

SUSTAINABILITY REPORT 2023

SICOOB CREDICAF





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MESSAGE FROM THE CHAIRMAN

Sicoob Credicaf cooperative members, employees, and partners,

Sustainability and cooperativism are topics that have a very close relationship. It would not be an exaggeration to say that they are synonyms, as cooperation and sustainable development share fundamental values for the perpetuity of any society.

Nowadays, concern with environmental, social, and governance issues has become a very common practice for companies, especially in their constant communications. However, for those who have always worked in cooperativism, this entire thematic is already quite familiar. Our system was already born to make the world a better place. Concern for social and environmental causes has been reflected in our principles for over 150 years, with focus on the 5th – Education, Training, and Information and the 7th – Interest in the Community. Good Governance practices have also been rooted in cooperativism since its foundation, as can be seen by principles such as Free and Voluntary Adhesion (1st) and Democratic Management (2nd). Therefore, for us – cooperativists – practices related to ESG (Environment, Social and Governance) have always been part of our daily routine, although the acronym has been created recently.

And when we look a little at the history of Sicoob Credicaf we realize how current and sustainable we have already been born. Our cooperative was created primarily to include. At the time, to include rural producers who did not have access to credit. We were born with the purpose of pulverizing credit and consequently promoting financial justice. In other words, we have been living Sicoob's systemic purpose, "connecting people to promote financial justice and prosperity", since our first day of life. Since 1989, we have evolved a lot, having started to serve all publics and consolidating ourselves as a solid financial institution that makes a difference in the regions where we operate.

We are proud of having over R\$ 1 bn in assets, of surpassing the mark of 30 thousand members, of our 17 physical branches, in addition to the digital one, and of everything we represent. But our greatest pride is that we are the only financial institution present in four cities and that we generate a social gain of R\$ 145 million for the entire region, which corresponds to over R\$ 5 thousand per cooperative member, including savings and surpluses accumulated in the year 2023 alone. All this growth occurs in a sustainable and planned manner, with our Business Project directly aligned with the Sicoob Systemic Pact.

We have always been an institution made up of people. We are concerned with the evolution and well-being of each stakeholder involved with us. Therefore, we are always investing in training for our employees. We intensified our investments to train leaders and achieved increasingly higher rates in terms of training our cooperative members. But all that is only possible with a lot of partnership, through connections with representative institutions, such as the Conselho das Entidades do Café das Matas de Minas, Sebrae, Senar, Crediminas, Centro Cooperativo Sicoob (CCS), Instituto Sicoob, Ocemg, among many others, in addition to intercooperation actions with cooperative institutions such as Coocafé, Coopcel and other "Sicoobs".

If ESG has always been part of cooperativism, Sicoob Credicaf is not different. Today, we develop dozens of projects and hundreds of actions throughout the year, all focused on Sustainability. In the social sphere we can highlight the +Valor project, our actions to promote diversity, the +Futuro project, in addition to the support and partnerships we make throughout the year for social promotion. On the environmental front we have the Ecoáguas project, the recovery of springs, the project to implement septic tanks, and the partnership with the Sou Vagalume institution; We also support many environmental actions throughout the year. In terms of good Governance practices, we have actions aimed at encouraging the participation of cooperative members and relationship with society, such as

the pre-meeting broadcast on radio and YouTube with disclosure of actions and results, projects for Risk Management acculturation and constant and transparent communication with our stakeholders.

All these good practices qualify us to hold a prominent position in the country today. We won the Somos Coop Excellence in Management Award, the main Brazilian cooperativism award, we are also a GPTW (Great Place To Work) and were awarded the Fia Uol Award – amazing places to work.

This Sustainability Report publication is the materialization of the effort of each cooperative member, employee, and partner to make the world a better place. This encourages us to move forward, taking big steps. The future holds good news for us, as we consolidate our Expansion Project and we will go farther and farther, with the Sicoob Credicaf Way of Being, where ethics is cultural and development is always sustainable.



João Batista Bartoli de Noronha

Chairman of the Board of Directors



A photograph of a diverse group of people, including a woman in the foreground with long brown hair and a white shirt, and another woman with glasses behind her. They are all holding hands in a circle, suggesting a sense of unity and teamwork. The background is blurred, showing an indoor setting with plants and warm lighting.

1

THE COOPERATIVE



ORGANIZATIONAL GUIDELINES

What is Sicoob

Imagine over 7.6 million people building together a world with more cooperation, belonging, social responsibility and financial justice: this is Sicoob – Sistema de Cooperativas Financeiras do Brasil. Today, we are hundreds of financial cooperatives operating in all Brazilian states, always governed by these values.

Those who are part of Sicoob have over 4,500 service points, thousands of ATMs and a variety of digital channels allowing access to a complete portfolio of financial products and services – such as checking accounts, investments, credit, cards, private pensions, consortia, insurance, billing and

more – with much fairer rates than those found in the conventional financial market. This happens because here whoever joins is not just a client: they are a cooperative member and, as a partner in the enterprise, democratically participate in decisions and financial results – results that are reinvested in regional development, in a virtuous circle of socioeconomic prosperity.



Purpose

Connecting people to promote financial justice and prosperity.



Vision

Providing the best financial experience to our cooperative members.



Mission

Promoting innovative and sustainable solutions and experiences through cooperation.



Values

People respect and valorization;
Cooperativism and sustainability;
Ethics and Integrity;
Excellence and Efficiency;
Inspiring Leadership;
Innovation and Simplicity.



GRI 2-23

PRINCIPLES OF COOPERATIVISM

To guide cooperativists around the world, the seven principles of cooperativism were established. Cooperativist principles have always undergone revisions at the International Cooperative Alliance – ACI Conferences.

Voluntary and Unrestricted Adhesion

Cooperatives are open to all people who want to participate, are aligned with their economic objective, and are willing to assume their responsibilities as members. There is no discrimination based on sex, race, class, belief or ideology.

Democratic Management

Cooperatives are democratic organizations controlled by all their members, who actively participate in formulating their policies and making decisions. And official representatives are elected by the entire group.

Economic Participation of Members

In a cooperative, members contribute equally to the organization's capital. Part of the amount is normally common property of the cooperative and members receive remuneration limited to the paid-in capital, if any. The cooperative's surpluses can be used for the following purposes: benefits to members, support for other activities approved by members, or for the development of the cooperative itself. Everything is always decided democratically.

Autonomy and Independence

Cooperatives are autonomous, mutual aid organizations, controlled by their members, and nothing should change that. If a cooperative enters into agreements with other public or private organizations, this must be done in conditions that ensure democratic control by members and its autonomy.

Education, Training and Information

Being a cooperativist means committing to the future of cooperative members, the movement, and communities. Cooperatives promote education and training so that their members and workers can contribute to the development of businesses and, consequently, of the places where they are present. Furthermore, it offers information to the general public, especially young people, about the cooperativism nature and advantages.

Intercooperation

It is working together. This way, acting together, that cooperatives give more strength to the movement and serve their members more effectively. Whether united in local, regional, national or even international structures, the objective is always to come together around a common good.

Interest in the community

Contributing to the sustainable development of communities is something natural to cooperativism. Cooperatives do this through member-approved policies.





GRI 2-1, 2-6

SICOOB CREDICAF

Sicoob Credicaf is a credit cooperative integrated with Sicoob, one of the largest cooperative systems in Brazil, providing a wide range of financial products and services for individuals and legal entities. Founded in 1988 in Lajinha - MG by 25 cooperative rural producers of Coocafé - Cooperativa dos Cafeicultores da Região de Lajinha Ltda to meet the financial service needs. The cooperative expanded quickly, currently having 30,586 members and 259 employees, offering 24 different products in 14 cities, with a virtual branch and borderless service. Its headquarters have been located in the city of Lajinha, Minas Gerais, since its foundation.

A milestone in the credit cooperative system in Brazil was the creation of BANCOOB - Banco Cooperativo do Brasil, in 1997, allowing cooperatives such as Sicoob Credicaf to access the financial market in a competitive way after the extinction of BNCC - Banco Nacional das Cooperativas de Crédito in 1990. Thus, Bancoob, currently Banco Sicoob, was born out of the need for credit cooperatives to access the interfinancial market, have operational autonomy, develop a portfolio of diversified products and services, clearing services, profitability and liquidity of their resources, among other activities with very competitive conditions, which boosted the sector's growth.

Since then, the cooperative has constantly sought to expand its presence, opening its first Cooperative Service Station (PA) in Durandé in 1998, reaching new locations such as Martins Soares, Mutum, Conceição de Ipanema, Ipanema, Pocrane, Chalé, Taparuba, Juiz de Fora and recently the State of Rio de Janeiro in the cities of Teresópolis, Niterói, Petrópolis and Volta Redonda.

The transition in 2005 from a rural credit cooperative to a cooperative with free admission of members was a turning point, allowing Credicaf to offer its benefits to the entire community, thus boosting its growth and expansion.

In 2012, it opened its own unit, where its headquarters branch and administrative center (CAD) are located, marking another important step in its trajectory. Being part of a cooperative financial institution, such as Sicoob Credicaf, is a significant difference in relation to the traditional financial market, with focus on promoting the economic and social development of members and the communities served. The ongoing challenge is to further strengthen the cooperative system and continue to contribute to the progress of the regions where it operates.



Cities: Lajinha, Durandé, Martins Soares, Mutum, Conceição de Ipanema, Ipanema, Pocrane, Chalé, Taparuba, Juiz de Fora in Minas Gerais and Petrópolis, Niterói, Teresópolis and Volta Redonda in the state of Rio de Janeiro.



GRI 2-7

NATIONAL SICOOB SYSTEM

7,7

MILLIONS OF
COOPERATIVE
MEMBERS

27

STATES

60

THOUSAND
EMPLOYEES

7.737

OWN ATMS

4.609

SERVICE POINTS

1.999

CORRESPONDENTS

335

SINGULAR
COOPERATIVES

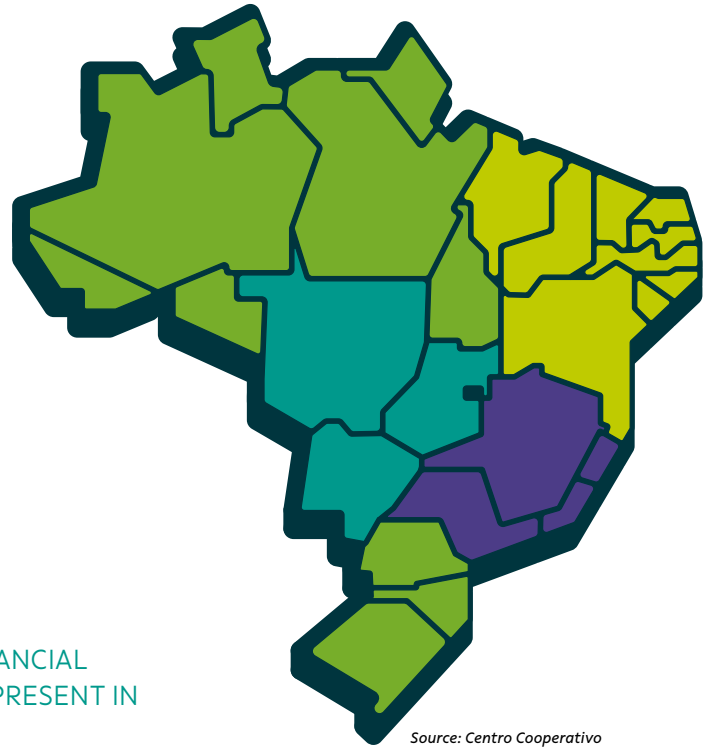
2.382

CITIES SERVED

THE ONLY FINANCIAL
INSTITUTION PRESENT IN

400

CITIES IN THE SICOOB CREDICAF'S
AREA OF ACTIVITY



Source: Centro Cooperativo
Sicoob/Dec-2023 - *Base date Dec/23

COOPERATIVE'S PROFILE

30.586

COOPERATIVE MEMBERS

67

ATMS

259

EMPLOYEES

24

PRODUCTS

17

BRANCHES

06

CORRESPONDENTS

01

VIRTUAL BRANCH

01

ADMINISTRATIVE
CENTER

PRESENT IN

14

CITIES

THE ONLY FINANCIAL
INSTITUTION PRESENT IN

04

CITIES IN THE SICOOB CREDICAF'S
AREA OF ACTIVITY





GRI 2-6

PRODUCTS AND SERVICES

INDIVIDUAL

CHECKING ACCOUNT;
SAVINGS ACCOUNT;
CAPITAL ACCOUNT;
CREDIT AND DEBIT CARDS;
PERSONAL CREDIT;
AUTOMATIC PERSONAL CREDIT;
REAL ESTATE CREDIT;
FINANCING;
INVESTMENTS;
SIPAG;
SICOOB TAG;
INSURANCE;
PRIVATE PENSIONS;
CONSORTIA;
PAYMENTS;
SALARY PORTABILITY.

LEGAL ENTITY

CHECKING ACCOUNT;
SAVINGS ACCOUNT;
CAPITAL ACCOUNT;
COOPCERTO;
CREDIT AND DEBIT CARDS; CONSORTIA;
RECEIVABLES ADVANCE;
AUTOMATIC PERSONAL CREDIT;
INVESTMENTS;
FINANCING;
PAYMENTS;
BANK COLLECTION;
INSURANCE;
SIPAG;
REAL ESTATE CREDIT;
TITLES PROTEST;
BNDES.



AGRIBUSINESS

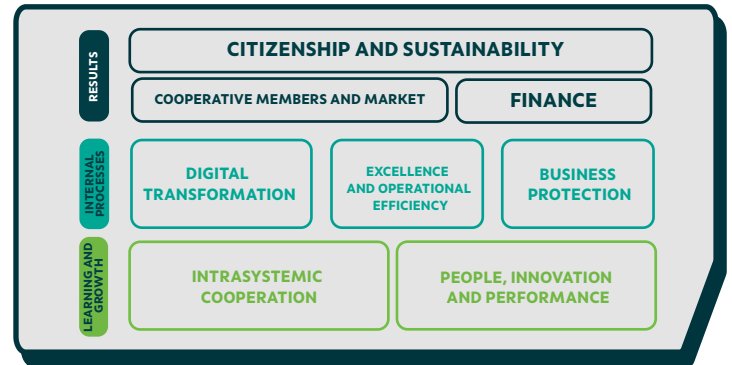
CHECKING ACCOUNT;
SAVINGS ACCOUNT;
CAPITAL ACCOUNT;
CREDIT AND DEBIT CARDS;
PERSONAL CREDIT;
APPROVED CREDIT;
REAL ESTATE CREDIT;
FINANCING;
INVESTMENTS;
AGRICULTURAL INSURANCE;
PRIVATE PENSIONS;
CONSORTIA;
PAYMENTS;
RURAL CREDIT;
BNDES;
CPR (Rural Producer Bond).





STRATEGIC MAP

The cooperative's Strategic Planning is an extension of Sicoob Nacional's Strategic Plan, with the participation of Sicoob Central Crediminas, ensuring the strategic guidelines and goals alignment with the systemic direction. To monitor the strategy progress, the cooperative has the Strategic Map in force for the 2022–2023 cycle. This map aims to strengthen the cooperative's mission, vision and purpose.



STRATEGY MANAGEMENT

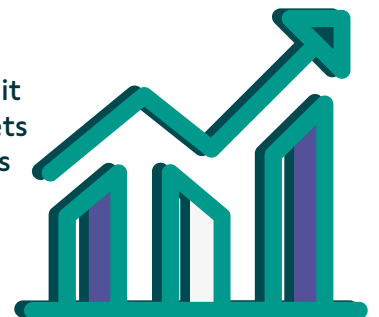
The cooperative's strategy is driving structural and behavioral changes. With the new Governance model, it has prioritized best management practices and invested in team training, with organized processes, resulting in greater technical competence to execute operations. Strategy management is carried out monthly, when managers follow-up strategic planning and monitor results.



