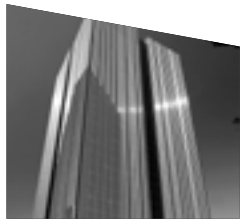




Annual
Report
2015

SIMPLE,
personal
AND FAIR





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DEAR READER,

The 2015 Annual Report (the “2015 AR”) provides a more in-depth view of the changes started the previous year: it is leaner and to the point, using an easy, simple language and structure, closer to the Integrated Reporting framework.

The new format does not imply reduced information. On the contrary: you will see throughout the report a Read More icon  with a link to the relevant website for more details and a more in-depth research on the specific topics. The entire list with the links included in the icon is available on page 48.

The language also uses charts for a better understanding of the concepts of business and sustainability, while making our publication accessible and attractive for all our stakeholders.

The structure of the Report was designed considering the guidelines of the Global Reporting Initiative (GRI) – G4 version, issued by the Associação Brasileira das Companhias Abertas (ABRASCA) and the International Integrated Reporting Council (IIRC). In the last two years, the adherence to the IIRC standards inspired us to develop the charts about our business model while reorganizing the chapters to the effect that value generation and sharing would be presented based on our set of capitals.

Enjoy your reading!

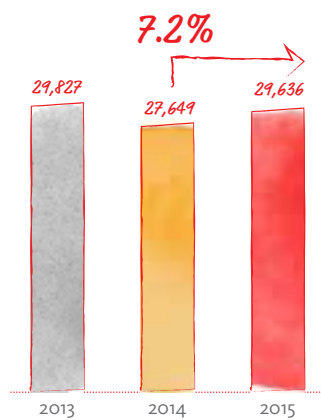
KEY INDICATORS

"The year of 2015 brought about an improvement in the quality of services, excellence in risk and cost management, large wholesale operations and a profitable performance from Retail, with highlights on areas such as Credit Cards, Getnet, Payroll Loans and Finance. These areas were key for the Bank to record a net income in excess of 13% year on year. We have become a business bank, with strong technical background and strong delivery."

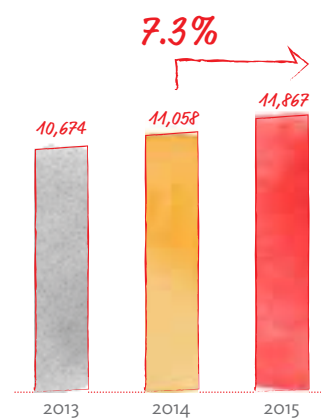
Sérgio Rial, CEO, upon the reporting of the 2015 4th quarter results

Financial Indicators

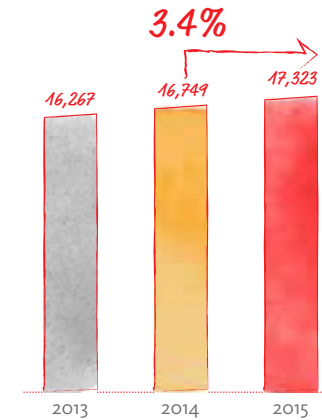
GROSS INTEREST MARGIN (R\$ Million)



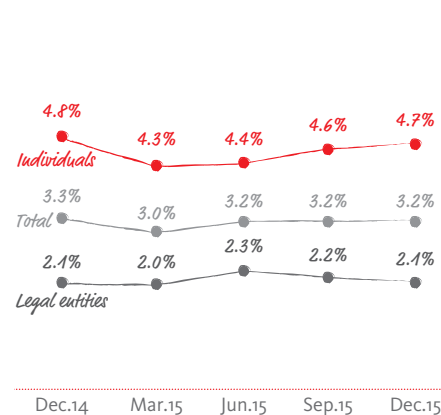
FEE INCOME (R\$ Million)



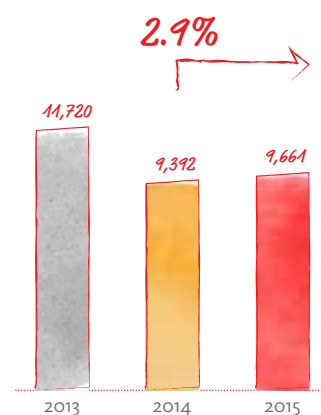
EXPENSES (R\$ Million)



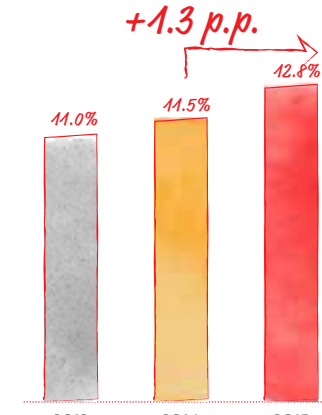
NPL RATIO (over 90 days)



LOAN PROVISIONS (R\$ Million)

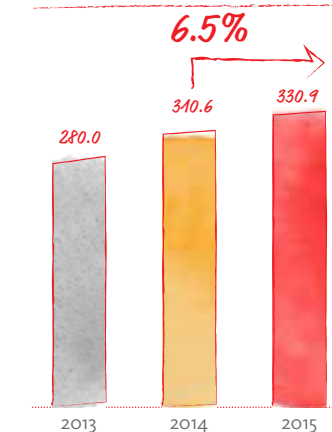


ROAE

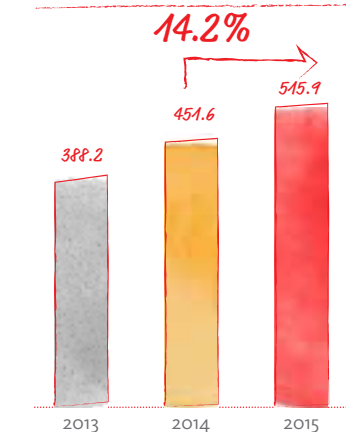


Business Indicators

EXPANDED LOAN PORTFOLIO (R\$ billion)

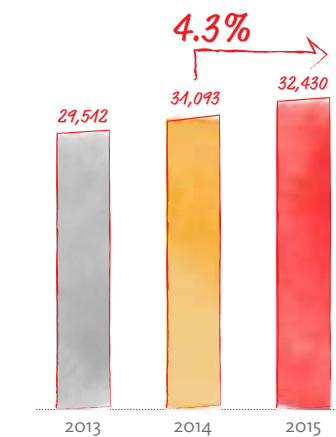


FUNDING (R\$ billion)

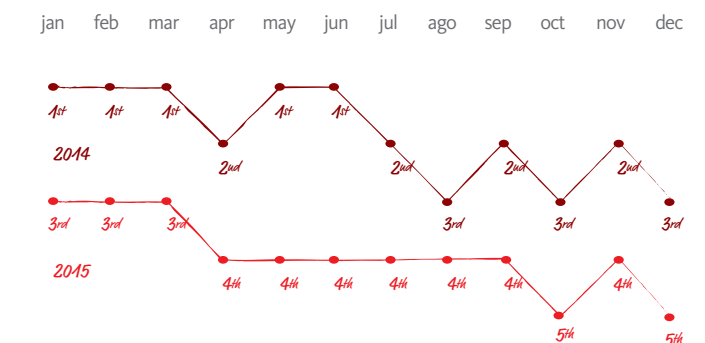


Customer Indicators

CUSTOMERS (thousand)



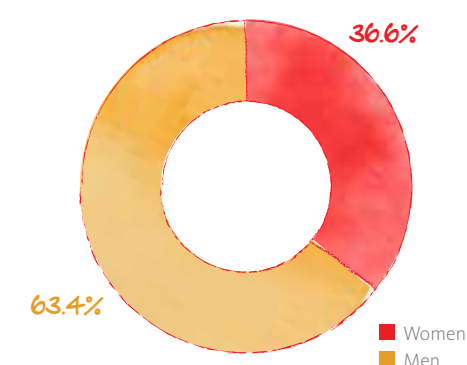
RANKING OF OVERALL CUSTOMER SERVICE COMPLAINTS FILED WITH THE CENTRAL BANK* (Santander Brasil's monthly position; the smaller, the better)



*In August 2014, the ranking was split into two categories: banks with over 2 million customers and banks with less than 2 million customers. The customer base was also extended to include customers with loan operations and other types of deposits, not covered by the FGC. In addition, non-banking lending institutions were included in the ranking.

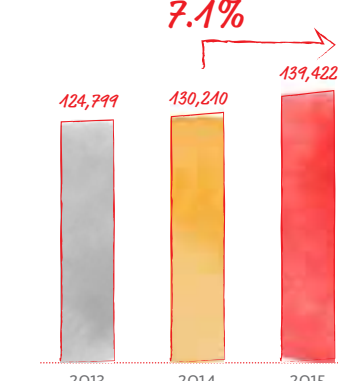
Social and Environmental Indicators

WOMEN IN MANAGERIAL POSITIONS*

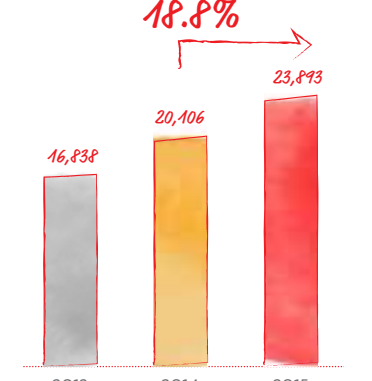


As from 2014, the criterion for leadership positions also includes coordinators and managers.

ENTREPRENEURS SUPPORTED BY MICROCREDIT



PROJECTS COMPETING FOR THE SANTANDER UNIVERSIDADES AWARDS



MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS ^[G4-1]



The year of 2015 saw a change in cycle in the history of Santander Brasil: in December, we completed a job that lasted almost three years, with focus on a strong and deep transformation agenda, based on a model of obsessive focus on our customers.

Throughout this period, we promoted structuring reforms that impacted the core of our business, resulting in a new focus for the bank, guided by the concept Simple, Personal and Fair.

Among these changes is the creation of a new commercial model and CRM platform; quick, streamlined processes; the launch of services considered best in class, with the fastest process for opening accounts in the market; and investments in multichannels.

On the other hand, the enhancement of the digital channels had a special role in the reinvention of the customer's experience. We implemented a mobile banking that is more intuitive and thorough; we simplified the access to Internet Banking and created incentives to stimulate the use of electronic channels. The initiatives were very successful and our digital customer base jumped to over 4.4 million people.

This customer centric agenda is responsible for the increase in customer satisfaction and loyalty with the Bank. In 2014, complaints with the Central Bank fell by 20% and, in 2015, they fell by 15% even with a larger customer base. We no longer appear as the bank with the highest number of complaints at the Central Bank, while becoming a benchmark for practices with customers at the Sustainability Guide published by Exame magazine in 2015.

Throughout this work cycle, we performed a number of key operations for our business such

as the Optimization of our capital; the acquisition of GetNet and a 50% interest in Super Pagamentos; and the creation of a bank with focus on payroll loans in a partnership with Banco Bonsucesso.

With the improvement of our relationship with customers, stronger business activities and both cost and capital discipline, we managed to by-pass the complex economic environment and, from the end of 2013 up to the end of 2015, we had eight consecutive quarters with earnings growth. We reported a recurrent growth in both quality and profitability.

In 2016, I will take over the role of chairman of the Board of Directors, in charge of strategy and corporate governance with special focus on business Sustainability and reflections thereof: impact mitigation, an adequate payback to society and an appropriate relationship with the environment. In line with the Santander Group global strategy, the CEO office will be chaired by a local executive and will be very well represented by Sérgio Rial.

We are VERY confident in the model we built. With our transformation agenda completed, Santander Brasil has become a more powerful and safe machine, with a lot of fuel. We are ready to accelerate.

Jesús Zabalza

Chairman of the Board of Directors since January 1, 2016, was the CEO of Santander Brasil from July 2012 to December 2015.

São Paulo, February 2016

MESSAGE FROM THE CEO ^[G4-1]

Dear reader: I speak to you with the optimism and enthusiasm of those who have a great challenge ahead.

When I first arrived at the Board of Directors of Santander Brasil in April 2015 I found exactly what I had expected: a giant bank, and a born leader, not limited to follow other players. A bank made of cutting edge innovations, with the courage to blaze trails and the confidence of those who have an in-depth knowledge of their business.

This nonconformism is a core value in the Santander Group culture and is especially visible at Santander Brasil. After a few years in lower gear in order to complete our integration, the Bank went through a transformation cycle while repositioning itself in the market. Stronger, more competitive, with an increased capacity to change the order of things in our industry.

The Bank's 2015 earnings reflected our efforts. Despite a recession, we had three consecutive quarters of growth and were by far the bank that most increased its market cap among the large players. We know that this was a significant advancement, but this is just the beginning of our growth.

During the second half year, I was chosen by the Group's top management to become CEO of Santander Brasil, with a very clear mission: to lead a new cycle of transformation and growth for the local unit, beginning on January 1, 2016.

I am fully aware of the extent of my new responsibilities and the challenge that was assigned to me. However, I fully trust the cards we have in our hands. A powerful proposition; a very motivated and trained team; adequate technological and financial resources; a strategic position in the market, as the only global bank with a strong presence in the country; and, last but not least, the appetite to achieve ambitious goals.

I invite the reader to accompany our journey. You can be sure that I will use my best efforts to build the bank that we want. A contemporary bank, aware of the key world trends. A bank that understands its customers and supports them in a win-win relationship. A bank that adheres to sustainability principles and is committed to the key international milestones, such as the Global Compact and the Equator Principles. An innovative bank that plays hard and accelerates its own speed. A bank with technical accuracy to implement our proposition; while trying to offer the best experience to our customers, the best opportunities to our employees and the best return to our shareholders. A Simple, Personal and Fair bank.

Sérgio Rial CEO

São Paulo, February 2016





PROFILE

MISSION: SUPPORTING PEOPLE AND BUSINESSES

Santander Brasil has a mission as a Bank and as part of society: contribute with the progress of individuals and businesses operating in the country through the provision of financial services; generate value to its shareholders and employees while investing in social and cultural initiatives.

The way of doing business in Brazil and worldwide is based on the idea that everything the Bank does must be Simple, Personal and Fair. These three words were chosen by Santander Group as the driving force behind our culture. Together, they represent what customers expect from their Bank.

A Simple, Personal and Fair Bank means that the Bank provides services that are easy to operate; it makes available products and channels that can meet individual needs and preferences, while promoting business and relationships that are good for customers, shareholders, employees and communities.

