and has 15 new plans named after the neighborhoods where they operate: Alphaville, Centro, Centro Osasco, Centro Santo André, Ipiranga, Itaquera, Lapa, Moema, Morumbi, Paulista, Pirituba, Pompéia, Santana, Tatuapé and Vila Maria.



Growth of the Pro Saúde: a success in the Metropolitan Area of São Paulo, we expanded the portfolio and launched the Pro line in Rio de Janeiro and Brasília. The category targets companies with up to 499 lives and offers attractive price and full health care.



CVM Registration: on August 16, 2024, Porto Saúde was registered as a securities issuer in category "A" with the Securities Commission (CVM).



PortoBank

Ambition: to be recognized as the best financial solution for Porto's ecosystem Customers.

Customers. The card is the access to the other solutions such as loans, financings, rent and guarantee and accumulation products such as consortium and capitalization.

Porto Bank, the financial services unit of Porto Group, has consolidated as a strategic unit with market growth in 2024. Over the year, it had BRL 632.2 MM profits (53.2% vs. 2023), reflecting the effectiveness of the current policies of the card portfolio to attract more medium- and high-income

Other changes are the reduction in the amount of Customer's monthly expenses to qualify for annual fee waiver from BRL 20 thousand to BRL 10 thousand, the reduction in the value of the annual fee in approximately 37% and the more attractive points policy.

"Over the past years we worked to integrate the products and now have positioned the product more in a more accessible manner. As an example, the card request or upgrade used to depend on an invitation. Now the Broker may offer the card when selling insurance.", **Marcos Loução, Porto Bank CEO.**





PortoBank

Main numbers

3.8 million
Costumers

11 products

(Credit Card, Tag Porto Bank (Toll and Parking), Loans and Financings, Consortium, Investments, Insurance Bond, Rent and Guarantee, Capitalization Bond, *Carro Fácil*, Private Pension Fund and Porto Bank Account)

688,298

credit cards issued

2024 Highlights



Launched the **first card with ZERO IOF for international purchases on the market.**

The IOF value is automatically credited in the invoice as cash back.



Announcement of the **Digital Account Porto Bank** exclusively for Brokers and Costumers of the Porto Bank Credit Card. The account will become available gradually for more of the ecosystem's Costumers.



Opening of the incentive campaign **"Acelera Consórcio"** with special offers to buy real estate, cars, and heavy vehicles.



Porto Serviço

Ambition: “to be a humanized and trustworthy company.”

Dedicated to offer specialized solutions in assistance and maintenance in general, Porto Serviços operates in three segments:

- **Porto Seguro Partnerships:** services offered to the companies of the Porto Group.
- **Strategic Partnerships:** services provided to companies that sell our service, i.e., B2B2C. For example, Carrefour where sellers offer installation of TVs for which, if sold, Porto Serviço will provide the service but not the direct sale.
- **B2C Services:** services sold by our e-commerce, services sold on the Porto website.

We also provide [Porto Atendimento](#), a support channel designed to provide fast and humanized assistance to Costumers by phone, chat and app. The service covers clarifying questions on products and services and deployment of

emergency assistance. There are also the [Centro Automotivo Porto \(CAP\)](#), that offer several services for preventive vehicle maintenance and repair for insured and non-insured Costumers. Finally, [Renova Ecopeças](#), specialized in the reuse and sale of certified semi-new automotive parts from vehicles that were sustainably disassembled.

In its first year of operation, Porto Serviço recorded revenues of BRL 641 million in the fourth quarter with 1.4 million assistances provided. Sales to end customers grew by 62% and strategic partnerships improved by 25%, representing 27% of the period’s turnover.

During 2024, we increased the number of strategic partnerships, which has positively impacted revenues and contributed to increased diversification. We also boosted B2C segment actions, expanding this business line by initiatives with partner Brokers such as expansion of the sale of services for residential condominiums and other locations by structuring digital offers.



■ Marcelo Donato, Services’ Providers



PortoServiço

Main numbers

5.2 million services provided

13 thousand Services Providers'

48 services offered

56 Partnerships

82 NPS points

2024 Highlights



Porto Group began to disclose the financial statement of Porto Serviço.



CVM Registration: on August 16, 2024, Porto Serviços was registered as a securities issuer in category "A" with the Securities Commission (CVM).



Partnership with retail sellers to sell convenience services such as installation of TVs and other appliances for Costumers.

"We wish to boost our portfolio by acquisitions and new tools, from weatherproofing and installation of power chargers - very profitable and promising markets." **Lene Araujo, Porto Serviço CEO.**





Financial performance and results

2024 ended on an extremely high note.

Our revenues grew two digits, reaching BRL 37 billion (+13% vs. 2023). These figures and the milestone of 18 million Costumers reached are examples to emphasize our consistent path and solid businesses.

Net profit reached BRL 2.6 billion (+ 16.7% vs. 2023). Disregarding extraordinary effects*, the result would be BRL 2.7 billion (+18% vs. 2023). We stress that the return on equity exceeded 20% in all business units. Another relevant milestone was the celebration of 20 years of Porto's trading in the Brazilian Exchange, and recent inclusion in Ibovespa index, reflecting our growth trajectory.

For information of the management results and business units, go to [Press Release Results 2024](#), and for the corporate results, go to [Financial](#).

General overview

Operating Profits

BRL **4,088** million

(+ 22% vs. 2023)

Net profits

BRL **2.6** billion

(+16.7% vs. 2023)

Total revenue

BRL **36,929.7** billion

(+13.2%)

Financial and Equity Results

BRL **919.4** million

(- 9.8%)

Return on Average Equity (ROAE)

20%

(+0.3 p.p.)

Index of recurrent operating efficiency

11.4%

(ou -0.4 p.p)

Profit before the Income Tax and Social Contribution (Lair)

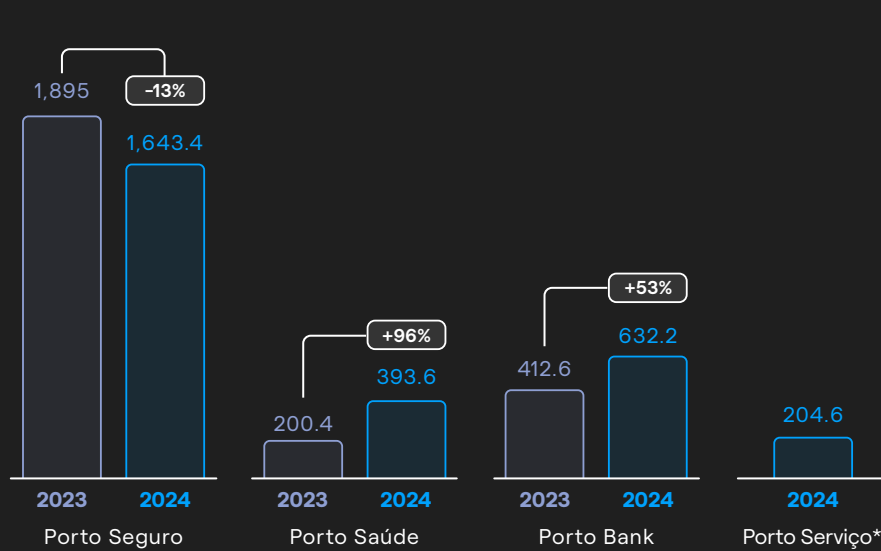
BRL **5,007** million

*Excluding the net impact of the write-off of the product Carro por Assinatura in the amount of BRL 41 million, the effect of BRL 33.6 of rollover of securities of the portfolio investments and non-recurring gains of BRL 39 million related to the Oncoclínicas transaction.

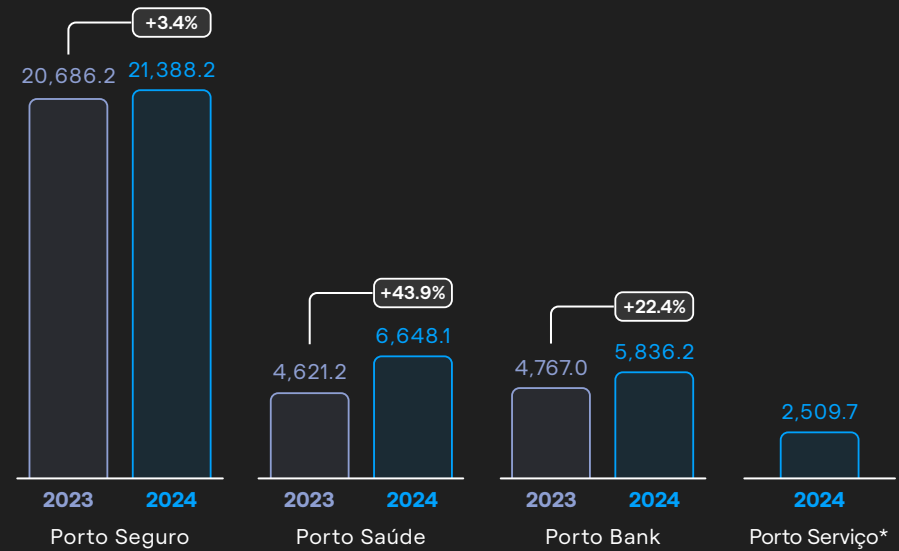


Performance per business vertical

Net profit | Variation (BRL Million)



Revenue | Variation (BRL Million)



*First year revenue, without variation, due to the segregation of Porto Serviço. For comparison purposes with the year 2024, including this effect, Insurance Net Income would amount to BRL 1,678.5 million and ROAE would be 29.6% in 2023.



Direct generated economic value (BRL thousand)

GRI 201-1

Revenue:

35,554,381

Distributed economic value

Operating Costs	Employees' salaries and benefits	Payment to capital providers - dividends	Government payments	Total
27,785,163 <small>(insurance and reinsurance expenses + third-party input and amortization)</small>	2,920,312	1,019,763	3,085,900	34,811,138

Retained economic value

1,625,082*

*Figures in accordance with the Statement of Value Added, as reflected in the Financial Statements.



Value creation model

We present our business model, highlighting how we use a variety of resources to create sustainable value for our stakeholders. We list the entries (value capture) and respective strategic contributions and exits (shared value) for each type of capital, evidencing the tangible value generated by each of them and promoting a positive impact over society overall.

Administrative Infrastructure • Diverse vehicles' fleet • Technology Platforms • Digital channels •	Manufactured capital
Innovation encouragement ecosystem • Technical skills of acting, help and services teams • Data intelligence • Proprietary systems (App Porto, Help Desk, and others) • Risk management and insurance evaluation • Brand value •	Intellectual capital
Consistent financial basis • Costumers' fund raising • Administration of Third parties' funds •	Financial capital
Organizational culture • Employees • Non-employee Workers •	Human capital
Power • Water • Other natural resources and input for the operations of Porto •	Natural capital
Stakeholders' engagement, Costumer loyalty and brand recognition • Strategic partnerships • Transparency • <i>Instituto Porto</i> and Corporate Social and Social Institutions • Brokers • Agents • Services Providers •	Social and relationship capital

Entries/Value Captured



Exits/Shared Value

52 Branches in Brazil • Diverse proprietary fleet: cars, motorcycles, bicycles, water bikes and tow trucks •	Manufactured capital	51% of services provided online. • Digital channel sales: 1.04 million digital-originated sales •
Digital transformation • Privacy and information security • Human capital development • Improvements in efficiency and effectiveness' systems and data •	Intellectual capital	Oxigênio Aceleradora – 32 POCs conducted and 25 lectures. • BRL 2 M invested in GenAI. • Risk pricing •
Business resilience • Sustainable growth •	Financial capital	BRL 2.7 bi net profit in 2024 • Reinsurance strategy •
19.92% turnover • BRL 3.2 M invested in education. • 2,375 employees promoted and recognized in 2024. • 57% women employees •	Human capital	Inclusion index: 88% favorable • Top 10 Brazilian best companies to work (GPTW) • Overall result of the Pulso survey: 74% favorable •
Construction of our decarbonization strategy • 100% of direct operations supplied by renewable sources certified by I-RECs (renewable energy certificates) •	Natural capital	100% scope 1 emissions compensated. • BRL 53 MM turnover of Renova Ecopeças • 11 MM parts returned to the market. •
Personalized assistance journey • Education and insurance and financial inclusion • Brazilian socio-economic development • 9,813 people benefited directly from the Programs developed by <i>Instituto Porto</i> •	Social and relationship capital	37 thousand Brokers • 13 thousand Services Providers' • Generation and Employability in the Ecosystem by <i>Instituto Porto</i> • BRL 17 million is destined for social programs. •



Strategic Management

It all began with a dream

The dream of a family around the dinner table, wishing to build a company that could enchant and surprise, where the relationships were genuinely human and beauty lie in the details. Since then, we have experienced numerous transformations. A lot has changed over time, but one thing remained constant: **our dream**.

2020–2024 Season

Over the past four years from 2020 to 2024, we dared to renew this dream, with an even more ambitious view. We dreamed of expanding our ability to impact more Costumers. Once again, we achieved this great transformation, overcoming unprecedented challenges such as the pandemic and navigating uncharted seas. We could transform these hurdles into new paths for the company's growth.

If anyone wonders: what is Porto's secret? What enables the Company to navigate storms, reinvent itself every year and constantly overcome challenges? The answer is simple: the union and strength of an extraordinary team formed by Costumers, Employees, Brokers, Suppliers, Services Providers, and Investors. The courage, dedication, and effort of those who build our daily routine have been key to keeping us firm and permitting us to come this far. This, in itself, fills us with pride.

Now, we are ready for the next step. It is time to renew our dream. We will shortly begin a new challenge to be guided by our essence and targeted to improve our Costumers' experience, focusing on Porto's growth over the next five years.

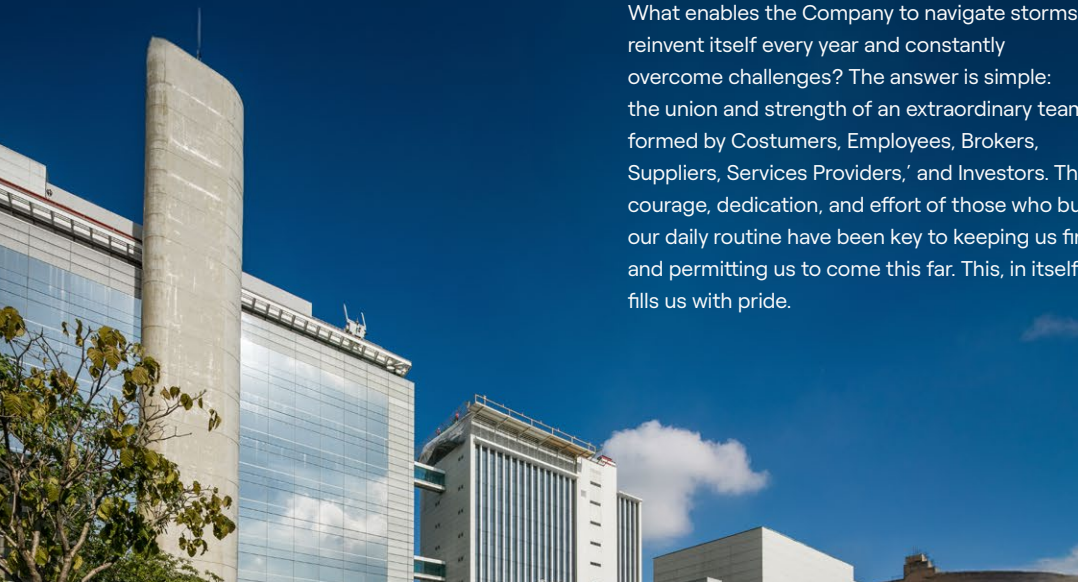
2025–2030 Season

Our 2025–2030 will be a new milestone to drive us with the same essence that brought us here, and to lead us to where we want to be for the next 80 years.

Based on the innovation, sustainability and customization pillars, our Vision is to create an Integrated Ecosystem where Costumers have full health, security, mobility, financial and domestic services solutions in one place. This vision is supported by an organizational culture promoting synergy among state-of-the-art technology, human talent, and sustainable practices, shaping

products and services that meet the demands of an ever transforming and demanding market.

With our Vision, we also seek to constantly improve our Costumers' experience, train the Brokers, foment cross-selling among our units and boost our team. We also seek to improve our ESG and sustainability agenda and consolidate Porto as leader and benchmark for the Brazilian market and society.






Porto Brand

The **Porto brand** transcends the insurance market and is recognized as a synonym of security, innovation, and trust in Brazil. We deliver full and integrated solutions via our business units. This approach enhances the brand's reach and boosts our presence in people's daily lives, offering services that care for all that is more important for them. We are not only a services' provider, but a partner who inspires tranquility and trust.



In 2024 we stood out in the Interbrand ranking "[Marcas Brasileiras Mais Valiosas](#)" . We have grown 14% in the "Brand Value" aspect as compared to last year, which makes us the 16th most valuable brand in Brazil, with an estimated value of BRL 1.12 billion.





Activations Platform

We continue to strengthen our brand presence and our ecosystem of solutions across activation territories. Other than our products and services, in 2024 we also invested in our **Experiences Platform** to better connect our brand to the people. Being present day by day and promoting well-being are pillars of our Vision.



Car Culture

A territory that brings together our sponsorships connected to the automotive world, offering safety, excitement, and connection.

São Paulo Formula 1 Grand Prix

In 2024 we announced the renewal of our sponsorship of the **São Paulo Formula 1 Grand Prix** for 3 years, ensuring the partnership until 2027. For the third consecutive year, we had exclusive seats for more than 4 thousand people per day, including Employees, Brokers, Providers, Costumers, and guests. The **Porto Grandstands** offered experiences such as the presence of the pilots' squad, big screen with live transmission, race simulators, DJs, and a spinning wheel 36 meters high with a privileged view over the racetrack.

We support pilot Gabriel Bortoleto since 2023 in Formula 1 and foment three other young motor sport talents: Dudu Barrichello (Stock Car); Fefo Barrichello (Euroformula Open); and Aurélia Nobels (Italian Formula 4). We also sponsor **FIA Girls on Track**, a program that promotes the participation of women in motor sports.

Porsche Cup:

We are also the new sponsor brand of Porsche Cup, the largest GT (Grand Turismo) in Latin America and will be present in the Carrera Cup cars and tracks for the next three years.

Well-Being

Initiatives focused on supporting people's physical and mental health.

Rocky Mountain Games 2024:

Last year we sponsored the **Rocky Mountain Games 2024**, largest outdoor sports festival of Brazil. More than 1.2 thousand athletes competed in Trail Run (running), Canicross (running with dogs), Uphill, Mountain Bike, Gravel (off-road cycling), and e-MTB (electric mountain biking).

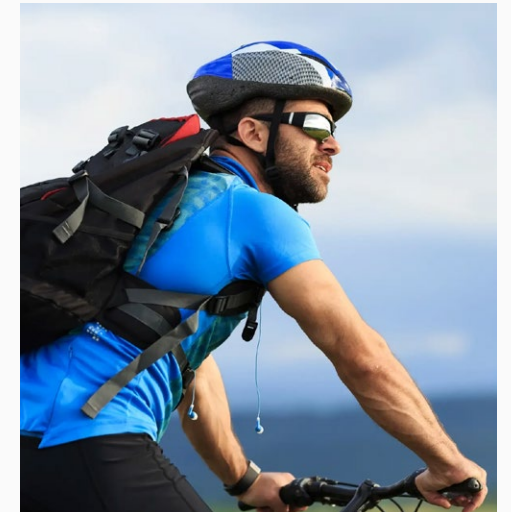
Porto Bike Tour and Running:

In partnership with Track&Field, we promoted the Porto Bike Tour and Running for cyclists and runners of all levels at the Interlagos Racetrack in São Paulo, as well as in other regions across the country. We also promote the Blue Run and Blue Bike circuits—Porto's signature running and cycling events—aimed

at encouraging people to embrace well-being, health, and quality of life.

Festival Manda Brasa and BeFly Hall:

We also supported the **Festival Manda Brasa in Porto Alegre and the BeFly Hall** in Minas Gerais, in line with our strategy to boost regional initiatives and relationship with Costumers and Brokers in these locations.





Entertainment

We are also present where emotion and wonder come together.

Cirque du Soleil:

In the arts field, we were the official sponsors of

Cirque du Soleil in its Crystal season for its debut in Brazil. In São Paulo, the show was held in the largest tent ever brought to Brazil by *Cirque du Soleil*, hosting more than 3.5 people and 20 meters high. We also took 200 children from **Instituto Porto** to visit this culture initiative. In Rio de Janeiro, the show had a limited run



at Rio Arena. In total, 118 sessions were held between June and October.

Teatro Porto:

[Teatro Porto](#), located in São Paulo, closed 2024 with an audience of 70 thousand people in four main attractions. The year's highlight was the musical **"Rita Lee – a music autobiography"** with more than 110 sessions and three season renewals. We gathered more than 500 Employees for an exclusive session of the show. The initiative seeks to improve access to culture and debates brought by the shows and art, as we feel that approaching our Employees to culture is also a manner of development. Teatro Porto was nominated to the CENYM 2024 Awards granted by the Academy of Theater Arts of Brazil.

Oktoberfest Blumenau:

For the first time, we were one of the sponsors of **Oktoberfest Blumenau**, the largest German feast of the Americans. We had an exclusive VIP box for local Brokers, creating a special environment to celebrate and boost the relationship with our main Partners and highlight our brand in the South of Brazil.

Education

This reflects our commitment to those who help shape the future, with a focus on the

development of society and the audiences we engage with – especially our broker partners.

We offer lectures, courses, podcasts, and videocasts. Through Porto Educ, in 2024 we launched the Gerações Program, designed to support brokers in their development journey by providing content on digital influence, entrepreneurship, and soft skills.



Innovation and technology

Technology and innovation were important motors for our development and growth in 2024. Over the year we invested more than 2 million in GenAI initiatives. Among the main initiatives, we highlight the use of artificial intelligence in processes ranging from price calculation to claims regulation. On the insurance front, technology permits real-time monitoring to prevent damage.

