

Annual and
Sustainability
Report

2015
CCB Brasil



CCB



中国建设银行
China Construction Bank



About this report

This edition of the Annual and Sustainability Report, China Construction Bank – Banco Múltiplo S.A. and its subsidiaries (CCB Brasil), formerly called by Banco Industrial e Comercial S.A. (BICBANCO), presents its economic, social and environmental performance for the period from January 1 to December 31, 2015. Prepared according to the comprehensive standard of version G4 of the international Global Reporting Initiative (GRI) guidelines and sector supplement, it follows on from the document published in 2015 which contained information for the year 2014. G4-28 | G4-29 | G4-30 | G4-32

The contents of this document include sustainability and management indicators, using the Disclosure Management Approach (DMA) as a reference. It also permits data and figures to be compared year on year. The aim is to provide details of the Institution's most important economic, environmental and social impacts.

The collection of information, assured by PricewaterhouseCoopers (PwC), involved several departments. The external verification includes an analysis of the content, from the planning of the work, the operating systems and internal controls, to the methodology and procedures for calculating performance indicators. These measurement techniques and calculations are described in this document. G4-18 | G4-20 | G4-21 | G4-33

This report includes relevant information contained in the financial statements, strategies and guidelines for all the Bank's operating units in Brazil and its subsidiaries, that can be known at the chapter Subsidiaries. Except for the chapter Operating and Financial Performance, this report does not include BRASILFACTORS S.A. G4-17

Any questions, suggestions, comments or other requirements connected with this report should be addressed to CCB Brasil's Sustainability team by email, sustentabilidade@br.ccb.com. G4-31

For purposes of this report, the terms Institution, CCB Brasil, Conglomerate, and Bank are considered synonyms, except when stated otherwise, and they include the China Construction Bank – Banco Múltiplo S.A. and its subsidiaries: CCB Brasil Arrendamento Mercantil S.A., CCB Brasil DTVM – Distribuidora de Títulos e Valores Mobiliários, CCB Brasil Informática S.A., CCB Brasil Administradora Cartões Ltda. and CCB Brasil S.A. – Crédito, Financiamentos e Investimentos.

MATERIALITY

G4-19 | G4-20 | G4-21 | G4-22 | G4-23 | G4-37

The revision of the materiality matrix conducted in 2015 compared the materiality matrixes for CCB China and CCB Brasil, and highlighted five Material Topics with specific impact:

- People Management
- Business Continuity
- Low-Carbon Operations
- Customer Satisfaction
- Income from Differentiated Products

Of these, People Management was considered the most important for CCB Brasil. It includes the following subjects: Staff and Jobs, Payment of Salaries, Personnel Incentive Programs, Employees' Occupational Health and Safety, and Human Rights.

People Management, Business Continuity and Income of Differentiated Products have greater relevance for the Institution. The topic Low-Carbon Operations has a more significant influence on the communities, customers and suppliers, while Customer Satisfaction directly relates to users of the Institution's products and services.

04

Message from
the Chairman
of the Board
of Directors

Message from
the Vice President

05

06

Profile

Governance and
management

10

21

Operating
and financial
performance

Social
performance

29

38

Environmental
performance

Audit
Report

41

43

Remissive
index

Credits

63

Message from the Chairman of the Board of Directors

Brazil is an important market in China Construction Bank (CCB)'s global strategy. As well as being Latin America's biggest economy, and one of the largest emerging market countries, Brazil has very strong commercial ties with China. This creates a favorable climate for us to operate in this market. A focus on internationalization and foreign business restructuring is important for globalizing the Chinese currency (RMB) and the companies of both countries, creating conditions for mutual development.

The CCB Group aims to be "the best bank in China and a prime bank worldwide", promoting development. The overseas subsidiaries have global strategies for constant operational evolution, with balance, business volume expansion, low risk and efficient controls.

With the completion of the transition process for the transfer of shareholder control and management of the Brazilian bank, and with the brand change concluded throughout Brazil, we can already see an improvement in the reputation of the Institution. This change was the starting point for establishing the CCB brand in the country. We made substantial advances in local knowledge, taking into account the special features of Brazil.

We shall be launching an advertising campaign to increase the Bank's brand visibility in the country, with insertions in the national media combined with internal communications, to add value to the Institution's image and boost its influence.

We will also make advances in service, giving more attention to customers' individual requirements. In this way will achieve satisfaction ratings and establish CCB's reputation in the market. In Brazil, the Bank will provide better credit lines for companies and increase its portfolio of foreign trade and insurance services. We

also intend to provide more personal banking services in Brazil, taking advantage of CCB's experience with more than 314 million personal customers.

Our Business Plan contemplates giving more publicity to the features of our operations in the country, emphasizing our competitive edge and the advantages of being part of a large group. We have unique features which allow us to provide better service for trade relations between Brazil and China. It is our aim to participate in the plans for opening and expanding Chinese companies in Brazil and help our Brazilian customers to take an active part in economic and commercial cooperation with China, increasing CCB's international business competitiveness.

The Bank's growth in Brazil will involve aligning business and strategy with those of our head office, and adjusting policies and risk management and controls in line with the regulatory requirements in Brazil.

Finally, in order to put our plan into practice in 2016, we shall be able to count on increased support for the Brazilian subsidiary from the CCB Group, and this involves a variety of initiatives. We shall integrate our systems, so that the group can understand our local needs better and collaborate in matters such as human resources, information technology and market intelligence. At the same time, we are anticipating a substantial increase in capital – resources to reinforce our funding arrangements and to restructure our assets. I am convinced that, once this transitional period is over, CCB Brasil will emerge as a benchmark among banks, growing and developing in proportion to the magnitude of Brazil.

Wensheng Yang

Chairman of the Board of Directors

Message from the Vice President

G4-1

Global excellence, partnership forever! This is the banner under which CCB Brasil's operations got off the ground during 2015, aligned with the principle that we are an important link in the business relations between China and Brazil.

We have the credentials to fulfill our objectives, for two main reasons: we are part of the second largest bank in China, and the fourth largest in the world, which has been operating for more than 60 years; and we have experience in managing more than US\$2.7 trillion in assets, with an important social role as the employer of a staff of more than 370,000. Our work is recognized as a reference by the market and obtained investment grade from Standard & Poor's, Fitch Ratings and Moody's.

In Brazil, we have taken the bank private and are maintaining our high standards of governance. We have adopted a new management model for the Executive Board under which all material decisions are now discussed in the light of international knowledge. For this reason, all strategic decisions and policies that represent them are escalated to the Board of Directors, the ultimate corporate governance body that best contributes to the future and the sustainability of the business.

The transfer of management has been according to the principles of stability, integrity and prudence. Our strategic guidelines include setting a common objective, achieving closer ties with the head office, adopting the group's values thus inserting the Bank in the international context, and sharing labor so as to allow an effective contribution from professionals.

Brand recognition is a high priority for an Institution that is new in Brazil. We are planning to invest in marketing, to increase our portfolio of products and services, and to boost our ability to lend to strategic clients. The global CCB brand will open doors for us with the largest Brazilian companies and with the market in general.

Sustainability is a strategic issue for the institution. We reaffirm our commitment to the Global Compact, and we adopt, in every sphere of business, the principles established by the United Nations Organization (UNO) in defense of human rights, labor rights, protection of the environment and the fight against corruption.

We have started reviewing internal technological management systems, which we expect to result in operational efficiency. We have already taken important steps towards broadening the scope of automation, to take advantage of future opportunities and demands.

We face major challenges in 2016. The ability to overcome such obstacles is in the nature of those who achieve success. I have no doubt that we shall attain our objectives, especially considering the competence of the CCB Brasil professionals and the support we can count on from CCB in China.

Yongdong Jiang
Executive Vice President



PROFILE



CCB is the world's fourth largest financial group in market value. It has operated for 60 years, has over 370 thousand employees, and its assets are worth US\$2.7 trillion

CCB

China Construction Bank (Brasil) Banco Múltiplo S.A. is a private limited-liability company incorporated in Brazil after the acquisition of BICBANCO, in August 2014. **G4-3 | G4-7 | G4-22 | G4-23**

With its head office located in São Paulo, the Bank has 37 service outlets, including a branch in Grand Cayman, and 814 employees, operating mainly on working capital loans, leasing, bank sureties, trade finance services, derivatives and fixed income investment products, in addition to payroll discount products and personal financing. The main customers are domestic and international companies. **G4-4 | G4-8 | G4-9**

In the domestic market, CCB Brasil intends to develop opportunities and business with large Brazilian companies, particularly those who are commercial partners of Chinese companies. **G4-5 | G4-6**

CCB is the fourth-largest listed financial group in terms of market value. It has been operating for 60 years, and has total assets of US\$2.7 trillion, over 370,000 staff, about 15,000 branches and 26 subsidiaries outside China.

SHAREHOLDING STRUCTURE **G4-13**

On October 19, 2015, the Bank went private, and this resulted in changes in the organizational and corporate governance structure detailed elsewhere in this report.

On September 28, 2015, CCB Brasil carried out a Public Offer for the Purchase of Shares (OPA) as part of a process involving a series of stages.

The first stage was the approval of the offer to purchase the company's own common and preferred shares. The CVM registered the OPA for the acquisition of up to all the shares issued by the Company, because of its disposal of its controlling interest, for cancelling its registration to trade shares in the market, and as a result of having withdrawn from the BM&FBOVESPA¹ Corporate Governance Level 1 segment.

The OPA resulted in change of the controlling shareholder, which became the holder of the equivalent to 93.7% of the capital stock, or 96.1%, if treasury shares are excluded.

Since CCB Brasil acquired more than the required minimum of 2/3 of the common and preferred shares at auction, the Bank proceeded with the action necessary to cancel the company's registration with the CVM.

Two months later, the CVM approved the cancellation of the Bank's registration as an issuer of securities. Thereupon, the Institution became a closely held company, and its shares ceased to be listed for trading on BM&FBOVESPA or any other organized market. **G4-22**

SUBSIDIARIES **G4-4**

CCB Brasil Arrendamento Mercantil S.A. | Offers leasing finance to companies for fixed and floating assets, particularly in the vehicles, machinery and equipment segments.

CCB Brasil DTVM – Distribuidora de Títulos e Valores Mobiliários | Responsible for the Bank's securities trading business.

CCB Brasil Informática S.A. | Provides data processing services and technical support for the Institution's operations.

CCB Brasil Administradora Cartões Ltda. | Issues and administers credit cards and prepaid cards.

CCB Brasil S.A. – Crédito, Financiamentos e Investimentos | Specializes in motor vehicle finance and payroll loans for the retail market.

1. São Paulo's stockexchange.

**CCB Brasil
intends to develop
opportunities and
business with large
Brazilian companies
and global partners
that operate in
the country**

BRAND AND IMAGE

CCB Brasil has a Marketing and Communications Policy to guide the Bank's institutional communications and its advertising of products and services, to attribute responsibilities, give details of the tools available and reinforce the Brand Use Policy. The guidelines were introduced in 2015, to bring Brazil into line with China Construction Bank's global standards.

The brand was changed after the new names of the CCB companies in Brazil had been approved by the Central Bank and registered with the São Paulo State Commercial Register. Stages of the project included the mapping of the more sensitive areas, upgrading of the visual identity, technological changes to systems and information architecture, and communications with stakeholders. The change took place in December and was supported by several communication and marketing actions.

After mapping the brand transition risks, and drawing up preventive and contingency action plans, we identified a large number of systems and change processes with the potential for impact. These preventive actions focused on communication with clients. Accordingly, the Bank undertook an information campaign on the change of brand and the effects on this public, through announcements in newspapers and other news media. The Bank also took contingency measures to keep channels of communication open and available, with clear references on the change for those who had possibly not been informed.

Throughout the transition and brand change process, the Bank also held in-house campaigns, reinforcing the idea that CCB Brasil is a global bank and part of one of the world's largest financial groups.

The process should be completed in 2016, with adjustments to the infrastructure and the consolidation of CCB Brasil's new institutional motto: Global excellence. Partnership for Ever.

CCB Brasil ensures that all marketing initiatives comply with the guidelines of the Brazilian Advertising Self-Regulation Code, issued by the National Advertising Self-Regulation Council (Conar), and with the Banking Self-Regulation System. Compliance is assessed each time the code is reissued or when a marketing action takes place, and it was total in 2015, with no cases of non-compliance. **G4-PR4 | G4-PR3 | G4-PR7 | DMA – Marca**

The recommendations and standards of the Central Bank of Brazil (Bacen), the Brazilian Bank Federation (Febraban), the Consumer Guidance and Protection Program (Procon) and other regulatory bodies in the sector are taken into consideration in the contractual terms agreed upon with clients, in communication scope and in contracts. **G4-PR3**

The Institution does not tolerate any kind of discriminatory communication that incites violence, exploits fear or superstition, takes advantage of children's lack of judgment or their inexperience, fails to respect environmental values or induces consumers to behave in a way that might jeopardize or endanger their health and safety. **DMA (former FS15) | G4-PR6**



RECOGNITIONS

TOP EMPLOYERS BRASIL

CCB Brasil's people management was, for the fifth consecutive year, awarded the certificate by the Top Employers Institute. This award recognizes the value that the Bank assigns to its professionals, and its excellence in the human resources area. Only 26 organizations were awarded this recognition in 2015.

THE 100 BEST COMPANIES IN CORPORATE CITIZENSHIP

CCB Brasil is on the 2015 list of the 100 Best Corporate Citizenship Companies, after a survey of the companies listed among the 1,000 Biggest and Best Companies in Brazil (*Exame*) and Best Companies to Work For (*Você S/A*, *FIA – GPTW*, *Época*), which values good practices in Social and Environmental Responsibility, Sustainability, and Care for Human Capital, the Social Environment and the Working Environment.

CCB Brasil is
widely known
for its excellence
in Sustainability
Management, as ratified
by the most important
market analysts

SOCIO AND ENVIRONMENTAL RATING

CCB Brasil was granted an A Sustainability Rating in the Management & Excellence (M&E) report published in July 2015. This rating highlights the sustainable actions of major corporations by analyzing all corporate management processes.