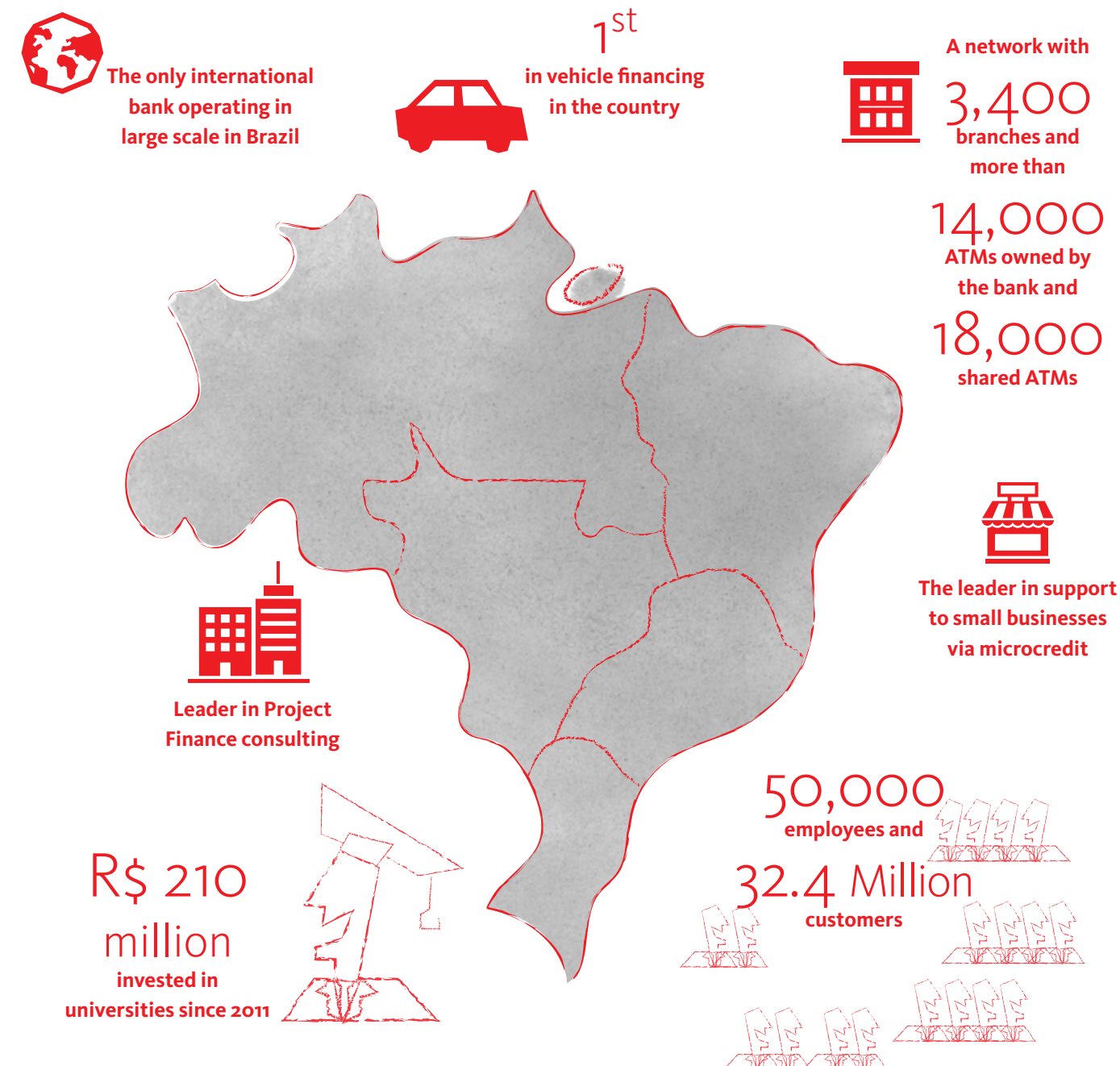
Santander Brasil started its operations in 1982 through a representation office and has grown via mergers with and acquisitions of more than 50 banks to arrive at our current

format: a comprehensive bank with competitive structures in areas such as Commercial Bank servicing individuals and SMEs; and the Wholesale Bank, servicing corporations and stock markets. [G4-3] [G4-4]

Currently, is one of the largest banks in the Sistema Financeiro Nacional, with more than 32 million customers, a team of approximately 50 thousand employees and a structure comprised by more than 3,400 branches and Banking Service Stations; 14,000 ATM's and 18,000 shared ATM's, plus regional offices, technology centers and cultural units. [G4-5] [G4-8] [G4-9] [G4-10]

In order to attain the goal of maintaining the Bank's growth rates in Brazil, it relies on two key competitive advantages: the Bank is the only large international bank operating in Brazil and has a unique structure, integrating the wholesale bank and the retail bank, which added efficiency to its business.

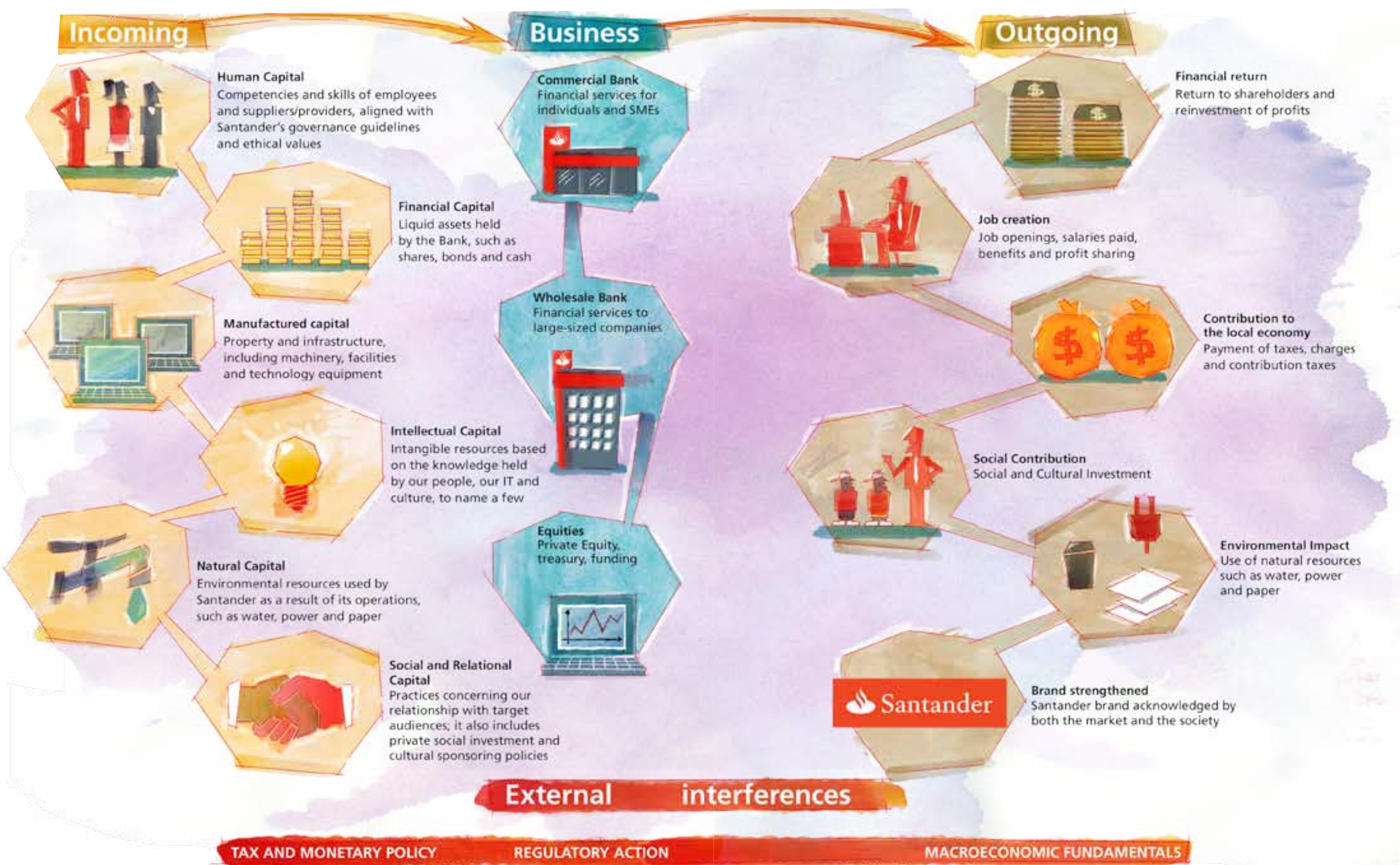
X-Ray [G4-9]



Santander Group

Santander Group is the largest bank in the Eurozone and ranks 11th among the largest financial conglomerates worldwide. With operations in 10 key markets in Europe, Latin America and USA, geographical diversification is one of the pillars of the Bank's business model. In every country we operate, we adopt the standalone subsidiary model in both capital and liquidity, while segregating the risk of contagion among the units and considering local realities in our operations, supervision and regulation. In 2015, we recorded a 5,9 billion euro net income, a 2.6% growth year on year. The Group was also elected as the company with the highest investment in education worldwide, according to the Global Fortune 500 Ranking, in January 2015, based on a study of the Varkey Foundation and Unesco.. More on www.santander.com [G4-6]

BUSINESS MODEL



A business model designed according to the International Integrated Reporting Council (IIRC), with a highlight on the transformation of inputs into products and services that generate value in the short, medium and long term.

GOVERNANCE

[G4-34] [G4-42] [G4-45] [G4-46]

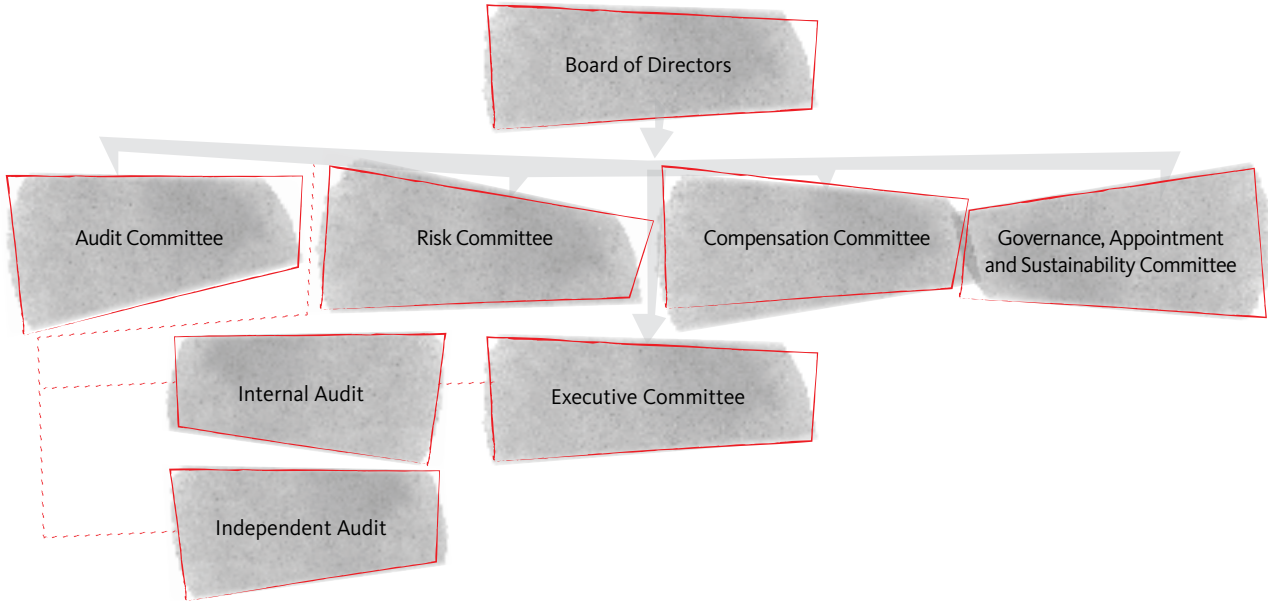
TRANSPARENCY, FLUIDITY AND PERENNITY OF OUR BUSINESS

Santander Brasil considers Corporate Governance as a key element to our objectives: it ensures that the company is run smoothly, while ensuring the perennity of its business and protecting the best interests of its shareholders.

This is why the Bank's governance model combines legal and voluntary practices that are recognized as benchmark in the market. Among them, the prohibition of one person acting as

both chairman of the Board of Directors and CEO; the extension of 100% tag along rights to minority shareholders; and the presence of independent members of the Board. [G4-39] [G4-41]

Santander Brasil organizes its governance from two main areas: the Board of Directors and the Executive Officers, in charge of decision making for all strategies, policies and economic, social and environmental goals of the Organization.