GRI 3-3 PERFORMANCE

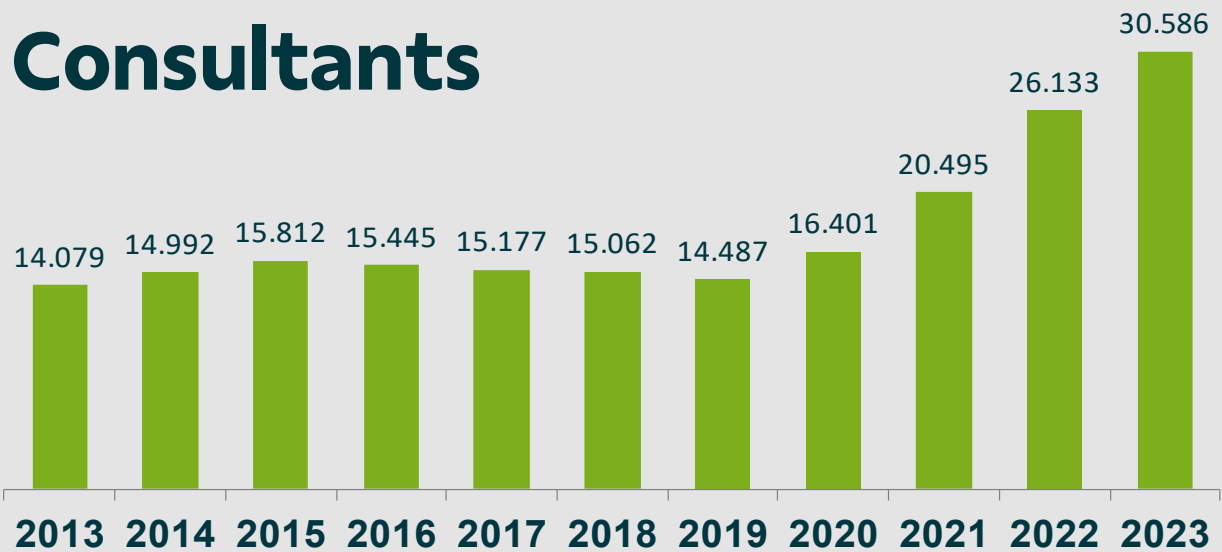
The cooperative reinvests available resources locally, providing direct benefits to the community. Cooperative members working with the cooperative are contributing to ensure that resources do not leave the region and, rather, can generate wealth and local development. Thus, the cooperative works to be economically efficient in the treatment of resources to offer products and services under fair conditions to cooperative members.

Within its business plan, it establishes a set of targets and plans, with managers meeting monthly with management to ensure the proposed goals alignment and achievement. Among the projected targets is the boarding of cooperative members, an increase in deposits, an increase in credit operations and income from services as the main ones. Follow the evolution of the cooperative below.

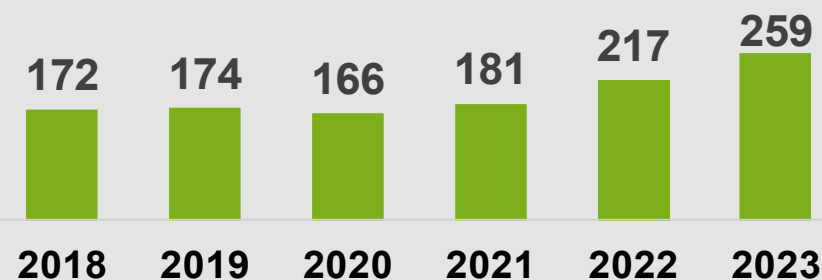




Consultants



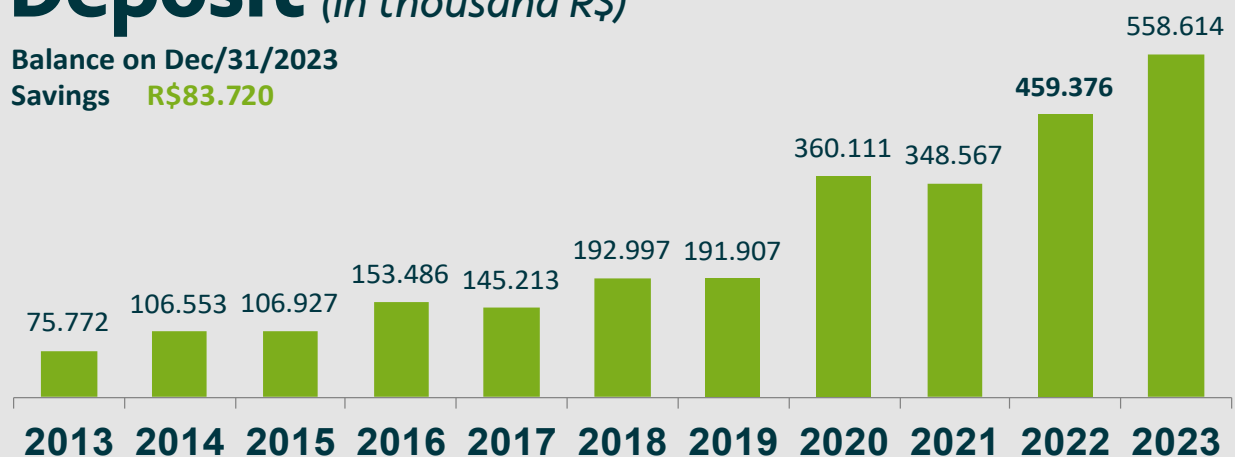
Employees



Deposit *(in thousand R\$)*

Balance on Dec/31/2023

Savings **R\$83.720**





Credit Operations

(in thousand R\$)

Balance on Dec/31/2023

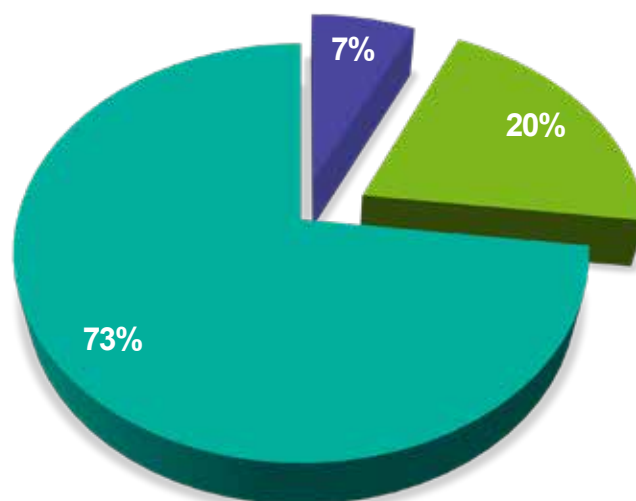
BNDES – Coobligations + Real Estate

Credit (in thousand R\$)

R\$84.670



Portfolio Composition

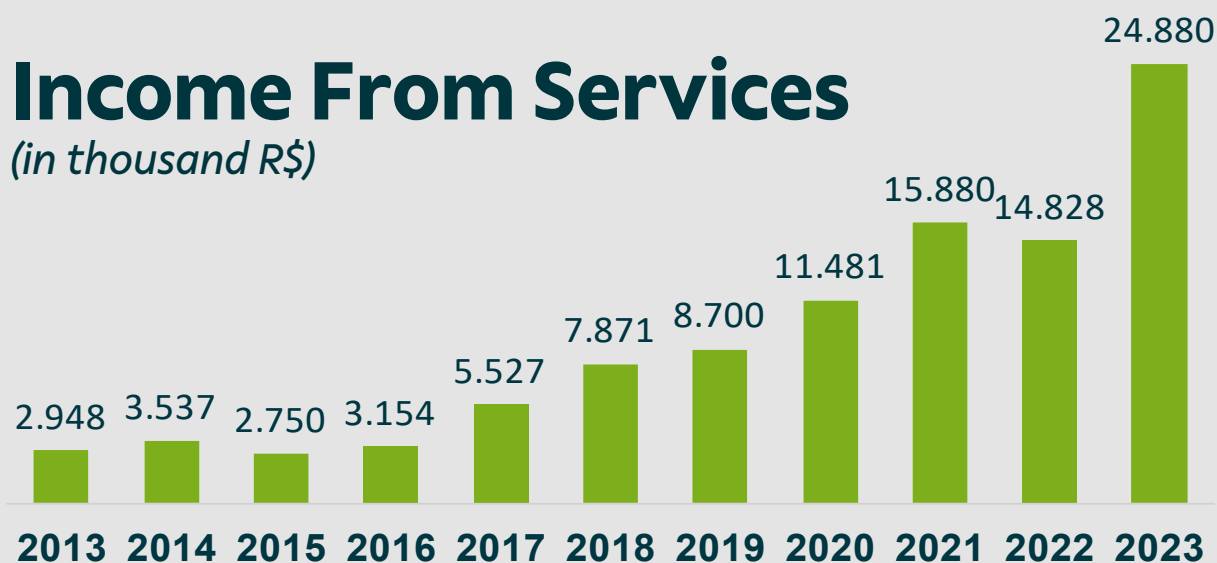


Individuals Legal Entities Rural Producers



Income From Services

(in thousand R\$)



Net Surpluses Before Legal Destinations

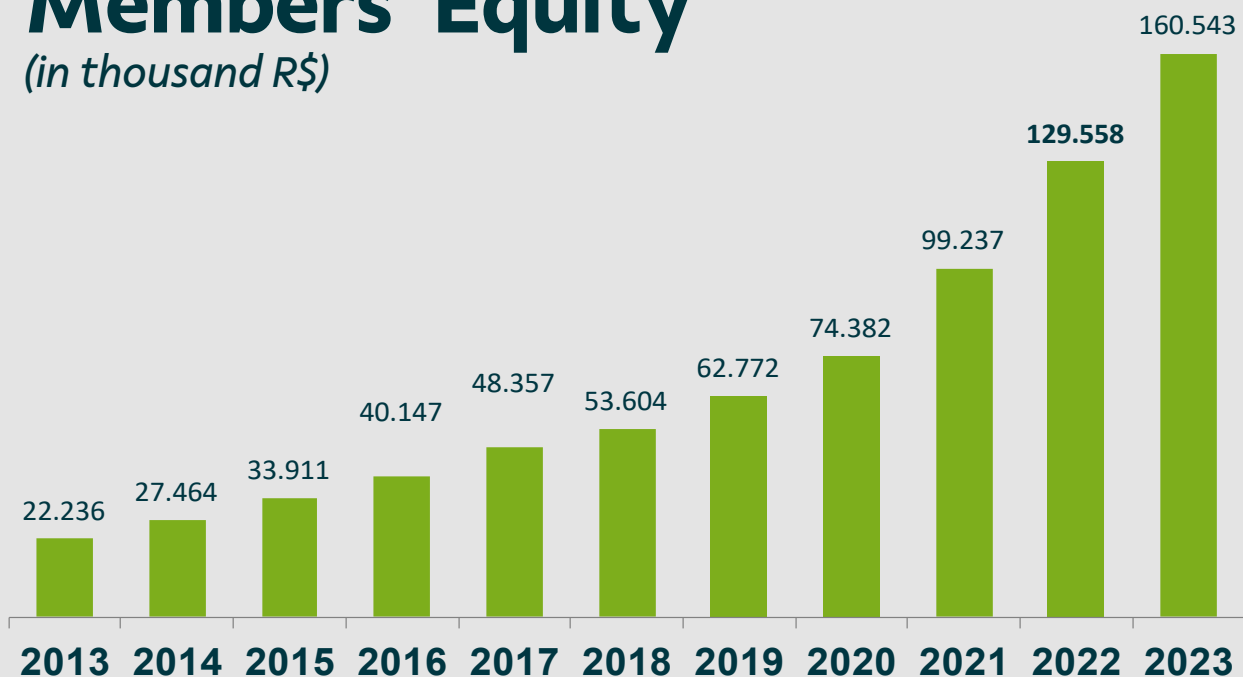
(in thousand R\$)





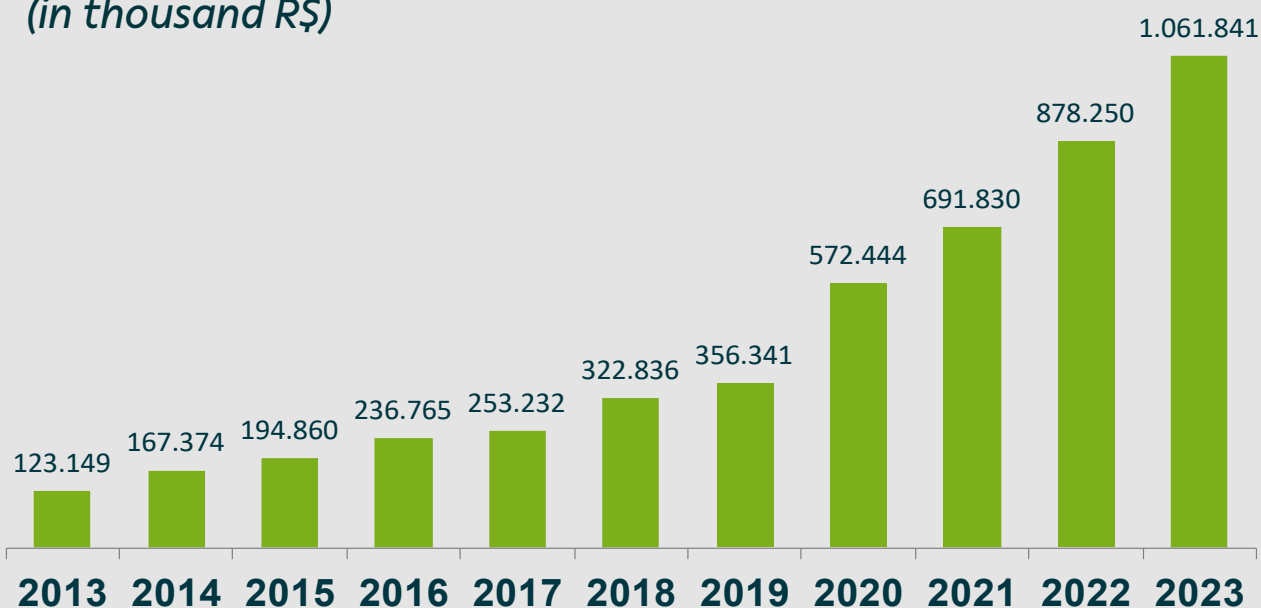
Members' Equity

(in thousand R\$)



Total Assets

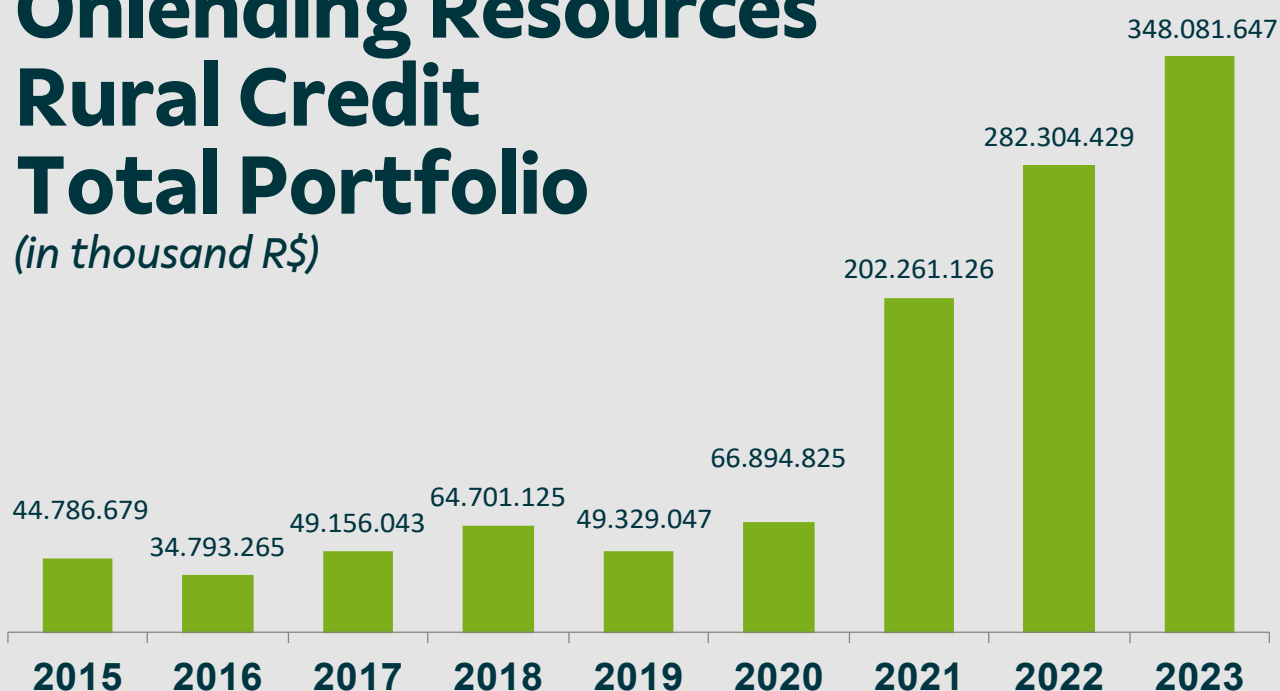
(in thousand R\$)