RATINGS

Moody's

Global scale	
- Deposits in foreign currency:	
. Long term	Baa3
. Short term	NP
- Deposits in local currency:	
. Long term	Baa3
. Short term	P-3
Domestic scale	
- Deposits:	
. Long term	Aa1.br
. Short term	BR-1
Foreign currency debt	
. Bonds	(P)Ba1
. Subordinated debt	Ba1
Outlook	Negative
Rating publication date:	02/25/2016

Standard & Poor's

Global scale – counterparty rating	
- Foreign currency:	
. Long term	BB
. Short term	B
- Local currency:	
. Long term	BB
. Short term	B
Domestic scale	
. Long term	brA+
Outlook	Negative Credit Watch
Rating publication date:	02/17/2016

Fitch Ratings

Domestic scale	
. Long term	AAA(bra)
. Short term	F1+(bra)
Outlook	Stable
Rating publication date:	02/04/2016



GOVERNANCE AND MANAGEMENT

The Corporate Governance of CCB Brasil is based on the decision making structure of its head office, which is aligned with Brazil's risks and controls management

5.1. GOVERNANCE STRUCTURE [G4-34](#) | [G4-35](#) | [G4-36](#)

In accordance with the By-laws, the Institution is managed by a Board of Directors and an Executive Board, while its decision-making structure for economic, environmental and social issues is based on specialized Committees, according to the expertise required, at three levels: Advisory Committees to the Board of Directors Supporting Committees, Executive Committees and Technical Committees.

The Board of Directors is aligned with the guidelines provided for in the By-laws. The Board's objective is to approve the policies that formalize the Company's management structure.

BOARD OF DIRECTORS [G4-38](#) | [G4-39](#) | [G4-40](#) | [G4-42](#) | [G4-43](#) | [G4-45](#) | [G4-46](#) | [G4-48](#) | [G4-47](#) | [G4-49](#) | [G4-50](#) | [FS9](#)

This body's members are elected by the Annual Shareholders' Meeting, and at least 20% of them must be independent directors. The Board meets whenever corporate interests so require, being called by its chairman or any of its members, or irrespective of this call, if all members are present.

The Board of Directors is responsible for setting the general guidelines of the Conglomerate's business, which includes resolving on economic, financial and administrative matters; defining internal mechanisms to check the fulfillment of its decisions; and approving risk policies, including on Social and Environmental, and Anti-Money Laundering issues.

On March 23, 2015, the Central Bank approved the new composition of the Board of Directors presented during the annual Shareholders' Meeting held on September 1, 2014. Mr. Wensheng Yang was included as chairman, and Ms. Hong Yang and Mr. Tiejun Chen were included as members; also, the composi-

tion of the Board was ratified, which includes Mr. José Bezerra de Menezes and the independent directors, Mr. Daniel Joseph McQuoid and Mr. Heraldo Gilberto de Oliveira. On April 30, 2015, the members of the Board of Directors were reelected for a new term of office ending at the 2017 Annual Shareholders' Meeting, and they were approved by the Central Bank on July 21, 2015. On August 11, 2015, Mr. Tiejun Chen resigned from the position as member of the Board of Directors, and on October 9, 2015, Mr. Xi Zhang was elected to replace him. On December 11, 2015, Mr. José Bezerra de Menezes resigned from the position as member of the Board of Directors whose composition then became as follows: chairman: Mr. Wensheng Yang; directors: Ms. Hong Yang, Mr. Daniel Joseph McQuoid, and Mr. Heraldo Gilberto de Oliveira. Mr. McQuoid and Mr. Oliveira are also members of the Audit Committee. According to the By-laws, members are not required to have specific qualifications. The positions of chairman of the Board and CEO are occupied by two different professionals.



All board members have a comprehensive vision of the market, proven academic background and experience. Their personal values must be in line with those of the Institution and with the Code of Ethics. They must not approve any matters involving conflicts of interest. **G4-41 | G4-44 | G4-40**

Questionings and recommendations from the employees and other stakeholders are taken to the board members when it is pertinent, after have been analyzed by the executive bodies.

Due to changes arising from the acquisition of the Bank, the main issues discussed by this Board in 2015 were the management transition, the composition of the new Executive Board, risk management and capital management.

BOARD OF DIRECTORS SUPPORTING COMMITTEES G4-38

Audit Committee | This is made of independent members regarding the Company and its subsidiaries. The members must evidence their knowledge in Accounting and Audit, aiming at improving the Institution's controls. They are responsible for overseeing the quality and integrity of the financial statements and relevant information, the fulfillment of legal requirements and the legislation in force, and the quality and independence of internal and external audits in order to improve the Institution's controls.

Remuneration Committee | Establishes, oversees and reviews the Remuneration Policy of statutory officers or members of the Board of Directors. This committee has a permanent and statutory nature.

Fiscal Council | Non-permanent body whose members are elected by the Annual Shareholders' Meeting. Its duties include overseeing management activities; analyzing the financial statements; and reporting their conclusions to shareholders. This body was not installed in 2015.

EXECUTIVE BOARD

On March 23, 2015, the Central Bank approved the new members of the Executive Board, as follows: Mr. Tiejun Chen, as chief executive officer; Mr. Jin Li, Mr. Yongdong Jiang and Ms. Xiaowei Dong, as vice-presidents; and Mr. Zhongzu Wang and Ms. Hong Yang, as executive officers, who were elected at the meetings of the Board of Directors' held on September 1, 2014 and December 11, 2014. The new officers joined those previously elected, namely, vice-presidents Mr. Milto Bardini and Mr. Paulo Celso Del Ciampo, and the executive officers Mr. Carlos José Roque and Mr. Francisco Edênio Barbosa Nobre.

The Board of Directors, which is the ultimate governance level, relies on the support of specialized committees for escalation of the requests of stakeholders

On August 11, 2015, Mr. Tiejun Chen resigned from his position. The members of the Board of Directors appointed Mr. Xi Zhang as the new CEO of the Institution, and Mr. Andrew Hemm as executive officer, their election being dependent on approval by the Central Bank, and obtainment of a permanent visa and authorization issued by the Ministry of Labor.

On September 16, 2015, the Board of Directors recorded that Mr. Zhongzu Wang did not take up office as executive officer, thus annulling his election in accordance with paragraph 1 of article 149 of Law No. 6,404/76. Thus, the Executive Board, whose term of office is until the first Meeting of the Board of Directors after the 2016 annual Shareholders' Meeting, is composed as follows: Mr. Yongdong Jiang, acting chief executive officer; Ms. Xiaowei Dong, Mr. Jin Li, Mr. Milto Bardini, and Mr. Paulo Celso Del Ciampo, vice-presidents; and Ms. Hong Yang, Mr. Carlos José Roque and Mr. Francisco Edênio Barbosa Nobre, executive officers.

EXECUTIVE COMMITTEES

Chief Executive Committee (CDE) | Formed by all statutory officers, its purpose is to assess the limits for conducting the planning and development of the Institution's business and services, as well as analyzing internal control processes. It meets on a quarterly basis, or when requested.

Governance Committee | Analyzes and promotes a strategic risk management view within the Institution and resolves on issues submitted by the Technical Committees of the following areas: Operational, Internal Controls, Risk, Information Security and Sustainability (Blue Committee). Its functions also include overseeing the Credit Process Evaluation Committee and the Ethics Committee, and monitoring and analyzing the Sustainability Policy, as well as proposing enhancements to the Board of Directors. The Governance Committee is also responsible for sustainability management, monitoring and

evaluating its adoption, and proposing improvements, which includes evaluating and deciding on all issues submitted the Blue Committee (Sustainability) This Committee meets on a monthly basis.

Treasury Committee | Conducts a weekly analysis of the macroeconomic and political scenarios, predicting their effects on risk factors, and defining the limits of exposure to these indexes.

TECHNICAL COMMITTEES G4-57 | G4-58

Credit Committee | This committee meets on a daily basis to analyze the transactions of commercial, rural credit, on lending and consumer portfolios. Its functions include proposing guidelines and determining the funds to be allocated to financing.

Anti-Money Laundering Committee | Its members meet on a monthly basis, being responsible for detecting and analyzing suspicious events of uncommon activities, and providing instructions to the relevant inspection bodies when irregularities are detected.

Anti-Money Laundering Committee – Cayman Branch | Analyses any suspicious facts or indications of wrongdoings linked to money laundering activities, according to the rules of the Central Bank and the Cayman Islands Monetary Authority (CIMA), and decides whether to maintain or terminate a relationship. As provided for in the internal regulations, this Committee should meet on a quarterly basis. However, no meetings were scheduled in 2015.

Internal Controls Committee | Meets on a monthly basis. Evaluates the efficacy of the Institution's internal controls.

Blue (Sustainability) Committee | Promotes the integration of sustainability into the Institution's management process, in compliance with Sustainability Policy guidelines. To this end, it analyzes the socio and environmental, and reputation risk, and their impacts; issues opinions and escalates matters for deci-

sion by the Governance Committee; and recommends actions, within the scope of its remit, for approval by the Governance Committee. **G4-EC2**

Credit Process Evaluation Committee | Defines the guidelines of the operational policies and standards in order to identify, analyze and decide on problems that may affect the normal course of credit processes. It proposes the criteria to evaluate probable and effective losses; establishes measures to correct and eliminate the causes of losses; and reports any issues to the senior management on a monthly basis.

Risks Committee | Monitors, on a monthly basis, the risk limits – exposure, impact and likeliness of events – proposing methodologies to measure and limit the transactions.

Operational Committee | Analyzes the risk exposure and the operational limits of new projects, products and services. It meets on a monthly basis to analyze losses and propose limits.

Ethics Committee | Its duties include monitoring the application of the Code of Ethics, analyzing and checking possible violations or matters involving the ethical and disciplinary issues submitted by the employees, and proposing reviews to improve the Code.

Information Security Committee | Analyzes and makes proposals regarding corporate security and contingency actions, taking into account the security measures adopted and action priorities. This Committee meets on a monthly basis.

CODE OF ETHICS G4-41 | G4-57 | G4-56 | G4-42

The CCB Brasil Code of Ethics sets the Mission, Vision and Values in addition to the principal guidelines to be followed by the employees in performing their duties, ensuring a healthy relationship internally and with the various stakeholders. The document sets out the mechanisms, situations and tools for avoiding and handling any conflicts of interest. There were no changes to the Code in 2015.

Available on the institutional website of CCB Brasil (www.br.ccb.com/Codigo-de-Etica), the Code was approved by the senior management based on the following pillars: consideration for others, commitment to transparency, compliance with the law and corporate social responsibility.



The Sustainability Committee encourages the integration of Social and Environmental Responsibility to the management process

Alleged deviations of behavior or conflicts of interest contrary to the Code of Ethics may be submitted directly and in confidence by employees to the Ethics Committee.

Alternatively, employees can submit any questionings and recommendations through their managers, who serve as a link to the managers and, consequently, to the Committees and the senior management, based on a prior analysis of the type of request and the instance responsible for responding to it.

The RH com Você (HR with You) is another channel that can be used by the employees to report their doubts and questions about the Institution, as well as issues relating to their daily affairs (benefits, healthcare program, psychological aid, among others) in an open and confidential manner. **G4-58**

RISK MANAGEMENT G4-2

The Institution's risk management aims at ensuring the quality of services and an adequate risk-return tradeoff in its operations and relationships. CCB Brasil's risk management processes are based on a specific policy that is in line with the guidelines of the Central Bank of Brazil, which directs the institutional strategy in risk management and control in all operations of the conglomerate. The Bank adopts a portfolio assessment criteria based on the profitability of transactions and of the capital they consume, taking into account the main risks identified, including market, credit, social and environmental, liquidity and operational risks.

The various committees are involved in assessing actions to ensure the adequacy of management, taking into account the complexity of the products, the risk exposure, and the risk-return ratio. The Bank also has a specific Risk Management Area that provides subsidies for decision-making.

The approach used includes internal rating models, capital management by scenario assessment, VaR (Value at Risk) assessment as an element of control and limits, as well as stress tests. The Bank also adopts cross-sectional measures designed to limit excessive concentration of the risk profile from the perspective of clients, businesses, products and geography.

SOCIAL AND ENVIRONMENTAL RISK FS10

SOCIAL AND ENVIRONMENTAL RISK MANAGEMENT SYSTEM

In line with its sustainability pillars and with Resolution 4,327 of the Central Bank, CCB Brasil uses a Social and Environmental Risk Management System governed by the Sustainability Policy. It includes procedures manuals, and reference addenda that enable the identification, classification, evaluation, monitoring, mitigation and control of social and environmental risk linked to the business and the relationships with stakeholders. The general guidelines of the System are as follows:



- ◆ Social and Environmental Risk Management applies to all phases of the Institution's commercial and operational processes, from customer on-boarding until the formalization of transactions, being conducted simultaneously with the financial-economic analysis.
- ◆ Adoption of restrictions in the approval of volumes and more rigorous inspections for transactions with clients involved in the manufacturing, trading or use of certain products, substances or activities mentioned in the list of social and environmental restrictions. Examples include sectors such as arms and ammunition, tobacco, radioactive materials, asbestos, alcoholic beverages (except wine and beer) and wood.
- ◆ Adoption of trade restrictions for customers included in the list of employers assessed for involvement in forced or child labor, and declared guilty by the Ministry of Labor and Employment. All customers must answer the Sustainability Declarations upon the opening or update of record data and checking accounts.
- ◆ Customers must prove their adoption of the use of property for social and environmental protection, in cases of rural areas, productive areas with springs or those under environmental protection.
- ◆ All customers should be rated based on the social and environmental risk arising from their activities.
- ◆ Properties offered as mortgage collateral or for fiduciary disposal should be analyzed according to social and environmental criteria.
- ◆ Minutes of the contracts and agreements entered into with customers and suppliers include standard social and environmental sections.
- ◆ The selection and assessment of suppliers should include social and environmental criteria.