Board of Directors

The Board of Directors is responsible for determining our main goals and strategies while guiding and supervising the actions of Executive Officers. Among their additional responsibilities are: ensuring the alignment with the Bank's key principles and values; evaluating management performance; and assessing circumstances that may result in the review of strategies due to economic, environmental and social impacts. The Board meets at least on a monthly basis in order to discuss the agenda and the topics addressed in the Board's self-assessment process. [G4-34] [G4-45] [G4-46] [G4-47]

The Board of Directors is comprised by ten members (of which four are independent), elected every two years during a Shareholders' Meeting, eligible to stand for reelection. The selection of Board members takes into account the alignment with the Bank's values and the commitment with sustainability practices beyond legal and statutory requirements. Board members undergo a performance assessment on a periodical basis via expert consultants. [G4-40] [G4-44]

As of December 31, 2015, the Board of Directors was comprised by: [G4-12]

NAME	POSITION
Sérgio Agapito Lires Rial	Chairman
Jesús Maria Zabalza Lotina	Vice-Chairman
Álvaro Antonio Cardoso de Souza	Independent Board Member
Celso Clemente Giacometti	Independent Board Member
Conrado Engel	Board Member
José Antonio Alvarez Alvarez	Board Member
José Maria Nus Badía	Board Member
José de Paiva Ferreira	Board Member
Marília Rocca	Independent Board Member
Viviane Senna Lalli	Independent Board Member

Advisory Committees

The Advisory Committees comprise structures that provide direct support to the Board of Directors in the decision making process that may impact our economic, social and environmental performance. [G4-43] [G4-49]

The current structure relies on four Advisory Committees, with their own regulations: Audit, supervising the reporting of Financial Statements and the observance of standards, laws and regulations, and monitoring the effectiveness of internal and independent auditors; Risks, validating and ensuring the adequacy of the risks the Bank is exposed to according to the limits approved by the Board, while recommending measures for the management of any such risks; Compensation, in charge of Board member, officer and employee compensation policies; and Corporate Governance, Appointment and Sustainability, defining policies and guidelines for topics such as social and environmental and governance; and also addresses officer election and succession. [G4-34] [G4-35] [G4-38]

The criteria used to select the Advisory Committee members are the same as for the members of the Board of Directors. The names of the current members of the Bank's committees can be viewed on www.santander.com.br/ri, in the Corporate Governance section. [G4-40]

The Board of Executive Officers [G4-38]

The Board of Executive Officers is in charge of operationalizing strategies, policies and goals set out by the Board of Directors. It is comprised by a minimum of two members and a maximum of 75 members, elected by the Board of Directors for a two-year tenure (eligible to stand for renewal). The Executive Committee is comprised by the CEO and ten Vice-President Executive Officers with decision powers, with the support of seven non-statutory committees. [G4-34]

11 officers comprise the current Board of Executive Officers, among whom is the CEO

As of December 31, 2015, the Executive Committee was comprised by: [G4-LA12]

NAME	POSITION
Jesús Maria Zabalza Lotina	CEO
Conrado Engel	Senior Vice-President Executive Officer
José de Paiva Ferreira	Senior Vice-President Executive Officer
Angel Santodomingo Martell	Vice-President Executive Officer
Antonio Pardo de Santayana Montes	Vice-President Executive Officer
Carlos Rey de Vicente	Vice-President Executive Officer
Jean Pierre Dupui	Vice-President Executive Officer
João Guilherme Andrade	Vice-President Executive Officer
So Consiglio	
Juan Sebastián Moreno Blanco	Vice-President Executive Officer
Manoel Marcos Madureira	Vice-President Executive Officer
Vanessa de Souza Lobato Barbosa	Vice-President Executive Officer

Shareholder and Investor Relations

The Shareholders' Meetings are the main forum for shareholder involvement in the Bank's decision making. In 2015, four Meetings were held; the minutes are available on www.santander.com.br/ri in the Corporate Governance section. The services to these audiences are provided via two areas: individuals and non-financial corporations are serviced by the Individual Investor Area; institutional investors and analysts are serviced by the Investor Relations area.

The Governance of Sustainability

Santander Brasil follows the sustainability guidelines of the Santander's Global Committee for Sustainability, chaired by the Group's CEO and involving all business areas. The application of the local Corporate Governance Guidelines is performed on two levels: the Corporate Governance, Appointment and Sustainability Committee, under the Board of Directors and led by the Chairman of the Board of Directors; and the Sustainability Office, under the Communication, Marketing, Institutional Relations and Sustainability Vice-President, reporting to the CEO and, as necessary, to the Board. [G4-34][G4-35][G4-36]

The Sustainability Office is in charge of designing the local sustainability strategy while providing technical support to implement and executing sustainability practices in the different areas of the Bank and its subsidiary companies.

In 2015, the Bank determined its strategic priorities in sustainability, within the three pillars that guide the activities in the Brazilian unit: in Social Inclusion, Microcredit; in Education, Santander Universities; and in Sustainable Business, offering products and services for sustainable farming and renewable energy; the Banks highlights the photovoltaic energy (see more details on pages 26 and 27). 🔍

Policies and Codes [G4-56]

Santander Brasil has in place policies and codes that guide both its governance and conduct practices. Among these are the Code of Ethics, establishing guidelines for the conduct of managers, employees, interns and suppliers, while providing guidance to the relationship of the Bank with its stakeholders.

The Bank has also control systems in place to investigate any conducts and practices that are out of line with the Code of Ethics. The sanctions for confirmed cases range from disciplinary action to termination.

The purpose of the Related Party Transaction Policy is to establish rules that ensure that all decisions, particularly those involving a potential conflict of interests, are made in the best interests of Santander Brasil and its shareholders. The Anti-Corruption Policy, in line with Act 12.846/13, establishes the practices adopted by the Bank in its relationships. [G4-41]

All Santander Brasil Policies and Corporate Governance Codes can be viewed on www.santander.com.br/ri, on the Corporate Governance section. 🔍 [G4-56]

Product Governance

Santander Brasil has a special governance in place to ensure that its products and services are in line with local regulation and standards, with the policies issued by the Bank (such as the Product and Service Marketing Policy) and by entities such as Febraban and Anbima (self-regulation codes), and standards issued by regulatory bodies such as the Brazilian Central Bank, CVM and SUSEP. This ensures that prohibited products and services are not sold by the Bank. The Bank has in place a Local Marketing Committee; in special cases, the Corporate Marketing Committee, based in Spain, is involved in assessment and approval processes. [G4-PR6]

Reporting Channels [G4-58]

The reporting channels made available by the Bank may be accessed on the internet (www.santander.com.br), or alternatively by Customer Service (SAC), by phone 0800 762 7777, or by the Ombudsman at 0800 726 0322.

The Bank also has in place an Internal Channel for Reports, in case of violation of both its Code of Ethics and internal standards or the legislation in force, with the guarantee of confidentiality for the persons who report them. On the Supplier page (www.santander.com.br) there is a form for reporting at the Contact Us section. 🔍

Every report in connection with the violation of human rights, respect to diversity, corruption and other involving employees, customers and suppliers are investigated and dealt with by more than one area, especially Human Resources, Compliance and Operational Risks.

100% of reports on human rights, diversity and corruption practices that are not aligned with the Code of Ethics are investigated by the respective teams



RISK MANAGEMENT

GROWING WITH CUSTOMERS

At Santander Brasil, risk management is the core of a bank's activities: a strong model helps customers not to lose their capacity for repayment, which leads to longer relationships while allowing the business to grow in a sustainable manner.

In 2015, under a challenging economic environment, the Santander model proved to be effective. The Bank succeeded in preserving the quality of our business and maintaining the same default rates throughout the year. In December, the NPL ratio over 90 days was 3.2%, the lowest among the large private sector banks in Brazil.

This outcome was possible thanks to a combination of factors. Among them, a credit mix with focus on safer lines; a deep knowledge and monitoring of the customer's financial life; and the deployment of strong debt renegotiation campaigns.

One of the initiatives was helping customers in financial difficulties through solutions such as *Crédito Sob Controle*, an individual loan consolidating debt from overdraft facility, credit card and other loans under a single agreement, that is more adequate to the individual repayment capacity.

The Santander Model

The key characteristics of the risk management model in place in Brazil and worldwide is the involvement of the administration in decision making and the use of a set of tools and techniques developed by the Bank.

In 2015, the Bank innovated while creating Risk Pro, an identity that consolidates the Bank's global risk culture and disseminates the identification and assessment of risk as a responsibility of every team in the Bank, protecting business and customers.

Risk Pro - Principles

Responsibility: everyone is responsible for identifying, assessing, managing and reporting risks.

Challenges: to question the daily work with an anticipated view of risks and initiate internal discussions.

Resilience: to resist and be flexible to overcome adverse scenarios while adapting to future challenges via a prudent management.

Customer Oriented: place the customer as the center of risk management, with a view to the customers' interests in the long term.

Simplicity: risk management must be easy to understand by both customers and employees.

Risk Governance

In order to ensure the collective participation of management in risk-related decision making, Santander Brasil has in place an integrated structure of executive committees under the Board of Directors, in addition to a Vice-President and a Structure of Committees under the Chairman, as shown below:

Due to the nature of its operations, Santander Brasil is exposed to risks such as: Credit Risk; Market Risk; Operational Risk, Compliance Risk; and Social and Environmental Risk.



Credit Risk

Represented by the exposure to loss in the case of default by customers or counterparts in the fulfillment of their financial obligations to the Bank.

The year of 2015 saw an economic downturn and an increase in loan default rates; risk management had to face challenges such as the improvement of both admission policies and the monitoring processes by using statistical rating tools, behavioral tools and scenario analyses in order to ensure the improvement in the quality of our loan portfolio.

The Credit Risk Management is responsible for ensuring that the Bank operates within the risk appetite levels approved in advance by the Management by developing internal policies and strategies.

For corporate customers such as in the wholesale segment or other financial CB, credit risk management is performed individually, with decisions being made through special analyses on the customer, with the support of internal tools and models to assess internal risks.

For individuals and smaller firms, credit risk management is carried out based on automated models, plus expert analysts when the model is not accurate or comprehensive enough.

Market Risk

Market risks arise from the exposure to risk factors stemming from market variables such as interest rates, exchange rates, commodity prices, asset prices in different markets, types of products, exposure, maturities and agreement terms and conditions.

In addition to the risks associated to the negotiation of financial instruments that are subject to market jitters, Santander Brasil is also exposed to market risk as a result of our activities as a Commercial Bank (such as interest rate risk, with impact on interest income and expenses, and customer behavior); investments in interest-bearing assets or accounts in foreign currencies (Exchange rate risk); and investments in subsidiary companies and other public corporations (share price risk).

At Santander Brasil, market risk management includes tools for measuring and monitoring exposure limits that are pre-set by internal committees, the value at risk of the portfolios, the sensitivities to interest rates, the exposure to foreign exchange, and liquidity gaps.

The Bank also performs scenario analyses, including historical simulations and stress tests in order to assess the impact of dramatic changes in the market, while designing preventive strategies to protect its capital and operating income. In 2015, these models helped the Bank protect both its managed portfolio and assets in view of the deterioration of the economic scenario.

Operational Risk

Operational risks are errors in internal processes or external events that may cause financial loss, affect business continuity while impacting negatively the Bank's stakeholders.

In line with the Santander Group's global culture, the focus of the Bank's operational risk management model is prevention. The Bank detects, assesses, manages and controls associated risks through its Operational Risks Director's Office.

Compliance Risk

Compliance risk is associated with the violation of laws, regulations, principles and rules, standards and codes of conduct, issued by both the Bank and regulatory agencies; these may result in legal and regulatory penalties; financial and property losses, and damage to the reputation of Santander Brasil. In order to manage this internal control, the Bank relies on the Compliance Office, providing support to the entire organization.

Social and Environmental Risk

[G4-14] [PORTFOLIO DMA (FORMER FS2)]

The social and environmental risk is associated to the Bank's careful handling when financing projects and activities that may place public health and the environment at risk; the non-observance of social and environmental criteria may generate financial loss, and compliance and reputational risks.

In February, this topic was dealt with in view of the issuance of a new regulation by the Brazilian Central Bank (Resolution 4,327) urging banks to implement social and environmental risk policies and procedures.

The Santander Brasil Social and Environmental Risk area was created in 2002 and is responsible for the assessment of large projects and any loans with potential social and environmental risks for Corporate customers, especially the Wholesale segment.

In 2015, the process to assess land offered as collateral in loans was improved. This has led to an increase in the number of land assessments, i.e., from 37 assessments in 2014 to 135 assessments in 2015. The assessments consider items such as contaminated land and the compliance with the environmental laws.

Some activities of the Social and Environmental Risk area in 2015

Customer sector/Region	Issue addressed*	Recommendations by the Bank
Power plant project in the Northwest	The presence of indigenous dwellers in the project area	A complementary study was carried out to assess the impact on the community
A land collateral in the Southern	Contaminated Land	The grant of the loan will depend on an assessment on the degree of contamination of the land
Real estate development in the Southeast	Impacts on the neighboring area	Changes in the positioning of buildings to meet local zoning laws

* The issues addressed may have to do with the compliance with the Bank's social/environmental risk policy, the Equator Principles, the National Agreement for the Eradication of Bonded Labor or any combination thereof

Risk management is a two-way street: its purposes are minimizing risks that external factors may cause to the Bank's business while managing the impacts that the Bank's activity may cause to the society and environment.

The main direct risk generated by the banking activity is inadequate loan concessions or how the cash is used, which may generate over-indebtedness, especially in households. The main indirect risk involves any impacts caused by projects and firms that the Bank may agree to finance.

In order to manage such risks, Santander Brasil adopted a set of legal, voluntary practices such as credit limits considering the income and repayment capacity; financial education practices; and social and environmental risk analysis in financing projects to large-sized companies.

As to financial guidance, the main line of activity involves the manager-customer relationship. To this end, the Bank invests heavily in training and education, which benefitted over 50,000 employees in 2015.

Other similar initiatives include *Santander Responde* (financial guidance videos on the institutional website and Youtube and a Q&A platform on Facebook); *Portal de Sustentabilidade* (videos, brochures and spreadsheets on financial education); *Caminhos & Escolhas* (a website which attempts to attract young people interested in working in the financial market, featuring online games and courses).

[G4-2] [PRODUCT AND SERVICE LABELING DMA (FORMER FS16)]



SOCIAL AND ENVIRONMENTAL RISK

Learn more about Santander's criteria to grant loans to businesses and accepting legal entities as new customers.

[G4-14][PORTFOLIO DMA (FORMER FS2)]

ACCEPTANCE OF NEW CUSTOMERS IN THE WHOLESALE SEGMENT

Step 1

The Compliance area assesses potential social and environmental risks concerning new customers. Whenever required, the Risk area is also involved



Step 2

The customer meets the required criteria and the relationship with the Bank is kicked-off



The customer does not meet the criteria

Options:

A- Approved with qualification

B- Not Approved



GRANT OF CREDIT LIMITS OR RISKS IN EXCESS OF R\$ 1 MILLION

(assessment limited to Wholesale customers)

Step 1

Whenever the business operates in one of the 14 sectors requiring social and environmental assessments, it will be under scrutiny of the Social and Environmental area.



Step 2

The social and environmental questionnaire completed is reviewed and data from internal and external sources are checked.



The customer is contacted or paid a visit whenever questions arise.



Step 3

Customer is approved. The approval is valid for one year. Loan is approved or renewed.



Customer does not meet the criteria

Options:

A- Approved with qualification

B- Not Approved



PROJECT FINANCING REGARDLESS OF THE APPLICABILITY OF THE EQUATOR PRINCIPLES

Step 1

The loan application is assessed under social and environmental standards.



KEY ASPECTS TO BE CONSIDERED:

- 1 Respect for neighboring communities;
- 2 Compensation for loss of biodiversity;
- 3 Measures to reduce contamination;
- 4 Decent and safe working conditions;
- 5 Measures to protect the health of those in the neighboring communities.

Step 2

The project meets the criteria and loan is approved. In many instances, social and environmental conditions are stated on the agreement.