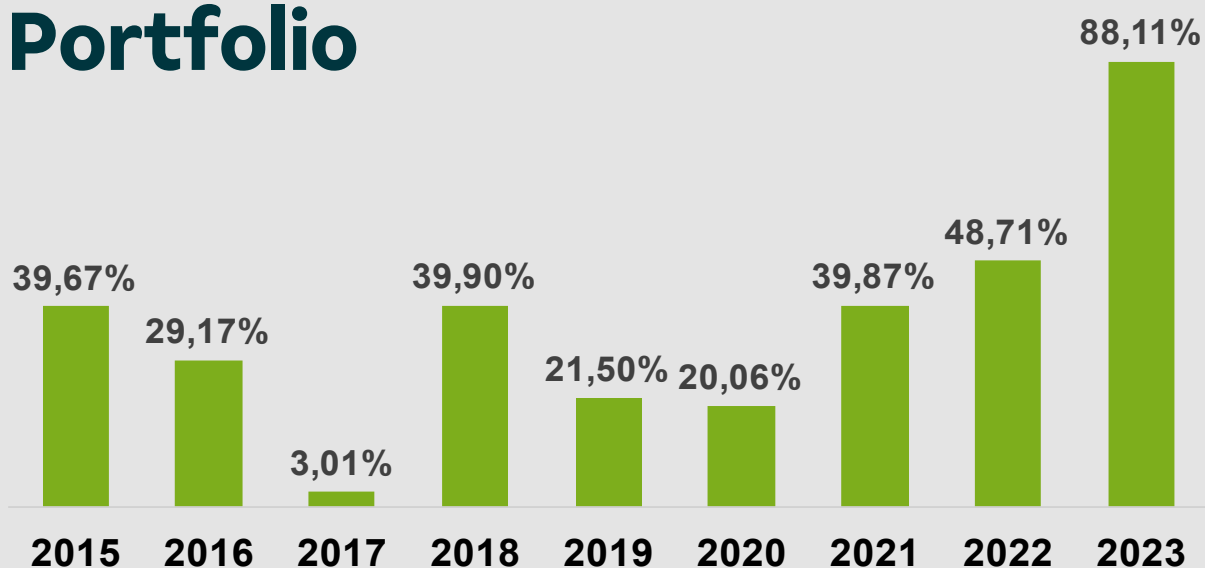


Onlending Resources Rural Credit Total Portfolio

(in thousand R\$)



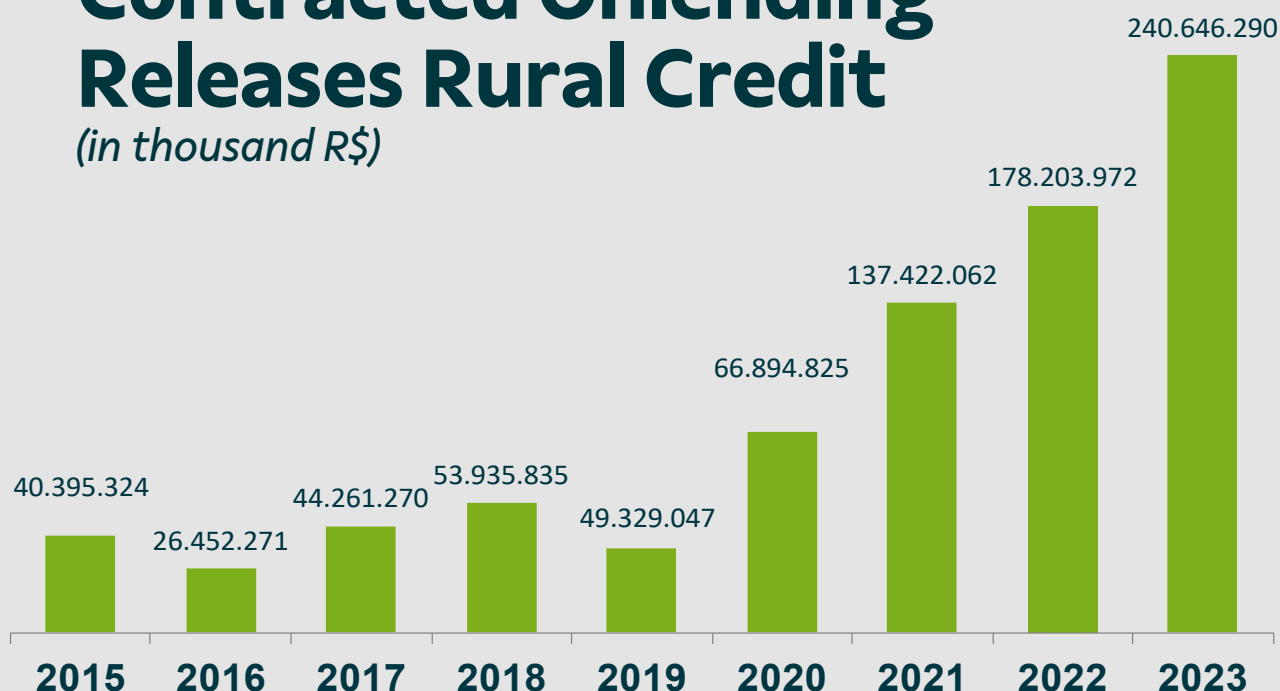
Percentage of Onlending Resources x Total Net Portfolio





Contracted Onlending Releases Rural Credit

(in thousand R\$)



ONLENDINGS RELEASED IN 2023

PRODUCT	VALUE	QUANTITY
COSTS – PRONAF	R\$ 131.178.816,66	2.554
INVESTMENTS – PRONAF	R\$ 4.170.546,54	44
COSTS – PRONAMPE	R\$ 83.875.572,34	661
INVESTMENTS – PRONAM	R\$ 800.000,00	6
WORKING CAPITAL – FUNCA	R\$ 6.705.706,00	1
OTHER COSTS	R\$ 13.915.649,09	58

TOTAL

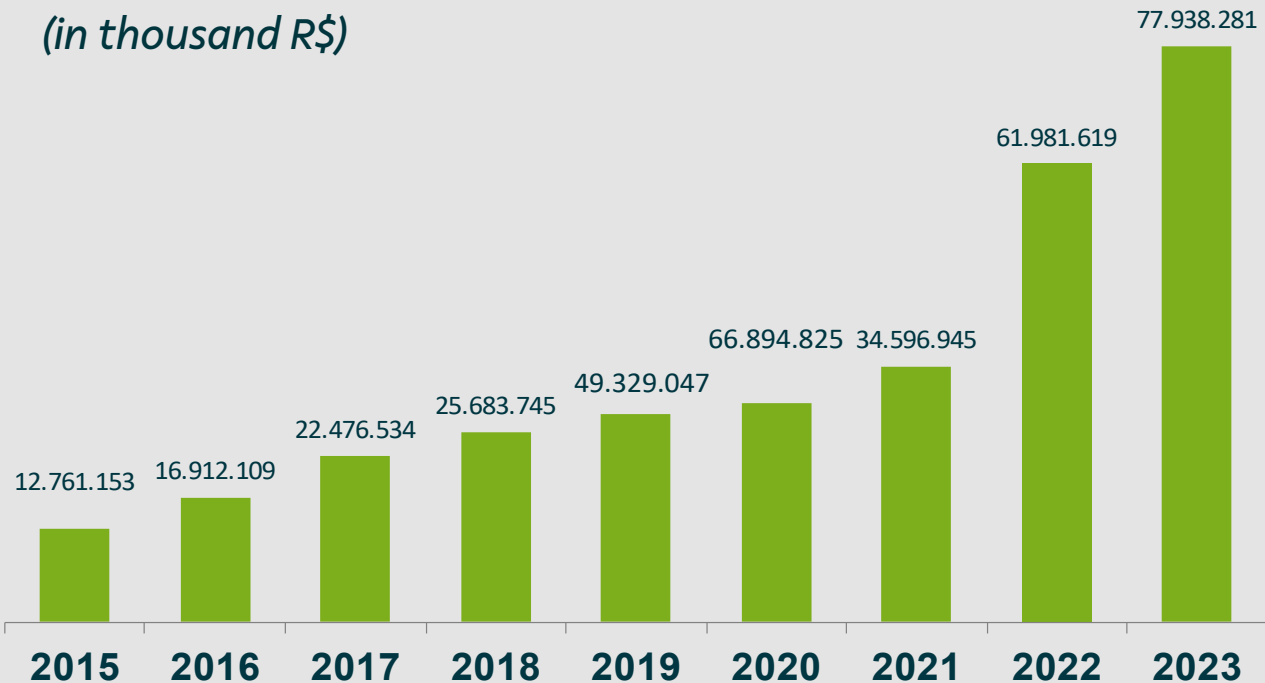
R\$ 240.646.290,63

3.324



BNDES Total Portfolio

(in thousand R\$)



FINANCED ITEMS

Van	1
Trailer	7
Harvester	4
Clamshell	5
Cultivator	1
Peeler	11
Solar Energy	1
Shed	20
Plowing Harrow	1
Matrixes	881
Coffee Planting	11 operações
Pulverizer	6
Coffee Pruning	1 operação
Dryer	32
Cement Yard	22
Tractor	7

BNDES RELEASED IN 2023

Quantity	Total
238	R\$ 23.193.917,81

Average Ticket: R\$ 97.453,44





CREDIT IN THE RIGHT SIZE

Sicoob Credicaf seeks to offer its members quality products and services that meet their demands. During the pandemic, many companies had their activities completely affected and the cooperative, as a commitment, worked to move forward together with its community. In addition to the cooperative's portfolio, companies also had credit lines from FAMPE and PRONAMPE, which impacted the regional economy and made it possible for these companies to continue. The cooperative seeks not only to provide financial services, but also to promote a conscious approach to credit, especially when it comes to cooperative members, as offering credit responsibly is essential for the financial well-being of each of them.

The mission goes beyond simply granting loans but ensuring that cooperative members receive the financial support they need at the right time and consciously. This way, they rely on FAMPE lines - a guarantee fund created by Sebrae Nacional, with the aim of complementing the necessary guarantees for a credit operation -, and PRONAMPE - a government credit line that helps the development and strengthening of companies, in addition to, of course, having access to the cooperative's entire portfolio of products and services.

Each situation is unique and, therefore, services were adapted to meet the specific needs of each cooperative member, always focusing on long-term financial sustainability.

Guiding and offering financial solutions that not only meet immediate needs, but also help build a solid and sustainable financial future for cooperative members, is in the cooperative's mission and vision, believing that providing conscious and timely credit is fundamental to strengthening the community and promote the well-being of all those involved.



FAMPE

R\$ 16.500.302,01

405 operations

Average Ticket: R\$ 40.741,49



PRONAMPE

R\$ 6.535.072,92

405 operations

Average Ticket: R\$ 52.280,58



A woman with dark hair and glasses, wearing a dark blue blazer over a white shirt, is looking down at a tablet device. In the background, a man with grey hair, wearing a suit, is seen from the back, looking towards a bright window. The image has a professional, corporate feel.

2

LEADERSHIP



GRI 2-9, 2-12, 3-3, 202-2

LEADERS

Leaders play a fundamental role within a credit cooperative, guiding it towards a safe, transparent future aligned with its fundamental values and principles. In a cooperativist environment, where democratic participation and shared decision-making are essential, leaders assume the responsibility of promoting a culture of transparency, trust and innovation.

Firstly, leaders must be deeply rooted in cooperative values and principles, such as cooperation, responsibility, democracy and concern for the community. They are the guardians of these values, ensuring that they are incorporated into all the cooperative's practices and decisions. By staying true to these principles, leaders ensure that the cooperative remains true to its mission of serving its members and community in a fair and equitable way.

Furthermore, leaders have the role of promoting an organizational culture based on transparency and accountability. This means they must clearly and openly communicate the cooperative's activities and decisions, ensuring that members have access to the information they need to make informed decisions. Transparency strengthens members' trust in the cooperative and promotes

an environment of collaboration and active participation.

In a world in constant evolution, leaders must also be attentive to innovation and changes in the financial environment. They have the role of stimulating creativity and the search for innovative solutions that meet the ever-changing needs of cooperative members. This may involve adopting new technologies, creating innovative financial products or exploring strategic partnerships that add value to the services offered by the cooperative.

In short, leaders have the responsibility to guide the credit cooperative towards a safe and transparent future, rooted in its cooperativist values and principles, while at the same time being attentive to innovation and market evolution. The cooperative's leadership is composed by the governance bodies, elected at the Annual Assembly and all residing in Sicoob Credicaf's area of activity.

GRI 2-11

Board of Directors

The Board of Directors is the body responsible for managing the Cooperative, carrying out strategic, guiding, elective and supervisory duties to ensure the adequate and efficient achievement of the institution's statutory objectives. Its members act as representatives of the cooperative members, establishing organizational goals aligned with the associative body interests. It is the Board's responsibility to periodically monitor and inspect the Management Board activities, as well as to comment on the observations and findings of the Supervisory Board, always maintaining diligence regarding compliance with the best Corporate Governance practices.

Chairman

João Batista Bartoli de Noronha

Vice Chairman

Fernando Romeiro de Cerqueira

Members of the Board

Antônio Luiz de Oliveira Júnior

Célio Vieira da Fonseca

Daniela Tavares

Jefferson Salomão Fadlalla





GRI 2-9

Supervisory Board

The Supervisory Board plays a fundamental role as the body responsible for constant oversight of the Cooperative's management. Its main function is to ensure that the activities planned for the association, the functions performed by those responsible, operational controls, accounting records, financial statements and other administrative procedures be in full compliance with the Articles of Association, relevant legislation and standards. Applicable to the Cooperative. The Supervisory Board's diligent work is essential to guarantee the organization's economic and financial solidity and its actions promote transparency in the financial resources management.

Management Board

The Management Board is the body responsible for the executive management of the business, responsible for directly conducting tactical actions and operational activities in accordance with the strategic objectives established by the Board of Directors. Its main purpose is the effective implementation of plans, goals and strategies designed to achieve the Cooperative's statutory objectives. In addition to fulfilling the legal duties associated with the position, Management Board members are called upon to guide their conduct by high ethical standards, promoting the best corporate governance practices and protecting the Cooperative's social interests. Furthermore, the Management Board is responsible for identifying and communicating to the Board of Directors the Cooperative's vulnerabilities and potential risks, thus contributing to proactive and responsible management.

Incumbents

Marli de Melo Regli Silva
Maria do Carmo da Silva Moraes
Rodrigo da Silva Ferreira

Alternates

Dario Sales Souza
Felipe Eduardo Hermsdorff de F. Souza



Chief Business Officer

Wilian Berbert Tomaz

Chief Risk Management Officer

Gleydson Antunes da Costa

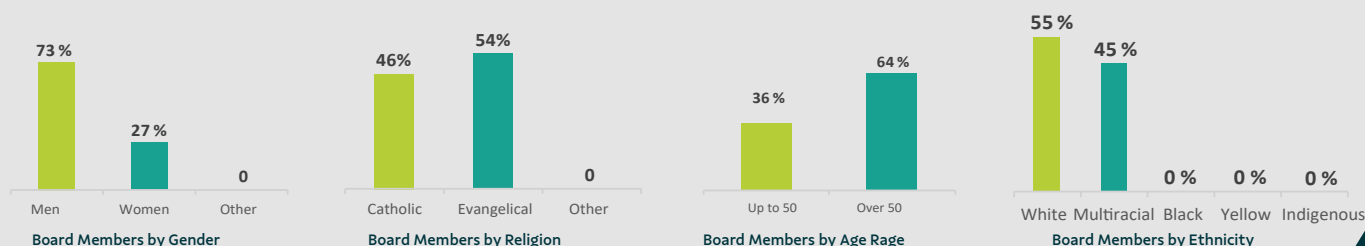
Chief Administrative Officer

Élcio de Souza Rabelo Junior



GRI 405-1

Profile of the Boards





ODS 4

LEADERSHIP TRAINING

In a dynamic and highly competitive scenario such as the financial market, the importance of capable leadership aligned with cooperativist principles is fundamental for the success and sustainability of a credit cooperative. As competitive pressures and financial market demands continue to evolve, it is essential that leaders understand and incorporate cooperativist values into their management approach.