ASSESSMENT OF SOCIAL AND ENVIRONMENTAL RISK IN OPERATIONS AND BUSINESS

DMA – Financial Services

Operational changes in 2015 resulted in important improvements in the assessment of social and environmental risk, leading to a reduction in the Institution's exposure to such risks and to image risk, and providing more agility and transparency to operations. The principal changes in the period were as follows:

- ◆ A Simplified Sustainability Declaration for companies at the beginning of the relationship or for prospects. This document indi-

cates the perception of the commercial area during or after the visit to discuss issues such as environmental risk, environmental accidents or press news, Code of Ethics, Sustainability Report and whistleblowing channel.

- ◆ All companies opening accounts or updating their registry data are subject to a reputational evaluation based on press news. The topics selected for indirect inquiries that may be unfavorable reflect the social and environmental risk usually found in the scope of the national reality, such as deforestation, embargoes, environmental processes, labor practices etc.
- ◆ Adoption of a new customer registration system, with a specific module for evaluation of social and environmental risk, integrated to other business systems of the Bank, such as credit, formalization of transactions, collateral and foreign exchange – which are able to access information on social and environmental ratings and the opinions issued by the Blue (Sustainability) Committee. This initiative enabled the use of the social and environmental risk assessment in all customer and business approval phases. **DMA – Sustainability**

At CCB Brasil, the assessment of social and environmental risks of customers is divided into four phases:

I – Customer registration

The Bank's systems automatically check the activity of customers and whether or not they are included in the list of employers charged with involvement in forced or child labor, and, if applicable, commercial restrictions and more rigorous assessments are adopted regarding the event. Social and environmental data recorded in the Sustainability Declaration are evaluated together with the reputation assessment.

100%

of active customers underwent a social and environmental analysis in all modalities in which the Bank operates



Social and Environmental Risk Management includes the analysis of agreements collateral, as well as all products and services

Also in this phase, the customer completes its Sustainability Declaration according to its business sector, which includes questions on the protection of natural resources, adaptation to climate change and reduction of its effects, preservation of the biodiversity, management of waste, effluents and gas emissions, and protection of human and labor rights.

II – Classification

Every two years, customers are reassessed into three levels – high, medium or low risk –, according to the Bank's social and environmental rating. The result is obtained from a cross-reference analysis of social and environmental risks inherent to the company's activity and legal compliance through inquiries on the information available from federal and state environmental bodies. The Bank issued 7,483 ratings in 2015. **G4-HR9**

III – Assessment

Customers or collaterals with high social and environmental risk are assessed by the Blue (Sustainability) Committee, which takes into account potential irregularities found, negative news, sector of activity, social and environmental declarations and reports, and information and evidence supplied by the company. Thereafter, the Committee issues an opinion that may include restrictions and barriers deemed to cause significant adverse social and environmental impact.

Additionally, customers with credit involvement above BRL18 million are subject to a more detailed assessment of their practices, based on questionnaires that include questions on social and environmental policies and procedures, training and awareness of employees, business management, relationship with the society, defense of human rights, labor practices and management of suppliers. These questionnaires are valid for three years.

In 2015, the Blue (Sustainability) Committee issued 171 approvals.

In this period, 117 properties given as collateral were also analyzed, and 12 were refused due to social and environmental risk. Portfolio mapping shows that 100% of active customers were analyzed based on social and environmental criteria.

IV – Management and monitoring

In all process phases, the Institution monitors press news with social and environmental content about the customers that may have adverse effects on reputation. In case of negative news about a customer, the Bank requests clarifications that are assessed based on social and environmental aspects.

The Credit Committee also makes decisions based on the social and environmental risk. Accordingly, a social and environmental risk report on the business in question is used for supporting the meetings of this Committee.

MARKET RISK

The Treasury is responsible for the daily management of the portfolio. The Risk Management structure controls and manages the market risk exposure on a daily basis for each portfolio, both under normal conditions, and under conditions of market stress, checking whether the exposure accords with the limits established. It also monitors the limits and makes suggestions about stress scenarios. The control of risk metrics is integrated in order to provide a global overview of CCB Brasil's risk profile.

CREDIT RISK

Credit risk management monitors risk and return and the concentration and distribution of the portfolio. This function detects and assesses losses arising from a borrower's or a counterparty's failure to meet agreed financial obligations, including default, settlement of securities, collateral and concentration of customers. This area is also responsible for the management of the credit portfolio, providing information to management models in the scope of the Basel III accords.

This structure has mechanisms that identify, measure and control the risk arising from disbursements to honor guarantees, sureties, joint liabilities, loan commitments and other transactions of a similar nature, in addition to proposing mitigation actions that enable a continuous and integrated management of cash flow-related risks.

OPERATIONAL RISK G4-14

The operational risk management team is responsible for setting guidelines and criteria for measuring possible financial losses arising from the operational risks associated to failure in internal controls. It monitors potential losses regarding deficiencies in internal processes.

The Bank also has a Business Continuity Plan in place, which is a set of preventive and recovery measures for dealing with situations of stress.

LIQUIDITY RISK

CCB Brasil adopts procedures to reduce the risk related to cash deficiencies, which may result in the mismatch between the financial flows from lending and borrowing transactions.

The Bank adopts measures to ensure the fulfillment of financial liabilities during market cycles and stress periods. The Treasury Committee receives, on a daily basis, the position of reserve limits and amounts that ensure liquidity.

The cash flow is observed and analyzed through historical criteria and mathematical models that enable the Treasury to anticipate mismatches under stress scenarios.

SUSTAINABILITY POLICY

The CCB Brasil Sustainability Policy, which is updated annually, complies with Resolution No. 4,327 issued by the Central Bank, and its pillars are Business Continuity, Corporate Social Responsibility and Respect for the Environment. The document contains guidelines for fostering sustainable development and calls attention to the possible risks and opportunities arising from social and environmental issues.



The commitment to risk mitigation and maintenance of internal controls contributes to the Institution's perpetuity



CCB Brasil' focused on the Compliance activities adopted globally and adjusted them to the characteristics of Brazil

The entry of the new shareholders in 2015 has not affected the institution's strategic positioning and action on sustainability and social and environmental risks. On the contrary, its views have been reinforced by their compliance policies and conservative attitude to risk.

The closing of the capital at the end of the period resulted in the institution not being eligible as a component of the portfolio of the Corporate Sustainability Index (ISE) – which, until then, had occurred for five consecutive years – although all practices and commitments have been maintained.

The Sustainability Policy was validated by the Board of Directors, and the year saw a greater integration of the Blue (Sustainability) Committee to the Governance Committee, which is now the highest management body for social and environmental matters. **DMA – Compliance**

CRIME PREVENTION POLICY

Company policies apply to the entire relationship chain. Among other parameters, prevention procedures include an assessment of individual risk, and of the risk of every transaction and sector, to reduce the possibility of our products and services being used for criminal purposes, such as corruption, money laundering, financing of terrorism, tax evasion or piracy.

On the basis of these guidelines, the AML and Crime Prevention committees in Brazil and Cayman are responsible for assessing and deciding on the appropriateness of conducting business or opening/maintaining relationships with specific segments; on maintaining relationships with clients suspected of involvement in illegal practices; and on the need to notify the regulatory authorities of proposals, transactions or situations with indications of illegal practices.

These procedures are in line with the requirements of Law No. 9,613/98 and Law No. 12,683/12 and with Central Bank regulations, including Circular No. 3,461/09, which defines the rules applicable to financial institutions.

With the enactment of the Anticorruption Law (No. 12,846/13) in February 2014, specific procedures were introduced to monitor all transactions and clients. In this way, 100% of transactions subject to the risk of corruption were analyzed. Today the Bank has specific departments for analyzing clients and transactions, using reports from foreign companies and lists of international bodies, and controlling exports to restricted countries.

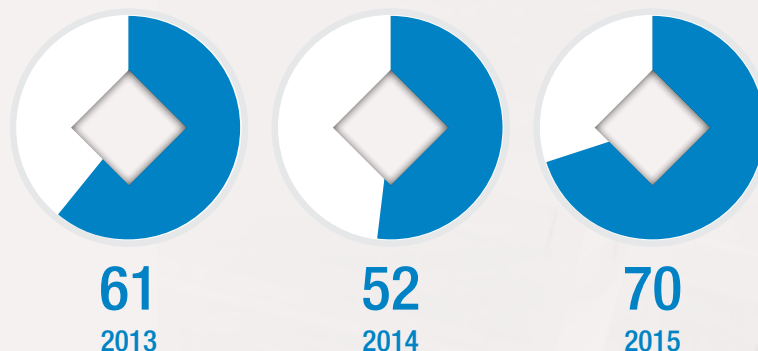
All financial transactions of Bank clients are monitored. For cash transactions, monitoring is online and in real time. Information monitored is sent to the Financial Activities Control Council (Coaf), which comes under the Ministry of Finance, when appropriate.

Quantity/Year G4-SO3

Total transactions assessed by the Committee



Percentage of transactions assessed by the Committee and informed to Coaf



Significant risks identified Image and credit

In 2015, no employees were dismissed, or employment contracts not renewed, for violations related to corruption, and all the staff received training on the Institution's anti-corruption policies and procedures. In the event of suspicion of illegal transactions linked to the staff, the Prevention Committee carries out a joint inspection with the Audit Team and, depending on the circumstances, a decision is made on what legal measures to take – warning, suspension or dismissal for cause. **GRI G4-SO4 | G4-SO5 | DMA – Crime prevention**

INTERNAL CONTROLS AND COMPLIANCE

CCB prioritized the Internal Controls and Compliance area in 2015. The Year of Compliance, as it was called, saw a review of all processes, policies and procedures and the dissemination of a Compliance culture among employees – and this will continue in 2016. Along the same lines, procedures, risks and controls were reviewed, particularly with respect to Customer Service (SAC).

For purposes of review and mapping of new processes, CCB Brasil uses the Committee of Sponsoring Organizations of the Treadway Commission (COSO) methodology, which defines and classifies risk detection and controls in departmental processes and activities. The Institution also uses the model of separate and clearly identified lines of defense, to increase the efficacy of its risk management.

The control assessment process is integrated. At the end of each Internal Control Self-Assessment cycle, reports are prepared in compliance with the regulations that govern such practices. Internal and external audits are arranged on the basis of these reports.

Business Continuity is a priority for the safety of customers and of the Institution.

A reassessment of the Business Impact Analysis (BIA) is scheduled to assess the impact scenario of different stress environments on the Institution.

Business Continuity is assured by a structure and a policy, with a detailed description of the deployment of its three modules: the Crisis Management Plan (PAC), which gives guidance on how to proceed in the event of an identified, established crisis, and until a return to normality; the Operational Continuity Plan (PCO), which describes contingency actions to support operations in emergency situations, and the potential impacts; and the Disaster Recovery Plan (PRD), which outlines the strategy for recovering and restoring the original conditions of a site affected by technical, operational or environmental phenomena, guaranteeing continuity of operations.

DMA – Compliance

AUDIT

The Internal Audit process of CCB Brasil verifies the efficiency of the processes established in the policies, norms and internal systems, and in 2015, all branches and administrative areas were audited.

The Internal Audit monitors suspicious transactions, which enables immediate actions. No events requiring action were detected in 2015. **DMA – Audit | DMA – Sectorial – Financial Institutions | FS9**



The challenge of integration with the head office resulted in the automation of most performance reports

TECHNOLOGY

With the purpose of improving communications between the subsidiary and the head office, the production of reports was intensified. About 90% of the reports required by the head office were automated, including portfolio information, and productivity and performance indicators, including those of branches.

The accounting process began focusing on the IFRS system adopted abroad. Thus the statements and documents sent to China still comply with Brazilian and international accounting standards. In August, the implementation of the General Registry of Persons (CGP) – the Institution's new registration system – brought about improved quality in data on customers, prospects and related-parties, while also aggregating data range of previously decentralized information.

CCB Financeira perfected its credit analysis, approval and disbursement system, speeding up the process and making transactions more secure and reliable.

The IT Strategic and Tactical Plan was consolidated in a second cycle, which reviewed the area plans for the period 2016/2018. **DMA – Technology | DMA – Products**

The background image shows two men in dark suits standing on a balcony or in a large room with floor-to-ceiling windows. They are looking out at a modern, multi-story building with many balconies. The scene is brightly lit, suggesting daytime. A large purple diagonal graphic element is overlaid on the left side of the image.

OPERATING AND FINANCIAL PERFORMANCE



Amidst a challenging economic scenario, CCB Brasil has intensified its restructuring process, which involved the definition of a new business strategy, products and services

The world macroeconomic scenario in 2015 was challenging, with periods of extreme volatility in the markets. The effects on Brazil were even worse, with falls in employment and investment, a budget deficit and accelerating inflation.

An increase in free and managed prices, in particular in the food, beverages and services segments, was immediately reflected in the inflation rate, with the General Market Price Index (IGP-M) reaching 10.54% and the Broad Consumer Price Index (IPCA), 10.67% (6.41% in 2014). To contain inflation, the Central Bank was forced to raise the benchmark interest (Selic) rate to a level of 14.25%.

The *real* faced a devaluation of 47.01% against the US dollar. This had the virtue of producing a trade surplus of US\$19.7 billion at the end of the year, reversing a deficit of US\$3.9 billion in 2014.

Mainly as a result of the budget deficits, Brazil's sovereign rating was lowered by two rating agencies: Standard & Poor's, in September, and Fitch Ratings, in December, both who pointed that the country should not be recognized with an investment grade.

With this backdrop, CCB Brasil continued with its restructuring process to bring its practices into line with those of the Head Office. The new guidelines involve the business strategies for products and services, and segment changes, business growth and new markets, with a more conservative assessment of clients and transactions. Thus CCB Brasil has raised the level of provisions, with a corresponding effect on results. The net loss this year was in the region of BRL492 million, 66% of the loss in 2014.

The acquisition of CCB Brasil resulted in the adoption of stricter criteria regarding credit acceptance and maintenance

ASSETS

Total assets of CCB Brasil amounted to BRL14,003.3 million in 2015, a decrease of around 10% on the total for the previous year (BRL15,551.4 million), due mainly to the lower volume of lending.