We want to be increasingly a **lifetech company** developing solutions and products that integrate technology and security, health, and quality of life for our Employees and Costumers alike. To this end, we seek to create conditions to foment entrepreneurship and innovation, beginning with the offer of collaboration spaces and moments dedicated to listening and exchange, such as coffee sessions with our CEO, leaders, and managers. We also promote events and teaching on these fronts.

We want to be increasingly a **lifetech company** present in peoples' lives all time. To us, this means offering solutions in a broad ecosystem using technology as a facilitator.





Oxigênio Aceleradora

In 2005 we created an **innovative ecosystem to foment technology and entrepreneurship for both our business and society**. We act by different strategies such as the Startup Acceleration Program, the Startup Funnel, entrepreneurship programs and events to capture trends.

Our **Startup Acceleration Program** was developed to promote interaction among the entrepreneurial community, Porto, and the markets where these startups operate. We do this by mentoring sessions, workshops and lectures given by renowned professionals. Our model is equity free, i.e., we do not require a corporate ownership interest in exchange for our support. During the four months of the program, we offered startups the chance to grow, enhance the contact network and have the support of reference leaderships in their markets. Until now, we held more than 19 acceleration

cycles, impacting some 108 startups.

The **Startup Funnel Program** targets ventures still gaining traction that are aligned with our purposes. We offer these new companies the opportunity to present their solutions to become part of the group of startups that have synergies with us.

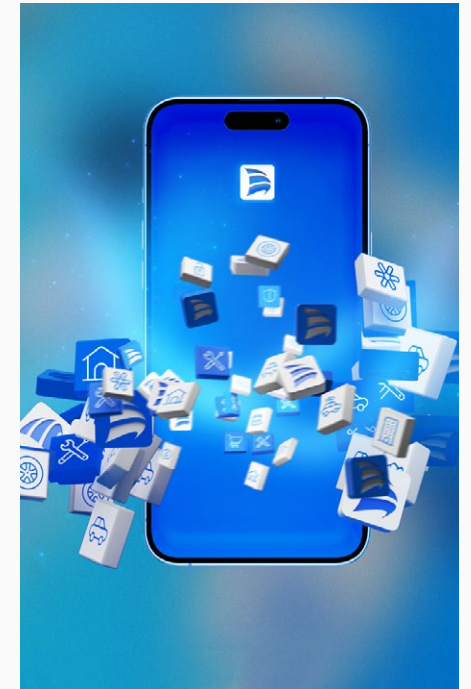
In 2024, we allocated dedicated resources to Research and Development for 11 initiatives focused on generative artificial intelligence, aiming to enhance internal process efficiency and unlock potential gains in customer experience. Among these initiatives are solutions for operational process automation, support in claims analysis, and the generation of personalized content for the Company's various communication channels.

We also have a continuous program of events, lectures and lives on topics related to innovation, entrepreneurship, and new businesses, creating a

modern and creative environment in all levels of the company. We are also connected with universities and innovation poles to solve challenges and attract talents.

We have held the 7th edition of the Innovation **Marathon for our Employees**, where we train teams in Design Thinking, prototypes, pitch, and other skills. The participants are challenged to find creative solutions for specific issues, contributing both to the business and their own development. Another highlight is the **Tech Competition**, which encourages our Employees to explore new technologies and apply them in real life.

In 2024, the Tech Competition addressed the topic Web3 (Blockchain, Smart Contracts and Tokenization). Laboratory-format events permit us to create prototypes of the cases of use in a safe manner to validate certain hypotheses. By using Web3, we can evaluate the thesis that token data is safe, unchangeable, and transparent.



[Continue >](#)



Oxigênio Aceleradora

In this edition, we had:

7 POCs (proof of concept) developed

29 participants

Over 60 mentoring hours

How we accelerated in 2024:

16 experiments with universities

4 radar trends

Over 25 lectures promoted

4 startups accelerated

32 POCs generated

7 lives conducted

Over 200 mentoring hours for internal entrepreneurship programs

Data Culture Front

We believe that the development of data analysis skills and comprehension of its applications are key to our growth. As such, in 2024 we launched the **Data Culture Front**, an initiative to promote data literacy at all company levels. We can thus use the potential brought by this universe and base decisions on indicators, with a more foreseeable outcome. It is more than just measuring; it is interpreting data and advancing the trends and behavior changes. The first initiative was the event **“Cloud Hero”** with our Employees at an event at the offices of **Google** in São Paulo, for intensive training on the best practices of use of the consumer analytic environment.

AI for all

In 2024 we held at *Teatro Porto* the event **“AI for all”** where we presented to our Employees the main artificial intelligence concepts and showed how this technology is already integrated in our daily routine, boosting business and bringing productivity and efficiency gains.



Our ESG and Sustainability journey

As signatories of the Principles for Sustainable Insurance (PSI) and the United Nations Global (UN) Compact – Brazil Network, we undertook the commitment of performing acts to cooperate reaching the SDG until 2030. This agenda has already been part of our routine for over two decades and, during this period, we developed initiatives targeting the issue, with the commitment to support many social projects focused on education, culture, inclusion, access, and generation of revenue and minimizing the environmental impacts of our operations.

To us, integrating sustainability into the business model is vital. Our strategy is to develop all company's areas, including leadership, suppliers and other stakeholders in this journey. We care for sustainability to be present from the creation of products and services until the performance of a service directly impacting strategic decisions. The more our operations are aligned with this vision, the greater awareness and positive impact will be generated.

As a result of this work, we won the **Exame Melhores do ESG Award** in the category "Financial Services" and remain part of the **Corporate Sustainability Index (ISE)** of B3.

During 2024, the ESG topic grew in attention and relevance at Porto. It was a year of progress on this agenda, such as the structuring of the Sustainability Governance.



Sustainability Governance

GRI 2-17

To boost governance on this topic, in 2023 we created the **Sustainability Committee** as a permanent advisory body to the Board of Directors. The creation of the Sustainability Committee was one of the main advances in the topic's governance process. The Committee was formed initially by Bruno Campos Garfinkel, Patrícia Maria Muratori Calfat and Paulo Sérgio Kakinoff.

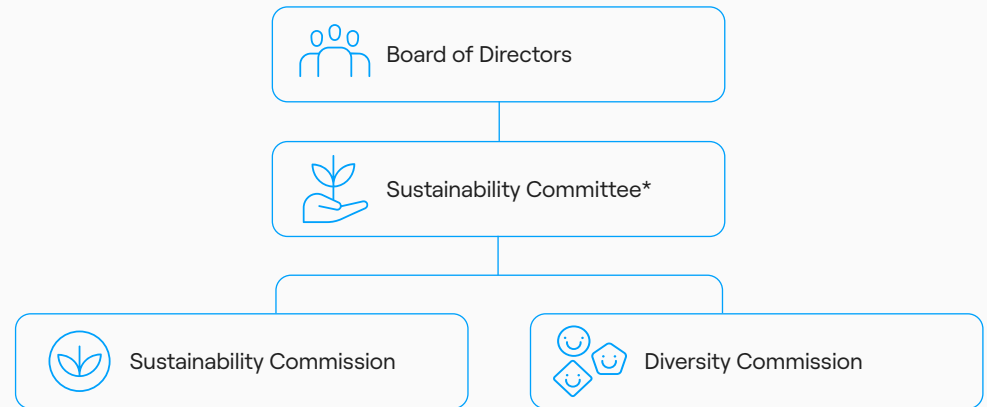
In 2024 the committee was expanded to include external independent members with experience in sustainability. We have invited **Denise Hills**, independent board member, SDG Pioneer Brazil - 2022 and one of the main voices in ESG in Brazil, with broad experience in the financial market and sustainable practices, and **Francisco Lima (Preto Zezé)**, president of the *Central Única das Favelas* (CUFA), social activist and a reference in inclusion and entrepreneurship in suburban areas.

We also created the **Sustainability Commission** and the **Diversity Commission**, each of them

formed by nine officers of the business units and strategic corporate areas such as Legal, Governance, Financial and People and Culture. These commissions guarantee the engagement, integration, and accountability so that the sustainability and diversity and Inclusion agendas advance in all directions and in a manner aligned with the business.

During 2024 we conducted strategic planning with the participation of the Sustainability Commission to prepare our new **Sustainability Strategy**, defining public commitments to be achieved by 2030. Through the Sustainability Committee, the senior leadership had access to the main movements in the market and incorporated these guidelines into its activities, aligning those to the sustainability strategy which we will present in the next topic.

Sustainability Governance Organization Chart



*The sustainability-related risks are also discussed by the Risk Committee.

Members of the business units and corporate areas: participate in the Sustainability Governance.

Sustainability and Diversity and Inclusion Management: coordinates the demands from the Board of Directors and Sustainability Commission. The remaining management areas respond to the requests made by the Committee and Commission.



Our Sustainability Commitments and Goals

GRI 2-22 GRI 3-3

In 2024 we advanced significantly in sustainability governance structuring the **Strategic Sustainability Plan (2025–2030)**. Based on our material topics, the document steers the priorities and allocation of resources for greater impact actions and boosts our business strategy.

Since our early stages, the manner of acting and being in the world has already revealed a clear comprehension of the idea of sustainability. Interdependence. Interdependence is the certainty that nothing exists on its own, isolated, independent. On the contrary: everything is connected, completely connected and dependent on each other.

The idea of collaboration runs in the Company's veins since the early stages. Abrahão Garfinkel, founder of Porto Seguro, realized that the company's power was not in the product, but in people. Particularly, the Brokers who would

propagate the group's beliefs and disseminate the energy that was being conceived and forged.

On this trajectory, we have engaged in several initiatives such as mitigation of our impacts and preservation of the environment, and education for underprivileged youth and partners.

We also foment business' ethics and integrity, reintegration of former inmates and combating prejudice, racism, and intolerance.

Now, we realize the need for an even more integrated and strategic approach to all we have achieved, aggregating further value to the business aligned to our **Vision 2025–2030**. Always focused on caring for people, our reason to exist. We believe that caring is the best way to translate sustainability.

Our strategy is a call to contribute and engage Partners, Costumers, Communities and other

parties to achieve these goals together through our essence. With this approach, we stress our commitment to innovation, sustainability, and social responsibility, aligned with our stakeholders' expectations and construction of a more just and inclusive future.





Together with our **Vision 2025–2030**, we present below our new set of sustainability goals prepared by 13 working groups during 2024 from interaction rounds at each business unit and executive management. Organized in four pillars, see at the next page our ESG goals that currently mobilize our Ecosystem in the search for effective manners to deal with social, environmental and climate challenges

From now on, beyond implementing all initiatives and steps necessary to reach the proposed results, we wish to inspire and boost new advances in this journey. For this, we will continue

to closely monitor our progress, stimulating the engagement of our Employees, Partners, and Value Chain. Our focus will always be to strengthen our positive impact and improve our commitment to the construction of a sustainable legacy based on responsibility and care with future generations.

Lean more on: [Porto's Sustainability Manifesto](#)



Strategic Pillar	Pillar Description	Commitments	Material Topics	Goals
Valuing human capital and social impact 	Strengthen the people's development and inclusion in the Porto ecosystem and society.	<ul style="list-style-type: none"> Investments in education, health, and culture to empower communities. Promote diversity, equity, and inclusion on all fronts. 	<ul style="list-style-type: none"> Develop local communities. Diversity, inclusion, and equal opportunities. Engagement and people valuing. 	<ul style="list-style-type: none"> By 2030, invest R\$40 million in social, cultural, and sports development projects. By 2030, have 30% Black people in leadership positions. By 2030, have 50% women in leadership positions.
Climate Strategy and Circularity 	Enable our organization to address climate challenges, enhance our operations' efficiency and develop environmental opportunities for our business.	<ul style="list-style-type: none"> Commitment to energy transition and reduction in carbon emissions. Promoting the circular economy and efficient resource use. 	<ul style="list-style-type: none"> Decarbonization and GHG Emissions. Waste Management. 	<ul style="list-style-type: none"> Reduce by 40% the absolute GHG emissions of scopes 1 and 2 of the 2023 baseline. Achieve 100% renewable energy for direct operations (through self-generation and the purchase of renewable energy certificates). Double car recycling by 2030, baseline 2023.
Products and Sustainable Solutions 	Expand the portfolio of products and services with sustainable attributes and positive impacts. Commit to integrate ESG into our business decisions.	<ul style="list-style-type: none"> Develop products that encourage responsible practices. Foment innovation to generate positive impacts to society and the environment. 	<ul style="list-style-type: none"> Socio-environmental and Climate Risk Management. Sustainable, Inclusive and impact products. Sustainable Investments. 	<ul style="list-style-type: none"> By 2030, sell BRL 13 Bi in positive socio-environmental impact products.
Value Chain Engagement 	Enchant our stakeholders, engaging them in the practices and policies of Porto, boosting sustainable development.	<ul style="list-style-type: none"> Enhance transparency and responsibility in commercial relationships. Collaborative work with suppliers and partners for the adoption of good sustainability practices. 	<ul style="list-style-type: none"> Ethical behavior, integrity, and compliance. Value chain management. Customer and Brokers' Satisfaction and quality service. Data security and privacy. 	<ul style="list-style-type: none"> Obtain the Pro Ethics Seal for 3 Group companies by 2030. By 2030, have 100% of suppliers and partners monitored for ESG criteria.



Corporate Governance

Model and Governance Structure

GRI 2-9

We constantly invest in training of our back-office structure to make it increasingly more robust, efficient, and diverse. For this, in 2024 we created a governance executive management and created boards for some businesses verticals.

Our corporate governance model and structure are formed by a set of processes, policies and regulations that govern our management process to align and protect the interests of our Employees, Costumers, Partners, Executives, Shareholders, and others. By becoming part of Novo Mercado since 2004, we joined a select group of publicly traded Brazilian companies with high corporate governance standards.

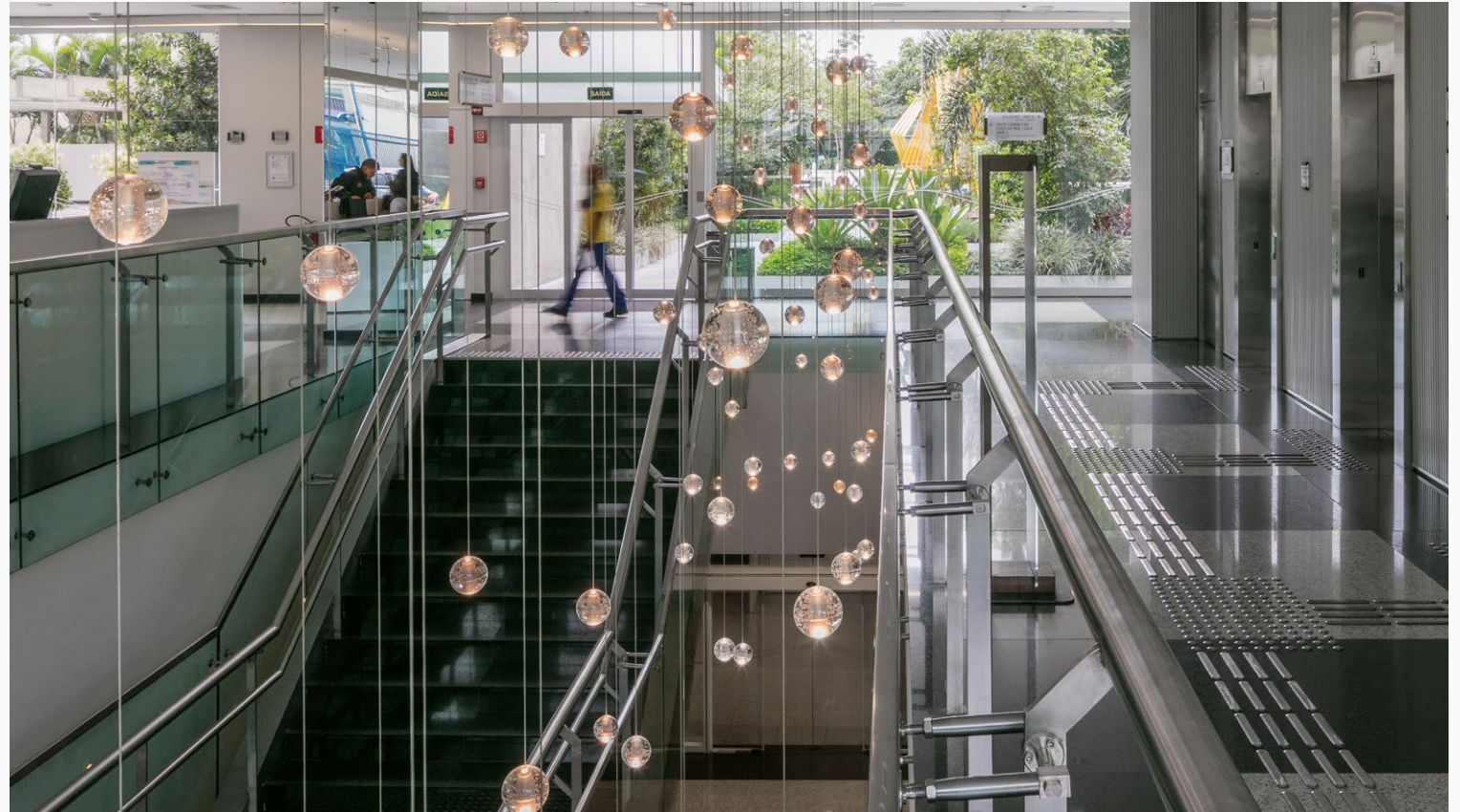
The [Corporate Governance Report](#) requested by CVM is accessible on our website, indicating our adhesion to the practices and principles recommended by the Brazilian Institute of Corporate Governance (IBGC).

Our focus is to maintain discipline, integrity, and seriousness in all processes, promoting sustainable growth that ensures our businesses' longevity. For this, we follow the best practices of transparency and corporate governance and count on a structure that permits a decision-making process that involves executives and collegiate bodies with clear responsibilities as detailed below.



Corporate Governance Executive Management

Structured in 2024, the Corporate Governance area aims to guarantee transparency, diligence and fluidity among the Board of Directors, the Advisory Committees and the Board of Officers. Corporate Governance is driven by the principles of the Code of Best Practices of IBGC.





Board of Directors

GRI 2-11 GRI 2-12 GRI 2-13 GRI 2-18

Defines the directions and general guidelines of our businesses. It consists of seven members elected and replaced by the Annual Meeting for a unified term of office of two years, re-election permitted. The Novo Mercado requires at least 20% independent Board members. Of our seven elected members, three are independent, corresponding to 42.86%. None of the members exercise executive roles in the Company.

The members of the Board and Committees are selected from the directions and recommendations based on the candidates' skills and experiences evaluated annually with the assistance of the Corporate Governance management. The Board is currently formed by two women and five men, four members over 50 years old and one self-declared yellow member. There are no other members from minority/vulnerable groups that are part of the organization's governance bodies.

The role of the highest governance body in the unfolding and updating of the sustainable development directives includes providing guidance, strategic supervision, analysis of the impacts' management and results of materiality analyses. Senior executives play a crucial role in this process, exercising leadership, developing strategies, implementing and supervising such instructions and getting involved in external communication.

To support the Board of Directors in the decision-making process, we have Advisory Committees that function as assistant bodies with technical and consulting roles. The purpose is to make the activities of the management bodies more efficient, incorporating the ESG governance topics in all directions at the Company.

GRI 2-16

The committees meet from time to time and play a key role in communicating the main concerns to the Board of Directors, addressing various topics. Reports and complaints received by the Whistleblower Channel and Ombudsman are treated according to the processes and policies established and, in particular cases, are forwarded to senior management for examination.

During the reporting period, all complaints received through the Whistleblower Channel were submitted to the Ethics and Conduct Committee during its regular meetings. The Ombudsman heard 76 cases, 36 of those in the Insurance unit, 18 in the Bank unit, 12 in the Health unit and 10 in the Service unit.

CA members - current

Name	Title
Bruno Campos Garfinkel	Chairman
Marco Ambrogio Crespi Bonomi	Vice Chairman
Andre Luis Teixeira Rodrigues	Director
Roberto de Souza Santos	Director
Lie Uema do Carmo	Independent Director
Patrícia Muratori Calfat	Independent Director

In 2024, Pedro Luiz Cerize served as na Independent Director of the Board of Directors, stepping down from the position in March 2025.



Advisory Committees

Audit Committee: permanent committee formed pursuant to the bylaws, reports directly to the Board of Directors. This committee independently analyzes, monitors, and recommends compliance with legal and regulatory provisions, and reviews internal regulations and policies, Porto's internal controls systems, financial statements, recommends the engagement of independent auditors, analyzes the effectiveness of independent and internal audits, and assists in the continuing improvement of policies, practices, and procedures.

Costumers, Marketing and Digital Committee: provides input and information to the Board of Directors related to the communications strategy of Porto Group with its diverse audiences and analyzes initiatives related to research, technology trends and new products' innovations, acting policies and Costumers' services structures.

Ethics and Conduct Committee: monitors compliance with [Porto's Ethics and Conduct Policy](#), disseminating its principles, proposing improvements and supervising its application, and conducts assessments and proposes corrective measures in cases of violation.

Corporate Finance Committee: supports the Board in the financial management guidelines and assessment of the exposure to financial risk factors, and analyses and monitors the strategic planning, budget and annual investment plan of the Company and Porto Group companies.

People and Culture Committee: supports topics related to the people management and compensation strategies and policies, and discusses and monitors issues related to the Culture, organizational environment, and engagement of employees in all Porto Group companies.

Sustainability Committee: examines, provides recommendations, and supports the Board of Directors in the preparation, review and implementation of the sustainability strategy, policies and directives for the Company and the Porto Group companies and recommends training and awareness programs on related topics.

Integrated Risk Committee: provides input and information to the Board of Directors on matters related to risk management, proposes action plans and directives, analyzes compliance with risk management rules and monitors the key risk indicators in all Porto Group companies.