A qualified leadership understands the need to balance competitiveness with cooperation, recognizing that the cooperative's success is intrinsically linked to the well-being of its members and community. In a cooperativist-oriented business model, the focus is not only on maximizing profits, but also on creating value for cooperative members and promoting local economic and social development.

Furthermore, capable leaders have the ability to innovate and adapt to market changes, without compromising cooperativist principles. They seek creative ways to offer financial products and services that meet the cooperative members' specific needs, while maintaining transparency, democratic participation and social responsibility as fundamental pillars of the cooperative.

A qualified leadership also plays a crucial role in building a solid organizational culture, based on trust, collaboration and engagement of employees and cooperative members. By promoting open and transparent communication, leaders strengthen the bond between the cooperative and its members, creating a relationship of mutual trust that is essential for long-term success.

Faced with these challenges, the cooperative's leadership is in a constant training process, in a set of actions to meet the needs and objectives of each body. Qualification takes place through in-person and online training.

In the online modality, the main work platform is Sicoob Universidade. In 2023, the Board of Directors, Supervisory Board and Management Board members carried out educational activities in a total of 191 training sessions, covering 90 themes, totaling 442 hours. The leadership has acted to guarantee the interests of cooperative members, strengthen cooperativism and qualifying itself to achieve these objectives. Highlight for Sumit Sicoob training, which covered the themes of Digital Transformation, Cyber Risk Management, ESG and Cooperative Leadership: people, innovation and performance.

The importance of a qualified leadership in a credit cooperative lies in the ability to reconcile the financial market competitiveness with cooperativist values and principles. By maintaining the cooperativist essence while facing the competitive environment challenges, leaders ensure that the cooperative remains true to its mission of serving its members and community, promoting a sustainable and people-centered business model.





GRI 2-28

EXTERNAL PARTICIPATIONS

Interest in the community is one of the fundamental principles of cooperativism, and Sicoob Credicaf demonstrates a strong commitment to sustainability by actively involving itself in city, regional and state boards. We recognize that the sustainable development of the community is essential to achieve positive results, and that is why the cooperative is committed to support initiatives such as the City Boards for Sustainable Rural Development, Health, Environment, Tourism and Leisure, and Participatory Master Plan, in addition to participate in sports management boards and other activities.

By engaging in these spheres, Sicoob Credicaf reinforces its commitment to local communities, contributing to social, economic and environmental improvements. We especially highlight our active participation in Sicoob Central Crediminas, responsible for coordinating and centralizing operational processes and representing affiliated cooperatives in Minas Gerais. Sicoob Credicaf supports the Conselho das Entidades do Café da Região das Matas de Minas, a board dedicated to the sustainable development of coffee producers in the region, promoting high quality production and market positioning.

Another partnership that stands out is with Sistema Ocemg, a body of political, union-employer representation and cooperativism defense in Minas Gerais. Among its activities, it can be highlighted the important work in professional training, monitoring and social promotion of the various cooperatives in the state, thus strengthening the cooperativist movement and contributing for a more sustainable and inclusive future.

By joining forces with these entities and actively participating in community initiatives, Sicoob Credicaf reaffirms its commitment to sustainability and its role as an agent of positive transformation in the communities in which it operates.



Conselho Sicoob Central Crediminas
João Batista Bartoli de Noronha



Conselho das Entidades do Café das
Matas de Minas
João Batista Bartoli de Noronha



Conselho Sistema Ocemg
João Batista Bartoli de Noronha

DEMOCRATIC MANAGEMENT

On April 28, 2023, the cooperative held, at its headquarters, its Annual and Special General Meeting in a hybrid format, with the participation of 89 members present at Espaço Credicaf and 664 members online, through the Moob application. The hybrid format event, that is, with people present on site and through the

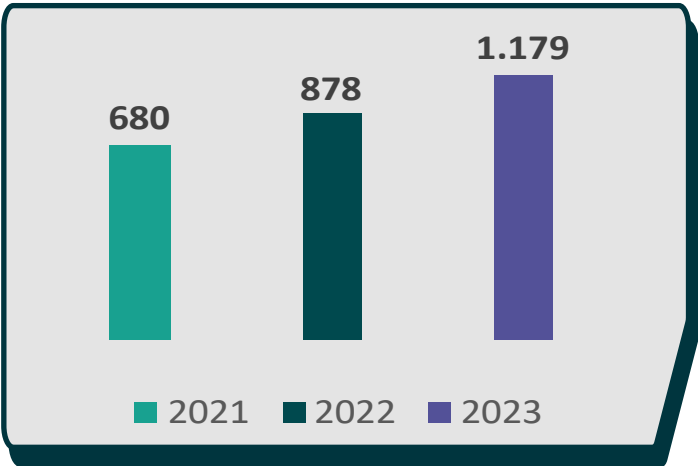
digital platform, was adopted during the pandemic to avoid crowds. However, due to the public's great acceptance due to the ease of following the cooperative's future decisions wherever they are, it has brought great benefits, mainly because we now have cooperative members all over Brazil.



The Chairman of the Board of Directors Mr. João Batista Bartoli de Noronha presented the themes related to the Annual and Special General Meeting agenda, in which 330 members voted at the end of the meeting; and the majority approved all the matters explained, including the distribution of R\$ 4,037,143.27 of surplus in the cooperative members' Capital Account. Still in 2023, the cooperative held another Special General Meeting with the aim of promoting a General Reform of the Articles of Association of Sicoob

resolving, among other matters, on the Supervisory Board extinction and the general reform of Sicoob Credicaf's Electoral Regulations. All matters on the Agenda as well as other documents that cooperative members be interested in accessing are available at the cooperative's headquarters, excluding those protected by the law of secrecy for financial institutions.

COOPERATIVE MEMBERS' ATTENDANCE AT MEETINGS



Lajinha/MG



Lajinha/MG



GRI 2-23

PACT OF ETHICS

Understanding the vital importance of establishing ethical guidelines to guide its internal and external operations, Sicoob implemented the Pact of Ethics, an initiative that aims to harmonize the individual and professional values of employees with the ethical standards of Sicoob Nacional. Sicoob Credicaf, in turn, joined this pact in order to ensure that moral, legal and normative values, together with good customs recognized as an integral part of Sicoob's institutional identity, permeate all its activities.

At the core of our principles is professional conduct based on ethical values of commitment, cooperation, respect, responsibility, solidarity and transparency. All team members undertake to maintain the confidentiality of confidential information, to refrain from activities that may generate conflict of interest, to remain impartial when offering gifts and favors, and to comply with laws, regulations and established strategic definitions.

Furthermore, they undertake to comply with legal, normative and institutional guidelines to avoid laundering or concealment of assets, rights and values, to preserve the appropriate use of the cooperative's assets, to carry out adequate financial and personal administration, in addition to maintaining ethical relations with the external public, suppliers, competitors and the public

sector, as recommended by the Pact of Ethics. In order to promote legitimacy, respect, observance and improvement of the Pact of Ethics, the cooperative established the Committee of Ethics. This committee, whose responsibilities are defined in Regulations approved by the Board of Directors, is responsible for disclosing and disseminating ethical culture, solving doubts, arbitrating and mediating conflicts, accepting and analyzing suggestions, and receiving and processing reports of Pact of Ethics violations.

Refer to the Pact of Ethics to find out all the commitments made by the cooperative in relation to the community, striving for transparency and respect in relations with all interested parties, complying with applicable legal requirements, practicing honesty and resisting any form of harassment or acts of corruption.

Access:

www.sicoobcredicaf.com.br/web/sicoobcredicaf
no caminho: O Sicoob \ Área do Cooperado \ Documentos Institucionais

Or the link:

<https://sicoob.online/q7WTD>



GRI 2-16

TRANSPARENCY AND RELATIONSHIP

The Ombudsperson's Department, Reclame Aqui, RDR and the Illegality Channel play a fundamental role in solving issues and improving the services provided, also acting as an independent communication channel that allows cooperative members to express their concerns, complaints, compliments, suggestions and denounces impartially and confidentially. Furthermore, these channels act as mediators in situations of

conflict between users and the institution, seeking fair and transparent solutions, strengthening the members' trust and the cooperative's reputation, and building a healthy environment with the highest standards of integrity and legality. In 2023, the channels received 44 observations in a universe of 30,586 cooperative members.



3

COOPERATIVE MEMBERS



Cooperative Members

The cooperative member is the fundamental pillar on which the cooperative is supported, and it is its socioeconomic vocation to drive the development and well-being of communities. Since the beginning of its activities, the cooperative has been committed to meeting the demands of its members and seeking significant proximity. This was reflected in its active presence in the communities, through community meetings that aimed to disseminate information and cooperativism values.

From 2015 onwards, aware of the importance of maintaining this essential bond with cooperative members, the cooperative adopted a strategy to further strengthen this relationship. The Department of Cooperative Education was created, with the specific objective of preserving the cooperativist essence. This has become even more crucial given technological advances and the increasing use of digital media, which, although they facilitate many aspects

of modern life, can also distance personal contact.

Organizing the membership has become a matter of seeking new forms of interaction with cooperative members, especially in a context in which time is scarce and relations tend to become individualized. The Department of Cooperative Education took on the challenge of thinking about activities that keep the cooperativist essence alive, in addition to promoting and disseminating the values of cooperativism.

Through prepared programs and projects, this department works to strengthen relationship with cooperative members and their communities. These initiatives aim not only to develop individual members, but also to strengthen community ties and promote a more solid and united cooperative environment.

Qualifica+

The Qualifica+ program was designed with the purpose of offering cooperative members a wide range of development opportunities in their areas of activity. Through training, courses, workshops, field days and other activities, the aim is to provide technical knowledge that contribute to improving the practices carried out by cooperative members in their daily activities. The program serves various publics operating in the cooperative sphere, ranging from self-employed people to legal entities and rural producers.

The program's activities are conducted both by the cooperative itself and by strategic partners, such as Sebrae, Senar, Emater, Sicoob Universidade, Unions and Coocafé - Cooperativa dos Cafeicultores da Região de Lajinha. These partnerships are essential to ensure the constant updating of cooperative members' businesses, providing improvements in processes, improving financial management, quality of service, promoting entrepreneurship, encouraging innovation, as well as guidance on digital media operation, among other relevant themes to meet cooperative

members' needs and demands. In 2023, 40 actions were carried out in a total of 416 hours of activities, reaching 2,117 people with an investment of R\$ 63,000.00.

Since its implementation, the Qualifica+ program has already promoted 1,442 hours of training, distributed across 105 activities, reaching a total of 3,734 participants and a total investment of R\$ 198,520.00. This cooperative's commitment to the development of its members is reflected not only in their individual activities, but also in the improvement of the community in which they operate. Below, we will highlight some of the activities carried out by the program during 2023.



Financial Analysis and Planning



Taparuba/MG

Activate Strategic Planning



Chalé/MG

Coffee Fertilization



Taparuba/MG

Digital Medias



Lajinha/MG

Banana Growing



Taparuba/MG

Sell with more creativity



Lajinha/MG

Production Diversification



Conceição de Ipanema/MG

How to Innovate in Small Businesses



Lajinha/MG

Feminine Entrepreneurship



Ipanema/MG

Milk Seminar in Ipanema



Ipanema/MG

Cowboy Course



Ipanema/MG

Rural Properties Management



Chalé/MG

Milk By-products



Ipanema/MG





Field Days

Proximity to cooperative members is essential for the effective functioning of a cooperative, being a reflection of the fifth cooperativist principle that advocates education, training and information. Through this principle, cooperatives assume a commitment to not only to offer financial services, but also to train and inform their members. Working closely with cooperative members means more than just being physically present. It involves a proactive approach to financial education, sharing knowledge about the cooperative operation and disseminating information relevant to the economic and social development of cooperative members.

By investing in the cooperative members education and training, the cooperative strengthens its relationship with its member base, promotes financial inclusion and contributes to the economic empowerment of the communities served.

Furthermore, proximity provides an environment conducive to understanding the specific needs of cooperative members and adapting the services offered according to their demands.

Therefore, working closely with cooperative members, combined with education, training and information, not only strengthens the ties between the cooperative and its members, but it is also essential for compliance with cooperative principles and for the cooperative's long-term sustainable success.

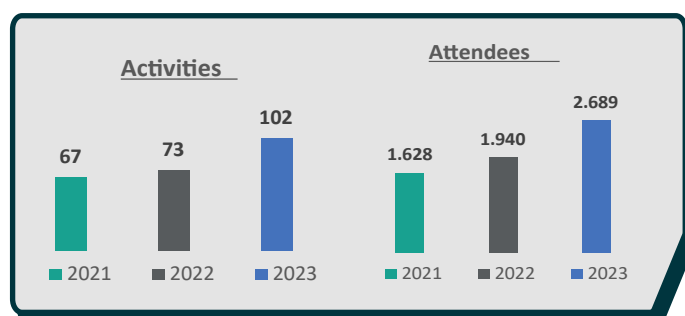


Mutum/MG

COOPERATIVIST EDUCATION

The cooperative recognizes that educating about the business is essential to ensure its continued existence. In order to strengthen ties with cooperative members and communities, it seeks to disseminate the cooperativism values, its trajectory and principles, highlighting the distinctions between a cooperative and a conventional company. Furthermore, it seeks to integrate cooperative members into the system, promoting a closer relation between the cooperative and its membership. The cooperative can be understood as an extension of the cooperative members' individual activities, functioning as a means of supporting and

strengthening their initiatives. In 2023, these efforts resulted in the participation of 2,689 people, including cooperative members and community members, in 102 educational initiatives. Over time, there has been an improvement in the cooperative members engagement, also reflected in their meetings attendance.





Project +Valor: Celebrating Stories and Dedication

In the Project +Valor, the journey and commitment of cooperative members over the years is recognized and celebrated. Recognizing each milestone in the lives of these members deserves to be celebrated with affection and respect.

Upon reaching 80, 90 and 100 years of age, cooperative members receive a plaque of honor during a special visit, a simple gesture that conveys all the appreciation and gratitude for their dedication to the cooperative.

Not only individuals, but also cooperative companies are honored every decade, starting from the 30th anniversary of their organization. These tributes are not just a formal recognition, but a unique moment of celebration, where remarkable, surprising and moving stories are shared, told by the honoree or their family members.

Each Project +Valor visit is an opportunity to experience these special moments, to reflect on the hard work and dedication that these people dedicated to the cooperative and the community. In 2023, 182 tributes were made, and since the project creation in 2017 more than 300 cooperative members have already been awarded this honor.

Valuing cooperative members is not just a demonstration of gratitude, but a fundamental part of being a cooperative. The Project +Valor reinforces the commitment to recognition and respect for those who contribute to the cooperative's success and essence.



José Duarte – Ipanema/MG

Cooperative Nuclei

Sicoob Credicaf understands the fundamental importance of connecting with its members, seeking to get closer to their realities, needs and aspirations. To achieve this objective, since 2019 it has implemented cooperative centers, which aim to promote effective communication and a deeper understanding of the members who make up its social base.

The centers provide a space for open and inclusive dialogue, allowing all participants to express their collective concerns and interests related to the cooperative's businesses. These groups are made up of young people, women, legal entity representatives, rural producers and self-employed people, thus covering the entire social framework of Sicoob Credicaf cooperative members.

The centers activities take place through semestral meetings, during which attendees receive relevant information about the cooperative, enabling them to act as multiplier agents in their communities. This way, they not only promote the cooperativism values, but also provide valuable contributions to the cooperative's continued growth and development and its influence on the communities in which it operates.

Sicoob Credicaf recognizes and values the strategic importance of this initiative, as well as the attendees' valuable contributions, which guide its actions and strategies, thus strengthening its positive impact on the communities served.



4

SOCIETY



GRI 3-3

SOCIETY

The cooperative demonstrates its commitment to the community through social, environmental and cultural activities, guided by its fundamental principles and values. Its sustainability policy establishes solid guidelines to guide projects and actions, aiming for economic viability,

social justice, environmental responsibility and cultural diversity. This policy is continually monitored by managers to ensure its effectiveness and relevance.