The customer does not meet the

Options:

A- Approved with qualification

B- Not Approved



STRATEGY AND INVESTMENTS



FOCUS ON PROFITABLE, SUSTAINABLE GROWTH

Santander Brasil's strategy is to the effect that the best path to achieve sustainable, recurrent results is to become the customer's bank of choice. It is widely known that happy customers tend to rely more and more on their preferred bank for transactions.

In order to become the preferred bank for an increased number of customers, Santander Brasil strives to meet customer expectations: become a bank that is Simple, with services that are streamlined and easy to operate; Personal, with solutions and channels that meet their needs and preferences; and Fair, by promoting business and relationships that are good for customers, shareholders and employees.

In 2015, the Bank invested in solutions that deliver these expectations:

Multi-Channels: the implementation of initiatives to facilitate digital transactions, such as the new mobile bank application, with more than 2 million users; and the easier

The pillars of our strategic management

- Preference and Loyalty
- Consistency and Sustainability
- Productivity
- Capital and Liquidity Discipline

access to Internet Banking using the customers' Tax ID number. Currently 53.3% of the main financial transactions are carried out via digital channels. The Bank has reached 4.4 million digital customers and its goal is to reach 8.5 million by 2018 in Brazil.

Customer Service: a streamlined process to open checking accounts. Under the *Pacote Boas Vindas* ("Welcome Package"), implemented in the middle of the year, customers can request the opening of an account at a branch and operate the account, the credit card and the digital channels on the same day (or the day after). It is the quickest accounting opening process in the market.

Commercial Management: the implementation of a new commercial model and a new CRM system, named CERTO. These improvements help managers to offer the most adequate products and services to the customer's profile and, as a consequence, increase satisfaction and commercial productivity.

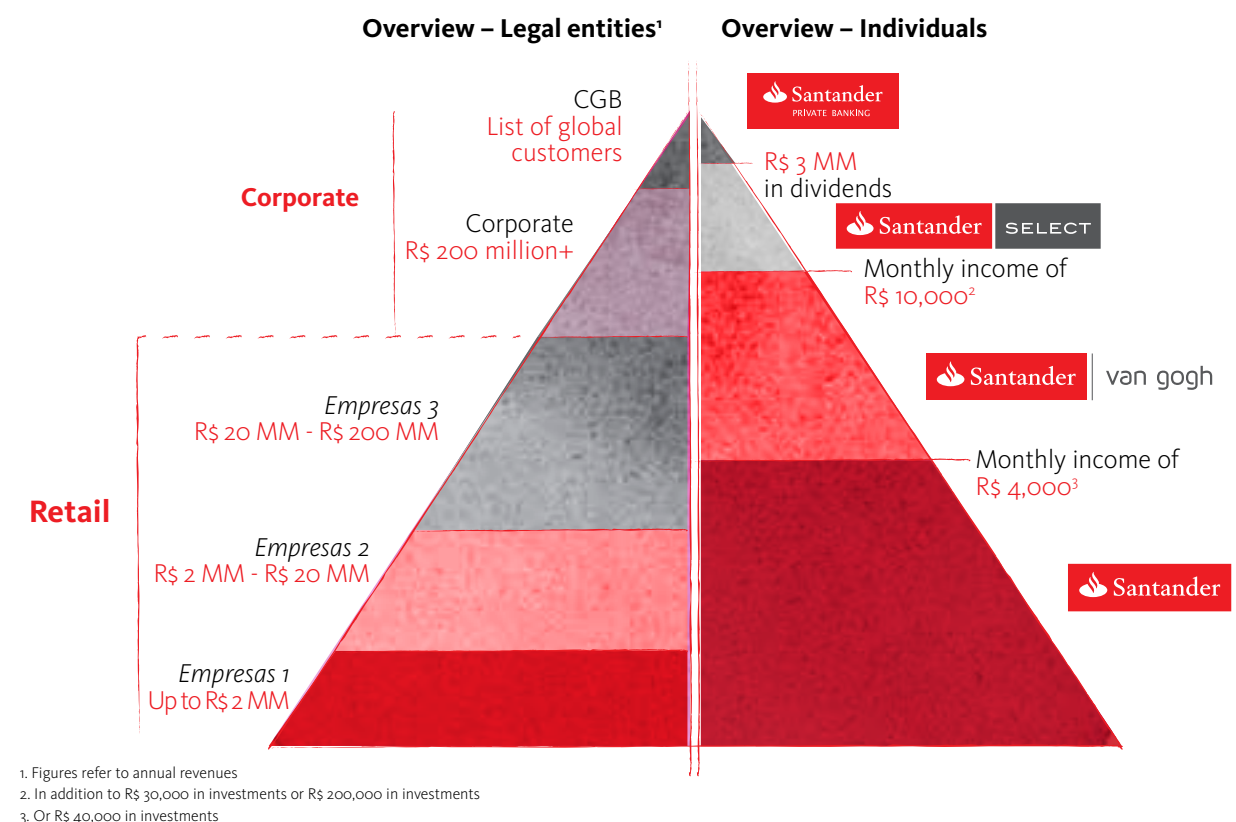
Segmentation: the repositioning of the Van Gogh program (for customers with average income of R\$ 4-10 thousand per month) via an offer of products and services – such as Santander Master and Santander Esfera – via an advertising campaign focused on the segment.

Processes: the responsibilities and bureaucratic processes that were under the management of individual branches were centralized, resulting in an increased commercial focus and improved customer services in individual branches. In addition, the Bank reduced the number of standards by 65% while simplifying their wording; the internal search process has become more agile and straightforward. The Bank also simplified the process of account closing into one step only, including the cancellation of products.

Santander Negócios & Empresas

Launched in Brazil in 2015, *Santander Negócios & Empresas* is a global platform for the small and medium enterprise (SME) segment, offering both financial solutions and a streamlined checking account opening process, including a quick installation of GetNet POS terminals; it also offers a number of non-financial benefits, such as training and development courses for the business owner and their teams and support to sell their products to other countries via the Santander global network.

The goal of *Santander Negócios & Empresas* is to go beyond the offer of products and services for the segment by adding differentiated advantages that generate value for small and medium-sized enterprises, their owners and employees.



Another strategic guideline in 2015 was the consolidation of a new business focus. The Bank focused on credit products with lower risks such as Mortgages and Payroll Loans, while decreasing its exposure to revolving credits, a higher credit cost product. This created a healthy dynamic for both the Bank and customers, while helping to maintain the default rates stable, even in a period when such rates increased throughout the financial system.

The Bank also strengthened our strategic businesses. Throughout the year, it completed processes for large investments started in 2014, such as the creation of Banco Bonsucesso Consignado, which is driving our operations in this segment, and the acquisition of GetNet. In January 2015, Santander Brasil acquired a 50% interest in the ownership of Super, a digital platform for online payment account, prepaid cards and the access to streamlined financial services focused on the audience under the bancarization process. [G4-13]

2015 Investor Day

In 2015 the Bank promoted the Santander Investor Day, a meeting scheduled every three years with main investors and shareholders. The event took place in London and set the goals and objectives that will drive the Group's strategic decisions for the next three and a half years, i.e., from the first semester of 2015 to the end of 2018. The main Santander Brasil goals announced during the meeting are:

- Increase the return on equity goal to 15.6%*;
- Increase the number of loyal customers by 53%, to 4.6 million in 2018 from 3 million in June 2015;
- Improve the efficiency rate to 44.5%* from 50%;
- Support the local community by being the leading bank in granting microcredit loans among private sector banks and scholarships for university students.
- Increase fee income in rates that exceed 10% per year*;

* these goals were reported under the Spanish accounting standards and then converted to the BR GAAP accounting standards

Sustainable Business

Another highlight in the Bank's strategy is regarding sustainability as an integral part of its business. This is the way the Bank values its commitment with this topic, while creating win-win relationships in our business and discovering new commercial opportunities.

Microcredit

The year of 2015 represented a milestone for our microcredit program, with accrued loans for the amount of R\$ 3.2 billion since its launch in 2002. The objective of Santander Microcrédito is to benefit small entrepreneurs with no access to conventional credit lines in order to drive their business. [G4-EC8][G4-FS14]

The total disbursement for the program in the year was R\$ 567 million for a portfolio with 139,000 active customers, representing a 6% and 7% growth, respectively. In 2015, the portfolio totaled R\$ 297 million, up 4.1% year on year. [G4-EC8][G4-FS7]

The Bank operates with a production-oriented microcredit model due to its belief in inclusion and social transformation. The methodology developed includes financial and business guidance for micro entrepreneurs. Santander Brasil is both the leader and pioneer in the offer of this type of credit in Brazil among the private sector banks; beyond social transformation, this effort also generates financial return and more customers for the Bank. [G4-FS14][G4-FS16]

Santander Universities

Santander Universities is a division of the Santander Group focused on initiatives in connection with higher education, including partnerships and the relationship with universities and their value chain (students, professors and employees) and in the potential business opportunities generated as a result of any such relationships. [G4-EC8]

At the end of 2015, the division relied on a network of covenants with more than 450 universities, 263 branches on campi, and two million customers with this profile, thus reaffirming our position as the top financial institution providing support to higher education in the country.

In order to promote ideas and projects designed by university students, professors and researchers, every year we launch the Prêmios Santander Universidades, which had 24,000 projects enrolled, with 21 projects chosen in 2015 in areas such as Entrepreneurship, Science and Innovation, Universidade Solidária and Student's Guide – Highlights for the Year.

In 2015, the Bank invested R\$ 2 million in prizes and scholarships in connection with Santander Universities.



Sustainable Agribusiness

At Santander Brasil, the business strategy for farmers has an important sustainability bias, involving loans that facilitate the adoption of sowing techniques with lower environmental impact and the guidance for sustainable practices to obtain BNDES onlendings for the sector.

In 2015, the Bank entered into a pioneering partnership with *Coopercitrus Cooperativa de Produtores Rurais*, the biggest farmers' cooperative in the country, with 22.5 thousand members, which stimulates and provides support to farmers, especially small/medium-sized producers (representing 84.4% of the 5.2 million properties in the country), to file a registry with the CAR. [G4-EC8]

The *Cadastro Ambiental Rural* (CAR) registry is a document in which the farmer needs to provide data on the land, such as the boundaries of Permanent Protection Areas, Legal Reserve, remains of native flora, consolidated rural area, social interest areas and public interest areas. In addition to guidance to fill out the forms, the Bank subsidized 50% of the cost of registry for approximately 100 farmers, thus contributing with the solution of one of the most critical topics in the country in terms of environment: the compliance of farmers with the new Brazilian Forestry Code.

Another initiative was the launch of the *Produzindo Certo* program, developed jointly with Unilever, Bayer and Yara Fertilizantes, in a partnership with the NGO Aliança da Terra. The program provides technical assistance and commercial advantages to farmers who agree to follow environmental requirements to be granted the Round Table on Responsible Soy (the "RTRS") seal, a certificate of compliance with good farming practices and respect to both environmental and labor laws.

Social and Environmental Financing

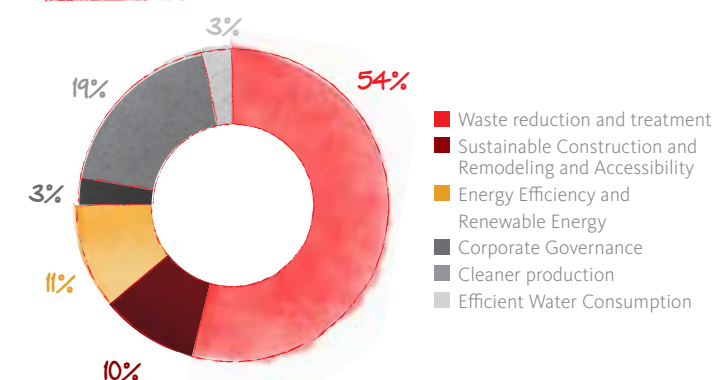
At Santander Brasil, Social and Environmental financing is focused on projects designed by both individual and business to stimulate sustainable development, especially in areas such as climate change and forestry conservation, and biodiversity.

In 2015, these loans totaled R\$ 860.8 million in approximately 7,600 agreements. The main projects are in connection with energy or water efficiency, waste reduction and treatment, sustainable construction and accessibility. [G4-FS7][G4-FS8]

Santander Brasil has been using its own model to encourage the use of photovoltaic energy since 2013. This contributes to the diversification of the energy matrix in Brazil, while ensuring sustainable business growth in our portfolio.

The financing lines are made available by Santander Financiamentos, with a five-year maturity period to the effect that both individual and businesses, including those that are not Santander customers, may acquire solar panels and the structure needed for their installation.