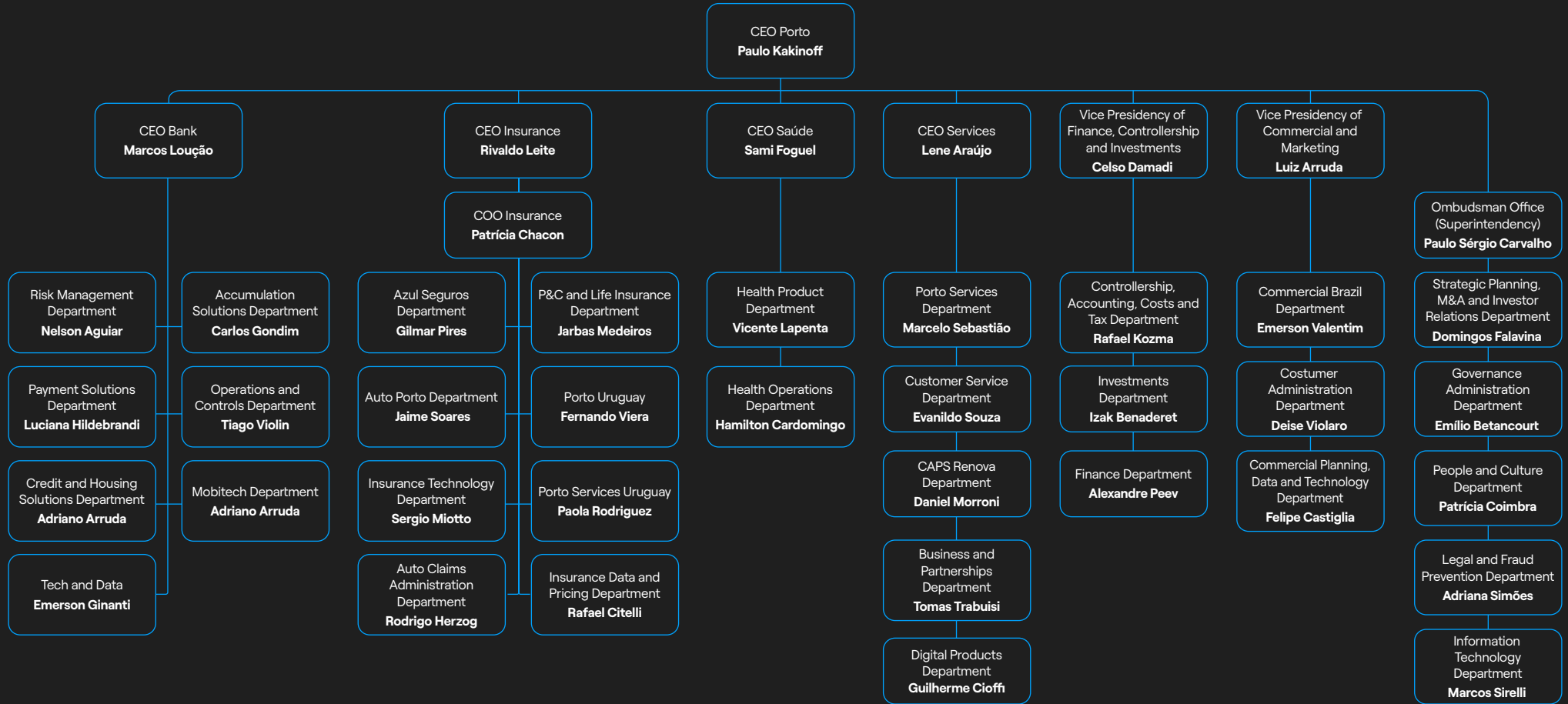
Board of Officers

Currently formed by eight officers elected by the Board of Directors for a term of one year, reelection permitted. The Board of Officers oversees the Company's management pursuant to the guidelines of the Board of Directors and provisions of the [Bylaws](#).

Click [here](#) for the details on the members of our governance bodies.



Organization chart - Presidency Porto S/A - Executives





Indication

GRI 2-10

Candidates to governance bodies must comply with the criteria and requirements for administrators of publicly traded companies as outlined in Law n. 6.404/76 (“Corporations Law”), CVM Resolution n. 80 and other relevant rules.

This criteria is outlined in our [Member Indication Policy](#) and must be observed to elect and reelect candidates for positions in the Board of Directors, Board of Officers and Committees, pursuant to the legal and by-laws provisions. The selection of candidates considers a series of fundamental criteria such as knowledge, experience, skills especially in the insurance and financial markets and in markets supplemental to the activities of Porto and personal

characteristics, favoring the participation of individuals from underrepresented groups.

We also consider alignment to our values, culture and principles and the formation, qualification and technical, professional, and/or academic experiences compatible with the activities and duties of the position.

The indication process must contemplate persons with characteristics and profile that contribute to complement skills and improve gender, race, and sexual orientation diversity in the senior management. This is key to guarantee the business and results’ sustainability from the strategic perspective of the short-, medium - and long-range.



■ Danilo Lima, Brokers



Compensation

GRI 2-19 GRI 2-20

Our [Compensation Policy](#) approved by the Board of Directors describes the rules and criteria and the directives that steer the decisions related to the executives' compensation and benefits. Its purpose is to attract, retain and motivate the executives always aligned with the best interests of the Company and shareholders.

The compensation of each executive is determined considering the business areas of Porto Group under such person's management, professional qualifications and market conditions. It is not limited to the isolated results of a company or business, but considers the value generated to the whole organization as reflected in the consolidated results, the complexity and risks of the activities performed.

The People and Culture Committee provides input and information to the Board of Directors to align the decisions on the executives and employees' compensation of the Porto Group companies are aligned to the internal policies and rules, and applicable laws and rules.

For the Board of Directors, the fixed compensation

is determined based on market values practiced by similar companies, reviewed annually considering inflation and other market practices. The members of the Board of Directors may receive variable compensation based on their participation in high aggregate value activities and contribution to the economic results, and strategic and cultural alignment of the group.

For the Board of Officers, the fixed compensation is based on each officer's knowledge, responsibilities and contribution to the results managed, seeking equality like companies. Apart from the fixed compensation, direct and indirect benefits are provided to attract and retain talent. The variable compensation seeks to financially reward the executives for generating value and reaching sustainable results, observing the stakeholders' interests.

The members of the Board of Directors are not eligible for post-employment benefits. For the Board of officers, the post-employment benefits represent a substantial component of the total compensation in line with best market practices and is optional for executives of the



Porto Group companies that sponsor PortoPrev - Porto Seguro Previdência Complementar (supplementary social security).

Learn more on administrative compensation in our [Reference Form](#).



Corporate policies and internal regulations

Our internal corporate policies and regulations are frequently updated and are available to the public on our website at [Bylaws, Policies, Manuals and Regulations](#). In an effort to disclose with utmost transparency the directives that steer our operations, we provide crucial information on topics such as risk management, compensation, information security and appointment of senior leadership among others, all at one place.

Training in Sustainability and ESG Porto's Board of Officers

In the second semester of 2024, the leadership initiated a deepening of efforts in sustainability and ESG. The content adopted the main pillars of the ESG agenda, including new regulations, growing emphasis on transparency, sustainable finances, ESG in the value chain and value creation and protection for the businesses. The sessions were held individually with the C-Level of Porto Group, business units and Finances, Commercial, People and Culture executive management. Other than individual sessions, the topic was also addressed with Porto's officers and specific groups of the People and Management Boards, Investment Board (Asset) and Sustainability Commission.



Risk Management

GRI 3-3

Risk management is a key strategic issue for us given our broad portfolio of products, constant technological advances and services innovation and the strict regulatory environment in which we operate. These characteristics render our management activities all the more complex and expose us to an array of direct and indirect risks.

Risk Management Structure

The Risk Management Structure (RMS) is formed by principles, directives, processes, and tools used to identify, assess, treat, monitor and report risks independently, ensuring mitigation of impacts over the strategic, operating, financial and compliance purposes of Porto. Our activities observe the best market practices aligned with COSO Enterprise Risk Management (RMS) and regulatory requirements of the Central Bank of Brazil (Bacen), Federal Insurance Commissioner (SUSEP), National Regulatory Agency for Private Health Insurance and Plans (ANS) and Securities Commission (CVM).

The mission of the risk management process is to ensure that our business plan is aligned to the risk appetite, enabling informed decisions based on risks and opportunities. To this end, we anticipate and mitigate risks, ensure regulatory compliance, protect the business reputation and sustainability, and improve operating efficiency.

The work developed by RMS is reported independently to the Integrated Risk Committee (IRC) which plays a key role in the risk governance of Porto Group. As an advisory body, the IRC supports the Board of Directors in overseeing risk management to ensure that the corporate strategy is aligned to the risk appetite and best market practices, promoting safer and more sustainable decisions.

It is also a strategic differentiator that drives corporate governance, risks, and internal control's culture, RMS is the foundation of the Three Lines model which supplies the methodology, directives,

and support to incorporate risk management to the company's operations. In this model:

1

First Line: bears direct responsibility for risk management in operating processes.

2

Second Line: supervises, guides, and monitors the risks and effectiveness of internal controls.

3

Third Line: makes independent assessments to guarantee compliance and continued improvement of risk management.

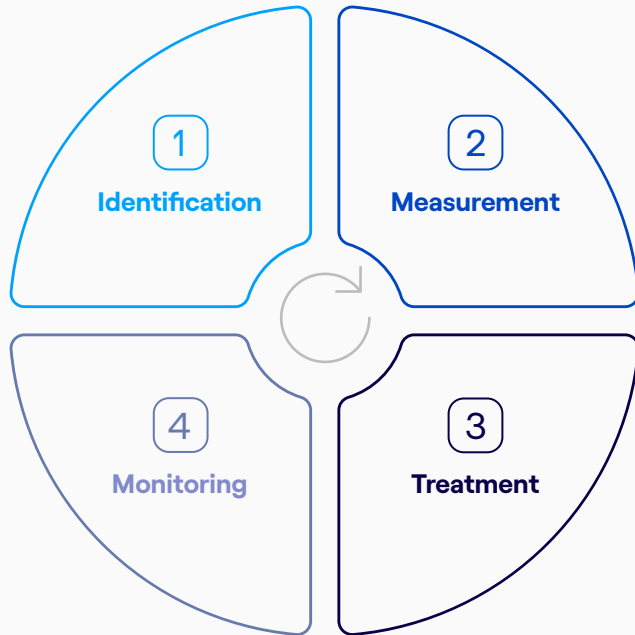
This structure ensures that our operations are held safely, with predictability and alignment to the best market practices, fomenting our ability to face challenges and benefit from opportunities sustainably.



Risk Management Process

Our risk management process is a continuous structure cycle, guided by the **Risk Management Corporate Policy** which defines clear directives to identify, assess, treat, monitor, and report risks.

This policy ensures that risk management is held consistently, aligned to our strategic goals and best market practices.



Main stages of the Risk Management process

1. Risk Identification/Assessment

In this stage, the risks that may impact us are surveyed and assessed, to ensure a broad and initiative-taking mapping. To ensure a full and effective approach, we adopt different techniques such as analysis of internal processes to map potential failures or vulnerabilities, analyze incidents and past events, analyze data via key indicators and others.

2. Risk Measurement

Each risk identified is analyzed for probability of occurrence and potential impact pursuant to the criteria of our Risk Management Corporate Policy.

3. Risk Treatment

The risk response strategy is defined pursuant to the organization's risk appetite. Possible approaches include:

- **Mitigate:** implement internal controls to reduce risk exposure.

- **Transfer:** use insurance or transfer responsibility to third parties.
- **Acceptance:** when the risk is within tolerable limits and the cost of treating it exceeds its expected impact.
- **Avoidance:** change processes or strategies to eliminate the possibility of risk occurrence.

4. Risk Monitoring and Reporting

The continued monitoring of risks and actions implemented ensures that the risk management process is effective and responsive to changes. Transparency is also key for corporate governance. All information about risks are reported to competent levels to ensure the decisions taken are aligned and grounded.



Improvements to our risk management process in 2024

1. Third Parties' Risk Management (TPRM):

the process of third parties' risk management was improved to ensure greater control over the organization's suppliers, partners, and services providers, reducing operating, financial, regulatory and information security risks.

2. Model Risk Management: as informed in the last sustainability report, we progressed further on this front by enlarging the monitoring of the models used in the Company's processes, ensuring greater transparency, trust, and effectiveness. Further, considering the regulatory requirements of the Central Bank of Brazil, the Corporate Risks Area also interdependently validated the expected loss model pursuant to the requirements of Resolution 4966/21.

GRI 3-3

3. Socio-environmental and Climate Risks (RSAC):

we improved the coverage of socio-environmental and climate risks with greater attention to the insurance portfolios. We act with the product, pricing, and sustainability areas to boost the process of underwriting and pricing considering climate indicators and variations, improve governance and ensure greater adherence to the regulations and voluntary commitments.

Financial implications and other risks and opportunities due to climate change

GRI 201-2

Climate change is a strategic issue for Porto Seguro, presenting both significant risks and transformative opportunities for the business.

Physical risks, such as floods and windstorms, have intensified, directly impacting the loss ratio—particularly in sensitive portfolios such as auto and residential. Geographic exposure and portfolio concentration in vulnerable regions further amplify these impacts.

To mitigate these risks, the Company employs a robust risk management model that includes specific criteria for risk acceptance and underwriting. Pricing models are continuously evolving to incorporate climate variables and policyholder location data. Additionally, reinsurance contracts are maintained for more exposed portfolios, ensuring financial protection

and the Company's ability to respond to extreme weather events.

Ongoing risk assessments are conducted using matrices that classify potential impacts and guide mitigation actions, thereby integrating climate considerations into the overall business strategy.

The costs associated with this process include investments in training, technology, and data analysis systems, as well as expenditures related to insurance, regulatory compliance, external consulting, and independent audits. These resources are dedicated to strengthening Porto Seguro's operational and financial resilience in the face of climate change, reaffirming the Company's commitment to sustainability and long-term business continuity.



Main Risk Factors

Given the complexity and variety of products and services offered, we are exposed to numerous risk types either from internal or external facts. To deal with this reality in a structured manner, we adopted a risk taxonomy to classify and organize events that may impact on our business. This approach facilitates to identify, assess and mitigate threats and foments our governance, operating resilience and ability to adapt.

We present next the risks considered as risk management priorities. For details on the above, go to the [Reference Form](#).




Underwriting Risk



Credit Risk




Market Risk



Liquidity Risk



Operating Risk



Capital/Solvency Risk



Socio-environmental and Climate Risk




Cyber Risk




Third Parties' Risk



Regulatory and Compliance Risk



Reputational Risk



Model Risk

To boost the Risk Management, we count on many policies and procedures supplemental to the Risk Management Corporate Policy to ensure better risk alignment, control and mitigation. The following stand out:

- Market Risk Policy
- Credit Risk Policy
- Liquidity Risk Policy
- Underwriting Risk Policy
- Operating Risks Management Policy
- Fraud Prevention Policy
- Business Continuity Policy
- Capital Management Policy
- Cyber Risks Policy
- Socio-environmental and Climate Risks Policy
- Third parties' Risk Management Policy



Risks and opportunities related to sustainability (financial materiality):

Risks and opportunities	Effects and temporality (*)	Where the risk is more concentrated
Risks: cyberattacks and data leaks.	Unavailability of Porto’s services, potential fines and sanctions and brand impact. Short-term, with potential reputation and financial impact.	All business units
Risk: losses and damage arising from climate effects and natural disasters.	Property damage and disruption of Porto’s businesses and increased loss ratio of the Company. Short term, with reasonable financial impact.	Porto Seguro
Risk: any discrimination or harassment behaviors of employees and executives.	Impact to the Employees’ morals and well-being, deterioration of the organizational culture. Short term, with material reputation impact.	All business units
Opportunities: expand revenues with services to disassemble parts and vehicles, fomenting recycling by <i>Renova</i> .	Engagement with sustainability and sustainable positive impact. Reduction of operating costs of Partners and other Services’ Providers. Medium or long term, with reasonable reputation and financial impact.	Porto Serviço
Opportunities: value chain engagement (scope3) for decarbonization generating positive standing in the sector and society.	Attraction of new Costumers and investors, reduction of emission and operating costs. Medium or long term, with material reputation and financial impact.	Porto Seguro and Porto Serviço (category 1) Porto Seguro Porto Bank and Porto Asset (category 15: insured and financed emissions)
Opportunities: development of new impact and sustainable products.	Single-out market position, attraction of new customers, brand recognition and strengthening. Average term, with material reputation and financial impact.	Porto Seguro Porto Saúde Porto Bank

(*) Horizons of time over which the effects of risks and opportunities could reasonably occur short term: 12 months, medium term: 12 months to 5 years and long term: > 5 years. Definitions aligned with the Financial Statements.



Ethical Behavior, Integrity, and Compliance

Ethics and integrity are non-negotiable for Porto. These principles guide our corporate practices, ensuring transparency, responsibility, and observance of current legislation. They also boost our stakeholders' trust.

GRI 2-23 GRI 2-24 GRI 3-3

We have different policies that affirm our commitment to a responsible corporate culture, including the [Social, Environmental and Climate Responsibility Policy](#), the Integrity Program and the [Ethics and Conduct Policy](#), which address the topic of Human Rights comprehensively, available on our [Investors' Relations page](#).

To integrate commitments to the internal strategies, policies, and operations, we adopt different approaches:

Porto Journey

For Employees, we hold the **Porto Journey**. It is a trail of training aligned to the Integrity Program where employees are trained on our directives and commitments. The initiative encompasses topics such as money laundering prevention and fighting, fraud prevention, anti-corruption law, cybersecurity and risks, risk management, ethics, and conduct, GDPL, Costumers' relationship and others. Those training sessions are mandatory and held annually.

In 2024 and in partnership with the human resources area, we created two harassment combat courses, one for all Employees and the other exclusively for the managers. We have an Internet page on compliance and ethics and frequently update the mandatory training grid, reaching 93% of the Employees on the Porto Journey. We hold distance learning (EaD) and



■ Vanessa Ferreira, Employee

in-person governance and market practices training for leadership and senior management.

For external **Brokers and Third Parties**, the manuals are received when they begin our journey at Porto. Further, one of the sections of our contracts requires mandatory application of the Code of Ethics' provisions. There are also mandatory

provisions related to money laundering, anti-corruption prevention and combat and social and environmental responsibility.

We also hold frequent tests to identify risks and opportunities for improvement of controls. The tests did not identify deficiencies in anti-corruption in 2024.



Communication and training on policies and procedures to fight corruption

GRI 205-2

Communication and training on policies and procedures to fight corruption

Governance Members	2023	2024
Total number of members	47	35
Total number of members informed	33	35
%	70.21%	100.00%
Total number of members trained	31	33
%	65.96%	94.29%

Employees – Brazilian Region	2023					2024				
	Total number of employees	Employees informed	%	Employees trained	%	Total number of employees	Employees informed	%	Employees trained	%
Coordinators, Managers, Superintendents, Officers, President	1,002	1,002	100%	824	82.24%	1,019	1,019	100%	939	92.15%
Other collaborators (except for leadership, interns, and apprentices)	11,944	11,944	100%	10,113	84.67%	11,457	11,457	100%	10,932	95.42%
Interns	75	75	100%	53	70.67%	52	52	100%	52	100%
Apprentices	355	355	100%	303	85.35%	338	338	100%	323	95.56%
Total	13,376	13,376	100%	11,293	100%	12,866	12,246	100%	12,403	96.40%



Integrity Program

GRI 2-15 GRI 2-26 GRI 205-1

Based on our commitment to ethics, integrity and transparency in all operations, our [Integrity Program](#) is ready and encompasses a monthly agenda of training with topics related to integrity, GDPL, anti-corruption, conflict of interest and others. Last year we trained more than one thousand specialists, consultants, leaders, and officers on integrity topics through KPMG. For Employees, we have the Ethics and Conduct Policy and offer the Good Practices Guides to the third parties.

To enhance the program and boost the practices outlined in the [Ethics and Conduct Policy](#), we hold actions to inform and disseminate the Integrity Culture by communications and mandatory trainings.

We also conduct frequent mappings to identify practices that counter the Ethics and Conduct Policy and adopt measures to prevent or mitigate illicit acts in breach of such Policy. **In 2024, all operations were assessed for specific risks**

ranging from corruption in procurement, bidding, kick-back and bribery and did not identify any failure in the organization’s internal controls.

The data to monitor the actions are collected in meetings and based on questions to the areas and evidence-backed control tests. The tests and audit process are formalized in reports. The potential action plans are monitored by the governance, risks, and controls’ system. We also adopted the indicators generated by the training and the Whistleblower Channel.

GRI 205-3

In 2024, there were no recorded cases of corruption.

GRI 206-1

During the period of this report, there were no court suits for unfair competition.





Whistleblower Channel

GRI 2-26

We have a [Whistleblower Channel](#) to identify fragilities and improvement opportunities in the management of the **Integrity Program** (and other internal mechanisms such as hot-line, e-mail, social media and ombudsman). The channel registers any cases of fraud, corruption, money laundering, undue brand use, harassment, discrimination and other ethics and conduct deviations.

The **Ethics and Conduct Committee** is the body responsible for overseeing and monitoring the guidelines that govern ethical standards and any reported misconduct. The cases registered by the **Whistleblower Channel** are conducted and treated confidentially. No retaliation to good-faith informers is admitted.

The reports are monitored daily by the Inspectorate area which distributes the cases to be addressed depending on the internal flow and reproduces the periodic reports of actions, treatment and measures adopted, for the deliberation of the **Ethics and Conduct Committee**.

During 2024, the channel did not receive or treat cases involving cross-association, cross-participation with suppliers, existence of controlling shareholders and related parties in their relationship, transactions, and outstanding balances. During the period, 1,117 complaints of various natures were recorded.