(BRL THOUSANDS)

2015	2014	2013
14,003.3	15,551.4	15,506.2

CREDIT

With the effects of the adverse economic situation, the expanded credit portfolio, which includes guarantees and sureties, totaled BRL6,223.7 million, 36.3% below the previous year's balance of BRL9,774.9 million.

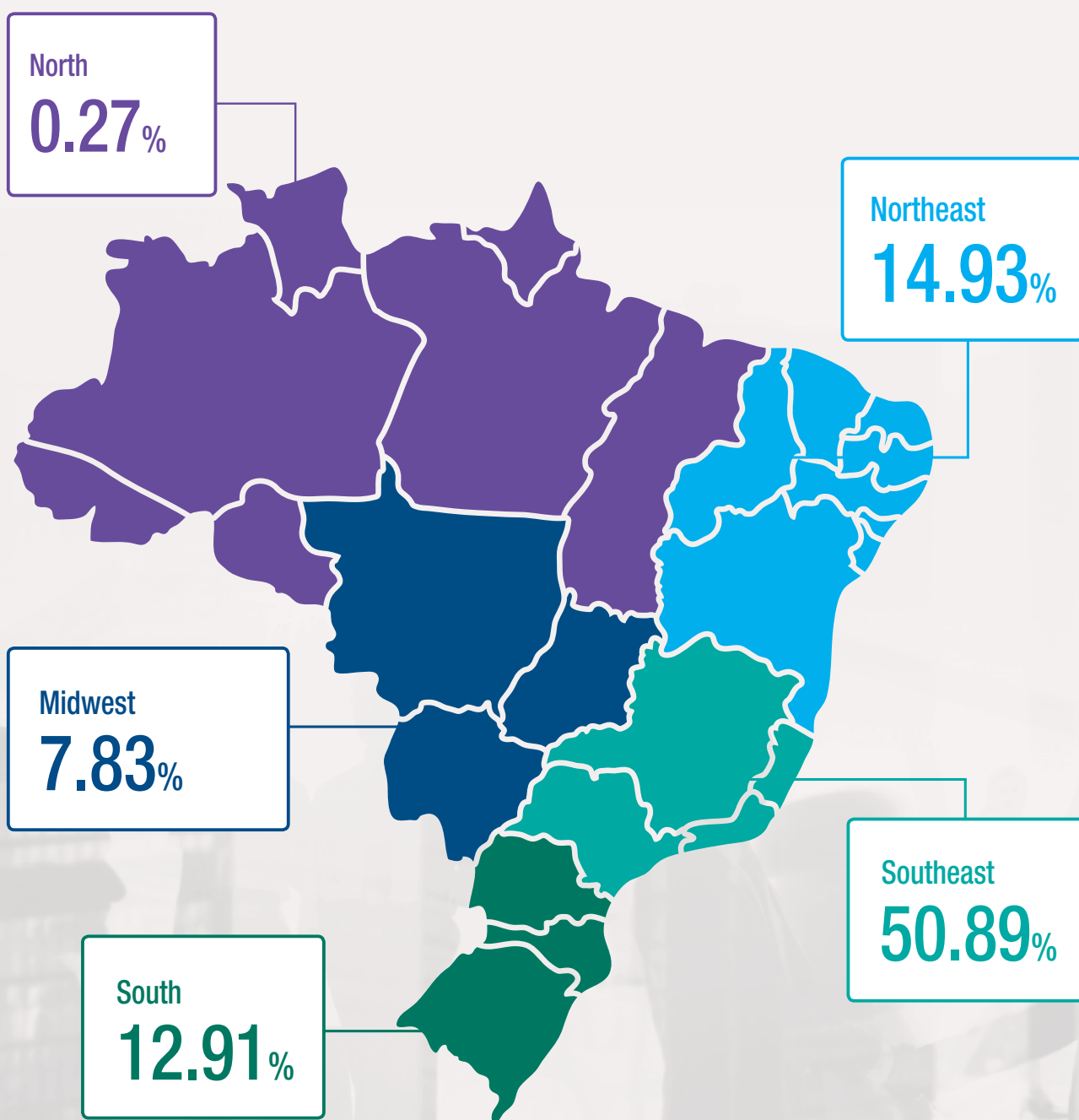
The southeast region continued to be the main recipient of credit (50.89%), and was the only region to show an increase over the previous year. The volume of credit placed overseas also grew, by 67.1%, from BRL490.3 million to BRL819.4 million over the same period.

The type of credit that suffered the largest fall was working capital operations, which was 49.6% below the 2014 figure (BRL4,588.3 million), at BRL2,274.9 million. On the other hand, import finance grew from BRL642.7 million to BRL984.7 million, or 53%.

In terms of maturities, short-term transactions falling due within twelve months have prevailed. However, transactions with maturities exceeding twelve months increased their share in the total by 38.9%, or 10.7 percentage points higher than in the previous year. Nevertheless, in absolute terms the figures also decreased. The interbank deposit rate (CDI) continues to be the main indexer for most of the Bank's transactions.

BUSINESS PORTFOLIO – BY REGION FS6

CCB BRASIL (CONSOLIDATED) – DECEMBER/15



Overseas
13.17%

TOTAL
100.00%

DIVERSIFICATION – BY TYPE OF TRANSACTION (IN THOUSANDS OF BRL)

Type	CCB Brasil (consolidated)	
	December/15	December/14
Working capital and discounts ¹	2,313,395	4,588,339
Overdrafts	43,360	422,214
Payroll loans ¹	895,139	803,771
Compror	-	7,653
Corporate checks	1,899	24,163
Import financing	984,673	642,684
Export financing	226,681	514,576
Rural and agroindustrial financing	55,146	116,977
Real estate and housing loans	2,103	2,020
Machinery and heavy vehicle financing	28,589	79,075
Resolution No. 3,844 – on-lending	12,174	8,281
Personal loans ¹	305,221	383,769
Credit transactions with assignment ²	-	-
Others	317,469	476,000
Credit transactions	<u>5,185,849</u>	<u>8,069,522</u>
Sureties honored	34,317	5,166
Debtors for purchase of valuables and assets	144,684	156,478
Securities and credits receivable	93,546	227,594
Advance against foreign exchange contracts ³	648,823	1,066,045
Other credits	<u>921,370</u>	<u>1,455,283</u>
Leasing operations	116,463	250,112
Total	<u>6,223,682</u>	<u>9,774,917</u>

1. The CCB Brasil consolidated balance includes the following credits assigned before the issue of Resolution No. 3,533/08: FIDC (working capital and discounts) amounting to BRL – (December/14 – BRL7,068); Sul Financeira S/A (payroll loans) amounting to BRL397,469 (December/14 – BRL395,445) and personal loans of BRL271,995 (December/14 – BRL234,778). Total working capital and discounts was also increased by BrasilFactors credits amounting to BRL – (December/14 – BRL2,922) and BrasilFactors FIDC credits of BRL – (December/14 – BRL20,729) giving a grand total of BRL669,464 (December 14 – BRL662,381).

2. The CCB Brasil consolidated balance includes credit transactions with assignment (Resolution 3,533/08), which have been distributed according to the underlying transactions as follows: FIDC (working capital and discounts) amounting to BRL – (December/14 – BRL41,794); and Sul Financeira S/A (payroll loans) amounting to BRL437,685 (December/14 – BRL395,096), for a total of BRL437,685 (December/14 – BRL436,890).

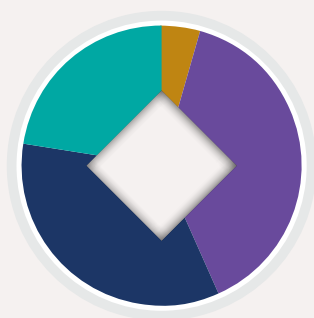
3. Advances against foreign exchange contracts are recorded in the balance sheet as Other Liabilities – FX portfolio, and include earnings receivable on advances granted which are shown as Other Credits – FX portfolio. For the purposes of this note, the two amounts are shown as Other Credits.

DIVERSIFICATION – BY SECTOR OF ACTIVITY (IN THOUSANDS OF BRL)

	CCB Brasil (consolidated)			
	2015		2014	
	Amount	%	Amount	%
Public sector	92,864	1.49	175,544	1.80
Private sector				
Agribusiness	246,196	3.96	277,052	2.83
Financial Intermediaries	22,950	0.37	67,216	0.69
Industry				
- Civil construction – contractors	410,287	6.59	771,069	7.89
- Plant and mineral extraction	364,917	5.86	47,044	0.48
- Sugar and alcohol mills	362,561	5.83	621,412	6.36
- Developers	331,394	5.32	450,221	4.61
- Beverages industry in general	134,710	2.16	127,042	1.30
- Slaughterhouses and the meat industry	104,477	1.68	129,375	1.32
- Metals and mechanical production	101,785	1.64	209,156	2.14
- Pipes and iron artifacts	90,852	1.46	117,348	1.20
- Footwear and leather articles	87,340	1.40	96,199	0.98
- Construction materials industry	84,338	1.36	99,703	1.02
- Pulp and paper	83,173	1.34	239,135	2.45
- Chemical and petrochemical industries	77,956	1.25	204,321	2.09
- Flour, pasta, cakes and biscuits	76,995	1.24	154,486	1.58
- Vehicles, chassis etc.	67,030	1.08	108,488	1.11
- Tobacco industry	65,858	1.06	24,954	0.26
- Others	295,040	4.74	585,223	5.99
Commerce				
- Supermarkets and wholesalers	252,508	4.06	339,793	3.48
- Motor vehicle dealers and traders	93,074	1.50	175,551	1.80
- Electronics trade	64,762	1.04	151,537	1.55
- Others	328,495	5.28	728,985	7.46
Other services				
- Passenger and freight transport	226,268	3.64	365,352	3.74
- Technical and professional services	165,254	2.66	288,863	2.96
- Leasing services in general	104,392	1.68	137,205	1.40
- Companies – holding companies in general	97,719	1.57	503,761	5.15
- Medical and dental services	83,803	1.35	189,261	1.94
- Others	424,868	6.83	1,140,419	11.67
Individuals*	1,281,816	20.60	1,249,202	12.78
Total	6,223,682	100.00	9,774,917	100.00

*Personal credit and payroll loans granted are booked with CCB Brasil S.A. – Crédito, Financiamentos e Investimentos, a subsidiary of CCB Brasil, which handles all personal operations.

CREDIT TRANSACTIONS BY MATURITY DATE – BY INSTALLMENT (%)



38.9 More than 1 year

34.4 From 3 months to 1 year

22.6 Up to 3 months

4.2 Overdue for more than 15 days

CONCENTRATION OF CREDIT RISKS (IN THOUSANDS OF BRL)

	CCB Brasil (consolidated)
	December/15
	%
Largest single debtor	3.15
10 largest debtors	16.02
20 largest debtors	23.66
50 largest debtors	37.73
100 largest debtors	49.98
Largest business group debtor	3.15

FUNDING

The increased level of overseas funding, BRL4,324 million against BRL2,038 million in 2014, is the result of resources provided by head office which have steadily reduced average funding costs, and will be used to fund operations.

CCB Brasil anticipates lower funding costs as a result of the weight and reputation of the global brand, which gives the market more confidence – a fundamental value for building closer relationships with customers and reinforcing support to Brazilian companies doing business with China.

Domestic deposits amounted to BRL3,733.6 million, a decrease of 44.1% compared with 2014, when the total was BRL6,675.7 million. Of the 2015 balance, BRL1,050.9 million is secured by a special guarantee from the Credit Guarantee Fund (DPGE). The decrease is part of a strategy to lower funding costs by finding cheaper sources of funds.

TIME DEPOSITS BY MATURITY

Due Date	Total
Not fixed	126,837
Up to 3 months	1,027,058
From 3 months to 1 year	1,237,595
From 1 to 3 years	684,472
From 3 to 5 years	494,596
From 5 to 15 years	163,058
Total	3,733,616

CUSTOMER DEPOSITS

Customer	Total
Companies	1,869,905
Individuals	193,498
Institutional investors	820,459
Financial institutions	849,754
Total	3,733,616

CONCENTRATION OF TERM DEPOSITS

Depositors	December/15	
	BRL	%
Largest depositor	201,068	7.20
10 largest depositors	656,324	23.49
20 largest depositors	883,941	31.64
50 largest depositors	1,384,630	49.56
100 largest depositors	1,936,045	69.30

BASEL RATIO

At the end of 2015, CCB Brasil's Basel Ratio was 14.68%, reflecting the increase in capital, which is still to be completed, and the support of the shareholders for the Institution's business.

DVA G4-EC1

Added Value Statements for CCB Brasil for the Years 2015, 2014 and 2013.