SOCIAL AND ENVIRONMENTAL FINANCING – CORPORATE

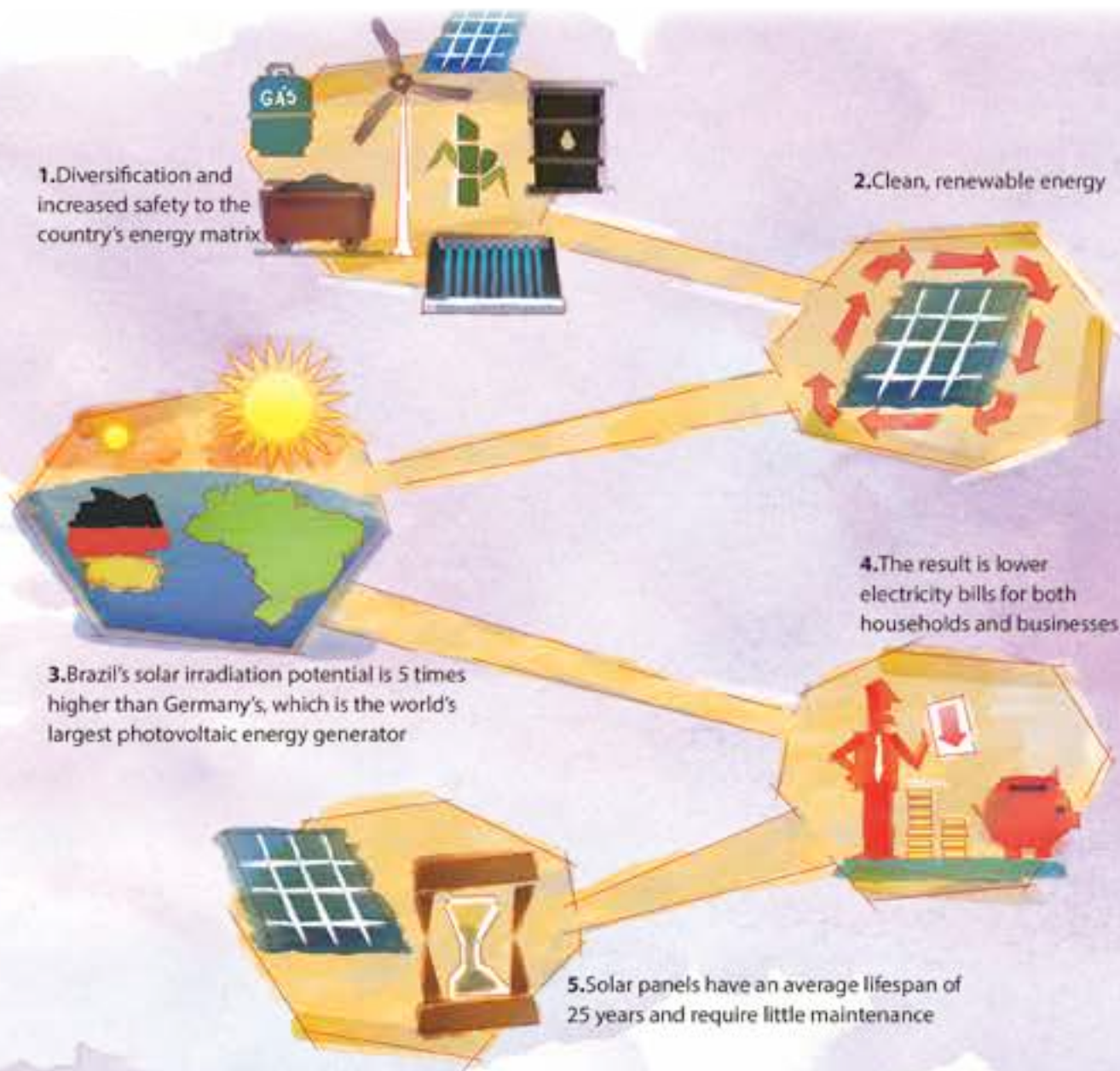


Participation in COP-21

Santander Brasil sat at the 2015 Paris Climate Conference (COP 21), with the participation of Heads of states, NGOs and businesses in order to discuss the topic of climate change.

The Bank presented the study "The Future of Climate Finance" at the Sustainable Innovation Forum, organized by the United Nations Environment Programme (UNEP), with highlight on the position of Santander Group in connection with the role of the financial sector in fighting global warming. At the occasion, Santander Brasil announced the adherence to the Climate Protocol issued by the São Paulo State Government and presented our initiatives in order to stimulate sustainable practices in Agribusiness.

WHY WE BELIEVE IN PHOTOVOLTAIC ENERGY

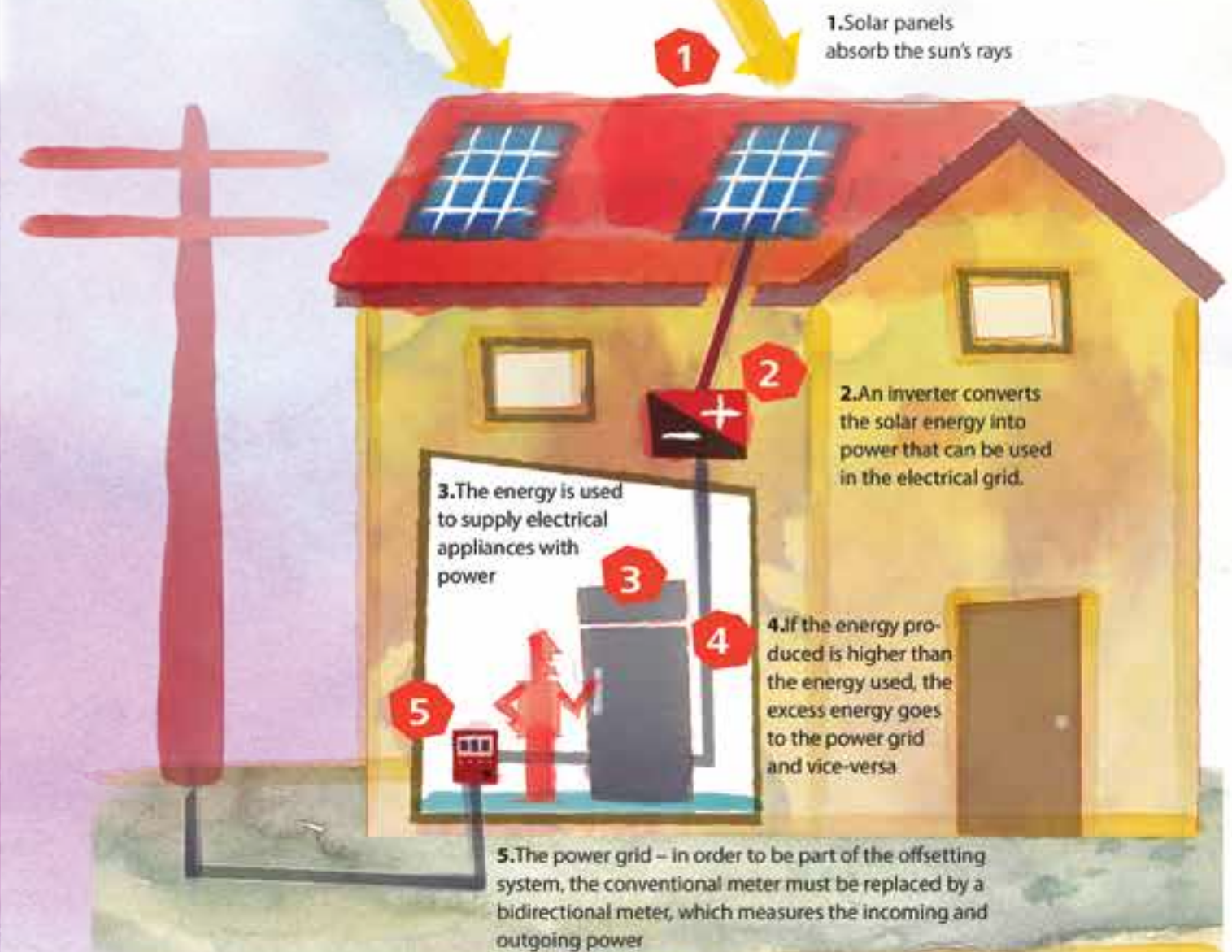


INTERESTING FACTS

In Germany, photovoltaics is present in 2.5 million homes, which is equivalent to nearly 3 times Itaipu power plant's capacity, i.e. 38,000 MW/year.



HOW DOES IT WORK?



INTERESTING FACTS

Renewable energy experts assessed the potential contribution of sunlight to the energy matrix in Brazil. They estimated what would happen if solar panels were installed in an area that would be flooded if the country's total hydropower potential were to be used. According to their calculations, an area of 142,000 km² of panels would generate 15 trillion kWh/year, which is 20 times the estimated hydropower potential.



EARNINGS

MORE EFFICIENT, MORE COMPETITIVE AND BETTER FOR CUSTOMERS

In 2015, Santander Brasil recorded a managerial net income of R\$ 6.624 billion, a 13.2% growth year on year. This is a direct result of an improvement in customer experience, the increased customer loyalty and the effective risk and cost management.

The Economic Scenario

The economic scenario remained challenging throughout 2015, a cross between lower business activity and higher inflation.

The economy is still dwindling, with tighter credit conditions, lower employment rates and falling income, and stalled investment decisions. The recession scenario was worsened by the fiscal drag, which is a source of uncertainty for local and foreign investors.

Inflation rates accelerated especially due to the realignment of regulated prices such as fuel and electric energy. The effect of the depreciation of the local currency also contributed to a rise in prices, especially due to the global strengthening of the dollar,

the significant drop in the prices of commodities exported by Brazil and the uncertainties related to the fiscal adjustment.

Last but not least, the fluctuation of currencies allowed a rapid and significant adjustment in foreign accounts, with a lower deficit in current transactions, of US\$ 58.9 billion (3.3% of GDP) versus US\$ 104 billion (4.3% of GDP) in 2014, a recovery due to the significant improvement in the balance of trade. The drop in the foreign deficit allows the country to apply for foreign financing that is sufficient for its needs, even considering a more challenging international scenario.

Business: the expanded loan portfolio recorded R\$ 330.9 billion in 2015, 6.6% up year on year. The key drivers were the Corporate segment (up 12.1%), and Individuals (+8.3%). The SME segment reported a slight downtrend in the year (0.5%) and the activity that was most impacted by the economic downturn (i.e., Consumer Finance), fell by 7.7%. Despite the decline in this market, the Bank outperformed the market average while consolidating our leadership in vehicle financing. Funding from customers totaled R\$287.9 billion, 14.4% up.

Revenues: total revenues totaled R\$41.5 billion in 2015, up 7.2% year on year. Gross Interest Margin was up 7.2% in 2015, to R\$29.6 billion at year end, with a highlight for Credit Margin, with a steady growth in four quarters. Fee income grew by 7.3% to R\$ 11.9 billion, as a result of the increased customer loyalty and the higher number of transactions, especially in checking account services, loans and receivables.

Provisions: provisions for non-performing loans totaled R\$ 9.7 billion in 2015, an increase of 2.9% year on year. The coverage ratio (the ratio of the provision balance and loans overdue by more than 90 days), ended the year at 199.4%, versus 180% the previous year. The figures reflect our business focus, based on assets with lesser credit costs.

Expenses: general expenses totaled R\$ 17.3 billion in 2015, up 3.4% year on year, equivalent to half the inflation rate in the period. With these results, Santander Brasil remains as the sector leader. In the last three years, the Bank has saved more than 15% in actual terms. The efficiency ratio was 49.8% in 2015, down 0.9 p.p. year on year.

Strength: The BIS ratio ended the year at 15.7%, down 1.8 p.p., driven by the exchange rate variation in the period, changes in the deduction rates of the Basel phase-in, and the growth in the loan portfolio. The Coverage Ratio ended 2015 at 199.4%; this means that for every Brazilian Real in default by more than 90 days, there are almost R\$ 2 in provisions.

For more information on the Earning Reports and the BRGAAP Financial Statements please visit: www.santander.com.br/ri - Financial Information - Results Center

MANAGERIAL INCOME/LOSS STATEMENT (R\$ Million) [G4-EC1]

	2015	2014	VAR. 2015X2014
Gross Interest Margin	29,636	27,649	7.2%
Fee income	11,867	11,058	7.3%
TOTAL REVENUES	41,503	38,707	7.2%
Loan Provisions	(9,661)	(9,392)	2.9%
General Expenses	(17,323)	(16,749)	3.4%
Other	(6,627)	(5,576)	18.9%
INCOME BEFORE TAX	7,892	6,991	12.9%
Income Tax and Minority Interest	(1,268)	(1,142)	11.1%
MANAGERIAL NET INCOME	6,624	5,850	13.2%

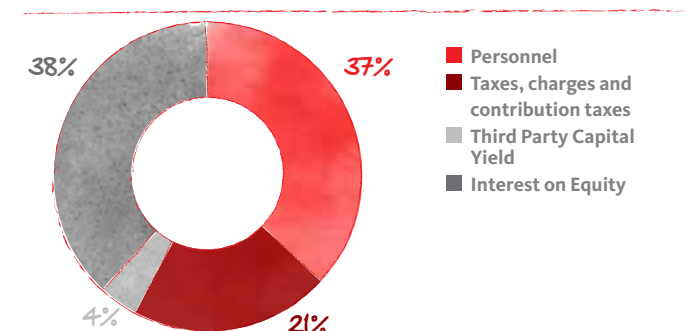
The Value Added Sharing [G4-EC1]

The value generated by Santander Brasil operations benefits different stakeholders, in the form of salaries, taxes, third-party capital yield and return for shareholders, as stated below.

THE OF VALUE ADDED SHARING (R\$ Million)

	2013	2014	2015
Personnel	6,354	6,482	7,096
Taxes, charges and contribution taxes	4,325	5,065	4,000
Third Party Capital Yield	742	726	725
Interest on Equity	2,355	2,360	7,190
TOTAL	13,776	14,633	19,010

THE OF VALUE ADDED SHARING



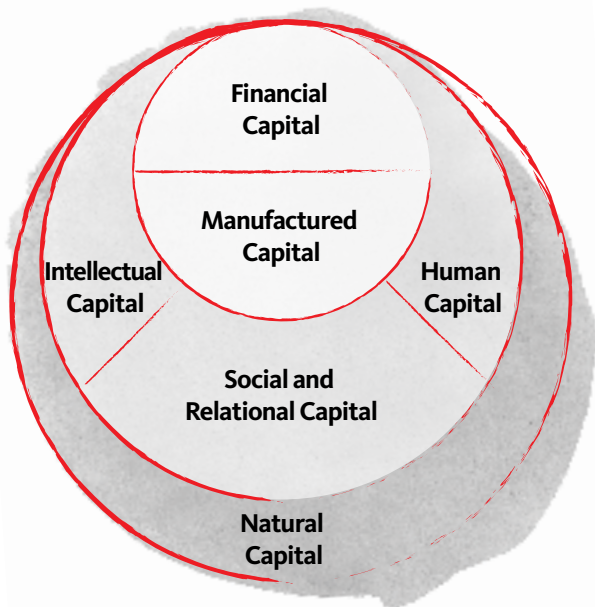
VALUE GENERATION AND SHARING



VALUE FOR ALL

Identifying and managing the different types of capital at Santander Brasil, including intangibles, is key to understand the shared value and the importance of our actions in society, while aligning our operations to our global purpose, that is, contributing to the prosperity of individuals and businesses.

[G4-56]



SOURCE: International Integrated Reporting Council (IIRC)

Human Capital [G4-DMA EMPREGO]

Santander Brasil embraces policies and practices that contribute to the development of employees and increase their engagement, while supporting value generation and economic performance.

The Bank has approximately 50,000 employees and uses tools and methodologies to attract, generate pride and retain talent.

Training & Development [G4-LA10]

In 2015 the Bank invested R\$ 99 million* in employee training, of which 71% was directed to internal education action, undergraduate student scholarship, language courses, post graduate studies/MBA, external programs and mandatory certifications. The Bank also relies on training programs, such as the *Programa Líder Santander* and the *Programa Habilidades em Gestão*, and international mobility with permanent positions or temporary experience in other countries where the Group operates.