GRI 2-6, 2-29, 3-1

RELATED PARTIES

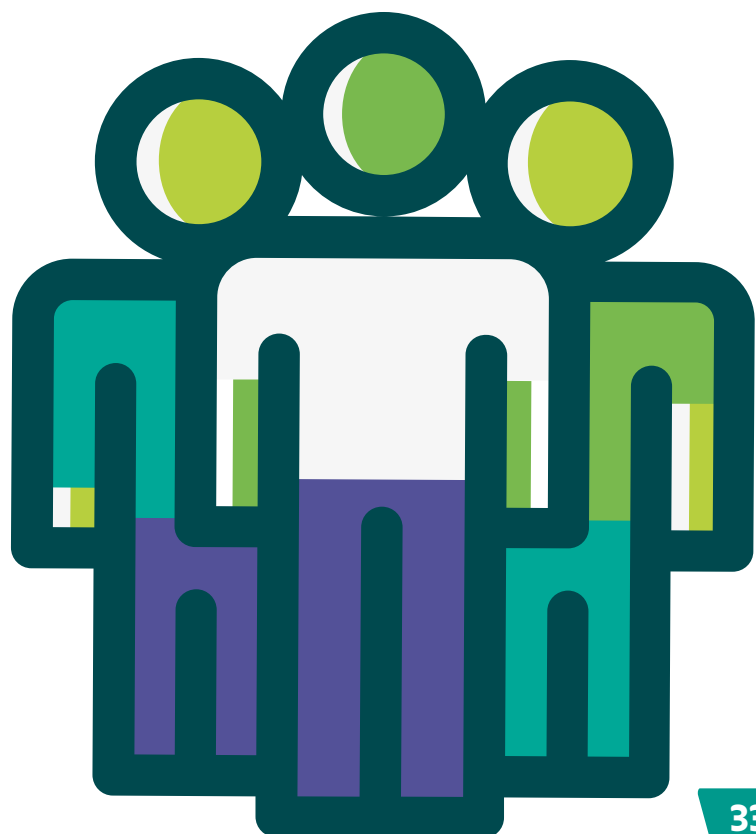
Stakeholders are carefully selected based on the importance of their relationships and the impact of their influence on the cooperative's decisions. Cooperative members, customers, employees, suppliers, partners, public and private bodies and communities are considered priority groups

for engagement. The cooperative maintains constant communication with these interested parties through channels such as the internet, intranet, electronic newsletters and periodic meetings.

GRI 3-1

MATERIALITY SURVEY

Annually, a survey is conducted to identify the topics of greatest interest to stakeholders, which will be incorporated into the Sustainability Report. This survey, carried out among members, employees and suppliers, took place between March 4th and 15th, 2023, resulting in 112 responses. Furthermore, the report addresses topics defined by the Management Board as fundamental for management accountability.





GRI 3-2

MATERIAL ASPECTS/RELEVANT THEMES

Investment for Local Development: The cooperative, aligned with its values and principles, is committed to the sustainable development of the communities in which it operates, seeking to promote people's well-being.

Hiring Local Labor: Hiring local labor is a key element for community development, promoting familiarity in service and strengthening social ties.

Diversity and Equal Opportunities: Promoting diversity and equal opportunities is essential to ensuring social justice in the community, promoting an inclusive and equitable environment.

Energy and Water Consumption: The cooperative's concern with sustainability includes responsible management of energy and water consumption, recognizing the importance of a balanced planet and an environment capable of regenerating itself.

Employee Valorization: Investing in employee development contributes to excellence in service provision and ensures the cooperative operations continuity.

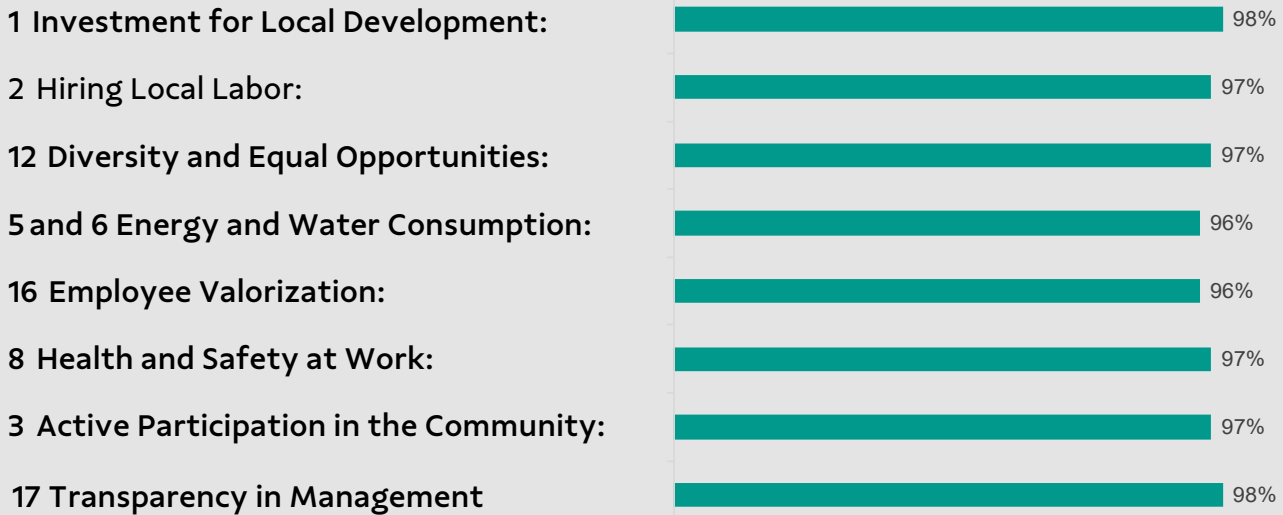
Health and Safety at Work: Ensuring a safe working environment is of paramount importance for the employees' well-being and cooperative's activities smooth functioning.

Active Participation in the Community: Active participation in the community demonstrates the cooperative's commitment to listening to and benefiting community members, strengthening ties and promoting local development.

Transparency in Management: Transparency in management is essential for accountability to the community, promoting trust and stakeholders' engagement.



MATERIALITY MATRIX



INTEREST IN THE COMMUNITY

The cooperative maintains a solid relationship with the community, in line with the 7th principle of cooperativism, "Interest in the Community", reaffirming its commitment to society and the environment. Stimulating the practice of cooperation for the sustainable development of its communities, the cooperative carries out a variety of educational, social and environmental projects. These efforts aim to promote cooperation, volunteering and common interest, seeking collaboration to carry out activities that benefit everyone, with the aim of improving quality of life. Projects such as "+Futuro", "Cooperating Day", "Solidarity Christmas", "Enef Week", "Ecoáguas", "+Valor", "Qualifica+", "Intercooperation Actions" and "Field Days" demonstrate the company's commitment with its community.

Furthermore, holding speeches in schools and communities on themes such as Financial Education, Environment Conservation and Preservation, and Cooperativism strengthen the cooperative's presence and action in society. These activities are monitored and evaluated within the scope of Cooperativist Education, the "+Valor" program, "Qualifica+" and "Field Days". The discussion about these activities involves several departments, the management board and the communities themselves. These actions are disclosed to the public through the cooperative's communication channels, meetings and the Sustainability Report.



GRI 2-6, 3-3, 204-1

IMPACT ON THE REGIONAL ECONOMY

The cooperative adopts a suppliers relationship policy and has a purchasing and service contracting manual, which evaluates each of them using approved criteria, including preference for local suppliers, cooperatives and competitive prices, among other relevant criteria. This initiative provides sustainable economic opportunities and helps reduce inequality, while promoting values and social responsibility.

Promoting local development, generating jobs, strengthening trade and agricultural production are impacts for the regional economy. The main services contracted by the cooperative include insurance, surveillance and security, information technology, health insurance, federal, state and city taxes.

External Suppliers



Internal suppliers





GRI 413-1, 3-3

Partnership with the Community

In the quest to contribute significantly to the community and promote sustainable development, Sicoob Credicaf has invested in the local community in a commitment to the social well-being and personal growth of children, adolescents, youths, and adults.

ODS 3

Sport as a Social Transformation Tool

Sicoob Credicaf invests financially in programs that offer sport modalities such as jiu-jitsu, indoor soccer, basketball, volleyball, tennis and handball as examples. We recognize sport as a powerful tool to promote health, social inclusion and personal development. By supporting these activities, we are contributing to the formation of healthier, more disciplined and resilient citizens.

This partnership is based on ESG (Environmental, Social and Governance) principles, reflecting the commitment to creating positive impact in various spheres of society, and 100% of our units carry out social activities.

Additionally, by providing access to instrumental music and singing classes, we encourage creative expression and the development of artistic skills among youths in the community. Sicoob Credicaf believes that musical education not only enriches the lives of participants, but also prepares them to face challenges in a more creative and confident way.

PROBEM – Associação Promotora do Bem Partnership

The Cooperative is a partner of Probem – Associação Promotora do Bem, joining efforts to promote social development through sport and education. With solid financial support, it contributes to the association in its programs encompassing various sports, such as jiu-jitsu, indoor soccer, volleyball, basketball, tennis and handball, in addition to offering music and choir classes. This collaboration exemplifies the commitment to investing in the potential of communities and the well-being of their members, promoting a more inclusive and healthy society.

The association was founded in 2017, in Lajinha, out of concern for the idleness of children and youths and with partnerships that it has been seeking with society, they increased capacity from 500 to 1,000 monthly assistances. With solid partnerships such as the cooperative, it joined forces and expanded from one center to three assistance centers, two in the municipal seat and one in the District of Prata – Lajinha – MG.





Fanfarra Partnership

Project Fanfarra, developed in partnership with the Hermínia Ribeiro de Souza School in the district of Prata in Lajinha – MG, aims to introduce students to the world of music, providing them with access to culture and leisure time. Through learning musical instruments and practicing public performances, students develop essential skills such as socialization, concentration, creativity, discipline, understanding of rules and values, in addition to strengthening self-esteem and learning to work as a team.

The performances, held on civic and commemorative dates at the school itself, as well as at other educational institutions in Lajinha and neighboring cities, promote integration with the community and encourage mutual respect. This project is conducted in collaboration with Coocafé – Cooperativa dos Cafeicultores da Região de Lajinha Ltda, through an intercooperation that strengthens its impact and reach.

Environmental Military Police Agreement

With the aim of informing the community on the correct way to carry out activities in harmony with the environment, knowing the laws to avoid sanctions for non-compliance, which in many cases occurs due to not knowing or not understanding their application in practice, Sicoob Credicaf entered into an agreement with

to provide guidance on environmental legislation, conservation and protection of the environment, without harming nature and also producers who need to carry out their agricultural activities in a sustainable way.

Voluntary Involvement: Beyond Financial Investment

The commitment goes beyond financial investment. Sicoob Credicaf employees have the opportunity to get involved as volunteers in activities promoted within the community. Through volunteering, they can share their skills and experiences, serving as mentors and positive

models for young participants. This direct involvement strengthens ties between the cooperative and the community, promoting a sense of belonging and collaboration.

Transparency and Responsibility

As part of its governance principles, Sicoob Credicaf is committed to closely monitoring the impact of these partnerships and ensuring that the resources invested are used effectively and transparently. Maintaining an open dialogue with associations and communities, listening to their needs and adapting our initiatives as necessary is a tangible example of how the financial sector

can play an active role in promoting sustainable development. Sicoob Credicaf is committed to continuing to invest in initiatives that generate a measurable positive impact on communities, adhering to high standards of social and environmental responsibility. Together, we can build a more inclusive, healthy and prosperous future for everyone.



ODS 17

INTERCOOPERATION: STRENGTHENING COMMUNITIES AND COOPERATIVES

Intercooperation is an essential concept in the cooperative world, representing collaboration and exchange of resources between different cooperatives. This practice goes beyond traditional competition, emphasizing cooperation to achieve common goals and strengthen both the communities served and the cooperatives involved. One of the main benefits of intercooperation is the ability to expand the social and economic impact of cooperatives. By sharing knowledge, resources and experiences, cooperatives can implement more effective strategies to meet the needs of their members and the communities in which they operate. This translates into a greater capacity to offer high-quality financial, social and educational services, promoting sustainable development in urban and rural areas.

The cooperative works closely with other cooperatives, carrying out various activities together. This includes active participation in intercooperation in the Conselho das Entidades do Café da Região das Matas de Minas, made up of five credit cooperatives and an agricultural cooperative, with the objective of developing coffee growers, improving coffee quality and positioning the product in the market as high quality.

Another practice is periodic meetings in the UAR format – Regional Administrative Unit, with the presence of fourteen Sicoob cooperatives affiliated to Sicoob Central Crediminas, where issues of common interest are discussed, in addition to the exchange of information and good practices and the development of strategic campaigns to strengthen regional presence.

Also in partnership with Coocafé (Cooperativa dos Cafeicultores da Região de Lajinha) and Coopcel (Cooperativa de Trabalho Cultural e Educacional da Região de Lajinha Ltda) in several initiatives, such as Cooperate Day (C Day), Business Fairs, Days of Fieldwork, training and joint meetings, always aiming to better serve our members and communities. Furthermore, the cooperative actively participates in the Intercooperation in Practice program promoted by Ocemg, in which good practices are shared and in 2023 the cooperative visited Sicoob Coopemata in this activity. Another practice that has become common is receiving visits from other cooperatives to exchange experiences, sharing success cases and good practices that have contributed significantly to the management and governance of the cooperatives involved. Twenty-three visits between face-to-face and online were carried out throughout the year.



Lajinha/MG



ODS 17

COOPERATE DAY

Cooperate Day (C Day) represents a solid commitment to social responsibility within the scope of Brazilian cooperativism. Started in Minas Gerais in 2009, this program's main objective is to encourage volunteering and generate transformative social impacts in communities. Since its first edition, Sicoob Credicaf has endorsed and actively participated in this initiative, promoting actions aiming to improve and transform people's lives in the region.

Our participation focuses on promoting social responsibility activities aimed at helping local communities. In partnership with Coocafé - Cooperativa dos Cafeicultores da Região de Lajinha Ltda, and with Coopcel - Centro Educacional Coopcel and other Sicoobs in the region, we demonstrate the strength and unity of intercooperation in a mobilization for the common good.

In 2023, a series of activities were carried out, such as collecting clothes for newborns from needy families, clothes, toys, school supplies for a support home for children victims of abuse and mistreatment, a morning in the square with a presentation of the projects assisted through the cooperative, storytelling, artistic presentations in addition to guaranteed fun. A recreational night also for the elderly, with health, fraud and scam speeches, financial tips and lots of fun games. Another relevant action was the solidarity raffle, raising R\$ 72,315.00 donated to 16 non-profit entities carrying out relevant social work in the communities where the cooperative operates.

These initiatives not only strengthen community ties, but also demonstrate Sicoob Credicaf's ongoing commitment to contributing to the development and well-being of people in the region.



Lajinha/MG



ODS 4

PROJECT +FUTURO

Project +Futuro is an initiative aimed at 3rd year high school students from public and private schools in the cities of Lajinha, Durandé, Martins Soares, Mutum, Conceição de Ipanema, Ipanema, Pocrane, Chalé and Taparuba. Its main objective is to encourage continuity in studies, providing guidance on career opportunities and supporting students at a crucial time of transition and discoveries.

By addressing topics such as the Future of Employment, Cooperativism, Ethics, Personal Finance, Environmental Education, CV Construction, Selection Process and Professions Showcase, the project offers a set of activities that help youths face the challenges they encounter when entering the job market.

In addition, Project +Futuro promotes voluntary actions to improve the community, such as painting classrooms, renovating schools, creating gardens, building vegetable gardens and raising awareness about separating domestic waste.

Participants report significant changes in their daily habits, such as saving water and electricity, reducing waste and adopting sustainable practices.

In 2023, the project benefited 750 youths from 19 participating schools. The closing of the event featured the special participation of Professor and Speaker "Tio Flávio" bringing the theme "Entrepreneurship: The us that we are" in a reflection to pursue goals with focus, discipline and a lot of dedication. At the end of the event, students competed in a draw for a Redmi Note 12 smartphone, a JBL sound box and three more Pix prizes worth R\$ 300.00.

The cooperative firmly believes that education plays an essential role in building a fairer, more supportive and egalitarian society, based on cooperation principles. Since 2018, more than 2,850 students have benefited from the project, 11 of which have become Sicoob Credicaf employees.



Lajinha/MG



SOLIDARY CHRISTMAS

Solidarity Christmas is a landmark initiative in our cooperative, which aims to extend a helping hand to communities facing difficulties. In a spirit of solidarity and generosity, we come together to make Christmas a brighter and more comforting time for those who need it most.

During this action, we mobilize our employees, cooperative members, partners and communities to collect donations destined for families in vulnerable situations.

These donations include non-perishable food, toys, clothing, personal hygiene items and other resources that can make a difference in the recipients' lives. More than two tons of food were collected.

Solidarity Christmas is more than a simple donation, it is a gesture of solidarity that warms hearts and strengthens community ties, reinforcing the true spirit of cooperativism in our region.