In thousands of reais			
	CONSOLIDATED		
	2015	2014	2013
1. Revenues	<u>1,879,160</u>	<u>917,116</u>	<u>2,033,047</u>
1.1 Financial intermediation	2,672,646	2,172,970	2,276,920
1.2 Provision of services	83,078	95,750	97,048
1.3 Provision for doubtful debts – Reversal/(Establishment)	(802,696)	(1,274,653)	(259,691)
1.4 Others	(73,868)	(76,951)	(81,230)
2. Financial Intermediation Expenses	<u>2,126,319</u>	<u>1,506,831</u>	<u>1,500,289</u>
3. Inputs acquired from third parties	<u>225,858</u>	<u>272,114</u>	<u>106,239</u>
3.1 Materials, energy and others	44,069	38,948	39,382
3.2 Third-party services	73,705	86,853	88,826
3.3 Losses on (Recovery) of asset values	108,084	146,313	(21,969)
4. Gross Value Added (1-2-3)	<u>(473,017)</u>	<u>(861,829)</u>	<u>426,519</u>
5. Depreciation, Amortization and Depletion	<u>23,254</u>	<u>29,283</u>	<u>36,401</u>
6. Net Added Value Produced/Used by the Entity (4-5)	<u>(496,271)</u>	<u>(891,112)</u>	<u>390,118</u>
7. Added value received in transfer	<u>(559)</u>	<u>436</u>	<u>439</u>
7.1 Equity pick-up result	(1,156)		
7.2 Others	597	436	439

In thousands of *reais*

	CONSOLIDATED		
	2015	2014	2013
8. Added value for distribution (6+7)	<u>(496,830)</u>	<u>(890,676)</u>	<u>390,557</u>
9. Distribution of added value	<u>(496,830)</u>	<u>(890,676)</u>	<u>390,557</u>
9.1 Personnel	<u>199,710</u>	<u>198,549</u>	<u>183,417</u>
9.1.1 Direct remuneration	163,446	162,709	149,413
9.1.2 Benefits	23,169	22,556	20,190
9.1.3 Employee Retirement Fund (F.G.T.S.)	13,095	13,284	13,814
9.2 Taxes, fees and contributions	<u>(360,490)</u>	<u>(388,223)</u>	<u>113,629</u>
9.2.1 Federal	(376,047)	(405,263)	96,810
9.2.2 State	1,219	1,200	1,217
9.2.3 Municipal	14,338	15,840	15,602
9.3 Remuneration of third-party capital	<u>30,904</u>	<u>34,156</u>	<u>32,255</u>
9.3.1 Rents	30,904	34,156	32,255
9.4 Remuneration of own capital	<u>(366,954)</u>	<u>(735,158)</u>	<u>61,256</u>
9.4.1 Interest on shareholders' equity			52,000
9.4.2 Retained earnings/losses	(366,954)	(735,158)	9,256

The management's notes are an integral part of the financial statements.

PERSPECTIVES

The macroeconomic outlook for 2016 once more points to difficulties for the market in general, with a particular impact on credit risk. In the financial market, conservatism will rule. In the case of CCB Brasil, the situation will be reflected in reasonable growth in the credit portfolio. It will be allowed to grow slowly, cautiously and selectively, as the market and client indicators improve.

Under the current special circumstances, a return to profit will depend on doing business with Chinese companies based in Brazil and Brazilian companies trading with China. This business will be done in parallel with operations in the domestic market. The Bank will also concentrate its efforts on recovering overdue credits.

The Brazilian operation will benefit from measures already approved by head office. The key measure will be a capital increase for the Bank, which will provide more space to exploit business opportunities. Another measure will be new sources of funding to increase competitiveness.

The creation of specific products and services for clients with Chinese-Brazilian business has already been defined for launch in 2016. The aim is to operate in the international market, mainly through Cayman branch, to finance importers and exporters doing business with China. This market still has great potential. There are two products of particular importance for this business: entrusted loans, for imports and exports, and Letter of Credit discounting. One major challenge will be to reinforce the Internet Banking channel, in order to compete with new products and meet clients' growing needs.

A photograph of two men in business suits shaking hands in front of a large glass window. The man on the left is wearing glasses and a dark suit, while the man on the right has a beard and is wearing a grey suit. The background shows a bright, modern interior with large windows and a view of greenery outside. A teal diagonal graphic element is on the left side of the image.

SOCIAL PERFORMANCE



The engagement and interaction with its stakeholders enable CCB Brasil to identify the topics with greatest impact and adopt a more direct management approach to sustainability

CCB Brasil seeks to engage its stakeholders regularly, which are divided into 13 groups: shareholders, investors, market analysts, regulatory authorities, customers, the community, suppliers, government and society, the environment, the market, the media/press, employees and the unions. **G4-24**

A formal survey conducted in partnership with independent consultants, which involved interviews and meetings with the officers and managers of all areas, mapped the priorities and needs of the stakeholders most impacted by segment of activity: corporate market, the retail sector, social and environmental risk, credit analysis and collateral, among others.

This interaction helps to define the topics with greater impact, which has a direct influence on sustainability reports and management. One of the initiatives has been the adoption, since 2014, of the G4 version of GRI guidelines, which involves consultations to define the issues with greater relevance. The Bank updates its Materiality Matrix at least every two years, based on the perception of the priority audiences, and maintains several communication channels permanently available. **G4-25 | G4-26 | G4-37**

The focal points of CCB Brasil's Engagement Policy is building long lasting relationships by respecting the needs of each group, being alert to opportunities for innovation of products and services, strengthening sustainable development actions and obtaining feedback that can help to manage the social and environmental impacts arising from the Bank's activities.

CUSTOMERS

CCB Brasil invests in a set of actions and policies that are the hallmark of its relationship with customers, offering certified and qualified teams that fulfill the specific requirements of the companies, their segments and regions.



The brand change process was designed with the purpose of minimizing any impacts on the service and communication channels

CUSTOMER PRIVACY AND INFORMATION SECURITY **G4-PR8**

CCB Brasil attributes great importance to the information it holds. So much that it publicly assumes its commitment with information security.

In order to ratify this commitment, the employees renew the Functional Responsibility Deed on an annual basis – which also makes them responsible for the issue – and participate in initiatives intended for raising their awareness on the importance of privacy and information security for the banking sector. All service providers also undertake to sign the Non-Disclosure Agreement prior to having access to restricted information.

In order to verify the effectiveness of these initiatives, our internal and external systems are tested to assess the safety and efficiency of their tools, platforms and controls. These tests include simulations of local and internet-based invasions, security of wireless networks and remote access blocking.

The security information management process also includes monitoring mechanisms intended for improving controls.

SERVICE OUTLETS **FS14**

CCB Brasil is present in all regions of the country, in major state capitals and cities, and important commercial areas. Taking into account its share in the credit market, the Institution's operations have low impact on the communities where it operates.

Appropriate service is provided by qualified and skilled professionals through accessible channels and facilities. Persons with disabilities receive customized assistance, which includes communication channels and appropriate facilities.

CUSTOMER SERVICE **G4-PR5**

Each year, CCB Brasil reviews its Customer Service Policy, which is put into practice in its communication channels. Accordingly, in the first quarter of 2015 we developed the Customer Service Channels (SAC) and Customer Relations Desk procedures manuals. In addition to the branches, the Institution has support channels in place. The Customer Relations Desk, provides telephone assistance with transactions, and the SACs – SAC CCB Brasil (institutional and legal entities), SAC CDC (payroll loan customers), and SAC of CCB Brasil Financeira (company customers), with trained teams handling complaints, general information and cancellations. Portals and direct communication lines, such as the Fale Conosco (Contact Us) help desk, e-mails and the Ombudsman, are also available. **G4-57**

In 2015, the employees working in these channels participated in several workshops conducted by internal instructors. This training program involved specific topics about the Institution, such as products, investments and marketing, as well as information on the banking and financial sectors, in addition to motivational conferences. A telephone service course dedicated to the Portuguese language and writing was also delivered. **FS16**

The brand change process was handled in order to reduce any impacts on our internal communication channels. **G4-27 | DMA – Customer Service**

In 2015, the Customer Relations Desk received 85,255 requests, of which 61% were linked to products and services of CCB Financeira, and 39% of CCB Brasil. Ninety-seven percent of requests received responses within the deadline.

The SAC channel, in turn, received 10,823 requests, of which 63% referred to the operations of CCB Financeira, and 37%, of CCB Brasil. In total, 96% of requests were attended to within the deadline. The CCB Cards Service Desk recorded 1,435 requests that were dealt with within the deadline.

The Ombudsman is the channel responsible for dealing with the requests that cannot be resolved in other service spheres, being on the third level. It may be contacted by electronic means, by letter or in person. This area is directly linked to the Board of Directors, having served 280 requests in 2015. Among those requests, 91 generated direct demands, of which only four were met within periods exceeding 15 days – a limit provided for in the regulations. Also, a total of 891 demands registered directly with the Central Bank have been dealt with.

INTERNAL AUDIENCE

CCB Brasil adopts a human resources policy that aims to encourage participation, education, and professional and personal development with quality of life. For purposes of valuing and stimulating the development of talent, the Institution seeks to:

- ◆ Provide compensation that is compatible with that offered on the market
- ◆ Provide a healthy and balanced work environment
- ◆ Ensure the possibility of career progression
- ◆ Encourage professional development
- ◆ Recognize competence and effort
- ◆ Ensure ethical and equal treatment to all staff members
- ◆ Respect diversity, labor legislation and collective bargaining agreements

The **RH com VOCÊ!** (HR with You!) is a direct communication channel with the HR area that ensures secrecy and confidentiality while promoting clear and transparent dialog. This channel receives suggestions, compliments, complaints and doubts raised. **G4-58**

In 2015, the health and life quality programs were under the spotlight. The Vida Saudável (Healthy Life) program, an example of program that provides guidance on dietary issues, continued to provide outpatient services at the Bank's head office and CCB Financeira. The Health Promotion Program, in turn, was intensified with the support of employees.

RH com VOCÊ! channel in figures

G4-58 | G4-LA16

In 2015, this channel received 34 messages, which were all answered. The principal topics raised were as follows:

- ◆ 9% of contacts: suggestions. All were accepted
- ◆ 59%: queries on benefits, working hours, electronic timekeeping, payrolls, training and education, among other matters
- ◆ 23%: complaints. Out of eight complaints received, four were resolved, two are under analysis, and two were not escalated due to absence of information
- ◆ 9%: congratulations how HR implemented its actions

DIVERSITY MAP

At the end of 2015, CCB Brasil had 814 employees hired for an indefinite term (Consolidated Labor Laws – CLT) and 23 interns, of which 499 are men and 338 are women. **G4-10**

The Bank is against discrimination in offering work opportunities and also promotes diversity – a guideline expressed in initiatives such as the extension of employee benefits to same-sex partners and programs for inclusion of young Afro-Brazilian people in the labor market.

In 2015, the lowest salary for a six-hour day was BRL1,976.10 (2.5 times the minimum salary of BRL788.00) and for the eight-hour day, of BRL2,750.00 (3.5 times the minimum salary). Although minimum terms for notice about operating changes have not been

formalized, they are all notified to employees. In the period, 28 of them took maternity or paternity leave (20 women and eight men), of which 22 remained with the Bank (15 women and seven men) 12 months after the end of the benefit. **G4-54|G4-55|G4-LA3|G4-EC5**

Breakdown of governance bodies and breakdown of employees by functional category, according to gender, age group, minority group membership and other indicators of diversity G4-LA11 | G4-LA10

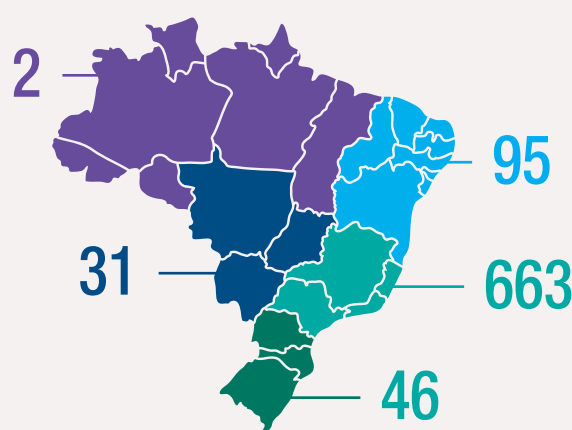
BY GENDER



BY AGE GROUP

16 TO 24	72
25 TO 35	265
36 TO 45	223
46 TO 55	207
OVER 55 YEARS' OLD	70

BY REGION



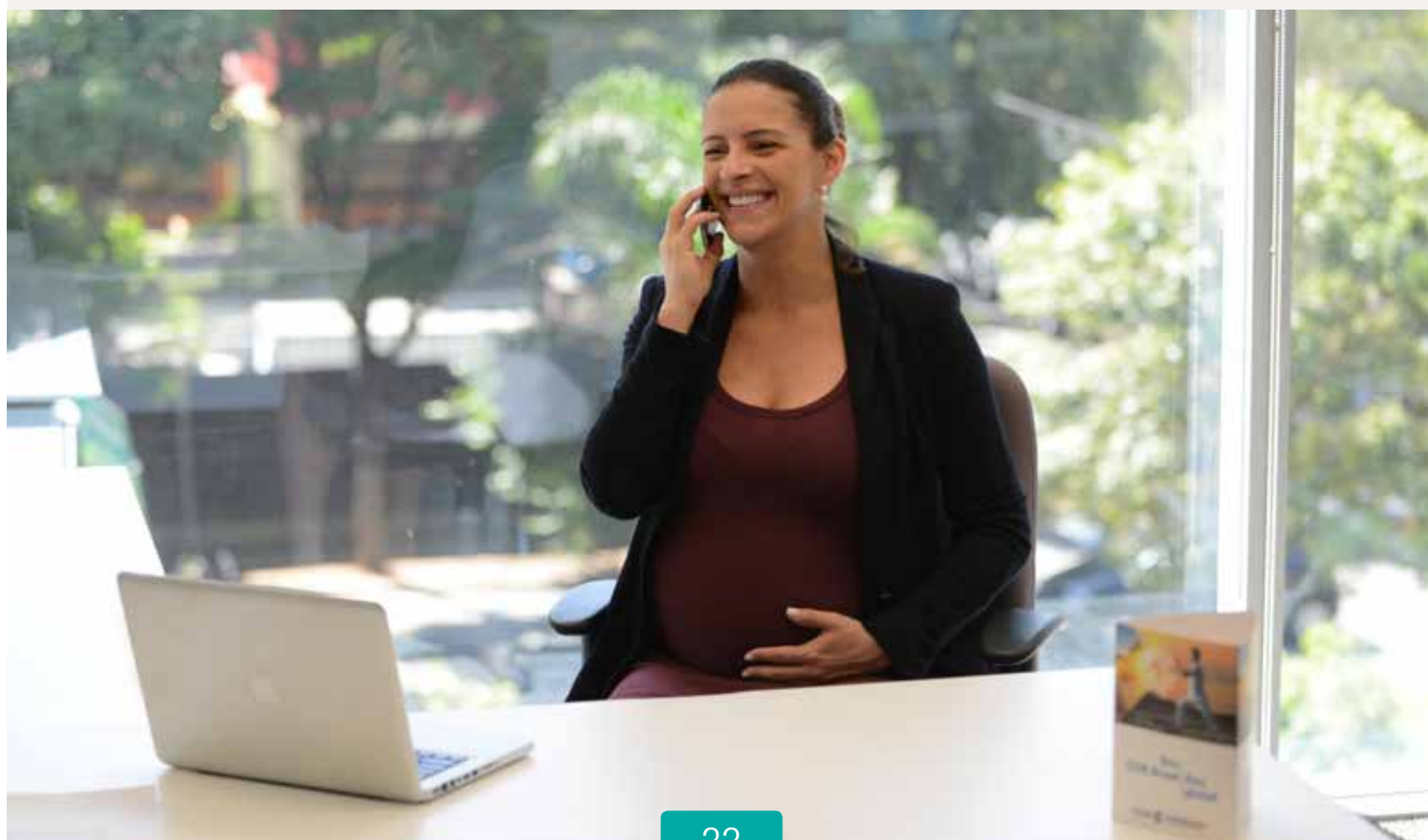
BY COLOR/RACE



TOTAL 837

NUMBER OF EMPLOYEES (EXCEPT YOUNG APPRENTICES) G4-LA1 | G4-LA12 | G4-10

By gender	Total employees	Hired	Rate (%)	Fired	Rate (%)	Governance
Male	499	44	9	82	16	11
Female	338	29	9	70	21	2
By age group						
16 to 24 years old	72	21	29	11	15	0
25 to 35 years old	265	39	15	58	22	0
36 to 45 years old	223	13	6	34	15	3
46 to 55 years old	207	0	0	33	16	5
Over 55 years old	70	0	0	16	23	5
By region						
North	2	0	0	6	300	0
Northeast	95	4	4	37	39	0
Midwest	31	0	0	7	23	0
Southeast	663	69	10	87	13	13
South	46	0	0	15	33	0
By color/race						
Indigenous	0					0
White Caucasian	651					7
Afro-Brazilian	32					1
Asian	34					5
Brown-skinned	120					0
Total	837	73		152		13