Data Security and Privacy

Data security and privacy are priorities for us. We currently direct investments to enhance protection of our assets and information, including personal data of our Employees, Brokers, Costumers, Suppliers, and other interested parties.

GRI 3-3 SASB FN-CF-230A.3 SASB HC-MC-230A1

In 2024 we strove to optimize the efficiency of the processes of our **Privacy and Data Protection Program** and improve the quality of our services to data subjects and the digital journey of our products. For this, we benefit from different technologies:

- **Data privacy management system:** management of cookies, consent, service to data subjects, data mapping, etc.
- **Digital perimeter protection tools:** Firewall, Proxy, WAF, API Gateway etc.

- **Cyber monitoring tools:** SIEM, Threat Intelligence, etc.
- **Database management tools:** anonymization, cryptography, etc.

We have also increased our level of maturity in data security by implementing additional data control and monitoring measures such as cybersecurity tests and simulations. With these actions, we improve our cyber resilience and maintain our quality service level and Porto's reputation before regulatory agencies and specialized media.

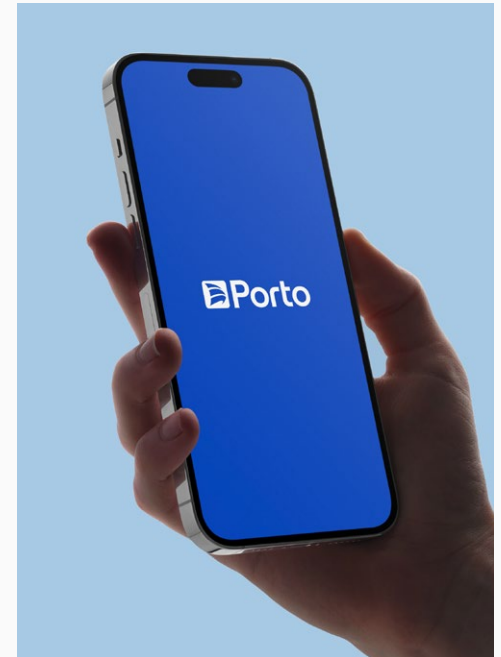
Over the past year, we also matured our culture improvement in cybersecurity and data privacy holding events for the Employees, Brokers' training, forwarding of communication pills and materials on the topic, the **Information Security Week** with different actions for all Employees and

the updated mandatory training on the GDPR with close to 100% attendance of our team.

Also aligned to the best market practices, we boosted our Data Privacy Governance Program contemplating persons, processes, and technology to generate greater efficiency in the GDPR and applicable rules' compliance. This process is audited regularly with the internal and external control areas.

GRI 418-1 SASB HC-MC-230A.2 SASB HC-MC-230A.3 SASB FN-CF-230A1

Regarding the risks faced last year, we highlight those related to data leaks and cyber-attacks mitigated by culture awareness actions, monitoring, optimized perimeter protection controls and prevention of data leaks, as well as recurring tests and simulations. With these actions, we can maintain an acceptable level of





exposure to cyber risks where no leak, theft, loss of Customer's data or legal suits related to data security were identified.

For 2025, we will continue investing diligently to improve our technology infrastructure and in the **digital journey** of our products. We will also improve governance of our privacy and data security processes to enhance our digital resilience and further optimize our Employees, Customers and Partners' experience.

Likewise, we will adopt emerging technologies such as **artificial intelligence** to improve our operating efficiency, aligned with the organization's general strategy. We also plan to optimize our processes pursuant to the best market frameworks to adhere to an international data privacy certification.

2024 Numbers

Over
100 digital processes
evaluated by the data
privacy team.

Over
180 thousand automated
services to data subjects.

Over
10 communication
pills
in the Porto internal channels.

Over
500 data flows
revised

0 complaints
pursued by regulatory
agencies.



Valuing Human Capital and Social Impact

People's Engagement and Recognition

We believe that the sustainable success of our company is linked to the commitment, well-being, development, and recognition of people. For this, we invest permanently to create a collaborative work environment, inclusive and inspiring, where each Employee may grow professionally and feel recognized.

In 2024 we boosted our engagement initiatives, improved training programs, and strengthened our organizational culture. We present below the main actions that consolidate our commitment to human development and excellence in our Employees' experience.



■ **Fernanda Trondoli**, Employee



Employees

GRI 2-7

Employees per type of job and gender

	2022			2023			2024		
	Full Time	Part Time	Total	Full Time	Part Time	Total	Full Time	Part Time	Total
Men	5,112	11	5,123	5,268	9	5,277	4,505	801	5,306
Women	7,131	7	7,138	7,005	8	7,013	4,800	2,352	7,152
Total	12,243	18	12,261	12,273	17	12,290	9,305	3,153	12,458

Employees per type of job, region, and gender

	Full Time	Part Time	Total	Men	Women	Total
North	18	0	18	7	11	18
Northeast	125	0	125	50	75	125
Center-west	83	0	83	45	38	83
South	148	0	148	75	73	148
Southeast	8,931	3,153	12,084	5,129	6,955	12,084
Total	9,305	3,153	12,458	5,306	7,152	12,458

Explanatory Note: 100% of the employees subject to undetermined term contracts.

Workers who are not employees

GRI 2-8

	2022	2023	2024
Corporate Suppliers	*	9,819	7,233
Apprentices	412	302	332
Interns	43	62	50
Trainees	*	15	*
Officers - Non CLT	*	*	26
Outsourced - Standard services providers'	*	7,425	4,417
Outsourced - CAPS	*	1,312	1,801

* Information not controlled for the period.





Integral health

Our Employees' integral health is a priority, and we promote actions to foment balance among one's mental, physical, and financial health.

With this in mind, we offered the **Integral Health Program**, with a series of initiatives in 2024.

We maintained the assistance for respiratory illnesses such as COVID-19 and Influenza and held vaccination campaigns with more than 6.4 thousand people immunized. We also made available a laboratory for clinical exams at our **Espaço Saúde** and specialties such as Orthopedics, Gynecology, Cardiology, Endocrinology, Otorhinolaryngology, Nutrition, Psychology and Physiotherapy.

To care for our team, we hold round tables on neurodiversity, active paternity, and breastfeeding. We also foment street runs with a 50% discount on entry fees, and other actions that impacted more than 7.8 thousand people over the year.

In 2024 all Employees became entitled to discounts to access the **Bio Ritmo** gym located close to our head office. Another highlight of the year was the opening of our multi-sports court.

We already have a beach tennis court at the Porto's Headquarters Complex in São Paulo.

To further promote the Physical Health pillar, in 2024 we held the **Porto Olympics** in our sand and multi-sports courts. The event lasted for 30 days with 56 teams, more than 350 players and 27 final teams.

On **Financial Health**, we offer education contents, legal support, sponsored Pension Plan of PortoPrev, loans, and financings with differentiated values for the awareness and orientation of our team.

At the end of the year, we held the **Integral Health Circuit**, a three-day action at the headquarters and the Barra Funda unit. Attended by 1,596 Employees, the event held initiatives such as blood pressure tests, bioimpedance, nutritional and financial orientation, massages, movement-fostering activities, and dental health. The Pink October and Blue November ribbons got together to exempt co-payment for preventive exams and spaces for awareness about breast cancer, prostate cancer, and donation of hair/hair locks for partner NGOs.





Employees' Satisfaction

To comprehend the perceptions and gather insight into improving both Porto's and the leadership's actions, in June we held the Pulso Survey. The goal was to capture the Company's temperature, assess its evolution in key issues related to the topic and, for the first time, measure our inclusion index, which reached 88% favorable results.

The general result of Pulso (74% favorable results, a drop of 1% considering the issues comparable with Climate 2023) indicates that we evolved in communications, were able to sustain the partnerships' dynamics and have more significant opportunities in Efficiency and Culture.

In 2024 we also held our position among the twenty best companies to work for in the **Great Place To Work®** ranking, one of the main in Brazil that elects the best companies to work for in the country. We were 10th in the category Large Companies, with 84% favorable results (a drop of 5% as compared to 2023).

Over the year we held approximately 2,376 financial recognition actions, an increase of about 16% over the previous year. This growth stresses our commitment to value and recognize the performance of our Employees, fomenting balance between people and results.

Highlights of the GPTW and Pulso survey

GRI 3-3

GPTW



Participation of **1,885** Employees.



Increase of 10% in the number of respondents as compared to 2023.



88% of the Employees trust Porto's senior leadership (a drop of 3% as compared to 2023).



75% intend to continue working for Porto for more than 5 years.

Pulso



Participation of **9,695** Employees.



Overall climate survey result: **4%** favorable results (1 point decrease from 2023).



Inclusion index: **88%** favorable



I trust Porto's business perspective for the coming years: **91%** (2 points decrease from to 2023)



I am informed about decisions and changes that affect my work: **80%** favorable results (3 points increase 2023).



We improved the perception that the areas operate in a simple, swift, and flexible manner: **77%** favorable results (3 points increase to 2023).



Leadership generally communicates openly and transparently (2 points decrease from 2023)



The surveys' results and cultural diagnoses served as a basis for strategic communications actions, development, and engagement of leaderships to strengthen and develop the areas for improvement identified in Pulso and GPTW. Our actions unfolded on many fronts by the **Mais Porto Program** to maximize our New Vision:

The following three main initiatives stood out for the executive-level audiences:

- **Individual Acceleration:** a structured process of feedback and feed-forward based on the behaviors observed throughout the program's activities.
- **Guided Dialogue:** follow-up of collective activities to assess the teams' operation dynamics followed by structured feedback.
- **Encontro Líder-Liderado (ELL) - Leader-Led Meeting (LLM):** initiative to deepen the relationship between leaders and their teams, boost connections and improve the work dynamics.

For managers and coordinators, we held meetings with **Reference Groups** conducted by Porto's leadership. These sessions discussed Key competencies to drive the company forward in the face of new challenges.

Additionally, we conducted workshops called **Embarcação**, with around 100 participants with different profiles per session, to identify factors that maximize business growth. This initiative strengthened leadership cohesion and solidity, and contributed to shaping our next Vision.



■ Luciano Aguiar, Employee



Events that contributed to the engagement of Porto’s team in 2024

Getting to know Porto:

every year, we open doors so that the children and stepchildren of our Employees can explore our facilities, structure, and products through an enjoyable and interactive experience.

Café com Colaboradores e Líderes (Coffee with Employees and Leaders):

we held four in-person sessions and four remote sessions of **Café com Colaboradores**, totaling 398 participants and an average NPS of 97.5 for the in-person editions and 92.75 for the remote editions. As for **Café com Líderes (Coffee with Leaders)**, we held 11 meetings focused on reinforcing our essence, presenting results, and discussing Porto’s future and present. The meetings had over 9,500 participants, including first-line management and other leadership levels, with NPS scores of 95 and 96, respectively.

Bate-papo com Kaki (Chat with Kaki):

we also hosted four editions of **Bate-papo com Kaki**, an event where the CEO answers questions from employees. Each session had 1,300 in-person and online participants, with an NPS of 97.

Festa da Lembrança (Remembrance Festival):

one of the main events for recognizing and celebrating Employees for the pride they take in their journey. Employees who have completed 10, 15, 20, 25, 30, or more years with Porto are honored. In 2024, we honored more than 1,900 people.

Porto Festival:

an innovative initiative that recognizes the team’s potential beyond professional talent. The event, held annually, brings together art, music, entertainment, and gastronomy over several days. The stars who take the stage are our own employees. The 2024 edition had over 4,000 participants.

End-of-year Festivities:

filled with fun, excitement, music, gastronomy, and special attractions, our party brought together over 10,000 people across two pavilions at Expo Center Norte in São Paulo. All guests received a themed T-shirt, which served as the entry pass to the event, and a cup for beverage refills. Upon picking up their kits, each person donated 1 kg of food. In the 2024 event,



approximately one ton of food was collected and donated to social institutions partnered with *Instituto Porto*. In addition to hosting Jorge & Mateus and Inimigos da HP, we had a special

surprise in 2024. Over the course of three months, our executives balanced their schedules with rehearsals to perform as the band **“InPortados”** in tribute to our Employees.



Other initiatives

Mental health



- *Fique bem* Program
- Emotional Health Program
- *Conta Comigo* Channel
- *Psicologia Viva* and *Orienteme*
- Discussion groups
- Social support

Physical health



- Health center
- 24h telemedicine
- Porto Saúde Medical Team
- Apps with partner gyms and studios
- In-company gym
- Co-payment for runs
- *Amamente+* Room
- Longevity Program
- *Gestante Porto* Program
- Sand and multi-sport courts
- Massages and podiatry
- Monthly actions to foment movement

Financial health



- Financial education courses
- PortoPrev - Private Pension
- Conscious consumption tips
- Social loans
- Porto Products with exclusive benefits



Benefits

GRI 401-2

Our benefits policy is based on market competition and on enhancing the attraction and retention of the best professionals. We conduct annual external surveys to compare our job structure, compensation, and incentives with those of other well-evaluated companies. We offer a range of benefits focused on the well-being and personal development of our Employees and their families:

They are:

- Health Insurance (***)
- Life Insurance
- Dental Insurance (*)
- Pharmacy Card
- Study and language grant (*)
- Flex Card - meal/groceries
- Maternity Leave
- Extended Paternity Leave
- Nursery allowance/Babysitter allowance (*)
- Children with Disabilities Support (*)
- Transportation Voucher
- Check-up in exclusive networks (for specific positions)
- Exclusive discounts for Porto's products
- PortoPlus (relationship and discounts platform)
- Integrative Health Program
- PortoPrev – Suplementar Pension(*) (**)
- Funeral assistance reimbursement
- Apps with partner gyms and studios

*Not applicable for apprentices and interns. **Not applicable to the companies Saúde Ocupacional, Azul and Unigas.

***All Employees are eligible for the Health Insurance extensively to spouses, partners, children, stepchildren up to 24 years old, upon verification of the relationship with the company.





Return from maternity leave

GRI 401-3

The return rate of female Employees after maternity leave is 71.14%. Among the initiatives designed to support these women is the “Breastfeeding Room” a dedicated space where breastfeeding mothers can comfortably and hygienically express milk. We also host a monthly discussion circle with the support of a social worker. Another initiative is the **monthly pregnancy monitoring program**, conducted with professionals in nursing, nutrition, physical therapy, physical education, psychology, and social work.

Maternity and paternity leave

GRI 401-3

	2022	2023	2024
Total employees entitled to maternity/paternity leave, per gender			
Men	5,123	5,277	5,306
Women	7,138	7,013	7,152
Total	12,261	12,290	12,458
Total employees who took maternity/paternity leave in the current year			
Men	163	151	178
Women	287	274	201
Total	450	425	379
Total employees who returned to work during the reporting period, after the end of the maternity/paternity leave			
Men	163	150	173
Women	285	274	143
Total	448	424	316

	2022	2023	2024
Total employees who returned to work after maternity/paternity leave and remained employed for 12 months after returning to work			
Men	113	143	121
Women	127	197	189
Total	240	340	310
Return rate			
Men	100.00%	99.34%	97.19%
Women	99.30%	100.00%	71.14%
Total	99.56%	99.76%	83.38%
Retention rate			
Men	69.33%	99.33%	69.94%
Women	44.56%	71.90%	132.17%*
Total	53.57%	80.19%	98.10%

* We have a higher percentage due to the calculation of the retention period, considering 12 months after the return.



Education and development of Employees

GRI 404-2

Our mission is to support our employees in enhancing their capabilities, acquiring new skills, and growing both personally and professionally. To that end, we adopt a decentralized learning strategy. In addition to the People and Culture department, we have specialized learning hubs focused on specific business needs, such as technology training or customer service. This model ensures greater autonomy and agility in decision-making across departments and business units, while the Institutional Management of Human

and Organizational Development is responsible for sustaining **Porto's Culture** and developing key competencies across the company.

We follow a structured **Learning Strategy** supported by more than twenty training and learning hubs. Throughout 2024, we made important progress toward a more strategic, human-centered learning model, with stronger alignment among stakeholders and greater methodological synergy.

In 2024, we empowered over 7,800 Employees through learning initiatives, delivering 280 programs, including courses, learning paths, and lectures.

GRI 404-1

Average employee training hours, per gender

	2022	2023	2024
Men	7.3	65.7	16.1
Women	6.0	79.9	13.8
Total	-	-	14.8

Average employee training hours, per category

Professional Category	2022	2023	2024
Officers	38.7	16.8	85.0
Managers	25.6	46.1	38.3
Coordinators and supervisors	16.6	49.5	40.8
Back office	4.4	24.3	10.3
Salespersons	4.0	108.9	19.1
Operational	4.7	191.1	12.2
Total	-	-	14.8



Main initiatives:

Performance Assessment

We conduct a competency-based performance evaluation process for Employees. The results of these evaluations are used as criteria for promotions, scholarship grants, internal recruitment, and merit recognition.

For positions up to the specialist/consultant level, we conduct an annual competency evaluation process that includes self-assessment, manager assessment, and a development dialogue. These stages are also part of the annual evaluation process for leadership positions: supervisors, coordinators, managers, superintendents, directors, vice presidents, business unit's CEOs and Porto CEO.

LOAD leaders, *Mais Porto*, and LOAD teams

In 2024, we worked across several learning fronts to strengthen the key competencies of our leaders and teams. One of the highlights was **LOAD Leaders and Teams**, our learning hub focused on developing strategic skills and themes for Porto. This initiative offers courses designed to foster cross-functional

development based on the key competencies that support the current season, such as digital transformation, communication and trust, culture, and self-awareness. Launched in 2023, **LOAD Leaders** delivers customized actions each leadership pipeline and proposes tailored challenges for every leadership level, driving both impact and growth. The program is structured around three pillars: self-awareness, leadership, and business.

Mais Porto is a program designed to enhance the New Vision by promoting cross-functional collaboration and providing a space of trust for deep and honest conversations. Within this initiative, we conducted several leadership development actions, including feedback and feedforward sessions, as well as discussions on key competencies in light of emerging challenges.

In 2024, we empowered more than 85% of our leaders with at least one initiative, and we reduced our No-Show (absenteeism) rate by 4.36 percentage points, achieving a historic low from 4.67 percentage points.

Continuous Improvement Program

The training sessions in the efficiency learning path of the **Continuous Improvement Program** remained in high demand compared to 2023, demonstrating how learning can support a culture of continuous improvement. We recorded a 16.5% increase in mentored projects under the program, generating a positive impact on both the Customer and Employee experience, in addition to increased process efficiency.

In 2024, we invested over BRL3.2 million in scholarships for language courses, and undergraduate and graduate programs, benefiting more than 700 Employees.

Scholarships


We encourage our employees to continue their studies by offering scholarships for language courses, undergraduate and graduate programs, MBAs, master's, and doctoral degrees. After three months with the company, employees become eligible for a benefit that reimburses 50% of enrollment and tuition fees for English and Spanish language courses or their first undergraduate degree. For those who already hold higher education degree, including an MBA, graduate studies, master's, or doctorate, eligibility begins after one year with the company and a performance evaluation with the same reimbursement percentage.



Internship Program

Our internship program is a key channel for attracting, training, and developing talent. Lasting 12 months, it includes a hybrid learning track, mentoring by a tutor, a project delivery plan, and individual mentorship sessions. Starting in the sixth month of the program, participants become eligible to apply for internal recruitment opportunities. Last year, we admitted 47 individuals into the program, with a historical retention rate of 61.84%.

Employer brand strengthening

As part of our employer branding strategy, in 2024, we continued our campaign, "[Na Porto, você importa](#)" . We believe that having a clear, people-centered strategy supports the achievement of our goals.

We also intentionally strengthened our presence across digital platforms that engage with talent: LinkedIn, Glassdoor, and our careers website. One of the pillars of our strategy is to share our stories consistently and authentically—giving voice to our Employees and showcasing the initiatives we conduct—that make Porto a unique place to work.

Altogether, we recorded approximately 25,000 interactions on LinkedIn, with 207,000 new followers, reaching a total of 1,294,778 followers. On Glassdoor, we closed the year with a score of 4.4 out of 5, a level considered excellent given the spontaneous nature of the reviews.





Diversity, Equality, and Inclusion

GRI 3-3

In 2024, we strengthened Juntos, our Diversity, Equity, and Inclusion Program, which led over 60 initiatives throughout the year. Highlights include full scholarships for transgender individuals pursuing their first undergraduate degree and reimbursement of notary fees for those seeking to legally change their name. Our initiatives also support **affinity groups**: Gender Equity, Ethnic-Racial Equity, LGBTQIA+ inclusion, People with Disabilities, and Intergenerational engagement.

We supported employability and entrepreneurship activities for underrepresented groups. Examples

include **Feira Diversa and DiverseMatch**, events that fostered connections and opportunities between LGBTQIA+ students, transgender professionals, with companies committed to diversity and inclusion.

To foster individual growth for Black and mixed races employees and raise awareness among leadership for a more diverse, equitable, and inclusive perspective, we also promoted the **Afro Horizontes Program**. In 2024, we held four activities under the program with over 870 participants. As a result, 57 employees were

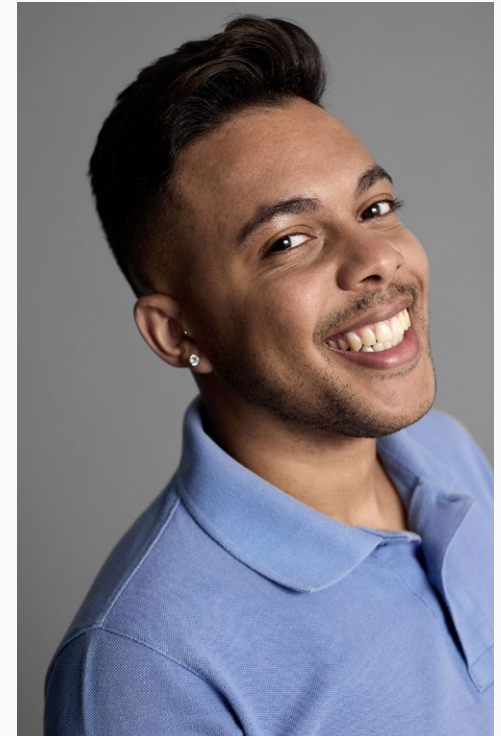
promoted, 60 received merit-based salary increases, and 11 assumed leadership roles. Today, over 5,000 Black and mixed races individuals work at the company.