Martins Soares/MG



Martins Soares/MG

ENEF WEEK

In line with the national proposal to promote a thematic week dedicated to the population's financial education, Sicoob Credicaf carried out a series of educational activities involving members, communities and employees. Enef Week (National Financial Education Strategy) represents a comprehensive initiative to raise awareness about financial education, insurance, private pensions and tax issues throughout Brazil.

Through these activities, focused on promoting conscious financial education, our cooperative seeks to contribute to improving the quality of life of citizens, their families and society in general, thus fulfilling its mission in an engaged and responsible way.



Lajinha/MG



Lajinha/MG



ODS 15

ECOÁGUAS

Associação de Proteção Ambiental Águas das Matas de Minas – Ecoáguas was founded with the purpose of promoting environmental education and implementing infrastructure services in communities, such as the construction of septic tanks, containment boxes, recovery and fencing of springs, in addition to distribution of tree seedlings and other activities aimed at improving the environment quality. As the main financial partner and promoter of the association's activities, Sicoob Credicaf is committed to carrying out actions that involve volunteering and have a positive impact on the community. In the year in question, the main focus was the treatment of domestic sewage in rural communities.

Through partnerships established between Ecoáguas, Sicoob Credicaf and local communities, it was possible to implement domestic sewage treatment in rural areas in the cities of Martins Soares and Mutum. A total of 20 homes benefited from the installation of septic tank kits for adequate sewage treatment.

The Association thus seeks to combine education with practical actions, demonstrating an alignment between speech and example. This approach has contributed to the association becoming a reference in the region due to its committed and effective performance.

21.400

DISTRIBUTED TREE SEEDLINGS

05

SEWAGE TREATMENT PLANTS

OVER **1.100**

CONTAINMENT BOXES IN COFFEE CROPS

08

RECOVERED SPRINGS

55

EDUCATIONAL ACTIVITIES

OVER **2.800**

STUDENTS INVOLVED WITH THE THEME

38

FENCED SPRINGS

205

SEPTIC TANKS

OVER **5.000**

PEOPLE HAD ACCESS TO THE THEME



GRI 3-3

PRINCIPLE OF PRECAUTION

Sicoob Credicaf adopted the Socio-Environmental Risk Policy, which aims to establish standards for socio-environmental risk management by Sicoob entities.

This policy aims to ensure that operations are carried out in a responsible way, considering social and environmental aspects in all business decisions.



ODS 15

ELECTRONIC SIGNATURE: A POST-PANDEMIC TRANSFORMATION IN THE COOPERATIVE

One of the significant changes that emerged in the cooperative as a result of the pandemic was the adoption of electronic signatures. This format allows members to sign documents remotely, wherever they are, as long as they have access to the internet, eliminating the need for face-to-face meetings for formalization. In addition to the convenience offered to cooperative members, this initiative resulted in important financial and environmental benefits.

By opting for electronic signatures, the cooperative managed to avoid thousands of printouts, contributing to environmental preservation by reducing paper consumption, deforestation and pollution resulting from the inappropriate disposal of these materials. Over 9,300 contracts were signed electronically at Sicoob Credicaf, totaling over R\$ 467 million in credits granted, which represents 62% of the cooperative's portfolio balance in December 2023.

It is estimated that, thanks to this initiative, around 102,000 printouts were avoided, generating savings of approximately R\$ 18,500.00 in paper and printing costs, in addition to saving around 1,565 hours of work dedicated to formalizing and archiving contracts. Furthermore, members benefited from the costs reduction associated with traveling to Sicoob Credicaf branches, also reducing greenhouse gas emissions, traffic on roads and in cities, among other direct and indirect gains. This change not only improved the cooperative's operational efficiency, but also had a positive impact on the environment preservation, demonstrating Sicoob Credicaf's sustainable commitment to its operations.

ODS 7

SOLAR ENERGY: BOOSTING SUSTAINABILITY

Ecoáguas, Associação de Proteção Ambiental Águas das Matas de Minas, formed by employees of the cooperative, promoted a collaborative dialogue with Sicoob Credicaf and the community to identify ways to carry out activities in favor of the environment. Through gatherings, debates and meetings, the idea of a credit line aimed at sustainable initiatives emerged.

Responding to this demand, Sicoob Credicaf launched the Sicoobcred Sustentabilidade credit line, designed to finance activities that contribute to the environment preservation and improvement.

This includes the installation of septic tanks, restoration of springs, planting of trees, construction of dry boxes, among other sustainable initiatives.

Solar energy stands out as one of the main purposes served by this credit line. Solar energy is clean, renewable, sustainable and economically feasible, representing an environmentally friendly alternative to energy needs. In 2023, over R\$ 7,305,384.46 were financed in solar energy projects, providing financial savings for customers and significant benefits for the environment.

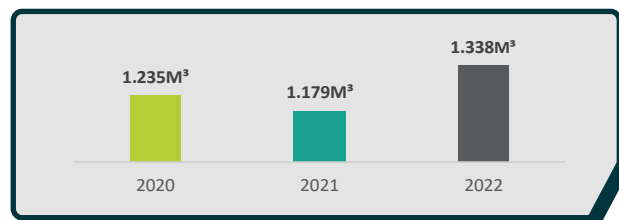


GRI 3-3, 303-1, 303-5; ODS 6

WATER: SUSTAINABILITY AND CONSCIOUS CONSUMPTION

Water supply in the cooperative comes from both the public and private supply systems, totaling a consumption of 1,338 M³ in 2023. The increase in consumption is directly related to the opening of two more service points by the cooperative. However, it is important to highlight that the cooperative is committed to raising awareness and reducing water consumption, in addition to actively supporting initiatives aimed at preserving this vital resource. Among these initiatives, the most notable are the recovery and fencing of springs, the planting of tree seedlings, the construction of containment boxes and the implementation of septic tanks.

Such measures not only promote water resources preservation, but also contribute to maintaining environmental balance and promoting sustainability. The cooperative analyzed bills from different water suppliers, such as COPASA (Companhia de Saneamento de Minas Gerais), SAAE (Serviço Autônomo de Água e Esgoto), CESAMA (Companhia de Saneamento Municipal) and Águas do Imperador.

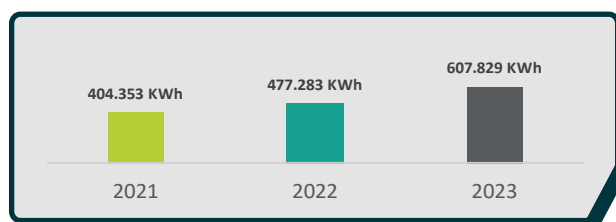


GRI 3-3, 302-1; ODS 7

ENERGY: TOWARDS SUSTAINABILITY

The cooperative reinforces its commitment to renewable energy sources by offering members the Sicoob Sustentabilidade line of credit, with very attractive rates to encourage sustainable attitudes. The energy consumed comes from the distribution network, and bills issued by CEMIG (Companhia Energética de Minas Gerais), ENERGISA Minas Gerais and ENEL (Ampla Energia e Serviços S.A) were analyzed. In 2023 consumption was 607,829 KW/h. The increase is directly related to the opening of two more service points by the cooperative. The partnership between Sicoob Credicaf and Sou Vagalume, a photovoltaic energy production cooperative, has been fundamental in driving the transition to a cleaner and more sustainable energy matrix.

Photovoltaic energy is a clean and renewable source, contributing to a 15% reduction in energy costs consumed, in addition to generating financial savings and reducing CO² emissions, allowing employees and cooperative members to have access to the program, enabling not only significant financial savings, but also contributing to the environment preservation by supporting the production of clean and sustainable energy.



The background of the entire page is a dark blue-grey color. It is covered with a repeating pattern of light-colored, stylized person icons. Each icon is a simple silhouette of a person's head and shoulders, enclosed within a circle. These circles are connected to each other by thin, light-colored lines, creating a network or web-like structure. The icons are arranged in a way that suggests a community or a social network.

5

PEOPLE



GRI 3-3

PEOPLE MANAGEMENT

Focusing on the values of the Sicoob system, People Management is the guardian of Sicoob Credicaf's culture, contributing to the creation of a high-quality and high-performance environment, in which working relationships in the cooperative be stimulating and motivating, with assertiveness in the profile within each person's role to constantly achieve the results defined by the Cooperative.

In recognition that the People Management area is using human resources techniques to reconcile employee objectives with the cooperative goals, Sicoob Credicaf was awarded the certificate issued by FEEx FIA - Fundação Instituto de Administração Employee Experience with a seal of Organizational Climate and recognized annually since 2021 by the Amazing Places to Work Award. Through a survey carried out with employees and an audit by FEEx Fia, Sicoob Credicaf was recognized for the performance of the organization's leaders in promoting a healthy

and welcoming work environment valued by people.

In addition, Sicoob Credicaf also received the Great Place To Work - GPTW certification, which acts as a powerful global indicator of employee satisfaction in relation to the work environment, serving as a comparative basis between different organizations in the same sector, demonstrating a positive, active and engaged environment.

Sicoob Credicaf has the Performance Management Program - PGD, a platform used to manage individual goals and competencies, to wit: Communication, Operational Excellence, Focus on Members, Focus on Result, Teamwork, Continuous Improvement and for managers Promotion of Change, People Management and Development and Process Management are added.

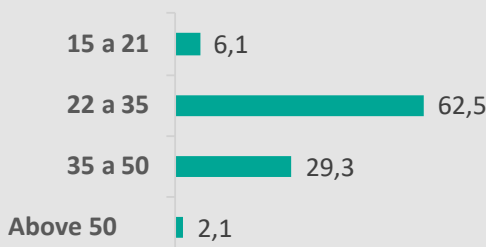
GRI 2-6, 2-7, 2-30, 405-1

EMPLOYEE PROFILE

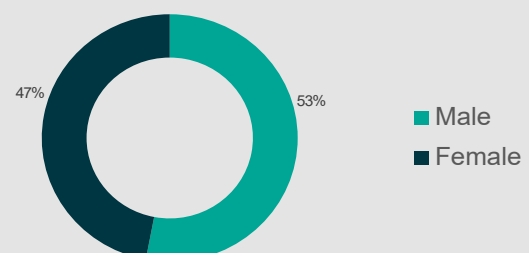
Cooperativa de Crédito Credicaf Ltda - Sicoob Credicaf is made up of 259 employees, 122 women (47%) and 137 men (53%), all under the CLT regime (Consolidation of Labor Laws). Among the 259 employees, five work part-time and 100% participate in the collective labor agreement

represented by OCEMG - Organização das Cooperativas do Estado de Minas Gerais and SINTRACOOP - Sindicato dos Trabalhadores em Sociedades Cooperativistas do Estado de Minas Gerais.

Age Range



Sex





GRI 3-3

ORGANIZATIONAL CLIMATE

The cooperative carried out two surveys during the year: GPTW (Great Place To Work), which is a global consultancy that supports organizations to obtain the best results through a culture of trust, high performance and innovation. The FIA FEEX survey, amazing places to work, was also carried out.

The surveys were applied to all SICOOB Credicaf employees, through an online form, guaranteeing confidentiality of information submitted by respondents. The surveys showed a considerably positive scenario, with relevant levels of satisfaction in several aspects, as follows:

GPTW (Great Place To Work): The indicators raised in this survey cover employee satisfaction and use the For All methodology, which aims to maximize human potential by measuring the following indicators: Trust, Leadership Effectiveness, Business Results, Innovation by all, and Values.

In the first year of participation in the survey Sicoob Credicaf received the GPTW seal, achieving a satisfaction rate in relation to these indicators of approximately 94%, the same average as the 35 best companies in Brazil.

Amazing Places to Work Survey: The survey covers the main indicators of job satisfaction, to wit: Career, Communication, Learning, ESG, Innovation and Autonomy, Leadership, Quality of Life at Work, Recognition and Reward, and Interpersonal relationships. The survey is anonymous and Sicoob Credicaf received the Organizational Climate seal, which led us to secure the title of Amazing Place to Work for the third consecutive time. The average percentage achieved in these indicators mentioned above was 96.1%, the same average as in 2022.

GRI 3-3

PERFORMANCE MANAGEMENT PROGRAM

The objective of the Development Management Program – PGD is to develop employees with a focus on results, always considering the culture, mission, vision, values and purpose of Sicoob. To be successful, employees must take responsibility for their own development and the main message of the program is “YOU ARE THE CONDUCTOR OF YOUR OWN CAREER”. The Program analyzes the employees individual performance by monitoring results and behavioral aspects. The process comprising the planning, monitoring, evaluation and development stages will allow employees' performance to be monitored during the current year with a view to their professional

development and the achievement of results. This monitoring will also guarantee the quality of deliveries, technical competence and adherence to systemically defined behaviors.



STAR EMPLOYEE

Project created in 2020 to recognize employees for their worked time, as a form of thanks and recognition for their dedication over the years of service provided. For each five-year cycle completed, the employee receives a star, so a "5-Star" employee means that they have dedicated twenty-five years of work to the cooperative. In 2023, the project honored 30 employees with plaques and their respective stars.

Delivered:

09 plaques – 1 star	★
14 plaques – 2 stars	★★
07 plaques – 3 stars	★★★



GRI 3-3, 403-1

APPOINTED CIPA – ACCIDENT PREVENTION

Quality at work also involves prevention, care and diligence in carrying out all activities. With these objectives of preventing accidents and illnesses resulting from work, the cooperative has a CIPA, made up of duly trained employees.

The training covers theory and practical activities, presenting and analyzing several real situations to better understand the concepts and necessary practices.

SHIELD

Security is the predominant factor that leads people to gain trust. At a time when digital is increasingly present and making all activities more accessible and convenient, the large volume of data and information in circulation draws attention. Treating these and other data and information is a priority for the cooperative that seeks to protect its environment by adopting tools and procedures to keep its members' data safe. Consolidation in the market involves treating your public with respect and ethics, delivering your products and services with

respect and ethics, delivering your products and services with quality and safety.

Shield (Security, Skills, Integrity, Stability, Legality, Availability) is a team of employees working with a focus on information security. With the aim of working on prevention, several activities are carried out daily to reduce and mitigate risk. Measured and/or processed data of high risk or significant risk are reported to the Cooperative's Management Board.



GENDER EQUALITY IN COMPENSATION

Equality is a fundamental value in cooperativism, reflecting the principles of justice and equity that guide our actions. In the Cooperative, the importance of treating all people with respect and dignity, without making distinctions for any reason is observed. This commitment to equality extends to all areas of operation, including gender issues.

The cooperative is firmly convinced that gender-based differentiated values should not be practiced. Therefore, equal salaries are guaranteed, offering the same base salary to men and women who perform the same role and share the same responsibilities. This practice is not only fair, but also promotes an inclusive and respectful work environment, where all employees have the same growth and development opportunities.

Furthermore, Sicoob Credicaf is committed to promoting diversity and inclusion in all aspects of the cooperative, recognizing that gender equality is just one aspect of this broader mission, constantly seeking ways to create an environment where all voices are heard and valued, regardless of gender, race, sexual orientation, gender identity or any other personal characteristic.

By promoting equal salaries and ensuring an inclusive work environment, Sicoob Credicaf is honoring not only the principles of cooperativism, but also building a fairer and more equitable community for all our members and employees.

GRI 401-2

BENEFITS FOR EMPLOYEES

Benefits contribute to employee loyalty, boost productivity, reduce absenteeism and promote a positive organizational culture. This approach not only impacts the work environment, but also improves employees' quality of life, creating a satisfied, engaged and efficient team.

Therefore, Sicoob Credicaf employees enjoy benefits such as: Health Plan, Food/M meal Vouchers, Transport Voucher, Life Insurance, Work Time Bonus (annual), PLR – Profit and Result Sharing, Supplementary Sickness Allowance, Uniform, Daycare/Babysitter Allowance, Funeral Allowance, Scholarships, and Care Management.