INTERNSHIP AND YOUNG APPRENTICES

CCB Brasil also invests in training and inclusion in the labor market through the Internship and Young Apprentice programs. In 2015, 23 interns took part in this initiative, while an average of 95% hires were subsequently employed. The Young Apprentice Program, addressed to young people between 14 and 24 years old, has a 6-hour weekly workload of theoretical classes and 24 hours of hands-on training, and involved 14 people in the year.

TURNOVER

In 2015, CCB Brasil hired 73 professionals, of which 44 are men and 29 women, and dismissed 152. The turnover rate for the period was 14%. Regarding dismissals, the Bank promotes courses to facilitate outplacement, pursuant to the collective agreement. There is also the possibility of remaining within the healthcare plan, should the professional express such an interest. **G4-LA1**

The Bank cooperates to expand the chances of its former employees finding new jobs by keeping a master file for a possible rehiring, assisting with costing of requalification courses and payment of additional compensation according to the time of service, except in cases of dismissal for cause. **G4-LA11**

To ensure equal chances and opportunities regardless of race, gender, religion, marital status, sexual orientation or disability, the Institution adopts recruiting and selection processes that take into account capabilities, competencies, ethical conduct and financial standing, in addition to meeting the requirements of the specific profile of the positions and Institution.

REMUNERATION AND BENEFITS

CCB Brasil's remuneration policy includes the basic salary, benefits and variable compensation, when applicable. The Human Resources area monitors the industry and takes part in Febraban surveys and sector surveys to mark out if the paid amounts are in line with the market. In 2015, there was no payment of variable compensation to senior management. **G4-LA13 | G4-52 | G4-51**

The benefit program offered to employees exceeds all legal requirements. Full-time employees are entitled to healthcare and dental plans, also covering dependents, including those in stable same-sex relationships; meal vouchers and grocery vouchers (with a 13th extra voucher; assistance for mentally or physically disabled children; assistance with funeral expenses and a funeral expenses plan; supplementary sick pay in addition to social security and standard government-mandated sick pay; housing benefits; cultural benefits; special conditions for financing, credit card and overdraft facilities, including



CCB Brasil invests in the education and inclusion of new professionals in the labor market through the Internship and Young Apprentice programs

property and car insurance; group life insurance, above-average life and disability insurance for cashiers, and life insurance for executives; education insurance; bonuses to employees working in the clearing-house; time off given for good attendance; day nursery or nanny assistance; agreements with drugstore chains (deducted from payroll); and partnerships with language schools, restaurants and gymnasiums, among others. **G4-LA2**

Those working the night shift receive transportation assistance, for safety reasons. Women are entitled to six month's maternity leave and are allowed two-half hour or one one-hour absence per day for breastfeeding children up to six months old). **G4-LA2**

Dismissed employees are entitled to the benefits described in the collective bargaining agreement, with an allowance for professional qualification and the possibility of continuing in the healthcare plan. **G4-LA10**

RELATIONSHIP WITH UNIONS

The right to union association is assured by CCB Brasil, and 100% of employees are covered by collective bargaining agreements with the professional associations representing them. In addition to complying with the agreements, the Bank also assures the union leaders access to its premises for communication and provides space for campaigns for recruiting members, notifying the staff through its internal channels. Employee benefits such as the Agreement for Prevention of Conflicts and Agreement for Extension of Maternity Leave exceed the union's recommendations. **G4-11**

In 2015, there were no incidents that jeopardized the collective bargaining agreement of that posed a risk to the freedom of union association. **G4-HR4**

PERFORMANCE AND ASSESSMENT

As its contribution to professional development, CCB Brasil conducts periodic employee performance assessments, considering the attainment of goals and the development of skills, including environmental aspects except for the commercial area.

In 2015, 303 employees, of which 219 were men and 84 were women underwent assessment in eligible positions, equivalent to 37% of the staff. Among those who were assessed while in temporary positions (five men and one woman), four were promoted and one is still under observation. In the commercial team, the program covered 113 people, 77 men and 30 women. In the credit team, the total was 45, of which 31 were men and 14 women.

After the trial period, 66 new employees, of which 42 were men and 24 were women, also underwent assessment. **G4-LA11**

*The percentage of employees who received Human Rights training includes young apprentices, since they were eligible to and have participated in training programs.

TRAINING AND DEVELOPMENT

In 2015 workshops were organized with focus on foreign employees, so as to integrate them into the culture, guidelines and policies of the Institution in Brazil. The program, which lasted two months, included an institutional presentation of the Bank, and lectures delivered by managers of all areas.

DMA – Human Resources

Education and Awareness relating to Social and Environmental Responsibility are defined in the Sustainability Education Manual. In the period, the initiatives on this subject included 680 hours of training in social and environmental issues that included social and environmental risk management and sustainability on day-to-day activities, conducted during integration or specific training programs. Human Rights was a topic discussed in the training programs offered to 43% of employees*, totaling 2,368.5 hours.

FS4 | G4-HR2

Functional category G4-LA9	Total training hours	Number of employees	Average hours per employee
Management	1,286	131	9.82
Commercial	1,010	106	9.53
Coordinators	661	65	10.17
Analysts	4,524	512	8.84
Total	7,481	814	9

	Total training hours	Number of employees	Average hours per employee
Men	4,330	499	8.68
Women	3,164	338	9.36
Total	7,494	837*	8.95

*Includes interns.

HEALTH AND QUALITY OF LIFE AT WORK

CCB Brasil intensified its actions to promote staff health and quality of life. One of these is the Healthy Life Project, whose focal points are physical exercise, weight control and quality of life. During the year, 149 employees were monitored by a dietitian. The Health Promotion Program, in turn, involves vaccine campaigns and actions aimed at preventing, breast and prostate cancer, anti-stress and anti-smoking campaigns, healthy eating habits, fitness, posture check-ups and assessments.

Health and security-related practices were intensified by formalizing the Internal Accident Prevention Commission (Cipa), the Environmental Hazard Prevention Program (PPRA) and the Occupational Health Medical Control Program (PCMSO). All employees are formally represented by the CIPA, which is responsible for organizing the Internal Occupational Accident Prevention Week (Sipat) and for coordinating awareness campaigns about health and quality of life. **G4-LA5**



The Institution seeks to contribute to the health and well-being of its employees. Accordingly, the Vida Saudável (Healthy Life) Project encourages physical activities, weight control and a better quality of life

The Bank complies with the agreements entered into in the collective bargaining agreement of financial institution employees, which establishes standards for the workplace health and safety, regarding both the rules established for the Cipa, such as those related to AIDS, the extension of the healthcare plan to staff leaving the bank, professional retraining programs or joint committees covering Bank Security and Equal Opportunities. **G4-LA8**

To monitor employee health and well-being, regular exams are carried out. Adherence to workplace exercise has gradually increased, while a Working Group on Ergonomics was created to determine the quality of the materials to be purchased, in addition to analyzing PPRA's reports.

No employees left the Bank in 2015 as a result of occupational illnesses. On the other hand, 14 employees, 6 male and 8 female, were granted paid-leave as a result of non-occupational illnesses, which totaled 3,077 days lost. **G4-LA3 | G4-LA6 | G4-LA7**

SUPPLIERS **G4-HR6 | G4-HR10 | G4-HR11 | G4-EN32 | G4-EN33 | G4-EN34 | G4-LA15 | G4-EC9 | G4-SO10 | DMA – Infrastructure**

CCB Brasil's supply chain is composed of service providers in the areas of consulting, audit, security, maintenance, information technology (IT) and cash transportation services, among others. **G4-12**

To take part in the selection process, suppliers must be registered and meet social and environmental prerequisites that include good sustainability practices. Each supplier contracted by the Bank undergoes an assessment of their adherence to human rights practices. Where non-compliance is detected, the supplier's contract may be terminated. All contracts managed by the infrastructure and contracts team include human rights clauses.

The Institution adopts the practice of prioritizing suppliers from the location or region where the service is to be provided. During selection, the criteria assessed are market recognition of their legal, fiscal and tax standing; compliance with ethical and sustainability principles; compliance with labor obligations, the Federal Revenue Service, Social Security and other tax obligations; and compliance with legal quotas for apprentices and the Program for Inclusion of Persons with Disabilities.

The Institution imposes restrictions on operating with companies that have a history of evidence of involvement in forced, compulsory or child labor. The Institution's contracts with clients and suppliers all include clauses in defense of human rights.

G4-HR5 | G4-LA14 | G4-SO9

Suppliers should preferably have a business relationship with CCB Brasil, presenting differentials such as OHSAS 18000 and ISO certifications (ISO 9000, ISO 14000, ISO 26000 and ISO 27000).

CCB Brasil is a signatory to the Banking Self-regulation code issued by Febraban in favor of a fairer society



**AUTORREGULAÇÃO
BANCÁRIA**

SOCIETY

CCB Brasil takes an active part in entities representing the financial sector and society, in addition to supporting wider proposals that defend initiatives aligned with its values. It participates on Febraban boards, committees and subcommittees, such as Subcommittees on Prevention of Electronic Frauds and Internal Audit; it is a member of the Brazilian Banks Association (ABBC), and is also represented at the periodic meetings of the Brazilian Corporate Governance Institute (IBGC) and the Brazilian Institute of Financial Executives (IBEF). In 2015, it took part in a number of meetings at Febraban and ABBC that debated topics related to sustainability, compliance, rural credit, audit, risk management, accounting and tax areas, human resources and credit for businesses, among others. **G4-16**

In compliance with the assumptions of the Febraban Financial Institutions Self-regulation Code, the Bank also sits on committees of consumer protection bodies. It is a member of the Inter-bank Payments Chamber (CIP) – financial market infrastructure designed to ensure that financial transactions are secure and reliable, benefiting users and society as a whole.

The Organization is also a signatory to the following principles, agreements and commitments: **G4-15**

- ◆ United Nations (UN) Global Compact
- ◆ National Pact for the Eradication of Slave Labor in Brazil
- ◆ United Nations Environment Programme (Unep-Fi)
- ◆ Banking Self-Regulation Code
- ◆ Foreign Account Tax Compliance Act (FACTA) – a US Law with international coverage to fight against tax evasion in the United States, increasing the transparency of information on taxpayers in that country holding accounts and investments in overseas institutions



ENVIRONMENTAL PERFORMANCE

The Inventory on Greenhouse Gases (GHG) has been conducted since 2010 in order to reduce the impact produced by the Institution and its supply chain on the environment

Committed to the eco-efficiency practices, CCB Brasil is constantly adopting and improving actions and processes to conscious use of resources and materials. The Eco-efficiency Manual, setting out the procedures for managing the direct and indirect environmental impacts of its activities, covers all phases of planning, actions, training and performance analysis. The manual contains the guidelines of the programs to reduce the use of water and electric energy:

- ◆ To provide efficient energy installations.
- ◆ To implement technologies that promote savings in electricity and the use of renewable energies.
- ◆ To foster actions for employee guidance and awareness regarding the adoption of practices that promote savings in water and electricity.

The Por Uma Gota (For a Drop) campaign was also promoted to make employees aware of the importance of saving water in the face of the water crisis in São Paulo, among other reasons.

Participation with useful hints

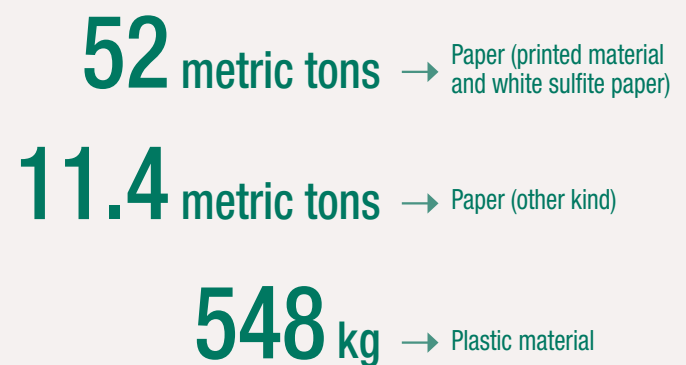
Within the scope of the **POR UMA GOTA** campaign, CCB Brasil's employees were encouraged to share with their colleagues useful hints for saving water.