We also promoted **Lidera**, a program dedicated to women's personal and professional development at the company, reinforcing our commitment to empowerment, inclusion, and sociocultural transformation from the inside out. In 2024, we organized "**Conexão Lidera**", a series of discussion panels designed to foster experience-sharing among female employees, helping them identify their core strengths and apply them effectively in their career paths.

The results highlight the positive impact of **Lidera**: 961 women participated in the four initiatives held in 2024. Of these, 32 were promoted, 106 received merit-based salary increases, and 27 advanced into leadership roles. Women currently represent 57% of our workforce (7,473 female Employees) and 43% of our leadership positions.*

We believe that a company's strength lies in its ability to reflect the diversity of the world we live in, promote equity as a core principle, and include all voices in building a fairer and more collaborative future.

*Leadership includes the following functional categories: CEO, Vice Presidents, Directors, Superintendents, Managers, Coordinators, and Supervisors.



■ Pedro Daniel, Employee



■ Michele Guedis, Employee

Our commitment to gender equity also includes initiatives like the **“Jornada de Masculinidade”**, which encourages male engagement in gender equality conversations, covering topics such as active fatherhood and the role of men as inclusive leaders. In 2024, this project reached 545 participants, with a focus on equipping leaders to directly support women’s career progression.

Another noteworthy initiative was the exclusive leadership seminar on gender equity, aimed at breaking both visible and invisible barriers. The event was attended by 267 leaders. We also launched **Minuto Juntos**, a series of videos up to three minutes long, covering topics related to Diversity, Equity, and Inclusion (DEI), focusing on sharing practical knowledge with our stakeholders. In 2024, the initiative recorded over 5,000 views.

In 2024, as part of our inclusion efforts, we launched **Florescer**, a journey designed to provide targeted initiatives for the development, self-awareness, sense of belonging, and identity empowerment of people with disabilities.

We currently have over 600 employees in this group. In 2024, we held three sessions with 183 participants—of whom 27 were promoted and 16 received merit-based salary increases.

Last year, we also conducted the **17th edition of Porto’s IT Training Program, a fully affirmative initiative for People with Disabilities**. The program offered 30 spots for an intensive four-week boot camp with live and, online classes. Following this stage, a portion of the participants was hired for a two-month, in-person training program at Porto. After completion, these professionals were placed in technology teams according to their profiles.

We also distributed **sunflower lanyards** to employees with disabilities, which they may choose to wear during work hours. This lanyard, marked with the sunflower emblem, has been recognized by Brazil’s law of sunflower lanyards (Law 14,624/2023) in order to raise awareness about invisible disabilities and to further promote inclusion, empathy, and support for those who need it.

We maintained the **Canal Conte Comigo** (managed by Porto’s Social Services), which supports Employees who are victims of harassment, discrimination, or violence outside the company. This initiative is a way to support the employee, minimizing the impact that negative situations may have on their personal and professional life.

We also encourage leadership to hire individuals on the autism spectrum. Currently, we have two employees intentionally hired with monthly follow-ups to support their ongoing inclusion.

We sponsor **Sou Segura**, an organization that promotes professional development and women’s empowerment in the insurance market. We also participated in the **Global Alignment of the Women of Brazil Group**, held in December in São Paulo. The event brought together over 500 women from across Brazil and the world to exchange experiences, align purposes, and strengthen female empowerment.



Our voluntary **Diversity and Inclusion Census** reached a 70% participation rate, resulting in valuable mapping of our Employees for even more tailored actions.

We developed a **Diversity, Equity, and Inclusion e-book** that clarifies key concepts and provides guidance on behaviors that foster a more inclusive and healthier workplace and world.

For the first time, we were able to measure Porto's inclusion index. This indicator is based on four dimensions: I am treated fairly (87%); my identity is respected and valued (93%); I feel a sense of belonging in the workgroups I am part of (88%); my ideas and suggestions are heard and considered in decision-making (82%). These results are part of our Pulso survey conducted in June.

■ **Adriana Moia**, Employee





Percentage of employees per professional category and gender

GRI 405-1

Professional Category	2022		2023		2024	
	% Men	% Women	% Men	% Women	% Men	% Women
Officers	86.21%	13.79%	84.37%	15.62%	81.82%	18.18%
Managers	69.12%	30.88%	69.23%	30.77%	68.35%	31.65%
Coordinators and supervisors	50.52%	49.48%	51.34%	48.66%	51.03%	48.97%
Back office	47.13%	52.87%	47.81%	52.19%	47.09%	52.91%
Salespersons	41.18%	58.82%	41.87%	58.13%	42.06%	57.94%
Operational	23.83%	76.17%	23.90%	76.10%	25.81%	74.19%

Percentage of employees per professional category and age

GRI 405-1

Professional Category	Age	2022	2023	2024
		%	%	%
Officers	Under 30 years old	0.00%	0.00%	0.00%
	From 30 to 50 years old	62.07%	65.62%	72.73%
	Over 50 years old	37.93%	34.37%	27.27%

Professional Category	Age	2022	2023	2024
		%	%	%
Managers	Under 30 years old	0.74%	0.33%	0.32%
	From 30 to 50 years old	77.21%	77.93%	81.64%
	Over 50 years old	22.06%	21.74%	18.04%
Coordinators and supervisors	Under 30 years old	2.52%	3.01%	2.49%
	From 30 to 50 years old	88.32%	88.18%	88.84%
	Over 50 years old	9.16%	8.81%	8.67%
Back office	Under 30 years old	22.10%	23.21%	23.84%
	From 30 to 50 years old	70.74%	68.74%	68.01%
	Over 50 years old	7.15%	8.06%	8.15%
Salespersons	Under 30 years old	12.00%	8.90%	10.42%
	From 30 to 50 years old	78.90%	81.83%	81.31%
	Over 50 years old	9.10%	9.28%	8.27%
Operational	Under 30 years old	41.15%	37.82%	35.78%
	From 30 to 50 years old	54.54%	56.94%	57.95%
	Over 50 years old	4.31%	5.24%	6.27%



Percentage employees per color/race and professional category*

GRI 405-1

Professional Category	2024				
	Yellow %	White %	Indigenous %	Mixed Races %	Black %
Officers	0.00%	90.91%	0.00%	0.00%	9.09%
Managers	4.11%	81.01%	0.00%	12.03%	2.85%
Coordinators and supervisors	2.49%	72.04%	0.22%	19.18%	6.07%
Back office	1.80%	62.97%	0.23%	26.87%	8.13%
Salespersons	1.37%	59.44%	0.22%	31.49%	7.48%
Operational	0.64%	46.46%	0.18%	37.23%	15.49%

* Self-declared

Proportion between the base salary and the compensation received by women and those received by men**

GRI 405-2

Professional Category	2023		2024	
	Base salary	Compensation	Base salary	Compensation
Officers	97.00%	97.00%	73.12%	73.12%
Managers	91.00%	87.00%	93.36%	92.29%
Coordinators and supervisors	80.00%	78.00%	79.36%	78.23%
Back office	80.00%	79.00%	78.07%	77.17%
Salespersons	95.00%	86.00%	93.57%	92.04%
Operational	101.00%	100.00%	110.49%	110.10%

** Considering only employees registered under the Brazilian Labor Law (CLT) regime with weekly working hours of 40h or more. The salaries were compared based on regular full-time schedule of 40 hours per week. Non-employee workers retired due to disability or on unpaid leave were not included in the analysis.



Development of Local Communities

GRI 3-3

Our essence of being a safe harbor also applies to the communities where we are inserted. As such, the social agenda has been part of our strategy since 1998. It is a continuing investment that generates positive impacts not only for direct beneficiaries but also for the broader community and other stakeholders connected to *Instituto Porto* and the *Associação Campos Eliseos +Gentil*.

GRI 413-1 GRI 413-2

We hold permanent evaluations of the social and environmental impact of our operations to ensure constant monitoring of these aspects. Until now, no negative social impacts have been identified. We also promote programs to contribute to the development of the communities where we act and propel the third sector.

Among those initiatives, we stress volunteering actions, donations of essential items and fomenting

public policies. In addition, we invest in education by projects targeting children and adolescents, as well as the **Program Young Apprentices** and professional courses to boost productive inclusion and enhance opportunities for many people.

For matters of territory improvement and upkeep, we frequently hold meetings and broad consultations to the local community, including vulnerable groups, through *Associação Campos Eliseos +Gentil*, which function as an improvement channel.

Furthermore, we have formal complaint processes available to the community and provide channels such as Customer hot-line, on-line forms, contact e-mail, ombudsman, partnership with local organizations and satisfaction surveys.





Instituto Porto

Founded in 2005, [Instituto Porto](#) is strategically positioned to improve social development by education and productive inclusion projects in the regions where we operate, with a particular emphasis on São Paulo’s capital. Porto is the main sponsor of *Instituto Porto* and also counts on social investors (Employees, Brokers, and Services’ Providers) and companies that contribute through incentive laws and allocate funds pursuant to the fund raising held by the *Instituto*.

In 2024, **Instituto Porto** engaged around 815 active volunteers with 3,343 thousand hours of volunteer work in 45 social institutions throughout Brazil. Additionally, more than 25 thousand people were impacted by social projects supported by tax incentive laws with an investment of BRL 10.6 million.

In 2024 we allocated BRL 10.6 million in tax incentives for initiatives targeting children, adolescents, and the elderly.

Education

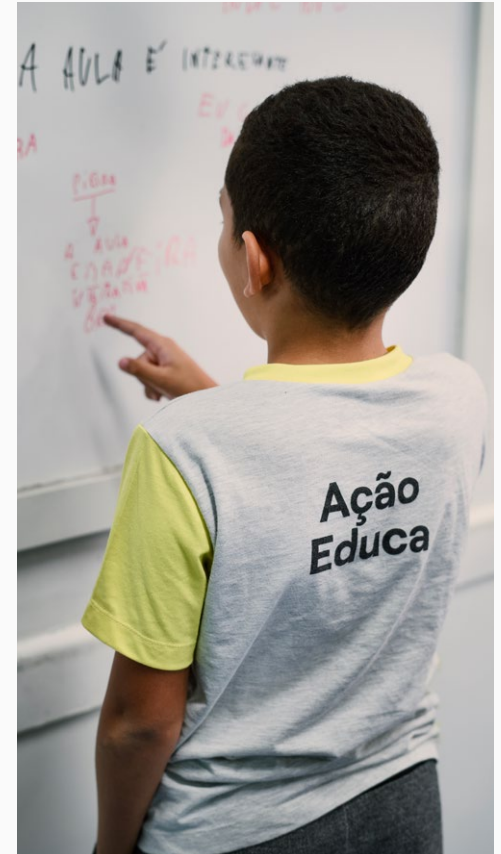
Ação Educa Program

[Programa Ação Educa](#) assists children and adolescents in after-school programs. Over the past year, 242 students participated in socio-educational activities for supplemental education, visual arts, robotics, reading and writing. We offered 818 psychological sessions, 707 psycho-pedagogical consultations and 331 consultations in health collective efforts (pediatric and eye care). Over this period, we delivered 686 meal vouchers to families supported by the program. In 2024, *Instituto Porto* maintained the [Human Rights and Diversity Mark](#) granted by the Municipality of São Paulo for the promotion of the topic through *Ação Educa*.

One of the manners to supplement the social assistance needs of families and children is by fundraising efforts seeking to engage the entire Porto ecosystem for a donation culture. Over the past year there were 1,782 individual social investors, 369 donors through the *Nota Fiscal Paulista* and one company supporting us by tax incentive laws. In total, BRL 776 thousand was raised.

Program Young Apprentice

The initiative continues to grow and is financially self-sustainable. To foster the development and inclusion of young people in the Porto Ecosystem and society, the program targets productive inclusion and preparation for the first job. In 2024 the course offered technical and socio-emotional content focused on job and income generation for 443 students with more than 1,520 thousand hours of training. Of the 443 graduated students, 234 joined the Apprenticeship Program, a rate of 53% of employability. In 2024 we hired 44 young people as permanent employees either before or after expiration of the apprenticeship contract.





Professional Courses

The free [professional courses](#) seek to expand opportunities for young people and adults to access the work environment and other possibilities for income generation and productive inclusion. In 2024 the courses offered focused on technology including Digital Introduction, Information Technology and Digital Inclusion and System Development. After completing the course, the students are evaluated for future job opportunities at Porto or in the market. A total of 62 students graduated in all, totaling 456 class hours and the productive inclusion of 26 students in the labor market until December, with average income of BRL 1,785.71.

We stress that the remaining students are in our talent bank and receive periodic information on job vacancies they can apply for.

We also have the **Técnico do Futuro Program**, an initiative of the Porto Services School for training and generation of income for the community. Our goal is to form professionals for the White goods Basic services areas, preparing them not only with technical knowledge but also with the values of the **Porto Way**, ensuring alignment with our services' standards. After training, the participants are directed to Porto's partners, increasing their employability and boosting our providers' network.





Mobilization and Partnerships

Porto Volunteering

In 2024 the **Porto Volunteering** journey was even more inspiring. With 27 years of existence, our program held 133 different actions with 815 volunteers all over Brazil. The actions focus on the strategic pillars of **education, well-being, and labor market**.

- **Education:** actions to teach and/or develop directly or indirectly by playful and socio-educational activities for the targeted audiences. **Target:** young people and children.
- **Well-being:** actions to promote social and financial well-being for the institutions and audiences assisted. **Target:** pets, elderly, institutions, and neighborhood.
- **Labor market:** actions to promote knowledge, exchange and training of young people and adults for the formal labor market. **Target:** young people and adults.

To foment participation and highlight the relevance of the program for Porto, we provide a voluntary grant for employees who act during their working hours. We also offer a broad catalog of interim opportunities, recurring, remote or in person with more than 40 actions per semester.

Porto Volunteer also permits professional and personal development and boosts the company's culture. Performance indicators show that Volunteer Employees reach satisfactory indexes of retention, absenteeism, and professional development.

"I am proud to work for a company that dedicates a large and significant space for volunteering in the community."
Andrea Moreira, Employee

Support for the population of Rio Grande do Sul

To support the population of **Rio Grande do Sul** during the heavy rainstorms in April, we mobilized a specialized fleet of Porto Serviço to act jointly with the Civil Defense. In total, we provided 4,7 thousand assistances covering both auto and insurance products. *Instituto Porto* also collected more than 54 thousand items of donations for the region. It was a way to bring care and hope for the families during this extremely hard period.



Tax Incentive Laws

GRI 201-4

The funds are transferred by incentive laws in the Federal, State and Municipal levels. We annually hold a bid to select the institutions and social projects. In 2024 we used BRL 156,7 million of tax incentives for Culture, Health, Education and Longevity.

These are some of the organizations we support through tax incentive funds:

- *Instituto Reciclar*
- *Associação Comunitária Despertar*
- *Instituto TechMail - ITM*
- *Instituto Social Ser Mais*
- *Instituição Vocação*
- *Aliança de Misericórdia*
- *Instituição Casa do Vovô*

- *Instituto Jô Clemente*
- *Hospital de Base de São José do Rio Preto*
- *Associação Casa dos Velinhos de Serrana*
- *Fundação Doutor Amaral Carvalho*

Campos Eliseos + Gentil Association

The *Campos Eliseos + Gentil Association* is an initiative to promote the territorial development of the Campos Eliseos neighborhood by facilitating dialogue between the community and public agencies in areas such as conservation, maintenance, cleaning, and educational interventions within the territory. In 2024, 163 alerts were received, and 177 service requests were opened, with an 83% resolution rate. Additionally, 1,583 people visited the Association's headquarters, approximately 11 public meetings were held for the local community, and 363 individuals were reached through conferences and territorial actions.



Crescer Sempre Association

The [Crescer Sempre Association](#), a non-profit organization in the Paraisópolis community (São Paulo), focuses on providing quality formal education. In the past year, it graduated 724 students across various programs: 60 in Early Childhood Education, 69 in High School, 60 in Upper Elementary School, and 535 in Vocational Training Courses. In addition, the community-accessible Library recorded over 12,000 book loans.

Ação Pela Paz Institute

The [Ação Pela Paz Institute](#) is dedicated to supporting public authorities and civil society in initiatives aimed at reducing criminal recidivism. In 2024, the Institute supported 338 projects across various regions of Brazil, focusing on care of individuals deprived of liberty, reaching at least 20,000 participants.



Institutional Development

Training Program for Social Sector Leaders

The focus of this initiative is to support the development of social institutions located in the communities where we operate, assisting with volunteer work and in-kind donations via our own initiatives. We offer a training path for social leaders from accredited institutions in Brazil based on their specific needs and suggested topics. The goal is to strengthen their management of NGOs and decision-making processes. Topics covered include fundraising, people management, and process management. Currently, 32 institutions are participating in our training program.

“Many of the theoretical activities have already helped me to have a better performance in the practical ones, even if I am a little timid at *Instituto Porto*. All that I have learned so far is helping my professional development and, as a consequence, I end up having more knowledge, the reason why I’m grateful for the program, material and knowledge provided to us.”

Anonymous survey

“Classes at the institutes were exceptionally good, I learned many things about work and personal life. I liked the teachers a lot, all were well-prepared to help us in developing our career.” **Anonymous survey**



Climate Strategy and Circularity

Decarbonization and GHG Emissions

GRI 3-3

We broadened our focus to encompass the entire value chain, setting targets and continuing to move forward with commitment and transparency.

We constantly monitor and measure the greenhouse gas (GHG) emissions generated by our activities. The data is consolidated in **Porto's Emission Inventory**, published annually since 2011, and submitted to independent audit by third parties over the past years.

In 2024 (base year 2023), we again obtained the **GHG Protocol Gold Seal**, reinforcing our

commitment to a rigorous management of our emissions. Among the main results, we highlight the offset of 100% of direct emissions (scope 1) by the Verified Carbon Standard (VCS) for renewable energy, neutralizing 1,854 tons of CO₂ equivalent (tCO₂e). To reduce Scope 2 emissions, we acquired the I-REC certificate for 100% of the power for our operations (Brazil and Uruguay). After consolidating the monitoring of scope 1 and 2 emissions, we move to another challenge: deepening the analysis of indirect emissions (scope 3) in our value chain.



Decarbonization Plan

To advance the maturity of the topic, deepen our understanding, and establish a solid foundation for building a decarbonization plan, over the past year we embarked on a journey in partnership with WayCarbon, a globally recognized company known for its climate solutions. This work encompassed the development of the following stages:

Decarbonization Plan Stages



1

GHG Assessment and Inventory, including all scopes and applicable Scope 3 categories for the Company: Stakeholder engagement, diagnostics through data analysis, interviews, and benchmarking. Identification of key personnel for data collection, gathering and calculation of emissions based on GHG Protocol, covering all applicable categories (1 through 14), with the establishment of a 2023 baseline.



2

Scope 3 Screening using the PCAF methodology: Presentation of the methodology, collection of financed and insured emissions data, database processing, and execution of calculations and consistency tests.



3

Forecasting of Future Emissions: Scenario analysis considering company growth over a 10-year cycle across all three scopes (BAU – Business as Usual). In addition, decarbonization projects were prioritized to maximize emission reductions while minimizing investments, based on the Marginal Abatement Cost Curve (MACC).



4

Decarbonization Scenarios and Target Setting (SBTi reference baseline): Evaluation of projects under implementation or expansion that will contribute to the gradual reduction of emissions in the coming years, based on MACC results and Porto's growth trajectory. Targets for Scopes 1, 2, and 3 were defined through future projections developed by the consulting partner, aligned with SBTi reference parameters, with 2023 as the base year and 2035 as the horizon. Presentation of criteria and technical conditions for carbon credit purchases, along with financial compensation scenario calculations.



5

Strategy Implementation: Execution of the decarbonization plan and monitoring through defined KPIs.



As part of stage 3 – GHG Inventory, to ensure a comprehensive accounting, we conducted 19 interviews across 27 departments and collected data from over 30 different sources, using 2023 as the base year.

With regard to 2023 emissions, a thorough review of all categories was carried out. When comparing 2023 to 2024, in Scope 1 emissions, there was a 6% reduction, primarily due to the use of more efficient refrigerant gases and the increased adoption of sustainable fuels within our internal fleet.

In scope 2 emissions, we recorded an increase of 40% compared to 2023. This rise is attributed to the reactivation of one of our buildings and

the return of employees to on-site work.

Air conditioning is our main driver of electricity consumption, and it was used more intensively in 2024 due to unusually high temperatures and a higher occupancy rate in our offices.

As for scope 3, we expanded the inventory coverage from 2 to 11 categories, moving from 13% to 100% of all applicable categories. As a result, when comparing 2023 to 2024, we observed a significant increase in emissions from Category 11 – Use of Sold Products. This increase is primarily related to emissions over the life cycle of vehicles sold through the closure of the *Carro Fácil* operation, Salvados transactions, and engines distributed by *Renova Ecopeças*.





Financed and insured emissions

One of the main advancements in the revision of our emissions was the adoption of the Partnership for Carbon Accounting Financials (PCAF) methodology to calculate insured emissions under Scope 3, Category 15.

The PCAF methodology features a data quality score ranging from 1 to 5, with score 1 representing the highest level of data quality. This scoring system allows us to identify areas for improvement and define strategies to engage investee companies in climate-related initiatives, encouraging them to quantify their emissions and establish reduction targets.

Accounting for these emissions is essential for Porto to assess its exposure to high greenhouse gas (GHG) intensity assets, which may be affected by the climate transition. Furthermore, it enables the identification of opportunities for the development of products aligned with a low-carbon economy.