* Figures according to the training expenses line in the BRGAAP Financial Statements. Includes selection and hiring expenses

EMPLOYEES TRAINED PER TOPIC

	2013	2014	2015
Updates on social/environmental laws and regulations of the Central Bank of Brazil	8,469	10,313	55,212
Voluntary social and environmental commitments (the Equator Principles, PRI, Global Compact)	292	1	-
Human Rights	6,232	4,788	10,679
Institutional eco-efficiency, environmental awareness and education	101	112	79
Personal financial education	18,392	9,987	5,890
Customer guidance on the best use of products and services offered by the Bank.	30,625	18,149	25,103
Social and environmental corporate responsibility policy	7,326	6,641	4,643
Purchasing policy	46	67	18
Social and Environmental Policies	7,326	899	1,247
Products and services with social and environmental advantages	1,550	90	-

In order to promote a balanced workplace, with focus and productivity, Santander Group launched the Flexiworking Program in 2015. Among the benefits are flexible hours; a day off on the employee birthday and the possibility of employees in transit to work remotely from other administrative buildings. As an example, Torre Santander has 150 workstations available for this purpose.

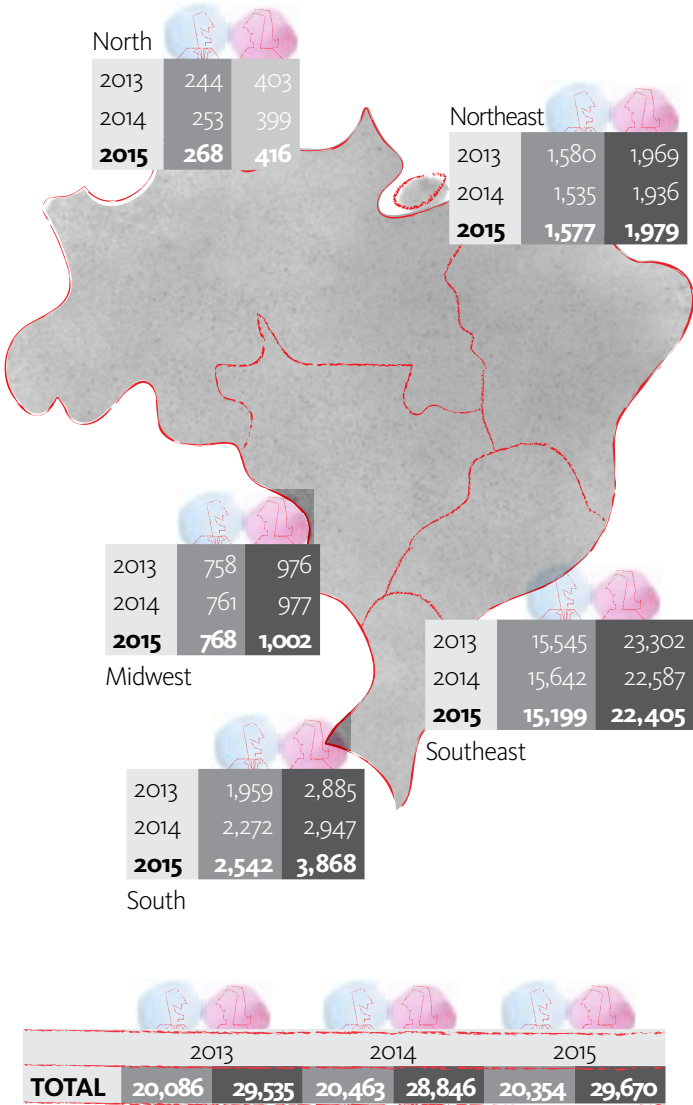
Diversity [G4-DIVERSITY DMA]

In order to value diversity among the Bank employees and other stakeholders, Santander Brasil has special actions and policies in place as guidance in issues such as gender, race, sex and disability.

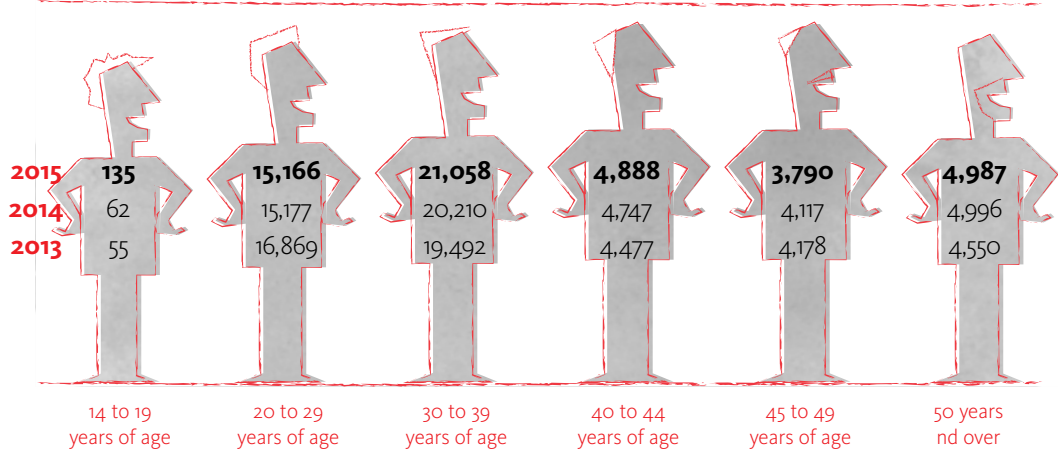
At the close of 2015, the Bank had approximately 2,300 disabled persons, who are physically, visually or hearing impaired, receiving the same training and development tools as any other employee. All administrative buildings have 100% accessibility and 99.9% of the branches are accessible to disabled customers.

The Bank also has programs to support pregnant employees and spaces for nursing in administrative buildings; training programs and the extension of labor benefits to same sex partners; the Bank is a pioneer in Brazil in this topic.

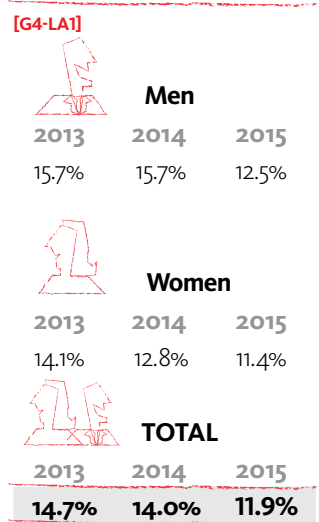
EMPLOYEES BY REGION AND GENDER [G4-LA1]



EMPLOYEES BY AGE GROUP [G4-LA1]



TURNOVER BY GENDER [G4-LA1]



Financial Capital

Santander Brasil is recognized for its strong balance sheet and solvency, as a result of its strategy to maintain comfortable levels of liquidity and coverage, which represents a key basis for its growth strategy with operations that are ready to respond rapidly to regulatory changes as well as any other changes in the economic and financial scenario.

The Bank ended 2015 with a BIS Ratio of 15.7%, the most capitalized financial institution in the Country.

The funding structure is also considered a key factor for sound operations. It is focused on customer deposits (cash, term and savings); debentures and treasuries (financial, mortgage and agricultural loans), representing a model that is more stable and consistent than funding that relies on stock markets.

The Efficiency Ratio ended the year at 49.8%. The Bank's goal is to reach an Efficiency Ratio of 44.5% by 2018.

In 2015, total funding from customers in the balance sheet totaled R\$ 287.9 billion, a 14.4% growth year on year. Santander Brasil ended 2015 with a market cap of R\$ 60.3 billion and a total shareholder yield of 44.3% (taking into account the performance of the unit plus the reinvestment of the dividends paid during the period). The book value per unit is R\$ 13.5.

Manufactured capital

In its first year of operation, the Data Center is in charge of the entire processing and storage of the operations carried out by Santander Brasil customers, including branch network, call center, credit cards, to name a few. The Data Center supports an average of 210 million transactions per day and is the only one in the country with a Tier IV certificate, i.e. the highest level in the world in terms of data center security.

This infrastructure also brought about a positive impact in terms of Eco efficiency. Carbon emissions in the Bank's data processing system were cut off by 30% upon the migration to the new Data Center, equivalent to savings of at least 3.6 thousand tons/CO2 in the air per year. The air conditioning system, which does not require the use of water, resulted in savings of 7.5 million liters per month. [G4-EN19]

In 2015, the Bank was granted an award in the category "Improvement in the energy efficiency of the Data Center" by the Datacenter Dynamics Awards Brazil, in connection with high performance management, successful operations and initiatives in Data Centers.

Natural Capital [G4-ENERGY EMISSIONS DMA]

In addition to assessing and measuring the indirect social and environmental impacts as a result of the Bank's business, such as financing for infrastructure works or participating in renewable energy projects, Santander Brasil adopts strategies and practices for the reduction of its direct impact in the environment, such as encouraging action by society, with a highlight on the impact of Greenhouse Gases (GHG), energy consumption, urban mobility and the usage of natural resources such as water and paper.

Since 2007, all branches that were either built or remodeled are in compliance with the standards of the Civil Construction Good Practices Manual, created by the Bank, contemplating items such as rain water catchment, white roof, efficient lighting, to name a few.

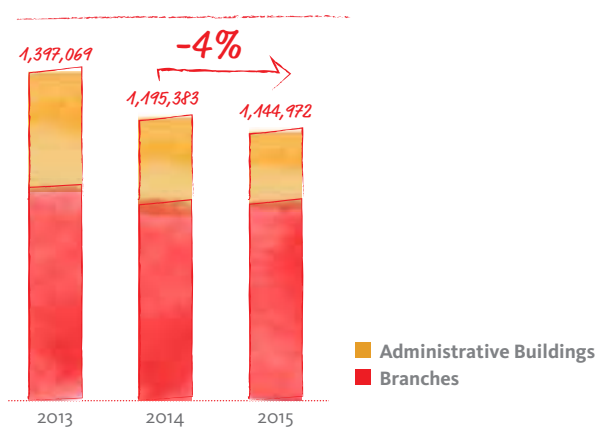
Greenhouse Gas Emissions and Electrical Energy

The year of 2015 was the last year in the five-year period (2011-2015) determined by the Santander Group to attain a 20% reduction in global GHG emissions and 20% in the global consumption of electrical energy, using 2011 as the base year and proportionate to the Bank's organic growth.

The reduction of GHG emissions in the period was 36%, above the established goal. The monitoring of this goal is performed by the Huella Ecológica, the Santander Group's eco-efficiency global indicator. In the case of consumption of electrical energy, the reduction was 11% for the same period, below the Bank's estimates.

For the 2016-2018 period, the Santander Group announced new global Eco efficiency goals: 9% reduction in GHG emissions and 9% reduction in power consumption. This commitment includes the impact of data centers, which was not considered in the former plan.

ENERGY CONSUMPTION (Gj)



Water

The water crisis that hit the Southeast region in 2015 reinforced the Bank's guidance for the awareness in water consumption, both in branches and administrative centers of Santander Brasil and enhanced studies on this topic. As an example at Santander Brasil uses a rainwater catchment system that allows it to be used in toilet flush and garden irrigation, thereby significantly reducing the water consumption per employee. Santander Brasil's Data Center, located upstate São Paulo, an innovative technology does not require the use of water in the air conditioning system.

Paper

Santander Brasil continuously develops practices both to reduce the usage of paper (double face printing, lower paper weight for envelopes, internal awareness campaigns) and to encourage customers to migrate from hard copy to electronic media in terms of invoicing, bank statements, reports and other services.

At the end of 2015, in addition to the new global GHG emissions and energy consumption goals, the Santander Group announced a goal for the reduction of 4% in paper consumption in the 2016-2018 period in all of its global operations.

Mobility

The Bank has programs in place to facilitate the mobility of its employees to the Santander Tower, with five thousand employees in São Paulo. Among them are programs such as *Carona Amiga* (Car Pool), free company buses, bicycle rack, flextime, to name a few.

Intellectual Capital

In 2015 the Bank implemented the *Nova Cultura Santander* program, a comprehensive review of processes, standards and practices, both internal and external, in order to reflect the Simple, Personal and Fair value in every relationship of the Bank with customers and stakeholders.

The *Nova Cultura* implementation plan had three phases: the internal dissemination of the program's principles; the engagement of its employees; and the measurement of the implementation process, with outcomes tied to team compensation.

More than 1,5 thousand leaders at Santander Brasil joined 34 workshops that were promoted in different cities. Among the considerations, the Bank highlights the need to reduce the number of e-mails sent and the number of meetings, and the incentive to share good practices.



Social and Relational Capital

Customers [G4-PRODUCT AND SERVICE LABELING DMA]

Simple and convenient customer processes are the key principles of Santander Brasil actions, aligned with the new global purpose of Grupo Santander. One of the global goals announced by the Group in 2015 is to appear by 2018 among the three top banks in customer satisfaction in the ten key markets where the Bank operates, including Brazil.

An important achievement to that effect was the improvement of the Bank's ranking in the main customer service complaint indicators in the country. In the Central Bank ranking, Santander Brasil went from 1st among the banks with the greatest number of customer service complaints in the beginning of 2015 to number 5 in December 2015, a 15% reduction in the number of complaints. The drop was a result of a comprehensive review of customer service with the participation of all areas at the Bank.

NUMBER OF COMPLAINTS

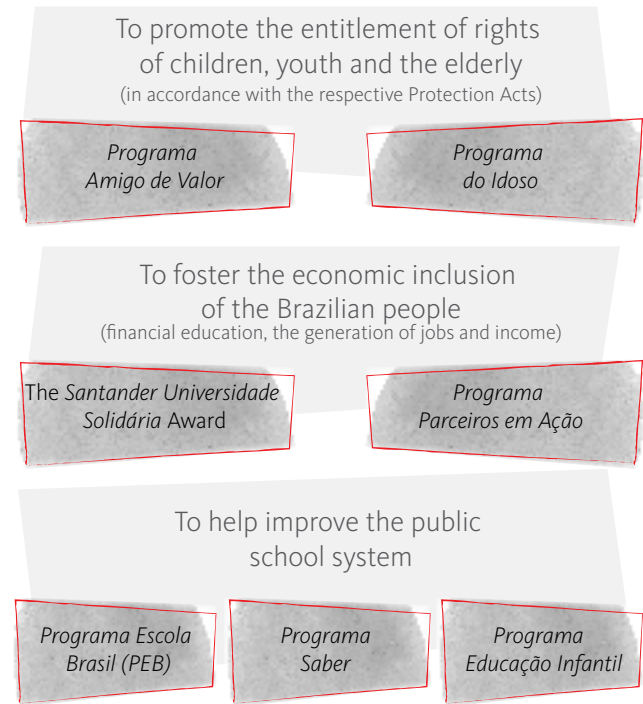
	2013	2014	2015	Change
Customer Service (SAC)	1,400,715	1,172,368	1,097,820	-6%
PROCON	18,770	17,443	14,500	-17%
Ombudsman	32,057	25,986	23,840	-8%
The Brazilian Central Bank	30,163	24,173	20,496	-15%
TOTAL	1,506,804	1,239,970	1,156,656	-7%

COMPLAINT HANDLING

Channel	%
Customer Service (SAC) (% COMPLAINTS RESOLVED WITHIN 5 BUSINESS DAYS)	96
OMBUDSMAN (% COMPLAINTS RESOLVED WITHIN 10 BUSINESS DAYS)	99

Social Investment [G4-COMMUNITY DMA]

Santander Brasil's Private Social Investment ("ISP") is guided by three strategic objectives: promoting the entitlement of rights of children, youth and the elderly; fostering the economic inclusion of the Brazilian people; and contributing to improvements in the public school system.