CONSUMPTION OF MATERIALS AND WASTE DISPOSAL

Among initiatives for conscientious consumption of materials, the CCB Brasil maintained a process that enabled a 43% reduction in the volume of paper used.

Under the selective waste collection system, 11,337 kilograms of paper and 673 kilograms of plastic were discarded at the central administration offices, where batteries are also collected and disposed of. **G4-EN23**

MATERIALS USED (BY TYPE AND VOLUME) G4-EN1



WATER

In 2015, CCB Bank consumed 33,664 cubic meters of water, the same volume discarded. As 100% of the resources come from the utility company, it is not possible to determine its source or disposal destination. Central Management used 549 cubic meters of reuse water, thereby saving half of the water required for gardening tasks. **G4-EN8 | G4-EN10 | G4-EN22**

Water consumption (m³)





ENERGY AND EMISSIONS

In the year, CCB Brasil recorded a consumption of 3,055 MWh of electricity, which represented 10% less consumption than in the previous year, due to continuous investments in infrastructure, relocation of service outlets and awareness campaigns focused on employees. **G4-EN3 | G4-EN6**

Since 2010, the Institution has carried out its Inventory of Greenhouse Gas (GHG) emissions, in accordance with the methodology of the Brazilian GHG Protocol Program and the requirements of ISO 14064. The measurement report has been ensured since 2011.

In 2015, there was a significant reduction of 31% in total emissions as compared to the average of 2011 to 2014. **G4-EN19**

In the same year, direct emissions of Greenhouse Gas (GHG), scope 1, totaled 283.43 tCO₂. Indirect emissions (scope 2), arising from the acquisition of energy, totaled 502.67 tCO₂. Other indirect emissions (scope 3) totaled 332.39 tCO₂.

Scope 1 considers emissions associated to the consumption of fuels by vehicles, own aircraft and generators. Regarding scope 2, electricity consumption is consolidated. Emissions arising from the transport of employees in air travel and taxis; air or ground transportation of cargo; and use of courier services, are accounted in scope 3.

For purposes of comparing total emissions of Greenhouse Gases, the percentage of emissions regarding each employee is measured and monitored. In 2015, this indicator was 1.34 tCO₂/employee. **G4-EN15 | G4-EN16 | G4-EN17 | G4-EN18 | G4-EN30**

BIODIVERSITY

In two areas owned by the Bank, in Campos do Jordão and Bertioga (Boraceia Beach), in the state of São Paulo, CCB Brasil acts to preserve the vegetation. In 2015, the institution received no fines and sanctions for non-compliance with environmental laws and regulations. **G4-EN11 | G4-EN29**

Independent auditor's limited assurance report on the information related to sustainability included in the Annual and Sustainability Report for 2015

To the Board of Directors of
China Construction Bank (Brasil) Banco Múltiplo S.A.
São Paulo - SP

INTRODUCTION

We have been engaged by China Construction Bank (Brasil) Banco Múltiplo S.A. ("CCB Brasil") to present our limited assurance report on the compilation and fair presentation of the information related to sustainability included in the Annual and Sustainability Report for 2015 of China Construction Bank (Brasil) Banco Múltiplo S.A. for the year ended December 31, 2015.

MANAGEMENT'S RESPONSIBILITY FOR THE ANNUAL AND SUSTAINABILITY REPORT FOR 2015

The management of CCB Brasil is responsible for the preparation and fair presentation of the information related to sustainability included in the Annual and Sustainability Report for 2015, in accordance with the guidelines of the Global Reporting Initiative (GRI-G4) and for such internal control as it determines is necessary to enable the preparation of information free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express a conclusion on the compilation and fair presentation of the information related to sustainability included in the Annual and Sustainability Report for 2015, based on our limited assurance engagement carried out in accordance with Technical Communication CTO 01, "Issuance of an Assurance Report Related to Sustainability and Social Responsibility", issued by the Brazilian Federal Accounting Council (CFC), based on the Brazilian standard NBC TO 3000, "Assurance Engagements Other than Audit and Review", also issued by CFC, which is equivalent to the international standard ISAE 3000, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board (IAASB). Those standards require that we comply with ethical requirements, including independence requirements, and perform our engagement to obtain limited assurance that the information related to sustainability included in the Annual and Sustainability Report for 2015, taken as a whole, is free from material misstatement.

A limited assurance engagement conducted in accordance with the Brazilian standard NBC TO 3000 and ISAE 3000 mainly consists of making inquiries of management and other professionals of the entity involved in the preparation of the information related to sustainability, as well as applying analytical procedures to obtain evidence that allows us to issue a limited assurance conclusion on the information, taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that lead him to believe that the information related to sustainability taken as a whole might present significant misstatements.

MAIN PROCEDURES PERFORMED

The procedures selected are based on our understanding of the aspects related to the compilation and presentation of the information related to sustainability included in the Annual and Sustainability Report for 2015, other circumstances of the engagement and our analysis of the areas in which significant misstatements might exist. The following procedures were adopted:

- (a) Planning the work, taking into consideration the materiality and the volume of quantitative and qualitative information and the operating and internal control systems that were used to prepare the information related to sustainability included in the Annual and Sustainability Report for 2015 of CCB Brasil.
- (b) Understanding the calculation methodology and the procedures adopted for the compilation of indicators through interviews with the managers in charge of the preparation of the information.
- (c) Applying analytical procedures to quantitative information and making inquiries regarding the qualitative information and its correlation with the indicators disclosed in the information related to sustainability included in the Annual and Sustainability Report for 2015.
- (d) Obtaining evidence for the most significant GRI - G4 indicators included in the Annual and Sustainability Report for 2015 and presented in the "GRI Summary".

The limited assurance engagement also included the application of procedures to assess compliance with the guidelines of the Global Reporting Initiative (GRI-G4) applied in the preparation of the information related to sustainability included in the Annual and Sustainability Report for 2015.

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

SCOPE AND LIMITATIONS

The procedures applied in a limited assurance engagement are substantially less detailed than those applied in a reasonable assurance engagement, the objective of which is the issuance of an opinion on the compilation and fair presentation of the information related to sustainability included in the Annual and Sustainability Report for 2015. Consequently, we were not able to obtain reasonable assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement, the objective of which is the issuance of an opinion. If we had performed an engagement with the objective of issuing an opinion, we might have identified other matters and possible misstatements in the information related to sustainability included in the Annual and Sustainability Report for 2015. Therefore, we do not express an opinion on these matters.

Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate and estimate these data. Qualitative interpretations of the materiality, relevance, and accuracy of the data are subject to individual assumptions and judgments. Furthermore, we did not consider in our engagement the data reported for prior years nor future projections and goals.

CONCLUSION

Based on the procedures performed, described herein, no matter has come to our attention that causes us to believe that the information related to sustainability included in the Annual and Sustainability Report for 2015 of China Construction Bank (Brasil) Banco Múltiplo S.A. for the year ended December 31, 2015 has not been compiled and fairly presented, in all material respects, in accordance with the guidelines of the Global Reporting Initiative (GRI-G4).

OTHER MATTERS

AUDIT OF THE FINANCIAL STATEMENT AS AT DECEMBER 31, 2015

The financial statements of CCB Brasil for the year ended December 31, 2015 were audited by other independent auditors, who issued their unqualified audit opinion on March 29, 2016. The social and environmental performance indicators based on accounting information and presented in the Annual and Sustainability Report for 2015 of CCB Brasil were extracted from those financial statements, which were not subject to assurance procedures for the purposes of this review.

São Paulo, April 18, 2016

PricewaterhouseCoopers

Auditores Independentes

CRC 2SP000160/O-5

André Pannunzio Candido Oliveira

Contador CRC 1SP196603/O-1

GRI Index

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/ Omissions	Justifications	External assurance
STRATEGY AND ANALYSIS							
G4-1	Statement from the Chairman	Business continuity	5	Message from the CEO	x	x	x
G4-2	Key impacts, risks, and opportunities	Business continuity	14	Risk Management	x	x	x
ORGANIZATIONAL PROFILE							
G4-3	Name of the organization	Business continuity	7	CCB	x	x	x
G4-4	Primary products, brands and/or services	Business continuity	7	CCB	x	x	x
G4-5	Location of the organization's headquarters	Business continuity	7	CCB	x	x	x
G4-6	Countries where the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	Business continuity	7	CCB	x	x	x
G4-7	Nature of ownership and legal form	Business continuity	7	CCB	x	x	x
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Business continuity	7	CCB	x	x	x
G4-9	Scale of the reporting organization	Business continuity	7	CCB	x	x	x
G4-10	Workforce characteristic	People management	32	Diversity Map	x	x	x
G4-11	Percentage of total employees covered by collective bargaining agreements	People management	34	Relationship with Unions	x	x	x
G4-12	Description of the organization's supply chain	Business continuity	36	Suppliers	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-13	Significant changes regarding the organization's size, structure, ownership, and its supply chain	Business continuity	7	Shareholding Structure	x	x	Yes
G4-14	Description about whether and how the precautionary approach or principle is addressed by the organization	Business continuity	17	Operational Risk	x	x	x
G4-15	Externally developed charters, principles, or other initiatives	Business continuity	37	Society	x	x	x
G4-16	Participation in associations and national or international organizations	Business continuity	37	Society	x	x	x
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES							
G4-17	Entities included in the organization's consolidated financial statements and entities not covered by the report	Business continuity	2	About this Report	x	x	x
G4-18	Process for defining the report content	Business continuity	2	About this Report	x	x	x
G4-19	Material aspects identified in the process for defining report content	Business continuity	2	Materiality	x	x	x
G4-20	Material aspects within the organization	Business continuity	2	About this Report, Materiality	x	x	x
G4-21	Material aspects outside the organization	Business continuity	2, 7	About this Report, Materiality	x	x	x
G4-22	Restatements of information provided in earlier reports	Business continuity	2, 7	CCB and Shareholding Structure, Materiality	x	x	x
G4-23	Significant changes from previous reporting periods in Scope and Aspect Boundaries	Business continuity	2, 7	CCB, Materiality	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/ Omissions	Justifications	External assurance
STAKEHOLDER ENGAGEMENT							
G4-24	Stakeholder groups engaged by the organization	Business continuity	30	Social Performance	x	x	x
G4-25	Basis for identification and selection of stakeholders with whom to engage	Business continuity	30	Social Performance	x	x	x
G4-26	Approach and frequency of stakeholders engagement	Business continuity	30	Social Performance	x	x	x
G4-27	Key topics and concerns that have been raised through stakeholder engagement, by stakeholder groups	Business continuity	30	Customer Service	x	x	Yes
REPORT PROFILE							
G4-28	Reporting period	Business continuity	2	About this Report	x	x	x
G4-29	Date of most recent previous report (if any)	Business continuity	2	About this Report	x	x	x
G4-30	Reporting cycle (annual, biennial)	Business continuity	2	About this Report	x	x	x
G4-31	Contact for questions regarding the report or its contents	Business continuity	2	About this Report	x	x	x
G4-32	'In accordance' option the organization has chosen	Business continuity	2	About this Report	x	x	x
G4-33	Policy and current practice with regard to seeking external assurance for the report	Business continuity	2	About this Report	x	x	x
GOVERNANCE							
G4-34	List of stakeholder groups engaged by the organization	Business continuity	11	Governance Structure	x	x	Yes
G4-35	Process for delegating economic, environmental and social topics from the highest governance body	Business continuity	11	Governance Structure	x	x	x
G4-36	Executive-level positions with responsibility for economic, environmental and social topics	Business continuity	11	Governance Structure	x	x	Yes
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	Business continuity	2 and 30	Materiality, Social Performance	x	x	Yes

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-38	Profile of highest governance bodies and its committees	Business continuity	11	Board of Directors	x	x	Yes
G4-39	Report whether the Chair of the highest governance body is also an executive officer	Business continuity	11	Board of Directors	x	x	x
G4-40	Nomination and selection processes for the highest governance body and its committees	Business continuity	12	Board of Directors	x	x	x
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed	Business continuity	12, 14	Board of Directors, Code of Ethics	x	x	x
G4-42	The highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals	Business continuity	11, 14	Board of Directors, Code of Ethics	x	x	x
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics	Business continuity	12	Board of Directors	x	x	Yes
G4-44	Processes for evaluation of the highest governance body's performance with respect to economic, environmental and social topics	Business continuity	12	Board of Directors	x	x	x
HIGHEST GOVERNANCE BODY'S ROLE IN RISKS MANAGEMENT							
G4-45	The highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities, and in the implementation of due diligence processes	Business continuity	11	Board of Directors	x	x	Yes
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	Business continuity	11	Board of Directors	x	x	Yes
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities	Business continuity	11	Board of Directors	x	x	Yes
HIGHEST GOVERNANCE BODY'S ROLE IN THE ORGANIZATION'S SUSTAINABILITY REPORT							
G4-48	The highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered	Business continuity	11	Board of Directors	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
ROLE OF THE HIGHEST GOVERNANCE BODY IN EVALUATING THE ECONOMIC PERFORMANCE, ENVIRONMENTAL AND SOCIAL							
G4-49	Process for communicating critical concerns to the highest governance body	Business continuity	11	Board of Directors	x	x	x
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	Business continuity	11	Board of Directors	x	x	x
REMUNERATION AND BENEFITS							
G4-51	Remuneration policies for the highest governance body and senior executives	People management	34	Remuneration and Benefits	x	x	Yes
G4-52	Process for determining remuneration	People management	34	Remuneration and Benefits	x	x	x
G4-53	How stakeholders' views are sought and taken into account regarding remuneration	People management	x	x	Not applicable	Not applicable	x
G4-54	Ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country	People management	32	Diversity Map	x	x	x
G4-55	Ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country	People management	32	Diversity Map	x	x	x
ETHICS AND INTEGRITY							
G4-56	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	Business continuity	14	Code of Ethics	x	x	Yes
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior	Business continuity	14	Code of Ethics	x	x	Yes
G4-58	Internal and external mechanisms adopted by the organization for reporting concerns about unethical or unlawful behavior	Business continuity	14, 31	Code of Ethics, HR with You	x	x	Yes