GRI 3-3, 405-1

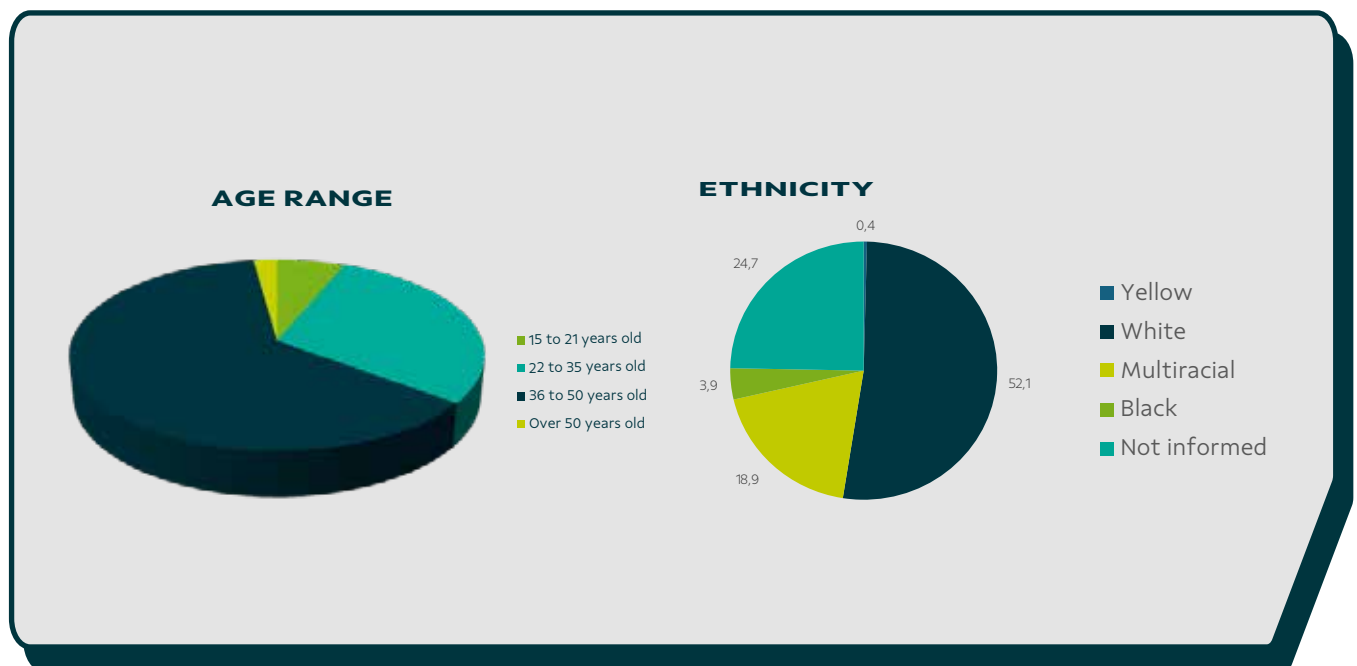
DIVERSITY AND INCLUSION AT WORK

In today's world, diversity and inclusion in the workplace have become essential for the success and sustainability of organizations. In cooperative societies, in which collaboration and team spirit are fundamental, promoting diversity and an inclusive culture play a crucial role. Sicoob Credicaf recognizes that different perspectives and experiences enrich decision-making and drive innovation, from diversity of gender and ethnicity to diversity of skills and socioeconomic backgrounds.

An inclusive culture is fundamental for the success of any organization. This means creating an environment in which all team members feel valued, respected and empowered to contribute fully. Promoting diversity and inclusion in the workplace is not only the right thing to do, but also beneficial to the cooperative as a whole.

Diverse teams are more creative, productive and able to adapt to an ever-changing environment. Additionally, an inclusive culture can increase team member satisfaction, reduce turnover, and improve the cooperative's reputation with its members and communities.

In an increasingly diverse world, cooperatives have the opportunity and responsibility to lead the way in promoting diversity and inclusion in the workplace. By valuing and celebrating differences, and by creating cultures that welcome everyone, regardless of gender, age range, ethnicity, sexual orientation, beliefs, among other aspects, Sicoob Credicaf can not only strengthen its teams and communities, but also contribute to a fairer and more equitable future for all.





TRAINING

Corporate Education at Sicoob Credicaf consists of a set of structured initiatives to meet development and learning needs. Its objective is to improve essential skills that guarantee operational efficiency, reducing process failures and promoting greater qualification, alignment and commitment to organizational values. The Corporate Education manual, prepared by CCS (Centro Cooperativo Sicoob), adopted by Sicoob Credicaf, establishes guidelines and principles that guide training and development actions, aiming to support the career progression of employees and boost results in credit cooperativism.

Educational activities can be carried out in person or remotely, through Sicoob Universidade for online training, as well as participation in training offered by CCS, Central Crediminas, OCEMG and other partners.

In 2023, 10,134 training sessions were conducted covering 426 topics, with 100% of employees (except general service assistants) attending corporate training. All employees took Business Continuity and Operational Risk Management courses, as well as the LGPD (General Data Protection Law) course, except general service assistants.

New employees undergo onboarding training on themes such as Cooperativism, Ethics, Money Laundering and Terrorism Financing Prevention (PLD/FT), and all those hired in 2023 were trained in these areas. In addition, security guards and cleaning assistants carried out specific training on the education platform for outsourced workers, covering topics such as Information Security, Risk Management, and LGPD (General Data Protection Law).

KNOWLEDGE DAY

Human Resources strategies aimed at the employees growth and learning at Sicoob Credicaf aim to integrate their knowledge in relation to different areas and topics of interest for the teams. The human ability to understand involves receiving information, innovating and trying new things, a learning process that involves thinking and practice.

Promoting an environment where the exchange of information and experiences is facilitated contributes to learning and, in the business context, allows dissemination of practices and experiences, resulting in consistent and beneficial knowledge for both employees and the cooperative.

The "Knowledge Day" project at Sicoob Credicaf aims to encourage learning, knowledge and evolution of employees.

To establish standards and guidelines for holding meetings in all branches and at the Sicoob Credicaf Administrative Center, the project addresses a variety of themes and aligns teams' knowledge. Initially, relevant themes for the employees are identified and, over time, these themes are drawn for presentation to others, ensuring uniformity in the sharing of information and knowledge in a more comprehensive way. In 2023, 664 presentations were held throughout Sicoob Credicaf.



LEADERSHIP TRAINING PROGRAM

Thinking about our employees' professional growth, Sicoob Credicaf carried out the Mentor Training Program. The Program aims to develop successors and establish guidelines for carrying out qualified transitions of employees with a leadership profile to managerial and supervisory positions, in a structured way. Furthermore, it aims to develop professionals who wish to act as Managers and in supervisory positions with a view to the cooperative's expansion prospects.

It is an opportunity for professional growth and development, internal processes improvement, knowledge management, people management, development of management skills, and other benefits. This approach seeks not only to train employees, but also to strengthen the organizational culture.

The program had a structured syllabus promoted by the Brazilian Talent Academy, with mentors Eustáquio Andrade Penido and Pedro Elias Ferreira Pinto, who accompanied mentors with online meetings once a month, and an in-person meeting throughout the year 2023. In addition, the closing will be in person in 2024.

Considering managers and supervisors, 26 employees and 3 directors attended.



LEADERSHIP DEVELOPMENT PROGRAM

As strategies in the Business area in 2023 we started the Leadership Development Program, in which the Products and Services sector has developed online training modules with specific themes in the Business area. We organized a class with 15 attending employees who were previously evaluated and went through several selection stages.

In addition to the Business area, the Risk Management and Credit Recovery Area is also being worked on. For these development models, we are counting on instructors from Credicaf and some people responsible for the area at Crediminas.

It is a training course of great professional growth, in which employees are preparing themselves for new challenges, seeking to understand and create negotiation strategies. Through this course, attendees gain maturity. This way, when new management opportunities arise, these employees will be able to take on new positions in a safe way.



CERTIFICATIONS

With a continuous commitment to service excellence, professionalism and personal development, Sicoob Credicaf has actively encouraged its employees to seek certifications and improve their professional skills. Recognizing the importance of a qualified team, the cooperative values investment in training and promotes an environment that encourages continuous learning.

To support this commitment to professional development, the Certifications Program was established. This program offers financial incentives so that employees can complete certifications recognized by the market in their areas of activity. In 2023, many employees took advantage of this opportunity to further improve their knowledge, resulting in the achievement of 78 certifications throughout the year.

This notable growth in the number of certifications obtained demonstrates the employees' commitment to their own evolution and the cooperative's commitment to promoting the professional development of its team. Sicoob Credicaf thus reaffirms its commitment to providing the resources and support necessary for its employees to reach their full potential.

CPA10	13
CPA20	7
CPC-S100	4
DISC PROFILER	1
FBB120	1
FBB130	3
FBB200	1
FBB310	38
FBB800	2
White Belt	6
YELLOWBELT	2
TOTAL	78

GRI 401-1

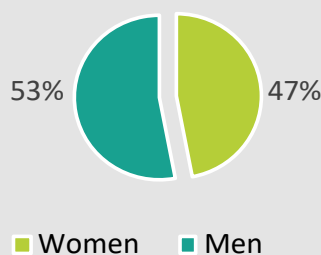
TURNOVER RATE

The employee turnover rate at the cooperative was 13.0% in 2023, with 51 admissions and 17 dismissals.

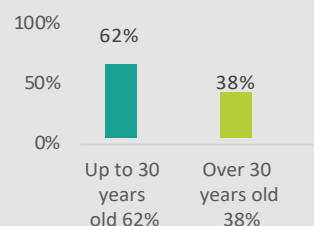
Admissions: among admissions, 47% were women (24) and 53% men (27).

As to the hired women age range, 62% were up to 30 years old (15) and 38% were over 30 years old (9). As to the age range among hired men, 48% were up to 30 years old (13) and 52% over 30 years old (14).

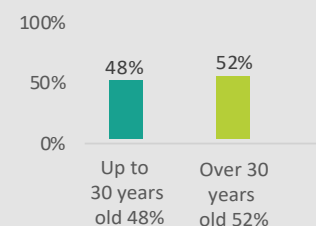
Admission by Gender



Age Range of Hired Women



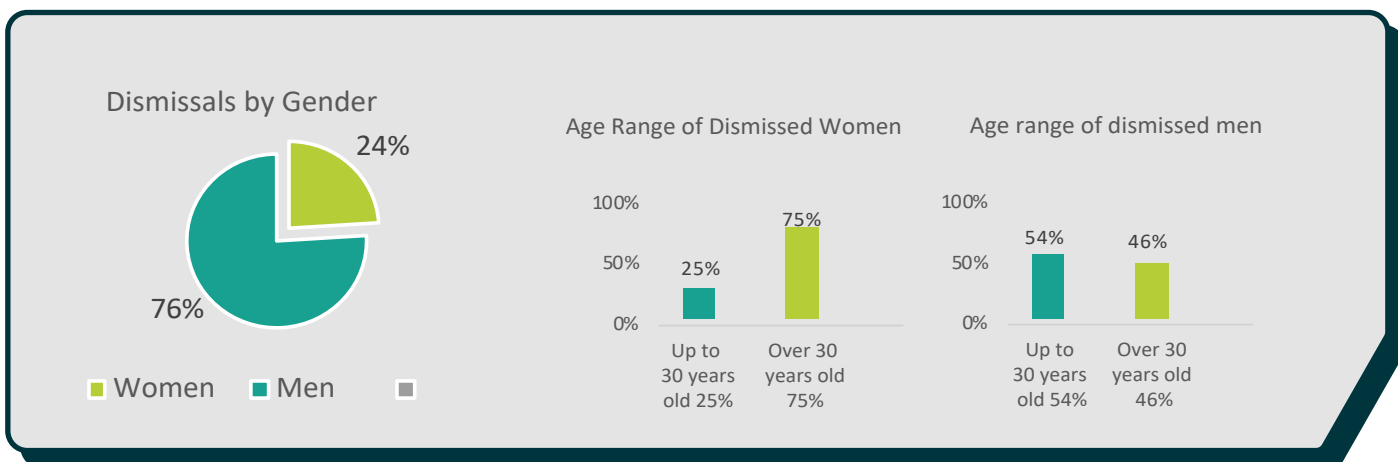
Age Range of Hired Men





Dismissals: among the dismissals, 24% were women (04) and 76% were men (13). Regarding age range among women. 25% were up to 30 years old (01) and 75% were over 30 years old (03).

With regard the age range among dismissed men, 54% were up to 30 years old (07) and 46% were over 30 years old (06).



PPR – RESULT SHARING PROGRAM

The Result Sharing Program (PPR) is a work agreement registered with Sindicato dos Trabalhadores em Sociedades Cooperativistas do Estado de Minas Gerais (Sintracoop) and homologated by the Ministry of Labor (MTE). This program was developed with the aim of encouraging Sicoob Credicaf employees quality and productivity.

In the PPR, the amount paid to employees is proportional to the cooperative's Business Project accomplishment. There is no maximum limit for payments, but they are conditioned on the minimum percentage of surplus for each branch.

This means that the better the cooperative's performance as a whole and of each branch individually, the greater the employees' result share.

This program is a way of recognizing the employees' effort and dedication, encouraging teamwork and the achievement of collective goals. By promoting a culture of meritocracy and encouraging commitment to the cooperative's objectives, the PPR contributes to Sicoob Credicaf' growth and success.

INTEGRATION EVENTS

Meeting with Employees

On November 18, the Annual Meeting of Sicoob Credicaf was held, a remarkable event that was attended by the Chairman of the Board, João

Batista Bartolide Noronha, members of the Board of Directors and Supervisory Board, and more than 200 employees.



The Chairman began an informal dialogue with the first employee of Sicoob Credicaf, Celeida Alves de Souza, and the first manager, Andreia Irany de Abreu and included the participation of Edgar da Silva, who worked at Credicaf for many years. Together, they shared moments of the cooperative's history, reflecting about challenges overcome and the satisfaction in seeing the organization's growth and success.

Several projects were presented during the event, such as Project +Valor, which honors cooperative members who turn 80, 90, 100 years old, and Project +Futuro, which prepares high school students for the job market. Furthermore, social initiatives were highlighted, such as Solidary Christmas, C Day and support for people in difficult situations, reinforcing Sicoob Credicaf's commitment to the community, a cooperative that is proud of the motto "we are more than a financial choice".

A dynamic titled "Time Capsule" was held, in which employees were able to express their dreams and goals for the following five years, providing a reflection on the collective future. These dreams records will be kept and opened at the 2028 General Meeting. The Administrative Manager, Regina Hubner, highlighted the benefits offered to employees, including formal registration, health plan, daycare assistance, psychological and medical support, through the Care Management Program and scholarships, among others. Her speech made those present rethink how much life has changed after the cooperative, such as the moment they received the hiring news, thinking about the working journey, the challenges already overcome. She mentioned some stories that the employees themselves shared, such as how the food voucher benefit could change the life of a family, providing decent food, that through this benefit parents could stop working on Sundays, that through the health plan an employee's child employee was able to have an emergency surgery and receive the best care, that through the care management program many began to prioritize their mental and physical health.

It was a moment of strong emotions in which many realized how much their lives had changed as a result of these benefits, how much Credicaf contributed to families' dreams, not to mention

mention that for many, working at Credicaf was a prayer request.

In 2023, Credicaf completed 35 years of history, an amazing journey of growth and evolution, there were many stages and challenges overcome thanks to the team, and in recognition of this delivery that they dedicate so much to, the cooperative presented everyone with gifts, providing a remarkable moment where everyone felt part of this growth.

Speaker João Carlos Oliveira brought a special message to everyone, talking about the importance of doing the best every day in your personal and professional life, wanting to evolve without being afraid of judgement, growing professionally without losing your values, remembering that probably many of those who were there one day asked God to be part of the cooperative.

Then there was the "Talent Show" moment at which all branches and teams in the administrative center were able to express their talents with music, praise, theater, stand up, and dance performances. It was a moment of relaxation and interaction that guaranteed good laughs.

The Chairman closed the event by thanking everyone for the extraordinary meeting, for each employee dedicating themselves to the cooperative with diligence, for prioritizing cooperative members and always treating them with respect, in line with cooperativist principles and values. The cooperative is present locally in the states of MG and RJ, and digitally throughout the country and abroad, a growth that not even the most optimistic founders imagined, a unique moment in the history of Sicoob Credicaf, being certain that it is necessary to always maintain the essence of cooperativism. A moment of gratitude.



6

INFORMATION AND KNOWLEDGE



GRI 2-6

EXPANSION

The Cooperative was founded on May 9, 1988, taking its first steps on October 11 of the same year, starting exclusively with rural producers. Over the years, responding to the promising scenario and market needs, the cooperative began its expansion program in 1998, opening the first Cooperative Service Station (PA) in the city of Durandé. This movement extended to other locations in Minas Gerais, including Martins Soares, Mutum, Conceição de Ipanema, Ipanema, Pocrane, Chalé and Taparuba.