The calculation of financed emissions under Scope 3, Category 15, covered the following products:



Auto Insurance
– Brazil and Uruguay



Commercial Property Insurance
– Brazil and Uruguay



Vehicle Financing



Corporate Lending



Investee Companies (Asset Management)
– Brazil and Uruguay

Based on the results assessed in 2023 and 2024, we recorded a 77% increase in our invested emissions intensity in Brazil, which accounts for 68% of the emissions in Category 15. Regarding the PCAF score, we maintained a strong result in 2024, with a value of 1.88, indicating a relatively high data quality for measuring emissions associated with investments. This performance reflects the robustness of the information used

and the consistency of the approach adopted, enabling a more precise analysis of financed emissions. Moreover, this score level allows us to identify opportunities for improvement and strengthen strategies to engage investee companies in the climate agenda, encouraging transparency in emissions quantification and the establishment of concrete reduction targets.

We are pioneers among Brazilian insurers in calculating insured emissions, reaffirming our commitment to understanding the impact of our operations and creating opportunities aligned with our climate strategy.

[Continue >](#)



Financed and insured emissions

Business Vertical	Emissions intensity (tCO ₂ e/million in local currency)		Score PCAF	
	2023	2024	2023	2024
Auto insurance – Brazil	4611	4755	4.45	4.26
Commercial insurance – Brazil	24.97	28.1	5	5
Auto insurance – Uruguay	10.55	11.55	4.11	3.97
Commercial insurance – Uruguay	5711	58.83	5	5
Porto Bank (Auto)	54.3	51.67	3.11	3.06
Porto Bank (Commercial)	5.14	4.71	5	5
Porto Asset – Brazil	39.2	39.87	1.96	2.03
Porto Asset – Uruguay	2.19	1.81	2.07	2.08

At Porto Asset, public and private bonds, as well as equities, are considered.

Regarding emissions from automobile insurance, in 2024, they totaled 0.79 million tCO₂e, representing 21% of the emissions in Category 15. The PCAF score recorded a result of 4.26 in 2024, close to the 2023 value, highlighting the opportunity to improve data quality, particularly with regard to estimates of insured vehicle mileage.





Next Steps in the Decarbonization Strategy

After this stage, we conducted a detailed analysis of projects aimed at reducing emissions, aligned with global initiatives and methodologies, as well as with our value chain.

We are committed to reducing our Scope 1 and Scope 2 emissions.

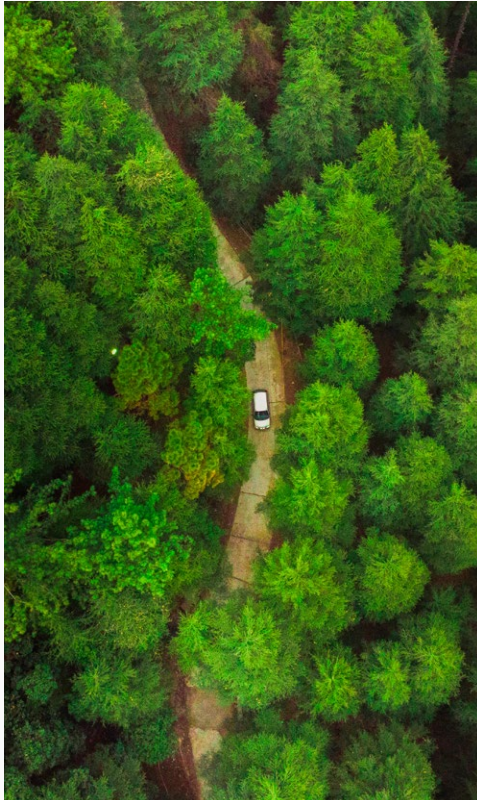
Due to the complexity of Scope 3, we are phasing this process. We are still defining the reduction strategy for Category 15, which pertains to our financed and insured emissions.

Our focus is to implement a robust plan for reducing absolute emissions to make our operations increasingly sustainable.

Emission

GRI 305

Emissions per Scope	2022	2023	2024	Variation 2022 - 2023	Variation 2023 - 2024	Reduction of GHG Emissions GRI 305-5
Total direct emissions (Scope 1) GRI 305-1	1,154.79	1,797	1,682.6	642.21	-114.50	-
Stationary Combustion	196.32	181	351.33	-15.32	170.33	-
Mobile Combustion	658.41	513	381.4	-145.41	-131.60	-
Fugitive	300	1,103	949.9	803.00	-153.10	-
Total indirect emissions - power acquisition (Scope 2) GRI 305-2	1,319.68	1,108	1,561	-211.68	453.00	1,561.56
Total indirect emissions (Scope 3) GRI 305-3	72,301.92	1,777,799.35	2,017,374	1,705,497.43	239,574.65	-
Transportation and distribution (upstream)	71,776.83	15,060	16,143	-56,716.83	1,083.00	-
Waste generated in the operations	-	575	787	-	212.00	-
Business travel	525.09	999	1,192	473.91	193.00	-
Purchased goods and services	-	250,425.35	228,807	-	-21,618.35	-
Capital goods	-	1,173	1,943	-	770.00	-
Fuel-Related Assets - E1 and E2	-	553	623	-	70.00	-



Emissions per Scope	2022	2023	2024	Variation 2022 - 2023	Variation 2023 - 2024
Employee Travel	-	6,833	4,185	-	-2,648.00
Use of Sold Products	-	1,470,649	1,755,770	-	285,121.00
End-of-Life Treatment of Sold Products	-	31,373	7,767	-	-23,606.00
Franchises	-	159	157	-	-2.00
Category 15*	-	3,065,780	3,789,894.20	-	724,114.50
Total Emissions of the 3 scopes	74,776.39	4,843,578.08	5,807,268.20	4,768,801.69	963,690.1

Biogenic emissions per Scope	2022	2023	2024	Variation 2022 - 2023	Variation 2023 - 2024
Total biogenic emissions (Scope 1) GRI 305-1	465.24	491.22	583.95	5.58%	18.8%
Total biogenic emissions (Scope 3) GRI 305-3	14,351.39	7,986.22	6,181.46	-44.35%	-22.6

Emission intensity* GRI 305-4	2022	2023	2024
Emission intensity/Revenue BRL MM	0.0001	56.17	54.71

The calculation included carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), and hydro fluorocarbons (HFCs). The increase observed in the emission variation from 2022 to 2023 is due to the inclusion of categories in Scope 3.

*The emissions include actions, private bonds, and public bonds.

**Calculation considers scope 1 and 2 CO₂.



Energy

Our energy efficiency strategy begins with conscientious power consumption at our premises. We adopted some measures to reduce consumption such as LED bulbs and motion detectors at the workspace.

GRI 302-4

At our headquarters that concentrates the highest energy consumption of the Company, we opted to hire renewable energy at the free energy market. We also expanded our automation systems encompassing a main electrical substation, power generation and management of water, air conditioning and lightning.

We upgraded three air conditioning chillers dated from 1986 in the Guaianases building to model 600TR model, and gained a substantial energy efficiency, reducing power consumption and consequently the operating costs. The new technology improves performance with fewer

failures and maintenance and contributes to reducing scope 2 emissions.

Other than these actions, we invested in the self-generation of energy through solar panels installed on part of our properties. Although the infrastructure adaptation limits the largest scale expansion of this system, in 2024 we generated 996.56 MW/h, corresponding to 3% of our total consumption.

Despite the efforts to optimize energy consumption, we did not record a significant reduction in 2024, although our energy intensity improved. One of the key factors to explain this scenario is the larger presence of employees at the offices after the period of full remote work (2020 and 2021) and gradual return (2022 and 2023).

We remain committed to pursuing innovative solutions to enhance our energy efficiency and reduce our environmental impact.





Energy consumption within the organization

GRI 302-1

Total energy consumption			
MW/h	2022	2023	2024
Non-renewable fuel sources – Diesel	328.23	514.23	1,085.24
Renewable fuel source			0.00
Electricity	26,897.95	28,269.78	29,277.46
Electricity sold			-
Total	26,898.27	28,270.36	30,362.70

Energy intensity

GRI 302-3

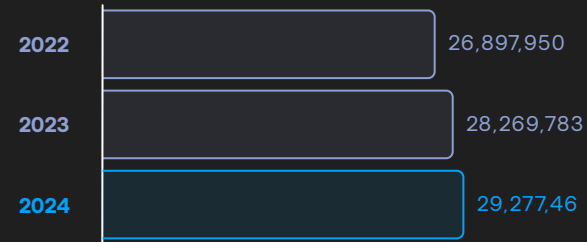
	2022	2023	2024
Total energy consumption within the organization MW/h	-	28,269.78	30,362.70
Revenue (BRL Millions)	-	31,675.27	36,929.70
Total	1.22	0.89	0.82

(*) Until 2023 the intensity was calculated only with electricity consumption. From 2024 onwards, we included consumption of non-renewable source fuel being the total energy consumption at Porto.

Total energy consumption

Electricity data in MW/h

GRI 302-1



Energy intensity data

GRI 302-3





Circular Economy and Waste Management

We adopt a circular economy as a strategic model and promote efficient waste management, recycling of materials and sustainable disposal to reduce environmental impacts and generate value to our Customers and society.



Renova Ecopeças

In 2024, **Renova Ecopeças**—our subsidiary and a pioneer in automotive parts recycling and reuse—celebrated 11 years of operation with remarkable figures. One of the year’s highlights was strengthening partnerships with certified repair shops and **Porto Automotive Centers**, ensuring the proper collection and disposal of automotive waste from these partners.

Through an innovative and strictly monitored process, **Renova has already processed over 30,000 vehicles, reintroduced more than 1.1 million parts into the market, and recycled tons of materials. In 2024 alone, more than 2,600 vehicles were dismantled, 2,900 tons of automotive waste were recycled, and approximately 70,000 items were reused.**

In addition to offering traceable, reusable reusable parts with provenance guaranteed by both the DETRAN and Porto, Renova markets its products through its physical store, website, and sales center, with nationwide delivery coverage. This approach

contributes to reducing informality within the sector while expanding opportunities for customers to preserve the originality of their vehicles.

The entire process is strictly traceable, ensuring that no waste generated—from the vehicle’s origin to the final destination of each part—negatively impacts the environment. The cumulative results achieved throughout this journey underscore Renova’s strong commitment to sustainability.

We are the largest automotive recycler in Brazil. Over 11 years of operation, our subsidiary has achieved impressive results: more than 30,000 vehicles properly processed, and 1.1 million parts reused.



Sustainable Discard Project

In 2024, we continued the Sustainable Disposal project, an initiative focused on properly disposing of electronic waste from property insurance claims or obsolete materials voluntarily delivered by Costumers. This year, we collected and correctly disposed of 21.87 tons of electronic waste.

Since the beginning of the project, we have collected over 2,709 electronic items. The most frequently discarded items include TVs, computer equipment, refrigerators, and microwaves. Each year, we expand our residential pickup capabilities, and in 2024 alone, we conducted more than 1,374 home visits.

After sorting, the equipment goes through a detailed dismantling process, and components such as ferrous and non-ferrous metals, plastics,

electronic boards, and glass are carefully separated. Metals, in particular, are sent to a high-tech processing line and transformed into raw materials for various industries. A partner conducts this management while we monitor and evaluate the impacts.

The results were consolidated based on the record of equipment processed in 2024. According to the ecological balance assessment, the impact of this disposal included: 1.59 trees spared from logging; 0.01 soccer fields of forest preserved; 138,083.76 kWh of energy saved—enough to power 908.45 households; 94,915.54 liters of water conserved—the equivalent of 189.83 water tanks; 37.23 tons of CO₂ emissions avoided; and 326.61 fuel tanks' worth of CO₂ emissions avoided.

Since the project's launch in 2023, we have properly processed 28.3 tons of waste.





Corporate Waste Management

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

Our waste management encompasses many fronts from awareness actions to selective collection initiatives. With strict monthly monitoring, we adopt structured processes to ensure efficient and sustainable management:

- **Data collection:** detailed mapping of the volume, composition and origin of the waste generated by the company.
- **Information recording:** monthly control reports.
- **Waste classification:** categorization according to its nature, hazard level and appropriate disposal pursuant to prevailing environmental rules.
- **Flow monitoring:** permanent monitoring of the waste path from generation to final disposal or recycling ensuring conformity with internal directives.

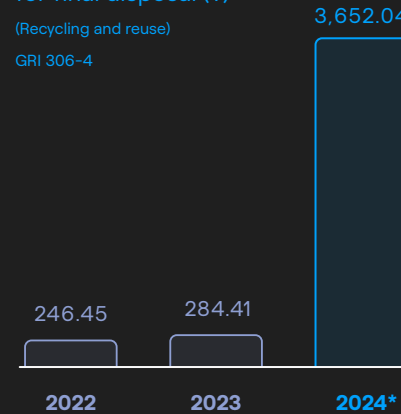
- **Education and training:** training programs to enhance the employees' awareness about proper disposal and best environmental practices.

We have adopted a system of selective collection for corporate waste, ensuring responsible waste removal from the environmental perspective. With the Waste Management Plan, a system to control the partners' performance and monitoring, we focus on the correct waste destination considering reduction, reuse, and recycling.

To boost circularity, we also have a **reverse logistics operation** for furniture, keyboards and uniforms discarded by Porto. The service is on-demand, and the materials collected are evaluated and sent to one of the possible destinations: proper disposal, recovery, donation, or sale.

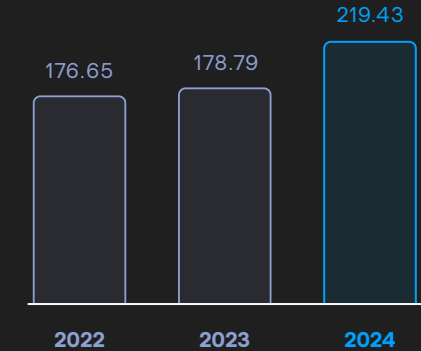
Waste not destined for final disposal (T)

(Recycling and reuse)
GRI 306-4



Waste destined for final disposal (T)

GRI 306-5



*From 2024 onwards, we control and report corporate waste which significantly impacts the volume of waste for final disposal. Apart from the waste cited in the chart, we destined 5751M³ of used or contaminating Lubricant Oil to recycling, not reflected in the chart due to the different measurement unit.

Reverse Logistics Numbers in 2024

3.7 tons
of proper disposal

86 items
donated

BRL 2.6 million
raised



Sustainable Products and Solutions

Sustainable, Inclusive and Impact Products

GRI 3-3

We focus on expanding and disseminating sustainable, inclusive and impact products in the organization. Inclusive insurance is a strategic pillar for us, reflecting our commitment to improve the asset, financial and health assets for different Customer's profiles.

Our portfolio provides products with an accessible average ticket, and we monitor the underserved audience in the insurance market to identify and create opportunities.



Azul por Assinatura: innovative auto insurance model with fixed monthly payments, which does not require an annual contract to provide flexibility and simplified access to different profiles of drivers.



Porto Bairro: solution for community protection offering insurance and assistance targeting the specific needs of determined regions or Customer groups to foment collective security.



Residencial Essencial: the hiring is simple, fast, and digital. The product offers three options of accessible plans. The values depend on the region, type of residence and options hired.

By offering accessible, customized, and easy hiring products, we make insurance democratic. As such, we not only expand our market but also boost our activity as a driver for social transformation, guaranteeing protection for a growing number of Brazilians.





Sustainable Products

We actively monitor new regulations on sustainable products such as the Federal Insurance Commissioner (SUSEP) Resolution 473/2024 and global regulatory trends on sustainable development. We also take part in discussions with organs such as SUSEP

and Anbima to create standards for sustainable products.

We are also part of the discussions on Brazilian sustainable taxonomy, contributing to define the sustainability directives for the sector in Brazil.

We are currently in a development stage, analyzing our portfolio and potential sustainable products that connect with our strategy. The main challenge for the coming years will be to improve the performance indicators and intentionality of our products, ensuring that we may safely and credibly

classify them as sustainable, meeting rigorous positive environmental impact and social responsibility criteria. This effort is aligned with our view of leading a more sustainable future, developing innovative solutions that benefit our Customers, society, and the environment.

Incentives to sustainable and safe behaviors

SASB FN-IN-410B.2

Discussion of products or their characteristics that foment responsible actions or behaviors in terms of health, safety, or the environment.

As part of our efforts to foment sustainable and safe behaviors, promote innovation in our ecosystem, we developed numerous initiatives:

- **Sustainable Disposal:** to encourage conscious practices, we offer a specialized work force to collect and discharge useless goods and materials such as appliances, electronics, tools, furniture, fixtures, and civil construction waste.
- **Climate Warnings:** we send SMS messages and push notifications to alert our Customers about flooding areas, fallen trees, and road potholes especially in heavy rain forecast, helping to avoid disturbances and accidents.

- **Produto Vida:** Non-smoking Customers have an exclusive discount to foster healthier habits and a balanced lifestyle.
- **Safe Driving:** we offer a Safe Driving course to train drivers for safer driving, focusing on the prevention of accidents and reduction in costs with fines and vehicle maintenance. We also produced education content for the Porto and Azul social media addressing good practices to maintain the car and safer driving. On Motorcycle Drivers' Day, we promoted exclusive content with the professor and influenced Angelo Viana, who shared orientations on safe two-wheel driving.
- **Auto Maintenance:** we constantly stress the importance of vehicles' preventive maintenance especially during holidays and trips by frequent releases to our Customers.



Sustainable Investments

GRI 3-3 E SASB FN-IN-410A.2

We are committed to assessing and integrating ESG factors into our investment analysis process. For this, in 2025 we had the assistance of specialized consulting and enhanced our analysis' team. We also have the **Responsible Investment Policy** to guide our decisions. We keep our eyes open for global transformations, striving to take the opportunities of this new scenario while mitigating risks that may compromise the sustainability of our long-term investments.

We adopt a diligent and conservative approach to the analysis and approval of credit limits and maintenance of the limits already in place, ensuring that companies have the financial capacity to honor their commitments and generate sustainable results.

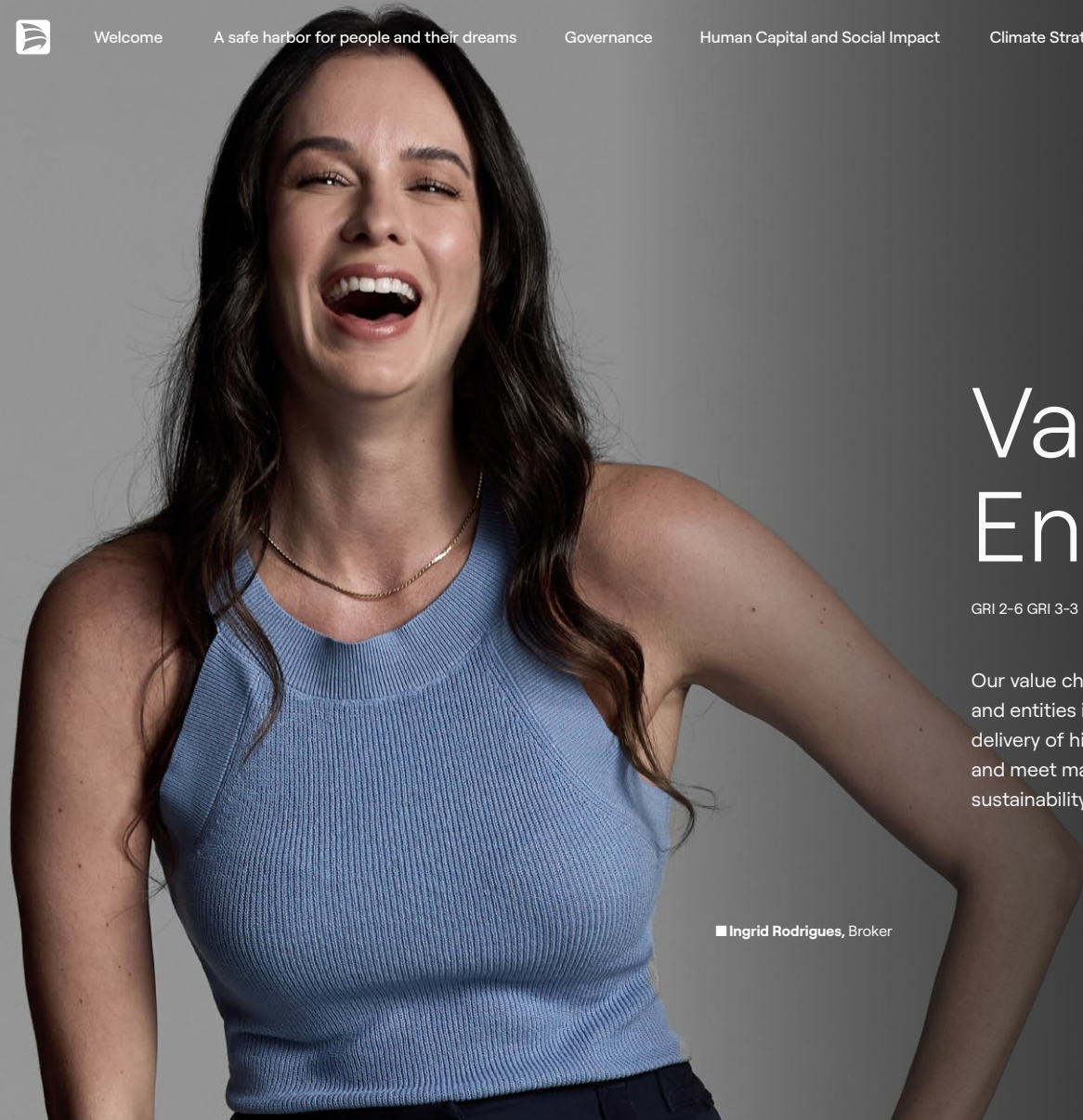
Side by side with the financial criteria, our analysis incorporates environmental and social advances,

considering the material aspects of each company and sector. We also assess management skills and corporate governance, key components of the internal rating, a tool that defines exposure to the company's credit risk and serves as a criterion to purchase or maintain assets in private credit funds.