In 2015, the Bank invested R\$ 12 million – of which R\$ 5.4 million are subject to tax benefits – in projects related to the three objectives, among which we highlight the *Amigo de Valor* and *Parceiro do Idoso* programs, promoting the strengthening of the City Councils for Child and Youth Rights and Senior Citizen Rights, respectively; the *Santander Universidade Solidária* Award, for transformative entrepreneurial projects; and the *Parceiros em Ação* program, with focus on income generation for small entrepreneurs. In primary education, the main initiatives are the *Programa Escola Brasil*, whereby the Bank's employees and customers are encouraged to become volunteers in actions to support public schools; the *Saber* program, promoting the continued training for teachers and professionals working in primary schools; and the *Educação Infantil* program, contributing to the improvement and quality of education for children up to 5 years old in daycare centers and preschools in the cities included in the Proinfância program, in a partnership with the Ministry of Education.

Cultural Investment [G4-COMMUNITY DMA]

Santander Brasil's investment in cultural action aims to promote projects which encourage creativity and innovation, the sharing of knowledge and consumption awareness in society. In 2015, the Bank invested R\$ 37 million in projects countrywide via direct capital contributions and fiscal incentives laws to foster cultural initiatives.

One of the highlights of the year is the sponsorship to the *Museu do Amanhã*, an interactive Sciences museum which stimulates visitors to think about life and the planet in the next 50 years while building awareness on current actions to achieve a better future. The Bank has invested R\$ 35 million in the project since it was announced, and thus, is the museum's major sponsor. The Bank is expected to invest additional R\$ 30 in the museum's maintenance by 2025.

Another initiative was the adoption of a 1,600 sqm pavilion at the Instituto Inhotim, in the state of Minas Gerais, one of the most important collection of contemporary art in Brazil. The gallery sponsored by the Bank, i.e., the second largest at Inhotim displays the works of artist Claudia Andujar, known worldwide by her photographic report of the Yanomami Indians in the Brazilian Amazon.

The Bank's Art Collection includes works by both Brazilian and foreign artists living in Brazil, created between 1940 and 1980, such as Brecheret, Di Cavalcanti and Portinari. There is additional information available about the Santander Cultural, housed in a historic building in Porto Alegre, State of Rio Grande do Sul, which includes visual arts, cinema and music, as well as initiatives in education.



VALUE GENERATION IN IMAGES



"We are a small multinational company, something rather unique in the world. Where other banks saw difficulties, Santander saw an opportunity and opened our checking accounts while granting us credit in the different countries where we operate. What seemed impossible became reality, and we achieved a level of success that is difficult to imagine for local companies, by launching our products in key world markets."

Marco Carvalho and Ivan Zorn – Founders of Toys Talk, had the support of the Bank to build their overseas operations. Currently, they have offices in Brazil, USA and China.



"The *Mundo Santander* program was very important not only for my professional development, but also for my personal growth. It advanced one more step in my experience with the Bank, which started as an internship, then by first job, the knowledge of the local market and now an international experience. It was awesome to get to know people and realities that are so different from ours, this is everything an employee expects from his bank."

Felipe Verrastro, a Santander Brasil Treasury employee who worked three months in London via the *Mundo Santander* program.



“The Top China Santander program changed our lives forever. The international experience opened doors for work opportunities and the lessons on sustainability have become a valuable professional differential. But the program gave us much more than that: we began to date in China and got married upon our return to Brazil. Recently, a job proposal brought us back to the place we met.”

Frederico Spengler, BS in Mechanical Engineering from Unicamp, and **Michele do Nascimento**, former undergraduate student in Business Administration at Anhanguera in Caxias de Sul and now an undergraduate student in Gastronomy at Anhembi Morumbi. They currently live in China.



“I used the App *É Comigo Santander* for the first time when I was unable to access the new Internet Banking portal. Then, a representative responded to my call made via the app and discovered that the problem was in the web browser I was using; he told me to access the website in a different manner. In no time I solved my problem – and probably other people’s problem – quick and easy. This is the type of solution that makes life simple and practical.”

Rafael de Queiroz Costa, Risk manager at Santander and a user of the app *É Comigo Santander* to solve problems and receive guidance about using Santander Brasil products and services.



“My store was in the verge of failure; there was nothing left to support my family and I thought I would not succeed ever. With a loan and financial guidance by the Bank, I woke up to the business world and had new visions about what to do and how to do it. Currently I have two stores and I am opening a third one in the State of Maranhão in a partnership with my sisters. Not only did microcredit make my business successful, but it also allowed me to keep doing the things I love.”

Sandra Margareth Pinheiro, in Paraisópolis, has been a Santander Microcredit customer for 9 years.



“You belong to the generation that will live to be 150.”

Antônio Lopes Lourenço, 77 years old, during a conversation with two young people at the Museu do Amanhã, in Rio de Janeiro. The Museum invites people to think about tomorrow by asking questions such as: will we live longer (and better) in the future?



“The Bank gave me the physical and financial support to prepare the Rural Environmental Registry and this added value to my business. This process will allow a more rational exploitation of my rural properties through better planning, access to the Environmental Regularization Program (Programa de Regularização Ambiental - PRA) and loans for farmers in addition to sell Environmental Reserve Quotas (*Cotas de Reserva Ambiental* - CRA in Portuguese).”

Claudio Trolezi, an orange and sugar cane producer in the city of Borborema, upstate São Paulo, is a Santander customer and relied on the Bank’s help to fill out the Rural Environmental Registry (Cadastro de Ambientação Rural - CAR), with georeferenced information of rural properties.



The Casa dos Ventos' São Clemente Wind Farm, located in the state of Pernambuco, was one of the projects developed with the support of the Bank in 2015; this contributed to the leadership position of Santander Brasil in the financial consultancy ranking of Dealogic's Project Finance.

COMMITMENTS

At Santander, sustainability is part of our business strategy. In line with the country's development agenda and the corporate commitments undertaken – which promote practices of social and environmental responsibility such as the Global Compact, goals have been established associated with the issues of high materiality, regarded as relevant by Santander's stakeholders. The goals are based on the Group's operational strategies: Social and Financial Inclusion, Education, and Social and Environmental Business. The chart below illustrates the actions implemented in 2015 and the goals for 2016:

2015 Goals	Outcome	2016 Goals
Social and financial inclusion		
Provide support to the deployment of 42 projects that meet the needs of children and teenagers under the Amigo de Valor program. The participating townships will receive training on the provisions of the Child and Youth Act to strengthen the action of the Councils in topics such as budget management, the entitlement of rights and project management, to name a few.	ACHIEVED. Throughout the year, representatives of the 42 townships were trained in classrooms (three workshops) and via e-learning. The meetings had the presence of the technical teams of the Councils and representatives of the chosen projects.	Complete the training of teams while monitoring the projects included in the 2014-2016 cycle; select new townships to be added in the 2017-2019 cycle for the Amigo de Valor program.
Disburse R\$ 576 million and reach 136,000 active customers at Santander Microcredit.	IN PART. Santander Brasil ended the year with a disbursement of R\$567.1 million and 139,400 active customers.	Disburse R\$ 564,3 million and reach 145,000 active customers at Santander Microcredit.
Education		
	NEW. Train 30 Bank employees as multipliers to give lectures and activities in Education and/or financial guidance to businesses and universities that are our customers.	
Provide a Financial Education Program to be taught by volunteers of Programa Escola Brazil (PEB).	ACHIEVED. The activity "Financial Education in the School Community" was taught in three modules teaching simple ways to use financial resources in a prudent and planned manner. From June to December 2015, 75 volunteer actions in financial education were carried out in public schools that are included in the PEB program (from a total of 442 volunteer actions). A total of 461 volunteers with 3,316 people having been benefitted. Due to this program, the Bank received the ENEF Seal (the National Financial Education Strategy), promoted by the National Committee for Financial Education (the Conef).	Improve the outcome measuring indices for the volunteering program promoted by the Bank.

2015 Goals	Outcome	2016 Goals
Grant 1,645 scholarships abroad for university students and professors via the Formula Santander (100 scholarships), Top España (180 scholarships), Top China (100 scholarships), Top Luso (165 scholarships), Ibero Graduação (1,000 scholarships) and Ibero-Americana Jovem Pesquisa (100 scholarships) programs.	ACHIEVED. 1,555 scholarships were granted. The Bank considers that the goal was achieved as the number of scholarships was lower in 90 targets due to the fact that some winners waived the grant.	Grant 1,521 scholarships abroad for university students and professors via the Formula Santander (100 scholarships), Top España (153 scholarships), Top China (103 scholarships), Top Luso (165 scholarships), Ibero Graduação (900 scholarships) and Ibero-Americana Jovem Pesquisa (100 scholarships) programs.
Social and environmental business		
Maintain the Obra Sustentável program in view of the partners and projects enrolled. The Bank should review the program to either redesign it or create a new path with a lower financial impact to be deployed in the next three years.	NOT ACHIEVED. The projects submitted by the partners enrolled in the program were maintained; however, there were no new submittals, as the process is being redesigned.	NEW. Train 100% of Santander Brasil's agronomists and Agribusiness technicians on the content of the new Brazilian Forestry Code while promoting three events for our customers to create awareness on environmental requirements.
		NEW. Achieve our goal of providing financing for 1,000 photovoltaic systems via an incentive campaign aimed at increasing the Bank's share in this market.
Reduce the Santander Group energy consumption by 20% by 2015, versus 2011.	NOT ACHIEVED. The Bank reduced its energy consumption by 11%.	Reduce by 9% both energy consumption and CO2 emissions by 2018, versus 2015 levels (global goal).
Provide training on Social and Environmental Risk topics to 80% of new employees in credit risk analysis and customer service teams at the Wholesale area.	NOT ACHIEVED. In 2015, 71% of the employees hired in the year underwent training.	Provide training on Social and Environmental Risk topics to 80% of new employees in credit risk analysis and customer service teams from the Wholesale area in 2016.
A minimum of 90% of employees will undergo training via an online course on corruption prevention and anti-corruption action.	ACHIEVED. The rate achieved was 92%* of employees trained.	A minimum of 93% of employees will undergo training with online course on corruption prevention and anti-corruption action.
Complete the implementation of the Anti-Corruption Program.	ACHIEVED. The program was 100% implemented.	
Begin the activities of the Operational Compliance Committee.	ACHIEVED. The Committee started the activities.	
Implementation of 100% of the Action Plan - Social and Environmental Responsibility Policy (PRSA) issued by the Brazilian Central Bank by December 31, 2015.	ACHIEVED. The action plan was implemented in its entirety**.	NEW. Implement the Governance of the Social and Environmental Responsibility Policy.
		NEW. Obtain the Environmental Management System certification for the Campinas Data Center.
		NEW. Maintain Santander Brasil among the top 10 in the leadership indicator in Transparency in the Carbon Disclosure Project (CDP).

* The number of trained employees refer to the total accrued for 2014 and 2015
**The Social and Environmental Risk Policy was reviewed to include the operations provided in the PRSA in its scope. Due to the general review of the Bank standards, the inclusion of IPO, M&A and ownership in other businesses will be done in 2016. However, a new assessment and approval workflow has been determined and implemented for such operations. This includes the assessment of the Social and Environmental Risk area in the deals to be performed

HOW THIS REPORT WAS PREPARED

The 2015 Annual Report (2015 AR) includes information on Santander Brasil for the period January 1 through December 31, 2015 (1). The content is in compliance with the guidelines of the Global Reporting Initiative (GRI) – version G4, under the comprehensive model. In addition to the GRI, we complied with the guidelines set out by the Associação Brasileira das Companhias Abertas (Abrasca), standard AA1000SES (AA1000SES Stakeholders Engagement); and replaces the 2014 AR. [G4-28] [G4-29] [G4-30] [G4-32]

Santander Brasil was already publishing social, environmental and financial information in a single report. Now, it added some guidelines from the same integrated reporting framework as required by the IIRC (International Integrated Reporting Council).

In addition to this publication dated February 2016, the 2015 AR will have another version including the GRI complement to be disclosed by April this year. All versions will be available on the Internet in both English and Portuguese.

The information in connection with sustainability disclosed in this document were drawn from an update of a materiality study prepared in 2013 in order to define, review and include any issues that may be relevant to Santander Brasil's stakeholders. In order to define both the 2015 AR content and limits, an influence analysis (relevance) was conducted among the stakeholders in connection with the topics of Santander Brasil. [G4-18]

The analysis to identify the key topics and relevant aspects for the Santander Brasil report was conducted both quantitatively and qualitatively, in steps that include analyses and dialogues. For this purpose, the Bank applied the GRI principles in order to define the content of the report, which helped identify how Santander could have an impact in terms of economic, environmental and social conditions for itself and the society at large. [G4-18]

The final validation of this process was carried out in a meeting with the Santander sustainability leaders.