In 2005, with the flexibilization to admit members, the cooperative expanded its doors to welcome people from other sectors and companies, further boosting its growth. Sicoob system's support, backed by the Central Bank of Brazil, gave new life to the cooperative in 2019, when the meeting approved a new phase of expansion. This resulted in the opening of the first branch in Juiz de Fora; today the cooperative has three physical branches in the city.

In July 2020 the digital branch's activities officially started, present in all states of Brazil and with more than 8,000 members in this type of service.

Another significant step was taken in 2022, when the cooperative expanded its borders to the state of Rio de Janeiro, opening physical branches in Petrópolis and Niterói. Furthermore, in 2022, two more physical branches were opened in Juiz de Fora, the first of which was in the São Pedro neighborhood, and the 15th physical branch of Sicoob Credicaf in Imbiruçu, district of Mutum – MG, taking financial services to regions with lower presence of entities of the National Financial System (SFN).

In 2023 two more physical branches in the state of Rio de Janeiro were opened, one in Teresópolis and another in Volta Redonda. The last four years figures demonstrate the cooperative's expansion strategy success, consolidating a visionary and effective management.

Teresópolis

24/04/2023

Volta Redonda

08/05/2023



Teresópolis – RJ



Volta Redonda – RJ



Relationship Center: Facilitating Access and Expanding Service

The Credicaf Relationship Center was established with the primary objective of strengthening ties with its members. Since its opening on September 25, 2023, it has played a crucial role in serving not only the 17 physical branches, but also the Digital Branch. The Center is made up of a team capable of providing assistance to members through various communication channels, including WhatsApp, chat, telephone and email, with a commitment to 100% human service.

The Sicoob Credicaf Relationship Center is fully prepared to solve queries and provide guidance on a wide range of services, ranging from checking accounts, cards, investments, consortia,

insurance to loans and financing. Additionally, it offers support for the Sicoob, Sicoobcard, Coopera and Sipag applications.

The benefits for cooperative members are evident: service agility and convenience, whether through verbal or written communication. By expanding service channels access to the cooperative becomes easier, avoiding queues at branches and eliminating the need for long journeys. Sicoob Credicaf seeks to innovate to be closer and more agile in serving its members.



Revitalization to provide a welcoming experience for members

In a move to offer an even more welcoming and inviting service to its members, Sicoob Credicaf completed the renovation of two more branches this year, one in Martins Soares and another in Juiz de Fora in the Santa Luzia neighborhood, transforming them into truly pleasant and cozy spaces.

The main objective of the renovation was to create environments where members feel at home, promoting an atmosphere of proximity and welcome from the moment they pass by the door. With this in mind every detail was carefully planned, from furniture arrangement to the choice of colors and materials used in the interior design.

While focusing on providing comfort and well-being to visitors, the cooperative maintained a commitment to safety and practicality. Thus, all necessary measures were implemented to guarantee the protection of members and their data, without compromising the offered services accessibility and efficiency.

This initiative reflects the cooperative's ongoing commitment to offering exceptional service to its members, in line with the values of proximity, trust and sustainability that guide its activities. By renewing its branches, the cooperative reaffirms its role as a people-centered financial institution committed to the well-being of its communities.





RESULTS

Efficiency Ratio

Sicoob Credicaf has been intensely dedicated to improving its operational efficiency, achieving significant results. In 2022, it created the Corporate High Performance Department, whose focus is to analyze and reduce costs and develop agile and safe tools and processes, aiming to reduce expenses.

In January 2023, the efficiency ratio was 45.14% and at the end of the year, in December 2023, it reached 42.84%. This ratio reflects the cooperative's ability to sell products and services with maximum savings, without compromising the quality of delivery; the lower the better.

HIGHLIGHT: Sicoob Credicaf 2nd place in Onlending releases 1st semester 2023/2024 harvest

Sicoob Credicaf was highlighted in UAR 01, being the second Cooperative with the best performance in releases of Rural Onlending Credit for the first half of the 2023/2024 harvest year in the Sicoob Central Crediminas System.

Funding the activities of cooperative members means contributing significantly to the results of their business. Producing with quality, quantity and good technique generates costs, and meeting this demand at the right time contributes to achieving the expected results.

HIGHLIGHT: Sicoob Credicaf 1st place in BNDES releases 1st semester 2023/2024 harvest

Sicoob Credicaf was highlighted in UAR 01, being the No. 1 Cooperative in Rural Credit releases via BNDES Investment referring to the first semester of the 2023/2024 year harvest in the Sicoob Central Crediminas System.

By offering resources for the acquisition of animals, construction of yards, barns, sheds, and machinery to assist both the planting and harvesting of products, Sicoob Credicaf

The overall average Ticket for Rural Credit operations released in 2023 was R\$ 72,396.60, demonstrating Sicoob Credicaf's commitment to sustainability, seeking to increasingly serve its members, spreading credit. Through PRONAF the average Ticket draws even more attention, being R\$ 52,097.52 considering the same period.

diversifies investments in the region, providing Cooperative Members with improvements in their enterprises, contributing to a better quality of life, fostering the economic and social development of people and communities. Considering such operations, in 2023 it is worth highlighting that the average Ticket for released operations was R\$ 97,453.44, pulverizing credit and generating opportunities.





ACKNOWLEDGMENTS

Amazing Places to Work

The FIA Employee Experience Certification – Organizational Climate, in partnership with UOL, acknowledges Brazilian companies that provide high levels of satisfaction among their employees. This certification reflects the FIA Employee Experience survey, which analyzes employees' experience within the organization. For the third consecutive year, Sicoob Credicaf was awarded the Amazing Places to Work 2023 Award.

To carry out this assessment the cooperative underwent a series of analyses, including surveys on employee satisfaction with the work environment, its managers and the CEO's performance. All employees were invited to participate in these surveys through online questionnaires. This certification was received by achieving an organizational climate index (i-CO) equal to or greater than 75 points, as well as the

high participation of employees in the survey. This acknowledgment is the result of the joint efforts of leaders, the Human Resources department, managers and employees, who work tirelessly to build a pleasant work environment.

In addition to the certification, Sicoob Credicaf received the title of Amazing Places to Work, highlighting not only the organizational climate but also the commitment of the entire team to seeking results for members and employees. The cooperative is proud to cultivate the community value one of the pillars of its culture, providing a healthy environment and professional growth opportunities for all employees.

Somos Coop Awards

In every corner of the country, cooperative members dedicate themselves daily to building a fairer and more balanced world. The SomosCoop Excellence in Management Award, held every two years, is the high point of national acknowledgment for leading cooperatives in promoting the quality and competitiveness of this business model. The award seeks to highlight those who are shaping the future of cooperativism, by adopting exemplary practices of cooperative identity, governance and management, identified through Sescop's diagnostic tools. With the SomosCoop Award, not only the achievements of cooperatives are celebrated, but also the collaborative spirit that drives cooperativism success.

Sicoob Credicaf won the Silver medal in the SomosCoop Excellence in Management 2023 Award in the Commitment to Excellence Category. This national award acknowledges cooperatives that increase the quality and competitiveness of cooperativism through the development and adoption of good management and governance practices, as participants in the PDGC – Sescop Cooperative Management Development Program. This achievement is the result of commitment, effort and dedication to the greatest good of the cooperative: its members.

Great Place to Work

Sicoob Credicaf secured the seal offered by GPTW (Great Place To Work). It is another achievement of all, reflecting the cooperative's commitment to providing an increasingly better work environment.

GPTW (Great Place to Work) is a global

consultancy that supports organizations in achieving better results through a culture of trust, high performance and innovation.

To achieve certification, the institution must meet strict standards in its organizational culture.



Acknowledgments received in 2023

GENERATED AND DISTRIBUTED VALUE

By being part of a system that offers appropriate products and services at fair prices, cooperative members benefit in several ways. Social Gain reveals how much cooperative members saved on fees and charges compared to traditional banks. In 2023 alone, the Sicoob System generated a Social Gain of R\$ 30 billion throughout Brazil. And with Sicoob Credicaf it was not different: adding the total savings to surpluses accumulated in the year, Sicoob Credicaf members had a Social Gain of over R\$ 145 million, around R\$ 5,355.00 for each member.



SOCIAL CAPITAL AS INVESTMENT

Social capital represents the backbone of a credit cooperative, being formed by the financial contribution of each of its members. However, what makes cooperatives truly remarkable is not only their members' active participation, but also the way they reward these investments. Interest paid on members' social capital not only strengthens the cooperative, but also offers a highly advantageous investment option compared to alternatives available in the financial market.

One of Sicoob Credicaf's attractive characteristics is the way it remunerates the cooperative members social capital, an investment that surpasses many alternatives

offered by the financial market. In 2023, Sicoob Credicaf paid R\$ 7,519,150.99 in interest on its members' social capital.

Interest paid on social capital not only strengthen the institution, but also offer members an exceptionally advantageous investment option. By contributing to social capital cooperative members not only invest in their own financial future, but also contribute to the economic well-being of the entire cooperative community.



GRI 2-2

CONSOLIDATED BALANCE SHEET

Sicoob Credicaf – headquarters and branches

ACCOUNTING STATEMENTS

COOPERATIVA DE CREDITO CREDICAF LTDA – SICOOB CREDICAF

SICOOB CREDICAF – CNPJ: 25.395.435/0001-03

BALANCE SHEET

In Reals

(-) DEPRECIATIONS AND AMORTIZATIONS	10 and 11 ⁴	(9,896,380.53)	(7,968,797.50)
TOTAL ASSETS		1,061,841,416.47	878,250,032.96
LIABILITIES AND MEMBERS' EQUITY		1,061,841,416.47	878,250,032.96
DEPOSITS	12	414,497,416.47	878,250,032.74
Demand Deposits		153,238,668.70	127,627,980.22
Term Deposits		261,258,748.04	240,449,884.52
OTHER FINANCIAL INSTRUMENTS		461,635,790.70	359,264,219.30
Securities Acceptance and Issue Resources	13	142,714,525.04	90,028,281.69
Interfinancial Relations		318,612,375.37	267,577,376.32
Interfinancial Onlendings	14	318,611,780.63	267,576,898.35
Other Interfinancial Relations	15	594.74	477.97
Other Financial Liabilities	16	308,890.29	1,660,561.29
PROVISIONS	17	5,651,428.86	4,590,804.04
DEFERRED CURRENT FISCAL OBLIGATIONS	18	1,160,622.49	995,231.52
OTHER LIABILITIES	19	18,352,205.99	15,763,747.06
MEMBERS' EQUITY		160,543,951.69	129,558,166.30
COMPANY CAPITAL	20	63,381,437.22	53,612,810.23
SURPLUS RESERVES		86,253,390.12	69,216,783.96
SURPLUS OR ACCUMULATED LOSSES	20.d	5,909,124.35	6,728,572.11
TOTAL LIABILITIES AND MEMBERS' EQUITY		1,061,841,416.47	878,250,032.96

The Management Explanatory Notes are integral parts of the financial statements.



GRI 2-5

DECLARATION OF GRI STANDARDS USE

Sicoob Credicaf reported the information MENTIONED in the GRI content summary for the period from January 1, 2023 to December 31, 2023 based on the GRI Standards. These standards are established by the Global Reporting Initiative (GRI), an international non-governmental organization that defines guidelines and content for sustainability reports. This report preparation adheres to the quality and content principles established by the GRI Standards.

Although there is no specific policy for submitting the report to external verification for GRI reports, other external audits are carried out by independent companies in the accounting and financial areas to ensure quality and integrity of the information provided.

SUPERVISORY BOARD'S OPINION

The Supervisory Board of Cooperativa de Crédito CREDICAF LTDA – SICOOB CREDICAF, meeting on March 19, 2024, in compliance with statutory provisions, declares that it carried out an examination of the Balance Sheet for the financial year ended on December 31, 2023 and of other financial statements, prepared under the responsibility of its Management. Our responsibility is to monitor and express an opinion on them and considering the balances relevance and the transactions volume, the finding was based on the most representative financial statements adopted by the Management. In our opinion, the financial statements accompanied by the explanatory notes and the Audit opinion adequately represent the Cooperative's equity and financial position. We are in favor of forwarding and approval by the Annual General Assembly.

Lajinha- MG, March 19, 2024

Marli de Melo Regli Silva
Supervisory Board Coordinator

Maria do Carmo Silva Moraes
Supervisory Board Secretary

Rodrigo da Silva Ferreira
Supervisory Board Incumbent Member



GRI SUMMARY

GRI CONTENT SUMMARY		
Declaration of Use	Sicoob Credicaf reported the information mentioned in this GRI content summary for the period from January 1, 2023 to December 31, 2023 based on the GRI Standards.	
GRI 101 used	GRI 1: Fundamentals 2021	
GRI 2: General contents 2021		Page
GRI 2-1 Organization details		8, 68
GRI 2-2 Entities included in the organization's sustainability report		63
GRI 2-3 Reporting period, frequency and point of contact		68
GRI 2-4 Information reformulations		There were no information reformulations
GRI 2-5 External verification		64
GRI 2-6 Activities, value chain and other business relations		8, 9, 10, 33, 36, 47, 58
GRI 2-7 Employees		9.47
GRI 2-9 Governance structure and its composition		21.22
GRI 2-11 Chairman of the highest governance body		21
GRI 2-12 Role played by the highest governance body in supervising impact management		21
2-16: Communicating crucial concerns		26
GRI 2-22 Declaration on sustainable development strategy		3, 4
GRI 2-23 Policy commitments		7.26
GRI 2-28 Participation in associations		24
GRI 2-29 Approach to stakeholders engagement		33
GRI 2-30 Collective bargaining agreements		47
GRI 3: Material themes 2021		
GRI 3-1 Process for defining material themes		33
GRI 3-2 List of material themes		33



GRI SUMMARY

GRI Standards	Contents	Page
Material theme: Transparency in management		
GRI 2: General contents 2021	2-16 Communicating critical concerns	26
Material theme: Investment for local development		
GRI 3: Material themes 2021	3-3 Management of material themes	21
GRI 202: Market presence 2016	202-2 Proportion of senior management members hired from the local community	21
Material theme: Hiring local labor		
GRI 3: Material themes 2021	3-3 Management of material themes	11.36
GRI 204: Procurement practices 2016	GRI 204-1 Proportion of disbursements with local suppliers	36
Material theme: Energy and water consumption		
GRI 3: Material themes 2021	3-3 Management of material themes	33, 43, 45
GRI 302: Energy 2016	302-1 Energy consumption within the organization	45
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	45
GRI 303: Water and effluents 2018	303-5 Water consumption	45
Material theme: Employee valorization		
GRI 3: Material themes 2021	3-3 Management of material themes	47.48
GRI 401: Employment 2016	401-1 New hires and employee turnover	54
GRI 401: Employment 2016	401-2 Benefits offered to full-time employees that are not offered to temporary or part-time employees	50
Material theme: Health and safety		
GRI 3: Material themes 2021	3-3 Management of material themes	49
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	49
Material theme: Diversity and equal opportunities		
GRI 3: Material themes 2021	3-3 Management of material themes	51
GRI 405: Diversity and equal opportunities 2016	405-1 Diversity in governance bodies and employees	22, 47, 51
Material theme: Active participation in the community		
GRI 3: Material themes 2021	3-3 Management of material themes	33.37
GRI 413: Local communities 2016	413-1 Operations with engagement, impact assessments and development programs aimed at the local community	37



GLOSSARY

SDGs – SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs) are a global agenda adopted during the United Nations (UN) summit on Sustainable Development in September 2015, consisting of 17 goals and 169 targets to be achieved by 2030.

SDG 1 – End poverty in all its forms everywhere.

SDG 2 – End hunger, achieve food security and improved nutrition and promote sustainable agriculture.

SDG 3 – Ensure healthy lives and promote well-being for all, at all ages.

SDG 4 – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

SDG 5 – Achieve gender equality and empower all women and girls.

SDG 6 – Ensure availability and sustainable management of water and sanitation for all.

SDG 7 – Ensure access to affordable, reliable, sustainable and modern energy for all.

SDG 8 – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

SDG 9 – Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

SDG 10 – Reduce inequality within and among countries.

SDG 11 – Make cities and human settlements inclusive, safe, resilient and sustainable.

SDG 12 – Ensure sustainable production and consumption patterns.

SDG 13 – Take urgent action to combat climate change and its impacts.

SDG 14 – Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

SDG 15 – Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation and halt biodiversity loss.

SDG 16 – Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

SDG 17 – Strengthen the means of implementation and revitalize the global partnership for sustainable development.



GRI 2-1, 2-3

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