To be part of the Porto Asset portfolio, the issuer must reach a minimum score defined in our internal Credit Policy.

We analyze the companies' ESG maturity based on public information, external rating agencies and direct interactions with the companies. Simultaneously, we permanently monitor the evolutions of this topic both for companies to which we are exposed and for sector and regulatory movements that may impact them.





Value Chain Engagement

GRI 2-6 GRI 3-3

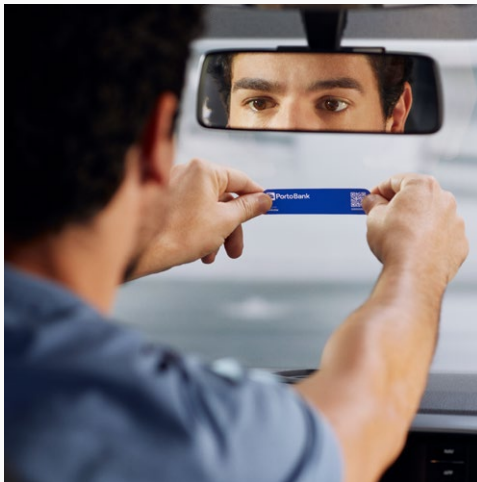
Our value chain encompasses several activities and entities interconnected, focused on the delivery of high-quality products and services, and meet marked demands, ensure financial sustainability, and foment innovation of the

Porto Ecosystem. Each link in this chain aggregates value for our Customers and society and our investors, improving competition and boosting our reputation.

■ Ingrid Rodrigues, Broker



Our stakeholders play a key role in the success of our organization. In this chapter, we will share how to strategically manage each of these audiences:



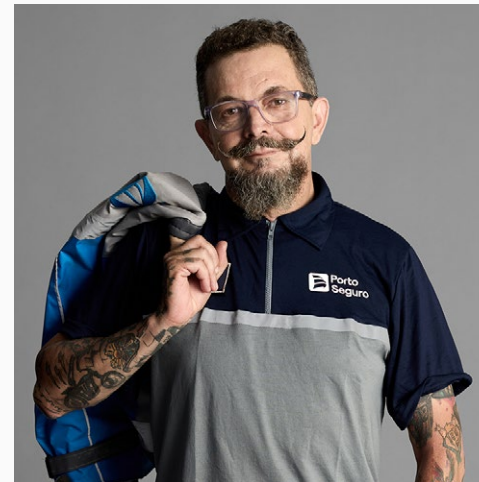
Customers

our main focus, with their needs and expectations, drive the development of our products and services. Their satisfaction is essential.



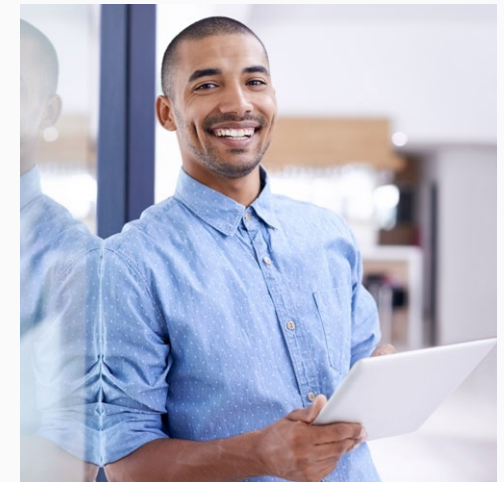
Brokers

main sales channel, intermediates Porto and Customers, offering consulting and support.



Services Providers'

auto repair shops, hospitals, clinics, and others that service those insured. Their efficiency and quality are vital.



Suppliers

provide products and services necessary for our operation, such as technology and office supplies. Their efficiency and quality impact directly on our capacity to offer good services.



Responsibility in the Value Chain Program

In 2024 we launched the **Responsibility in the Value Chain Program** to foment the sustainable development of our business network. We seek to foment sustainable practices that meet the sustainability criteria to optimize processes, reduce impacts and boost a more aware and committed suppliers' network. The program contemplates the comprehension, evaluation, monitoring and development pillars.

During 2024 we progressed in the mapping, diagnosis and evaluation. We analyzed Suppliers, Partners and other critically interested parties to identify steps, risks, regulatory obligations, impacts of these relations and specific demands.

We implemented a sustainability analysis to engage new suppliers and automatized the evaluation of sustainability criteria focusing on the development and maturity analysis. For a more robust process, led by the corporate risk team, we improved processes implementing the

Third Parties' Risk Assessment (TPRM) integrated into the confirmation of suppliers' stage.

To improve security and compliance, we make monthly checks of environmental notices of violation by Ibama, and for health sector's suppliers, we confirm the validity of the sanitary permit issued by Anvisa. The Suppliers documentation is reexamined every two years except for those considered high risk for Money Laundering Prevention and Terrorism Financing, which are reviewed annually.

We participated in the **SPARK Project of the Global Compact**, to support our value chain with up to 249 employees through webinars, workshops, and practical tools in topics such as emission reduction and financing sustainable initiatives. We engaged our Suppliers, Referenced Auto Repair Shops and Porto's Automotive Centers (CAP) to participate in the meetings and will continue with the partnership in 2025.





Customers Satisfaction and Service Quality

GRI 3-3

Service quality is a strategic value for us. Every year we improve our actions with Customers, tools and channels striving for the services' excellence. In 2024 we progressed in the plan to implement new quality and training methods to ensure that the experience is increasingly more positive, human, fast and uncomplicated. For this, our **Value proposal** comprises three main topics:



Be simple and efficient.



Be careful in serving.



Decide what must be decided.

We updated our service technologies and are committed to developing a Humanichannel model that favors more individualized, empathetic, and human interactions. This model combines technology and human sensitivity so

that every interaction is not only efficient but also significant, strengthening trust and proximity to our Customers.

Focused on continuously improving our customer service, we hold periodic technical and behavioral trainings to reinforce the **Porto Way** so the analysts are increasingly specialized in the business and every "Hello" evidences our culture. We also develop actions to recognize the Employees of the operation, ensuring their value, care, and healthy work environment.

For this effort, we capture and analyze the Customers' and Brokers' evaluations and opinions to continuously improve their journeys and better experiences with our products and services. We also hold monthly work forums and executives' monitoring to evaluate feedback and discuss the main initiatives that impact on the relationship.

We constantly monitor the loyalty and satisfaction indicators involving the main





stakeholders to establish priorities and follow-up on actions that directly impact these results. We also conduct satisfaction and NPS surveys continuously both after the Customers' experience and on the different channels to guarantee strategic insights into constant improvements.

SASB -FN-IN-270A.4

If the Customer requires emergency information of a particular product hired by him, we communicate using the best digital contact channel informed by him, respecting their consent for communication transactions and in compliance with the LGPD (Brazilian General Data Protection Law).

During last year we stood out in the digital realm. We closed the fourth quarter with 80 million digital interactions and services and 3.8 million active users in our app. Also, around 57% of calls for service requests for auto or home assistance were made by app or WhatsApp.

Our goal is excellence in services and delivering innovative experiences. To achieve this, we aim to build a Humanichannel model, prioritizing more individualized, empathetic, and human interactions.



Digital tools and channels to ease service to our Customers

App Porto

The **App Porto** was one of our more successful strategies to boost digitalization in 2024. We remade the app's home page structure and incorporated improvements among which the construction of Porto's persona and more humanized and individualized services.

We also had the opportunity to renegotiate debts and apply for credit inside the application and included Azul Seguros. Another innovation was the creation of a specific area in the application to assist with emergencies such as calling for tow trucks and home assistance. As a result, we had an increase of 38% of services provided through the channel and 20% more among the total app users.

Evaluation of the Customers' experience

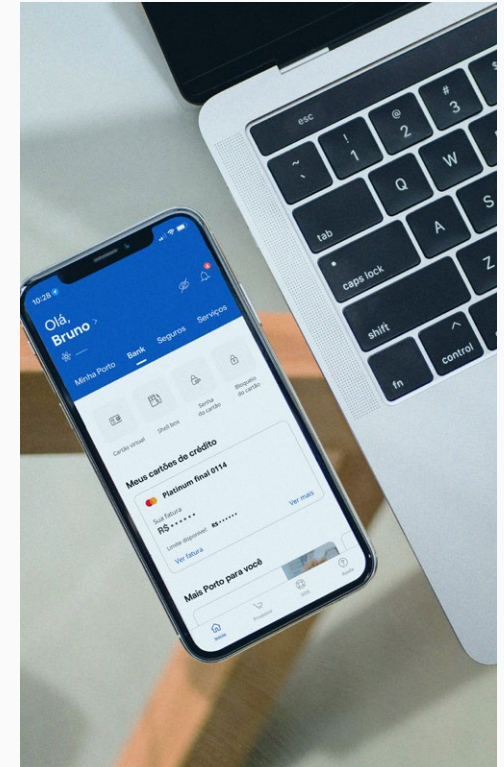
We evaluate the Customers' experience by the **transactional Net Promoter Score (NPS)** that measures each step of the journey. We also adopted the **competitive NPS** to evaluate the index of customer's referral of Porto, considering the remaining market players. The measurement is made by the Customer Satisfaction Score (Csat) which analyzes the service provided and indicators that measure the waiting time and giving up speaking to the Central.

GRI 2-25

We also monitor external complaints mechanisms such as regulatory agencies and platforms such as *Consumidor.gov* and *Reclame Aqui*. All comments are recorded in our system

and treated to promote improvements in the processes. If we identify negative impacts, the Ombudsman and the business and products areas recommend corrective actions for the root cause of the issue by process' changes and system improvements. In 2024 we registered 64,580 complaints (1.69% less than 2023) all addressed with the same attention, regardless of whether grounded or not.

We did not face any issues negatively impacting our image in 2024. Still, we maintain transparency tools and reports for the market. We report the complaints to the business units' CEOs monthly and hold meetings with the CEO of the holding to discuss and address those.





Other than internal operating indicators, the three main references that ensure this topic's monitoring are:

- **CSAT – 4.73***

Customer and Brokers' Satisfaction Index at the Help Desk, measures at the end of the digital or phone interaction.

- **Índice SAC – 0.2739***

Index of SAC complaints filed with the ombudsman regarding phone or digital service channels.

- **Total retention – 53.5%***

service retention in all channels.

* Reference data 2024.

Customers Support

Our commitment to excellence in service is further boosted during crises. Facing challenging scenarios like the flooding in Rio Grande do Sul, we adopted swift and strategic measures to ensure immediate support to our Customers, Brokers, and Partners. We highlight below the main actions implemented:

- **Support and swift services measures:** we extended the term of policies and payment for many segments. Simultaneously we deployed an action to support Partners and speed up the assistance to Customers and Brokers in the filing of claims and indemnity payment processes.
- **Accelerated claims processing:** many areas acted at maximum speed to manage automobile claims. The process of confirming the claim and declaration of Full Damages was maximized, leading to payments being made within up to **24 hours** after submitting the claim. These efforts generated an improvement to the NPS index which rose to 92 points in June 2024.





■ Pamela Marim, Broker

A Broker is Forever

GRI 3-3

The 37 thousand Porto partner Brokers played a strategic role in the success of our business.

Recognized as essential partners to connect with our Customers, disseminate our products and services and for our growth, we constantly invest in the qualification, closer relationship, and appreciation of this audience.

Education

Our **Corretor Influenciador da Porto** trains Brokers through **Porto Educ**, which provides training from the beginning of the Porto journey until the process of succession. The courses are free for Brokers and Brokerage firms' employees by the Learning Management System platform (LMS), live virtual rooms, in-person courses, [Porto Educast](#) (podcast channel), and [Porto Descomplica YouTube channel](#), among others.

In 2024, 196,646 brokers enrolled with Porto Educ (+32.1% as compared to 2023) and 1,240 content

available (training, classes, and videos), up 6.4% as compared to 2023, with a 94% NPS. Careers, management, sales, digital marketing, innovation, Porto tools and entrepreneurship were addressed, among other topics.

We also supported the formation of new brokers for the market in partnership with the National Insurance School (ENS). We sponsor 50% of the course fees for the **Habilitação de Corretores Program** for professionals who wish to have complete registration with SUSEP. The program lasts for one year and the Porto 2024 class had 48 students selected. During the past year, 3,842 new Brokers arrived in Porto Group.

For such new Brokers, we have the **Trilha Bem-vindo Corretor (Welcome Broker Trail)** with 822 completions in 2024. Other than presentation of the Porto units, products and systems, the participants learned about fraud and money laundering prevention, Customer services



directives and GDPL. We also held the Welcome Broker Event in hybrid format in São Paulo, Minas Gerais, and Rio de Janeiro with 842 attendees overall and a 97 NPS.

Another highlight is the **Corretores em Sucessão Program**, to offer space for both sides in the succession process to build the future with Porto. In this process we offer content to develop strategic competences for the succession process. We hold workshops on the scenario and brokers of the future, talk shows with brokers

who went through succession processes and mentoring and construction of a succession Business Plan with expert advice. Last year we had 212 participants with 100 NPS.

We launched in April the first **Gerações Program** to support Brokers in their development, contributing with digital influence, entrepreneurship, and soft skills materials. The platform had more than 20 thousand enrollments last year, 320 thousand training participants and 94 NPS, and 150 thousand participants in virtual rooms.

In 2024, our volume of commissions to Brokers rose about 15%, boosting our joint growth and a mutual value-generating relationship for all involved.



■ Adilson Franco, Broker



Strengthening Ties with Brokers

We hold the event “Porto is Nearby” in all Brazilian regions, where our commercial and products’ officers, Commercial and Marketing VP, business units’ CEOs and CEO strengthen the partnership with Brokers and share strategies and goals of the business for each region. Last year we held two editions, one in Campinas (SP) and the other in Belo Horizonte (MG), gathering more than 800 Brokers for an immersion day.

We also held two editions of the **Summit Brokers are Forever**, one in Rio de Janeiro and one in São Paulo with 1.7 thousand partner Brokers in all, and our executive management to share news, strategies and results of the four business units. At the closing, brokers and companions attended a special session of the show Crystal, by *Cirque du Soleil*.

Over 2024 we held meetings between the CEO of Porto Group, Paulo Kakinoff, and the Brokers. More than 900 professionals in all participated in the **Broker Connection**. We also held three editions of the **Lunch with Brokers**, gathering 360 Brokers of the São Paulo board with the business leaders of the four companies of the group. We received another 8 thousand brokers representing Sincor and Fenacor in proprietary events in Brazil.

Another way to communicate and become closer with this audience is **PodPorto**, the Podcast for Brokers. In 2024, 21 guests participated in 7 episodes that garnered 100 thousand views, and 59 thousand accounts reached.



Fecha com a Porto

Our incentive platform **“Fecha com a Porto”** annually awards the Brokers with more deals closed in the units Porto Bank, Porto Saúde and Porto Seguro. More than 17.3 thousand Brokers participated in the campaign in 2024, and more than 700 professionals had experiences such as: *Cirque du Soleil*, exclusive trip to Rio de Janeiro with stay at Fairmont Copacabana and Andrea Bocelli’s 30 years recital, and the São Paulo Formula 1 Grand Prix.

We annually hold the satisfaction survey on-line and anonymous, that directly influences the Brokers’ participation in the Company’s profit-sharing program.

Relationship tools

New Broker Portal

To ease the daily work of our Brokers, we launched in 2024 the new Broker Portal system, known as **Corretor Online (COL)**, which includes all our products and further boosts our partnership with the Brokers. We developed the Customers Management Model, Business Opportunities and Broker’s Portfolio and allowed issuance of bank payment slips and payment by PIX. With over 30 million access annually, the Portal is used by some 104,000 Brokers and their employees.

Sales Hub

The sales hub unifies all our products’ pages on a single platform, directly supporting the expansion and performance of our businesses. This tool was created to provide a more intuitive and fluid journey with even more safety and trust for our Brokers and Customers.

Corretor
Online

Porto





Our Suppliers, Partners, and Services' Providers

We value the relationship with our more than 13 thousand Services' Providers, recognizing them as key partners in the delivery of quality solutions for the Customers.

GRI 204-1

Our partners' network includes some 1.3 thousand referenced auto repair shops and dealers providing high quality auto repair services. In 2024 we began the **Sustainable Auto Repair Shops Project** to mitigate socio-environmental aspects of our network. The project has training and automotive waste management, and water and power efficient management actions.

We also have 302 **Porto Automotive Centers** all over Brazil, with a total of 2,872 providers. These units are a strategic pillar in our business model as they offer complete solutions for vehicle maintenance, repair and inspection to Porto's Customers and non-Customers. In 2024 we opened an Automotive

Center in São João Del Rei (MG) following our expansion plans to the country side of Brazil.

The accredited health network offers high quality medical services to the insured. More than 800 highly skilled partner doctors assist in more than 40 specialties, without co-payment, located in more than 400 addresses in São Paulo, Rio de Janeiro, and the Federal District.

Of the funds destined for special operations' partners, 19% were allocated to local partners where the operations occur, such as in the case of the Rio Grande do Sul flooding.



■ Ricardo Pascoal, Services' Provider



Services school

To ensure excellence of the services provided by Porto Serviço in the segments of emergencies, retail, convenience, and utilities, we have the **Services school**, a robust structure that targets the development, training, and engagement with the providers' network.

The Development Journey promoted by the School of Services encompasses from the Porto Essence to the competences, technical and behavioral skills that make our services human, diverse and resourceful. Each provider is prepared to act with genuine interest, problem-solving attitude, and enchantment, ensuring that each interaction reflects the **Porto Way** of assisting, based on care and excellence.

In 2024 we impacted more than 5,958 professionals in many segments totaling 260 hours of training divided between in-person and on-line. The School of Services also plays a key role in the growth and innovation of the operation, as protagonist of the network in the preparation of new business and services.

With methods based on the learning culture and the student, many projects are offered, among which **Escola Te Leva** provides immersion and oriented visits to trade fairs, permitting direct contact with the sector's trends, new technologies and best practices.

Seeking to expand professional qualifications and increase opportunities, we launched **Técnico do Futuro**, a training and employability program aimed at preparing new professionals in the White Goods and Residential segments.

In addition to promoting learning, the Service School strengthens the connection between Service Providers and Porto, fostering integration and appreciation through initiatives such as **Alô, Prestador**, a dynamic communication channel that reinforces the company's values and shares relevant content with the network.

We also hosted more than 50 year-end events, creating moments of celebration and recognition for Service Providers and their families.

Appreciation of this audience also extends to the length of the partnership. We honor companies that have been with Porto for 10, 20, and 30 years with an exclusive dinner.

We believe our impact goes beyond work, which is why the families of Service Providers are also included in our initiatives. Through the **Escola para a Família** project, we offer training and professional workshops that connect providers' family members to market trends and encourage new income-generating opportunities.

With this ecosystem of training, education, and connection, the **Services school** reaffirms its commitment to transforming the lives of Service Providers and their families, expanding opportunities, and consolidating Porto as the true Home of the Service Provider.



Management of Corporate Suppliers

GRI 204-1

Our corporate supply chain is made up of approximately 6,000 qualified external companies which we have direct relationships with roughly half. They are responsible for supplying a wide range of goods and services, including equipment, office supplies, consulting, and advisory services. In 2024, the estimated total value of supplier payments reached BRL 2.1 billion. Among these, local suppliers based in São Paulo, where Porto's headquarters is located, represented the highest share, accounting for 90% of total purchases.

GRI 308-1 GRI 414-1

We have adopted strict internal policies publicly available on our [website](#), covering ethics and conduct, risk management, social and environmental criteria, and compliance — all applicable to our suppliers. Committed to maintaining quality standards for our Customers, we seek partners who are aligned with our mission and incorporate ESG practices. **In 2024, 100% of new corporate suppliers underwent assessments**

based on environmental and social criteria, covering a total of 1,150 companies.

Environmental criteria include checks against public lists of fines and embargoes issued by IBAMA. On the social side, screenings are conducted using the official list of companies involved in forced labor; any entity appearing on this list is automatically disqualified.

GRI 308-2 GRI 414-2

Suppliers already registered in our system underwent full assessments in 2024, during which two cases of potential negative environmental impact were identified—specifically, improper disposal of materials by Porto Serviço. To mitigate this risk, we took over the reverse logistics of the materials to ensure proper disposal by another qualified supplier. No negative social impacts were identified. This analysis includes factors such as forced labor, child exploitation, discrimination, harassment, and corruption.





Our commitment is to foster an ethical, sustainable supply chain aligned with our values. Currently, 5,900 suppliers are approved through our qualification process, and 100% of new ones undergo environmental criteria assessment.



GRI 408-1 GRI 409-1

We also ensure that our operations are free from child labor risks or young workers' exposure to hazardous conditions. Our supplier contracts include clauses that prohibit the use of child labor in accordance with national laws and international standards such as ILO treaties. They also require compliance with labor laws, reinforcing our commitment to eradicating unacceptable practices in the market.

We conduct rigorous document checks and reaffirm our zero-tolerance policy in official documents.

We have not identified any suppliers at risk of using forced labor or labor under conditions analogous to slavery. Our qualification process includes screening against the slave labor list to ensure no supplier in that condition is approved.

As part of our 2024 initiatives, we actively participated in the UN Global Compact's Human Rights Action Platform and began our involvement in the Human Rights Working Group for the Financial Market and the Business and Human Rights Accelerator.



Welcome

A safe harbor for people and their dreams

Governance

Human Capital and Social Impact

Climate Strategy and Circularity

Sustainable Products and Solutions

Value Chain Engagement

Anexxes



■ Nivia Silva, Employee

Anexxes

Summary of GRI and SASB Content



Summary of GRI Content

Statement of use:

Porto reported in accordance with GRI Standards for the period from January 1st to December 31st, 2024.