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
CATEGORY: ECONOMIC							
Economic Performance							
G4-DMA	Procurement Practices	Business continuity	27	DVA	x	x	x
G4-EC1	Direct economic value generated and distributed	Business continuity	27	DVA	x	x	x
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Business continuity	13	Blue (Sustainability) Committee	x	x	Yes
G4-EC3	Coverage of the organization's defined benefit plan obligations	Not applicable	x	x	Not applicable	Considered as not applicable by the Institution.	x
G4-EC4	Financial assistance received from government	Business continuity	x	x	x	In 2015, CCB Brasil received no financial assistance from the government in terms of taxation.	x
Market Presence							
G4-DMA	Management Practices	Business continuity	27	DVA	x	x	x
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	People management	32	Diversity Map	x	x	x
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	People management	x	x	x	No upper management employees were hired locally in the period.	x
Indirect Economic Impacts							
G4-DMA	Management Practices	Business continuity	27	DVA	x	x	x
G4-EC7	Development and impact of infrastructure investments and services supported	Not applicable	x	x	x	Not applicable, given the volume of the Company's operations and the nature of its products and services.	x
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Not applicable	x	x	x	Not applicable, given the volume of the Company's operations and the nature of its products and services.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Procurement practices							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Business continuity	36	Suppliers	x	x	x
CATEGORY: ENVIRONMENTAL							
Materials							
G4-DMA	Management Practices	Business continuity	38	Environmental Performance	x	x	x
G4-EN1	Materials used by weight or volume	Business continuity	39	Materials Used	x	x	x
G4-EN2	Percentage of materials used that are recycled input materials	Business continuity	x	x	x	Recycled materials were not used throughout the year.	x
Energy							
G4-DMA	Management Practices	Business continuity	38	Environmental Performance	x	x	x
G4-EN3	Energy consumption within the organization	Business continuity	40	Energy and Emissions	x	x	x
G4-EN4	Energy consumption outside of the organization	Not applicable	x	x	x	Not applicable, given the nature of the products and services provided by the Institution.	x
G4-EN5	Energy intensity	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN6	Reduction of energy consumption	Business continuity	40	Energy and Emissions	x	x	x
G4-EN7	Reductions in energy requirements of products and services	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	
Water							
G4-DMA	Management Practices	Business continuity	39	Water	x	x	x
G4-EN8	Total water withdrawal by source	Business continuity	39	Water	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-EN9	Water sources significantly affected by withdrawal of water	Business continuity	x	x	x	CCB uses public supplies only, thus this indicator is not applicable.	x
G4-EN10	Percentage and total volume of water recycled and reused	Business continuity	39	Water	x	x	x
Biodiversity							
G4-DMA	Management Practices	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN13	Habitats protected or restored	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Emissions							
G4-DMA	Management Practices	Low carbon operations	40	Energy and Emissions	x	x	x
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	Low carbon operations	40	Energy and Emissions	x	x	Yes
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Low carbon operations	40	Energy and Emissions	x	x	Yes

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	Low carbon operations	40	Energy and Emissions	x	x	Yes
G4-EN18	Greenhouse gas (GHG) emissions intensity	Low carbon operations	40	Energy and Emissions	x	x	x
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Low carbon operations	40	Energy and Emissions	x	x	x
G4-EN20	Emissions of ozone-depleting substances (ODS)	Not applicable	x	x	x	Not reported	x
G4-EN21	NOx, SOx, and other significant air emissions	Not applicable	x	x	x	Not reported	x
Effluents and Waste							
G4-DMA	Management Practices	Business continuity	39	Consumption of materials and waste disposal	x	x	x
G4-EN22	Total water discharge by quality and destination	Business continuity	39	Water	x	x	x
G4-EN23	Total weight of waste by type and disposal method	Business continuity	39	Consumption of materials and waste disposal	x	x	x
G4-EN24	Total number and volume of significant spills	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention II annex i, ii, iii, and viii, and percentage of transported waste shipped internationally	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Products and Services							
G4-DMA	Management Practices	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/ Omissions	Justifications	External assurance
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution., which does not use financing for its projects, operating solely with working capital.	x
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Compliance							
G4-DMA	Management Practices	Business continuity	40	Biodiversity	x	CCB Brasil had no fines or sanctions in 2015 due to non-compliance.	x
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Business continuity	40	Biodiversity	x	CCB Brasil had no fines or sanctions in 2015 due to non-compliance.	Yes
Transport							
G4-DMA	Management Practices	Low carbon operations	40	Energy and Emissions	x	x	x
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Low carbon operations	40	Energy and Emissions	x	x	x
Overall							
G4-DMA	Management Practices	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-EN31	Total environmental protection expenditures and investments by type	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Supplier Environmental Assessment							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Business continuity	36	Suppliers	x	x	x
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Business continuity	36	Suppliers	x	x	x
Environmental Grievance Mechanisms							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Business continuity	36	Suppliers	x	There were no claims in the period.	x
CATEGORY: LABOR							
PRACTICES AND DECENT WORK							
Employment							
G4-DMA	Management Practices	Gestão de pessoas	34	Turnover	x	x	x
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Gestão de pessoas	34	Turnover	x	x	x
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	People management	34	Remuneration and Benefits	x	x	x
G4-LA3	Return to work and retention rates after parental leave, by gender	People management	32, 35	Health and quality of life at work, Diversity Map	x	x	x
Labor/Management Relations							
G4-DMA	Management Practices	People management	x	x	x	Not reported	x
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	People management	x	x	x	Not reported	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Occupational health and safety							
G4-DMA	Management Practices	People management	35	Health and quality of life at work, Training and development	x	x	x
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	People management	35	Health and quality of life at work, Training and development	x	x	x
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	People management	35	Health and quality of life at work	x	x	x
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	People management	35	Health and quality of life at work	x	x	x
G4-LA8	Health and safety topics covered in formal agreements with trade unions	People management	35	Health and quality of life at work	x	x	x
Training and education							
G4-DMA	Management Practices	People management	35	Functional category	x	x	x
G4-LA9	Average hours of training per year per employee by gender, and by employee category	People management	35	Functional category	x	x	x
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	People management	34	Remuneration and Benefits	x	x	x
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	People management	34, 35	Turnover, Performance and assessment	x	x	x
Diversity and equal opportunity							
G4-DMA	Management Practices	People management	32	Diversity Map	x	x	x
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	People management	32	Diversity Map	x	x	x
Equal remuneration for women and men							
G4-DMA	Management Practices	People management	34	Remuneration and Benefits	x	x	x
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	People management	34	Remuneration and Benefits	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Supplier assessment for labor practices							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	Business continuity	37	Suppliers	x	Clauses with criteria related to environmental and labor practices (referring to human rights) and impacts on society (of a social nature) are part of all contracts with suppliers and service providers.	x
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	Business continuity	36	Suppliers	x	x	x
Labor practices grievance mechanisms							
G4-DMA	Management Practices	Business continuity	31	HR with You	x	x	x
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Business continuity	31	HR with You	x	x	x
HUMAN RIGHTS							
Investment							
G4-DMA	Management Practices	Income from differentiated products	x	x	x	x	x
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Income from differentiated products	x	x	x	All contracts managed by the infrastructure team include human rights clauses.	Yes
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Business continuity	35	Training and development	x	x	Yes

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Non-discrimination							
G4-DMA	Management Practices	People management	x	x	x	x	x
G4-HR3	Total number of incidents of discrimination and corrective actions taken	People management	x	x	x	No cases were recorded in the period by the Ethics Committee or the HR area.	Yes
Freedom of association and collective bargaining							
G4-DMA	Management Practices	Income from differentiated products	34	Relationship with unions	x	x	x
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Income from differentiated products	34	Relationship with unions	x	x	x
Child labor							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Income from differentiated products	37	Suppliers	x	x	x
Forced or compulsory labor							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	Income from differentiated products	36	Suppliers	x	x	x
Security practices							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/ Omissions	Justifications	External assurance
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Business continuity	x	x	x	Clauses with criteria related to environmental and labor practices (referring to human rights) and impacts on society (of a social nature) are part of all contracts with suppliers and service providers.	x
Indigenous Rights							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x
G4-HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Assessment							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Income from differentiated products	36	Suppliers	x	x	Yes
Supplier Human Rights Assessment							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Business continuity	36	Suppliers	x	Suppliers are assessed against their adherence to human rights practices. Where irregularities are detected, the contract may either be terminated or cancelled.	x
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Business continuity	36	Suppliers	x	x	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/ Omissions	Justifications	External assurance
Human Rights Grievance Mechanisms							
G4-DMA	Management Practices	Income from differentiated products	15	Social and environmental risk	x	x	x
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	People management	x	x	x	No claims or complaints were identified relating to human rights impact in the period reported.	Yes
SOCIETY							
Local Communities							
G4-DMA	Management Practices	Not applicable	x	x	x	x	x
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
Anti-corruption							
G4-DMA	Management Practices	Business continuity	19	Crime prevention, Internal Controls	x	x	x
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Business continuity	19	Crime Prevention Policy	x	x	Yes
G4-SO4	Communication and training on anti-corruption policies and procedures	Business continuity	19	Crime Prevention Policy	x	x	Yes
G4-SO5	Confirmed incidents of corruption and actions taken	Business continuity	19	Crime Prevention Policy	x	x	Yes
Public Policy							
G4-DMA	Management Practices	Business continuity	x	x	x	x	x
G4-SO6	Total value of political contributions by country and recipient/beneficiary	Business continuity	x	x	x	In 2015, CCB Brasil did not make donations to political parties or allowances under the Rouanet Law on incentives.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Anti-competitive Behavior							
G4-DMA	Management Practices	Business continuity	x	x	x	x	x
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Business continuity	x	x	x	In 2015, CCB Brasil was not subject to any lawsuit due to unfair competition, monopoly or trust practice.	Yes
Compliance							
G4-DMA	Management Practices	Business continuity	x	x	x	x	x
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Business continuity	x	x	x	No fines were reported in the period.	Yes
Supplier Assessment for Impacts on Society							
G4-DMA	Management Practices	Business continuity	36	Suppliers	x	x	x
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	Business continuity	37	Suppliers	x	Clauses with criteria related to environmental and labor practices (referring to human rights) and impacts on society (of a social nature) are part of all contracts with suppliers and service providers.	x
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	Business continuity	36	Suppliers	x	Clauses with criteria related to environmental and labor practices (referring to human rights) and impacts on society (of a social nature) are part of all contracts with suppliers and service providers.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
Grievance Mechanisms for Impacts on Society							
G4-DMA	Management Practices	Business continuity	x	x	x	x	x
G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms	Business continuity	x	x	x	No claims or complaints were reported.	x
PRODUCT RESPONSIBILITY							
Customer Health and Safety							
G4-DMA	Management Practices				x	x	x
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Not applicable	x	x	x	Not applicable, given the nature of the products and services supplied by the Institution.	x
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Not applicable	x	x	x	In 2015, there were no cases of non-compliance with regulations or codes relating to product labeling.	x
Product and Service Labeling							
G4-DMA	Management Practices	Customer satisfaction	8	Brand and image	x	x	x
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Customer satisfaction	8	Brand and image	x	x	Yes
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Customer satisfaction	8	Brand and image	x	x	Yes
G4-PR5	Results of surveys measuring customer satisfaction	Customer satisfaction	30	Customer Service	x	x	Yes
Marketing Communication							
G4-DMA	Management Practices	Customer satisfaction	8	Brand and image	x	x	x
G4-PR6	Sale of banned or disputed products	Customer satisfaction	8	Brand and image	x	The Conglomerate does not trade products or services that are prohibited in specific markets, or that may be questioned by organized civil entities.	x

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Customer satisfaction	8	Brand and image	x	No cases were reported in the year.	Yes
Customer Privacy							
G4-DMA	Management Practices	Customer satisfaction	30	Customer Service	x	x	x
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Customer satisfaction	30	Customer Service	x	x	Yes
Compliance							
G4-DMA	Management Practices	Customer satisfaction	x	x	x	x	x
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Customer satisfaction	x	x	x	CCB Brasil was not fined or sanctioned due to non-compliance.	x
Sector							
DMA-Financial Services	Aspect Management (former FS1, FS2, FS3, FS4 and FS5)	Business continuity	15, 35	Assessment of social and environmental risk, Training and development	x	x	Yes
Specific Financial Sector Category							
FS6	Percentage of client portfolio by specific region, size and sector	Business continuity	23	Business portfolio	x	x	x
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose	Business continuity	x	x	x	Minha Casa Minha Vida and the Programa Social de Habitação housing financing products fit this profile, and the funds released in 2015 aimed at meeting the commitments previously undertaken. In the coming years, these products are likely to be discontinued, as it occurred with the Mutuo SUS product in the current year.	Yes

GRI Index	Indicator summary	Material topic	Page	Chapter	Considerations/Omissions	Justifications	External assurance
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose	Not applicable	x	x	x	CCB does not have products on such topics in its portfolio.	Yes
Audit – Financial Services							
DMA-Financial Services (Audit)	Aspect Management (former FS9)	Business continuity	11, 19	Board of Directors, Audit	x	x	x
Assets							
DMA-Financial Services (Assets)	Aspect Management (former FS12)	Customer satisfaction	15	Social and environmental risk	x	x	x
FS10	Percentage and number of companies in the portfolio of the institution with which the reporting organization has interacted on environmental or social issues	Income from differentiated products	15	Social and environmental risk	x	x	Yes
FS11	Percentage of assets subject to environmental or social screening positive or negative	Not applicable	x	x	x	Not applicable	x
Society – Financial Services							
FS13	Access to financial services in sparsely populated or economically disadvantaged areas by access type	Not applicable	x	x	x	Not applicable	
FS14	Access to financial services in sparsely populated areas or economically disadvantaged by access	Income from differentiated products	30	Service outlets	x	x	Yes
Product Responsibility – Financial Services							
DMA (former FS15)	Policies for the correct development and sale of products and financial services	Income from differentiated products	8	Brand and image	x	x	Yes
FS16	Financial education initiatives	Customer satisfaction	30	Customer Service	x	x	x

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