GRI 1 used

GRI 1: Foundation 2021

CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 2: General Content 2021						
The organization and its reporting practices						
GRI 2-1	Organizational details	Pages 12 , 19 , 143 Sustainability Indicators Databook, page 2				
GRI 2-2	Entities included in the organization’s sustainability report	Sustainability Indicators Databook, page 2				
GRI 2-3	Reporting period, frequency and contact point	Page 12				
GRI 2-4	Restatements of information	Sustainability Indicators Databook, page 3				
GRI 2-5	External assurance	Page 12				
The company						
GRI 2-6	Activities, value chain and other business relationships	Pages 19 , 25 , 107				
GRI 2-7	Employees	Page 69 Sustainability Indicators Databook, page 3				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 2-8	Workers who are not employees	Page 69 Sustainability Indicators Databook, page 3, 18				
Governance						
GRI 2-9	Governance structure and composition	Page 49				
GRI 2-10	Nomination and selection of the highest governance body	Page 54				
GRI 2-11	Chair of the highest governance body	Page 51				
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Page 51				
GRI 2-13	Delegation of responsibility for managing impacts	Page 51				
GRI 2-14	Role of the highest governance body in sustainability reporting	Page 12				
GRI 2-15	Conflicts of interest	Page 64 Sustainability Indicators Databook, page 4				
GRI 2-16	Communication of crucial concerns	Page 51				
GRI 2-17	Collective knowledge of the highest governance body	Page 46				
GRI 2-18	Evaluation of the performance of the highest governance body	Page 51				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 2-19	Remuneration policies	Page 55		Content 2-19 a.ii a.iii a.iv	Not applicable	We do not have compensation policies related to hiring Bonus, termination payment and return of bonus.
GRI 2-20	Process to determine remuneration	Page 55				
GRI 2-21	Annual total compensation ratio	Sustainability Indicators Databook, pages 3, 5	<p>*For this calculation, we considered the annual compensation figure formed by the base salary, Christmas bonus, 1/3 vacation, variable and profit sharing (PLR).</p> <p>Considering only employees registered under the CLT regime with weekly working hours of 40h or more.</p> <p>The salaries were compared based on a standard workload (full time) of 40h hours per week.</p> <p>Employees retired due to invalidity or unpaid leave of absence were not included in the analysis.</p> <ul style="list-style-type: none"> - Part-time employees were not considered. - Historic data is not complete due to revision in the calculation of the indicator. 			
Strategy, policies, and practices						
GRI 2-22	Statement on the sustainable development strategy	Page 47				
GRI 2-23	Policy commitments	Page 62				
GRI 2-24	Embedding policy commitments	Page 62				
GRI 2-25	Processes to remediate negative impacts	Page 112				
GRI 2-26	Mechanisms for seeking advice and raising concerns	Pages 64 , 65				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 2-27	Compliance with laws and regulations	Page 24				
GRI 2-28	Membership associations	Sustainability Indicators Databook, page 5				
Engagement of the interested parties						
GRI 2-29	Approach to stakeholder engagement	Page 18				
GRI 2-30	Collective bargaining agreements	Sustainability Indicators Databook, page 5				
Material topics						
GRI 3-1	Process to determine material topics	Page 13				
GRI 3-2	List of material topics	Page 14				
Development of local communities						
3-3	Management of material topics	Page 85				
GRI 201: Economic Development 2016						
201-1	Direct economic value generated and distributed	Page 36				
201-3	Defined benefit plan obligations and other retirement plans	Sustainability Indicators Databook, page 5				
201- 4	Financial assistance received from government	Page 89				
GRI 202: Market Presence 2016						
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Sustainability Indicators Databook, page 5				
202-2	Proportion of senior management hired from the local community	Sustainability Indicators Databook, page 5				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 203: Indirect Economic Impacts 2016						
203-1	Infrastructure investments and services supported	Sustainability Indicators Databook, page 5				
GRI 413: Local communities 2016						
413-1	Operations with local community engagement, impact assessments, and development programs	Page 85				
413-2	Operations with significant actual and potential negative impacts on local communities	Page 85				
GRI 415 Public Policy 2016						
415-1	Political contributions	Sustainability Indicators Databook, page 29				
Diversity, Inclusion and Equal Opportunities						
3-3	Management of material topics	Page 80				
GRI 405: Diversity and Equal Opportunities 2016						
405-1	Diversity in governance bodies and employees	Pages 83 , 84 Sustainability Indicators Databook, pages 25, 26, 27				
405-2	Ratio of basic salary and	Page 84 Sustainability Indicators Databook, pages 3, 28	Considering only employees registered under the CLT regime with weekly working hours of 40h or more. The salaries were compared based on a standard workload (full time) of 40 hours per week. Non-employee workers, retired due to disability or on unpaid leave, were not included in the analysis.			
Engagement and recognition of people						
3-3	Management of material topics	Page 68				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 401: Employment 2016						
401-1	New employee hires and employee turnover	Sustainability Indicators Databook, pages 3, 19	*For 2024, the adjustments made for employee and non-employee workers (Directors and Trainees) and internal transfers at Porto Group, employees of Azul Seguros, reflect the indicator adjustments.			
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	Page 75				
401-3	Parental leave	Page 76				
GRI 402: Labor/Management Relations Relations 2016						
402-1	Minimum notice periods regarding operational changes	No location				
GRI 404: Training and Education 2016						
404-1	Average hours of training per year per employee	Page 77				
404-2	Programs for upgrading employee skills and transition assistance programs	Page 77				
404-3	Percentage of employees receiving regular performance and career development reviews	Sustainability Indicators Databook, pages 3, 22				
Decarbonization and GHG Emissions						
3-3	Management of material topics	Page 91				
GRI 302: Energy 2016						
302-1	Energy consumption within the organization	Page 99 Sustainability Indicators Databook, pages 3, 8				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
302-3	Energy intensity	Page 99 Sustainability Indicators Databook, page 8				
302-4	Reduction of energy consumption	Page 98				
GRI 305: Emissions 2016						
305-1	Direct emissions (Scope 1) of greenhouse gas (GHG)	Pages 96 , 97 Sustainability Indicators Databook, pages 3, 9, 10				
305-2	Indirect emissions (Scope 2) of greenhouse gas (GHG) from energy acquisition	Page 96 Sustainability Indicators Databook, pages 3, 9				
305-3	Other indirect emissions (Scope 3) of greenhouse gas (GHG)	Pages 96 , 97 Sustainability Indicators Databook, page 3, 9, 10				
305-4	GHG emissions intensity	Page 97 Sustainability Indicators Databook, pages 3, 10				
305-5	Reduction of GHG emissions	Page 96 Sustainability Indicators Databook, page 3, 9, 12				
Waste management						
3-3	Management of material topics	Page 102				
GRI 306: Waste 2020						
306-1	Waste generation and significant waste-related impacts	Page 102				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
306-2	Management of significant impacts related to waste	Page 102				
306-3	Generated waste	Sustainability Indicators Databook, page 13				
306-4	Waste not destined for final disposal	Page 102 Sustainability Indicators Databook, pages 3, 14, 15				
306-5	Waste destined for final disposal:	Page 102 Sustainability Indicators Databook, page 16				
Socio-environmental and Climate Risk Management						
3-3	Gerenciamento de temas materiais	Page 57				
GRI 201: Economic Development 2016						
201-2	Financial implication and other risks and opportunities derived from climate changes	Page 59				
Sustainable, Inclusive and Impact products						
3-3	Management of material topics	Page 103				
Sustainable Investments						
3-3	Management of material topics	Page 106				
Ethical behavior, integrity, and compliance						
3-3	Management of material topics	Page 62				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 205: Anti-corruption 2016						
205-1	Operations assessed for risks related to corruption	Page 64				
205-2	Communication and training about anti-corruption policies and procedures	Page 63 Sustainability Indicators Databook, page 6				
205-3	Confirmed corruption cases and measures adopted	Page 64				
GRI 206: Unfair Competition 2016						
206-1	Court suits for unfair competition, trust practices and monopoly	Page 64				
GRI 207: Taxes 2019						
207-1	Tax approach	Sustainability Indicators Databook, page 6				
207-2	Governance, control, and tax risk management	Sustainability Indicators Databook, page 6				
207-3	Engagement of Stakeholders and their concerns on taxes	Sustainability Indicators Databook, page 7				
207-4	Country by country report	Sustainability Indicators Databook, page 7				
GRI 406: Non-Discrimination 2016						
406-1	Cases of discrimination and corrective measures adopted	Sustainability Indicators Databook, page 29				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 407: Freedom of Association and Collective Bargaining 2016						
407-1	Operations and suppliers for which the right to freedom of association and collective bargaining may be at risk	No location	<p>As part of the Third-Party Risk Assessment Program (TPRM), the Sustainability department has defined the CNAE codes considered high-risk in relation to sustainability criteria through a comprehensive approach.</p> <p>We currently have a specific policy for third-party risk assessment, and since December 2024, we have adopted a dedicated tool for analyzing suppliers classified as high-risk. Our questionnaire includes a question regarding compliance with collective agreements and negotiations.</p> <p>However, as we are still in the implementation phase, we do not yet have reports that allow us to identify which suppliers responded negatively to this question, nor to analyze the type of service provided or the region in which these suppliers operate.</p>			
GRI 408: Child Labor 2016						
408-1	Operations and suppliers with significant risk of child labor	Page 121				
GRI 409: Forced or Compulsory Labor 2016						
409-1	Operations and suppliers with significant risk of forced or compulsory labor	Page 121				
Value Chain Management						
3-3	Management of material topics	Page 107				
GRI 204: Procurement Practices 2016						
204-1	Proportion of expenses with local suppliers	Pages 118 , 120				



CODE	INDICATORS	LOCATION	EXPLANATORY NOTE	OMISSION		
				Requirements	Motive	Explanation
GRI 308: Suppliers' environmental assessment 2016						
308-1	New suppliers selected based on environmental criteria	Page 120				
308-2	Negative environmental impacts of the suppliers' chain and measures adopted	Page 120				
GRI 414: Social Assessment of Suppliers 2016						
414-1	New suppliers selected based on social criteria	Page 120				
414-2	Negative social impacts of the suppliers' chain and measures adopted	Page 120				
Customers' and Brokers' satisfaction and service quality						
3-3	Management of material topics	Page 110				
GRI 417: Marketing and Labeling 2016						
417-1	Requirements for information and labeling of products and services	Sustainability Indicators Databook, page 29				
417-2	Cases of non-conformity regarding the information and labeling of products and services	Sustainability Indicators Databook, page 29				
417-3	Cases of non-conformity related to marketing communication	Sustainability Indicators Databook, page 29				
Data Security and Privacy						
3-3	Management of material topics	Page 66				
GRI 418: Costumer Privacy 2016						
418-1	Proven complaints related to breach of privacy and loss of Costumer's data	Page 66				



SASB Summary Content

SASB - Insurance

CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	Sustainability Indicators Databook, page 30		
FN-IN-270a.2	Complaints-to-claims ratio	Sustainability Indicators Databook, page 30	INDEX 0.1698	
FN-IN-270a.3	Customer retention rate	Sustainability Indicators Databook, page 30		The information requested by the indicator is considered strategic by the Company and, therefore, is not disclosed
FN-IN-270a.4	Description of approach to informing customers about products	Page 111 Sustainability Indicators Databook, page 30	If any emergency information from the Costumer is needed for a specific product hired by them, we communicate using the best digital contact channel that the Costumer has informed us. Examples of this communication: changes in the product benefits granted to the Costumer.	
FN-IN-410a.2	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	Page 106 Sustainability Indicators Databook, page 30		
FN-IN-410b.1	Net premiums written related to energy efficiency and low carbon technology	Sustainability Indicators Databook, page 30		
FN-IN-410b.2	Discussion of products or product features that incentivise health, safety or environmentally responsible actions or behaviours	Page 105 Sustainability Indicators Databook, page 30		
FN-IN-410c.1	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Sustainability Indicators Databook, page 30		
FN-IN-410c.2	Gross exposure for each industry by asset class	Sustainability Indicators Databook, page 30		



CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
FN-IN-410c.3	Percentage of gross exposure included in the financed emissions calculation	Sustainability Indicators Databook, page 30		
FN-IN-410c.4	Description of the methodology used to calculate financed emissions	Sustainability Indicators Databook, page 30		
FN-IN-450a.1	Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	Sustainability Indicators Databook, page 31		
FN-IN-450a.2	Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance)	Sustainability Indicators Databook, page 31		
FN-IN-450a.3	Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy	Sustainability Indicators Databook, page 31		
FN-IN-550a.1	Exposure to derivative instruments by category: (1) total exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with a central clearinghouse, and (3) total exposure to centrally cleared derivatives	Sustainability Indicators Databook, page 31		Not applicable – there are no existing derivatives for companies in the insurance segment.
FN-IN-550a.2	Total fair value of securities lending collateral assets	Sustainability Indicators Databook, page 31		Not applicable – there are no existing derivatives for companies in the insurance segment.
FN-IN-550a.3	Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities	Sustainability Indicators Databook, page 31		
FN-IN-000.A	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	Sustainability Indicators Databook, page 32		(3) reinsurance: The information used in the indicators is considered strategic by the company and, therefore, is not disclosed.



SASB – Managed Care

CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
HC-MC-230a.1	Description of policies and practices to secure customers' personal health data records and other personal data	Sustainability Indicators Databook, page 32		
HC-MC-230a.2	(1) Number of data breaches, (2) percentage involving (a) personal data only and (b) personal health data, (3) number of customers affected in each category, (a) personal data only and (b) personal health data	Sustainability Indicators Databook, page 32		
HC-MC-230a.3	Enrolee retention rate by plan type	Sustainability Indicators Databook, page 32		
HC-MC-240a.1	Percentage of claims denied that were appealed by customers and ultimately reversed	Sustainability Indicators Databook, page 32		
HC-MC-240a.4	Plan enrolee grievance rate	Sustainability Indicators Databook, page 32		
HC-MC-250a.2	Enrolee retention rate by plan type	Sustainability Indicators Databook, page 32		The information required by the indicator is considered strategic by the Company and, therefore, is not disclosed.
HC-MC-250a.3	Percentage of claims denied that were appealed by customers and ultimately reversed	Sustainability Indicators Databook, page 32		
HC-MC-250a.4	Plan enrolee grievance rate	Sustainability Indicators Databook, page 32	Considering the number of complaints registered at ANS for the period of 12 months (Jan. to Dec. 24), with the monthly average of enrollments/10,000 of the Health and Dental segments, based on the Situation Room of the regulatory authority.	
HC-MC-250a.5	Description of plan performance and ratings for offered plan types, by region	Sustainability Indicators Databook, page 33		
HC-MC-260a.1	Percentage of enrollees in wellness programs by type: (1) diet and nutrition, (2) exercise, (3) stress management, (4) mental health, (5) smoking or alcohol cessation, or (6) other	Sustainability Indicators Databook, page 33		



CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
HC-MC-260a.4	Discussion of initiatives and programmes to maintain and improve enrollee health	Sustainability Indicators Databook, page 33		
HC-MC-450a.1	Discussion of the strategy to address the effects of climate change on business operations and how specific risks presented by changes in the geographical incidence, morbidity and mortality of illnesses and diseases are incorporated into risk models	Sustainability Indicators Databook, page 33		
HC-MC-000.A	Number of enrollees by plan type	Sustainability Indicators Databook, page 33		



SASB – Managed Care

CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Sustainability Indicators Databook, page 34	The Corporate Policy of Porto Group on Data Privacy governs the sharing of Costumer's information by Porto Group's companies to offer products and services. At Porto Bank we currently have 2,607,401 Costumers holders of post-paid Card accounts and 125,372 Costumers holders of prepaid accounts in the Digital Account who are able to receive this type of offer.	
FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Sustainability Indicators Databook, page 34		
FN-CF-230a.1	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	Sustainability Indicators Databook, page 34		
FN-CF-230a.2	Card-related fraud losses from (1) cardnot-present fraud and (2) card-present and other fraud	Sustainability Indicators Databook, page 34		
FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Sustainability Indicators Databook, page 34		
FN-CF-270a.1	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	Sustainability Indicators Databook, page 34		
FN-CF-270a.2	Approval rate for (1) credit and (2) prepaid products for applicants	Sustainability Indicators Databook, page 34		The information requested by the indicator is considered strategic by the Company and, therefore, is not disclosed.
FN-CF-270a.3	(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	Sustainability Indicators Databook, page 34		The information requested by the indicator is considered strategic by the Company and, therefore, is not disclosed.
FN-CF-270a.4	(1) Number of customer complaints filed, (2) percentage with monetary or nonmonetary relief	Sustainability Indicators Databook, page 34		



CODE	METRICS	LOCATION	EXPLANATORY NOTE	OMISSION: REQUIREMENTS OMITTED
FN-CF-270a.5	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	Sustainability Indicators Databook, page 35	Amount paid in awards and settlements related to court suits for issues related to the sale of products in 2024.	
FN-CF-000.A	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	Sustainability Indicators Databook, page 35		
FN-CF-000.B	Number of (1) credit card accounts and (2) pre-paid debit card accounts	Sustainability Indicators Databook, page 35		



Assurance Letter

Limited Assurance Report of Independent Auditors on Non-Financial Information included in the Sustainability Report

To the
Shareholders, Directors and Officers of
Porto Seguro S.A.
São Paulo – SP

Introduction

We were engaged by Porto Seguro S.A. (“Porto Seguro”) to present our limited assurance report on non-financial information included in the 2024 Sustainability Report of Porto Seguro (“Sustainability Report”) relating to the year ended December 31, 2024.

Our limited assurance report does not encompass information of prior periods or any other information disclosed in conjunction with the Sustainability Report, including any images, audio files or videos.

Responsibilities of management of Porto Seguro

Management of Porto Seguro is responsible for:

- selecting and establishing appropriate criteria for preparation of the information included in the Sustainability Report;
- preparing the information in accordance with the criteria and guidance of the Global Reporting Initiative (“GRI – Standards”), of the Sustainability Accounting Standards Board – Consumer Goods e Renewable Resources & Alternative Energy (“SASB”) and Technical Guidance OCPC 09 – Sustainability Report, aligned with the Basic Conceptual Framework for the Sustainability Report developed by the International Integrated Reporting Council (IIRC);

- designing, implementing and maintaining internal control on information that is significant for the preparation of information included in the Sustainability Report, which is free from material misstatement, whether due to fraud or error.

Responsibility of the independent auditors

Our responsibility is to express a conclusion on the non-financial information included in the 2024 Sustainability Report, based on the limited assurance work performed in accordance with Technical Communication (CTO) No. 07/2022, issued by Brazil’s National Association of State

Boards of Accountancy (CFC), and on NBC TO 3000 – Assurance Engagements other than Audit or Review Engagements, also issued by CFC, which is equivalent to international standard ISAE 3000 – Assurance engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require that the auditor comply with ethical and independence requirements, and other related responsibilities, including the application of the Brazilian Quality Control Standard (NBC PA 01) and, therefore, the maintenance of a comprehensive quality control system, including documented policies and procedures regarding compliance with ethical



requirements, professional standards, and applicable legal and regulatory requirements.

Additionally, the aforementioned standards require that the work be planned and executed with a view to obtaining limited assurance that the non-financial information contained in the 2024 Sustainability Report, taken as a whole, is free from material misstatements.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of inquiries to Porto Seguro management and other Porto Seguro professionals involved in the preparation of the information, as well as application of analytical procedures to obtain evidence that enables us to conclude, in the form of limited assurance, on the information taken as a whole. A limited assurance engagement also requires application of additional procedures whenever the independent auditors become aware of matters that would cause them to believe that the information

disclosed in the Sustainability Report, taken as a whole, may present material misstatement.

The procedures selected were based on our understanding of aspects regarding compilation, materiality and presentation of the information contained in the 2024 Sustainability Report on other engagement circumstances, as well as on our consideration of areas and processes associated with the material information disclosed in the 2024 Sustainability Report in which material misstatements could occur. Our procedures included the following, among others:

- a) planning our work, considering the materiality, volume of qualitative and quantitative information, and operational and internal control systems used as basis for the preparation of the information contained in the 2024 Sustainability Report;
- b) obtaining an understanding of the calculation methodology and procedures adopted for compiling the indicators by means of inquiries

of the management professionals responsible for preparing the information;

- c) applying analytical procedures to quantitative information and inquiries as to qualitative information, and correlation with the indicators in the 2024 Sustainability Report; and
- d) for cases in which non-financial data correlate with financial indicators, comparing these indicators with the financial statements and/ or accounting records.

The limited assurance procedures also included checking for compliance with the guidelines and criteria of the GRI Standards preparation structure, and SASB guidelines applicable to the preparation of the information contained in the 2024 Sustainability Report.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

The procedures performed in a limited assurance engagement vary in nature and timing, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Had we performed a reasonable assurance engagement, other issues and possible misstatements that may exist in the information contained in the 2024 Sustainability Report could have been identified. Accordingly, we do not express an opinion on this information.

Non-financial data are subject to more limitations than financial data, given their nature and diversity of the methods used for determining, calculating or estimating such data. Qualitative interpretations of materiality, relevance and accuracy of the data are subject to individual assumptions and judgments. Additionally, we have not performed



any work on data informed for prior periods, or on future forecasts and goals.

The preparation and presentation of sustainability indicators followed the criteria of GRI - Standards, and SASB guidelines and, therefore, do not have the objective of ensuring compliance with social, economic, environmental or engineering laws and regulations. However, these standards provide for the presentation and disclosure of any noncompliance with such regulations when significant sanctions or fines occur. Our assurance report should be read and understood in this context, inherent in the selected criteria (GRI - Standards and SASB).

Conclusion

Based on the procedures carried out, described herein, and on the evidence obtained, nothing has come to our attention that causes us to believe that the non-financial information contained in Porto Seguro's Sustainability Report for the year

ended December 31, 2024 was not prepared, in all material respects, in accordance with the criteria and guidelines of the Global Reporting Initiative - GRI ("GRI - Standards"), the Sustainability Accounting Standards Board ("SASB"), and Guidance CPC 09 - Sustainability Reporting.

São Paulo - SP, April 30, 2025.

Ernst & Young

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General Coordination

Sustainability Assessment

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Technical Advisory, content, edition

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