The table on the side brings about topics and aspects of high importance suggested by stakeholders, including the limits of impacts, inside and outside Santander Brasil. The analysis of limits was based on reference documents that included an "approach of impacts on the chain". This step focuses on "where the impact occurs", i.e., whom it affects the most, rather than what generated it. The main change in the matrix was the inclusion of new subtopics in "People Management". The topics "Energy Consumption" and "Air Emissions" went from average materiality to high materiality in 2015. [G4-19] [G4-20] [G4-21] [G4-27]

The indicators were collected by the Finance team, who use their own tool for reporting, on which data and evidence are stored for verification and auditing. [G4-33] [G4-48]

The Executive Committee was entrusted with the review and validation of the data, information and the editorial project of the 2015 AR, in addition to provide support to the report's verification process by an independent firm. [G4-32] [G4-33]

Deloitte Touche Tohmatsu Independent Auditors was hired to review the procedures used by Santander management to both gather and compile the information and to prepare the GRI indicators. The independent auditors' limited assurance report is published on pages 76 and 77. [G4-32] [G4-33]

The indicators that are outside of the scope of the 2015 AR are also being monitored and can be found on www.santander.com.br/sustentabilidade. For any additional questions or suggestions, please contact relacoes.institucionais@santander.com.br. [G4-31]

(1) The information and results disclosed include the businesses owned by Santander Brasil as of December 31, 2015. The full list is available in Demonstrações Financeiras (Financial Statements) on www.santander.com.br/ri, on the Central de Resultados section. The data refers to the period between January 1 and December 31, but the report also includes material information beyond this period. [G4-17]

[G4-19] [G4-20] [G4-21] [G4-27]

THE SANTANDER MATERIAL TOPICS 2015	MATERIAL ASPECTS GRI	LIMIT OF IMPACTS*			
		Where Outside SUPPLIERS	Where Inside BANK	Where Outside CUSTOMERS	Where Outside SOCIETY
Related Stakeholders		All types of suppliers of goods and services	Branches, employees, third-parties and shareholders	All types of customers	Citizens, Regulators, Government, Media, Competitors, etc.
Social and environmental business	Product portfolio				
	Auditing				
Value generation and economic performance	Economic performance				
	Employment				
People Management	Training and education				
	Diversity and equal opportunities				
	Product and Service labeling				
Customer and consumer relations	Marketing communications				
	Compliance (products)				
Ethical Conduct	Grievance and complaint mechanisms in relation to Labor Practices and Human Rights				
	Anti-corruption				
	Public policies				
	Compliance (Society)				
Impacts of the Bank on society	Local Communities				
	Product and Service labeling (financial education)				
	Product portfolio (microcredit)				
	Indirect economic impacts				
Sustainability strategy	N/A				
Supply Chain Management	Assessment of suppliers in relation to labor, environmental, human rights and society practices				
Action to mitigate environmental impact	Emissions				
	Energy				

* The Bank assessed the links in the chain that were the most impacted in connection with the topic (direct impacts are considered as primary and indirect impacts are considered secondary).
■ Direct impact ■ Indirect impact □ No impact

PROJECT LIST

PAGE	PROJECT/ PROGRAM/ INFORMATION OF INTEREST	INTERNET ADDRESS
8	Santander Brasil - History	www.santander.com.br, section <i>O Santander</i> , item <i>Institutional</i>
9	The Santander Group	www.santander.com
13	Advisory Committee Members	www.santander.com.br/ri, section <i>Corporate Governance</i> , item <i>Management</i>
15	Governance Policies and Codes	www.santander.com.br/ri, section <i>Corporate Governance</i>
24	Microcredit	www.santander.com.br/sustainability, section <i>Products and Services</i> , item <i>Production Oriented Microcredit</i>
24	Santander Universities	www.santanderuniversidades.com.br
25	Sustainable Agribusiness	www.santander.com.br/sustentabilidade, section <i>Products and Services</i> , item <i>Loans/Financing</i>
25	Social and environmental Financing	www.santander.com.br/sustentabilidade, section <i>Products and Services</i> , item <i>Loans/Financing</i>
25	Photovoltaic Generation	www.santander.com.br/sustentabilidade, section <i>Products and Services</i> , item <i>Loans/Financing</i> , sub-item <i>Santander Loans/Financing</i>
29	Earnings	www.santander.com.br/ri, section <i>Financial Information</i>
30	People Management	www.santander.com.br/sustentabilidade, section <i>Management Practices</i> , item <i>Satisfaction and Engagement of our Employees</i>
32	New Data Center	www.santander.com.br/sustainability, section <i>Space for Practices</i> , item <i>In the Media</i> , sub item <i>Energy Efficiency at Data Center Santander is awarded.</i>
33	Environmental Management	www.santander.com.br/sustainability, section <i>Management Practices</i> item <i>Environmental Management</i>
33	Urban Mobility	www.santander.com.br/sustainability, section <i>Management Practices</i> , item <i>Environmental Management</i> , sub-item <i>Mobilidade Urbana</i>
34	Supplier Management	www.santander.com.br, section <i>Santander e Você</i> , item <i>Suppliers</i>
35	Social Investment	www.santander.com.br/sustentabilidade, section <i>Management Practices</i> , item <i>Social Investment</i>
35	Cultural Investment	www.santander.com.br/sustainability, section <i>Management Practices</i> , item <i>Cultural Investment</i>



ATTACHMENT
GRI CONTENT INDEX



This section provides readers with a breakdown of the 9 items deemed to be material in the new Santander Brasil relevance matrix conducted in 2015. The text provides a response as to why any such items are material and includes the Bank's management, practices and commitments currently in place.

- 50. SOCIAL AND ENVIRONMENTAL BUSINESS
- 55. VALUE GENERATION AND ECONOMIC PERFORMANCE
- 57. PEOPLE MANAGEMENT
- 61. CUSTOMER AND CONSUMER RELATIONS
- 63. ETHICAL CONDUCT
- 67. IMPACTS OF THE BANK ON SOCIETY
- 69. SUPPLY CHAIN MANAGEMENT
- 72. ACTION TO MITIGATE ENVIRONMENTAL IMPACT

SOCIAL AND ENVIRONMENTAL BUSINESS

Topic: Product Portfolio and Audit [DMA PORTFOLIO (FORMER FS1)]

Why is this material?

The management of this aspect of our business reduces the Bank's risks and our social and environmental impacts. This is an opportunity to include Sustainability in the Bank's product portfolio, considering that this topic is a highlight in the financial industry as it represents a future challenge in connection with key regulations and laws.

Impacts

The good product portfolio management is key to develop competitive, effective products while reducing the risk of social and environmental problems for customers and projects financed by the Bank. Inadequate management increases risk, lower competitiveness and may lead to undesired effects such as customer over-indebtedness. These factors have had an impact inside and outside the bank, while affecting directly the society at large.

Policies and Commitments [G4-14]

The Santander Social and Environmental Policy (Política de Risco Socioambiental - PRSA), approved in February 2015, was extended to include social and environmental aspects in our analyses and processes while bringing integrated advancements and results to business. In terms of products and services, PRSA reinforces the commitment to both the assessment and management of potential social and environmental impacts of products and services, while applying criteria to both create and revise any such products and services, including reputational risks, according to the standards on Commercialization and Approval of Products and Services.

The Bank also has a Social and Environmental Policy to review customers in 14 sectors with credit limits and/or risk in excess of R\$ 1 million in the Wholesale, regardless of their location. In addition, the Bank performs social and environmental assessments to accept new customers for this segment. The Bank also participates, whether directly or via the Santander Group, of external forums and events that serve as guidance for product portfolio and good practices in operations and with stakeholders. Among them are the Equator Principles, Roundtable on Responsible Soy, *Grupo Técnico da Pecuária Sustentável* (The Sustainable Cattle Raising Technical Group), *Grupo de Trabalho do Carvão Sustentável* (the Sustainable Coal Technical Group), the UNEP-FI and the *Grupo de Trabalho de Empresas Pioneiras em Relatórios de Sustentabilidade* (Sustainability Report Pioneering Business Group). The Bank is also a signatory in the Principles for Responsible Investment (the PRI); the UN Environmental Programme (UNEP); and supports the National Compact for the Eradication of Slave and Bonded Work (the InPACTO).

Learn more!

CUSTOMER REVIEWS - WHOLESALE SEGMENT

	2013	2014	2015
Approved	2,034	1,743	2,519
Approval with qualifications	32	16	35
Rejected	-	4	16
Total	2,066	1,763	2,570

PROJECTS NOT UNDER THE EQUATOR PRINCIPLES

	2013	2014	2015
Approved	0	6	22
Approval with qualifications	25	24*	18
Rejected	0	2	0
Total	25	32	40

*One of the projects that had been labeled as "not under the Equator Principles" in 2014 was relabeled as "under the Equator Principles" upon its reassessment and signature in 2015, as per the following table

REVIEW OF CUSTOMERS REFERRED TO BY COMPLIANCE

	2013	2014	2015
Approved	25	40	0
Approval with qualifications	4	5	0
Rejected	37	39	7
Total	66	84	7

PROJECTS UNDER THE EQUATOR PRINCIPLES

	2013	2014	2015
Approved	0	0	0
Approval with qualifications	0	1	3
Rejected	0	0	0
Total	0	1	3

REAL ESTATE DEVELOPMENT REVIEWS - MORTGAGES

	2013	2014	2015
Approved	8	3	7
Approval with qualifications	11	1	1
Rejected	0	0	1
Total	19	4	9

REVIEW OF COLLATERAL

	2013	2014	2015
Approved	-	34	84
Approval with qualifications	-	1	14
Rejected	-	2	37
Total	-	37	135

LOANS TO CRITICAL SECTORS

	2013		2014		2015	
	Portfolio (R\$ thousand)	% versus the total portfolio	Portfolio (R\$ thousand)	% versus the total portfolio	Portfolio (R\$ thousand)	% versus the total portfolio
Tobacco industry, alcoholic beverage industry, arms, ammunition	1,129,523	0.43	1,301,995	0.45	1,904,864	0.58
Fossil fuels	9,523,998	3.64	10,555,406	3.67	10,951,309	3.36
Damage to food/ nutrition security	204,219	0.08	181,393	0.06	224,218	0.07

* The amount of the total 2014 portfolio was changed due to the review carried out in 2015, which resulted in the change of loan rates to critical sectors versus the total portfolio

The Social and Environmental area performs social and environmental audits in both customers and their projects, whether or not such projects are under the Equator Principles, via a review of documents, meetings with and visits to customers, that may lead to suggestions for improvements and according to the social and environmental practices. These procedures give rise to an action plan prepared jointly with the Bank. The customer agrees to abide by it, and this commitment is part of the loan agreement. **[DMA (FORMER FS9) – AUDIT]**

Retaining an independent social and environmental auditor is considered at the time of aligning the financing for projects under the Project Finance portfolio in accordance with the Equator Principles and/or if the Bank concludes that an assessment by a third party is needed. The audit verifies and assesses potential weaknesses and improvements for adapting the project to the guidelines of the Equator Principles. **[DMA (FORMER FS9) – AUDIT]**

Where possible, an action plan for dealing with social and environmental non-compliances is drawn up. If there is no other possibility, the contractual clauses are executed and the agreement may be terminated or the acceleration clause may be invoked. In 2015, independent audits were conducted for six projects assessed by the Social and Environmental Risk department and 21 visits were made to customers.

[DMA (FORMER FS9) – AUDIT]

In 2015, Santander Brasil consolidated the social and environmental assessment flows for property that is provided as collateral in loans. This helped reduce significantly the social and environmental risks in the performance of agreements. In order to monitor social and environmental risk assessment processes, the Bank created a panel with indicators gathered by the non-financial risk area. The panel is one of the information tools for the compliance with the Social and Environmental Responsibility Policy and is monitored as part of the governance of this Policy, under the management of the Sustainability area. Thus it is possible to establish an information and decision making flow between the areas involved and the management. **[G4-14]**

Social and Environmental Risk training is provided in 4-hour classroom sessions, and addresses social and environmental risk concepts and practices in loan granting and acceptance of customers. The course is held at least on quarterly basis for groups of around 20 loan analysts and relationship managers. The PRSA implementation process (see item “Policies and Commitments”) was carried out in a participative manner, under the leadership of internal areas with the Sustainability team. The program was adapted for Distance Learning and is available on our Intranet for all employees. Attending this course is mandatory. By December 2015, 42.841 employees were approved in this training program. **PORTFOLIO (FORMER FS4)]**

As to the review or creation of new products, the Bank relies on a Local Marketing Committee (the “CLC”), comprised by areas such as Legal, Retail, Corporate, GB&M, Risks, Internal Audit, Means, Quality, Brands/Marketing, and Compliance. The CLC is in charge of pointing out improvement areas or even bar the sale of a given product. If approved, Audit will check if all considerations submitted are being complied with by the Products area. There is also a manual with every step that should be taken into account when creating a product, some of them being focused on Sustainability, financial guidance and transparency. **[DMA MARKETING COMMUNICATIONS]**

Santander Brasil interacts with its stakeholders on social and environmental opportunities via a number of online and classroom initiatives. In 2015, the Bank highlights the Meeting with Suppliers 2015, addressing the topic “Prevention of Corruption”. **[DMA PORTFOLIO (FORMER FS5)]**

LOAN PORTFOLIO PER SECTOR OF ACTIVITY (R\$ THOUSAND) - [G4-FS06]

	2013		2014		2015	
	R\$(thousand)	%	R\$(thousand)	%	R\$(thousand)	%
Public Sector	122,521	0.05	156,476	0.06	119,087	0.05
Federal Government	24	0.00	171	0.00	4373	0.00
State Government	114,311	0.05	125,784	0.05	82,964	0.03
Municipal Government	8,186	0.00	30,521	0.01	31,750	0.01
Private Sector	227,359,796	99.95	245,439,791	99.94	260,963,648	99.95
Manufacturing	35,115,863	15.44	52,789,548	21.49	70,804,585	27.12
Trade	25,864,260	11.37	26,175,774	10.66	28,223,339	10.81
Farming	5,031,783	2.21	6,164,083	2.51	2,912,348	1.12
Financial Institutions	199,784	0.09	5,761	0.00	2,285,315	0.88
Services and Other	46,440,650	20.42	52,591,791	21.41	41,964,420	16.07
Individuals	114,707,456	50.42	107,712,834	43.86	114,773,642	43.96
Total	227,482,317	100.00	245,596,267	100.00	261,082,735	100.00

LOAN PORTFOLIO PER GEOGRAPHIC REGION (R\$ THOUSAND) - [G4-FS06]

	2013		2014		2015	
	R\$(thousand)	%	R\$(thousand)	%	R\$(thousand)	%
Country	204,827,898	90.0	213,746,044	84.6	224,804,961	86.1
Midwest	8,905,653	3.9	9,064,805	4.2	9,085,888	3.5
Northeast	13,395,388	5.9	13,806,280	6.5	13,844,211	5.3
North	3,402,874	1.5	2,788,791	1.3	2,652,524	1.0
Southeast	147,881,231	65.0	155,263,355	72.6	168,400,118	64.5
South	31,242,752	13.7	32,822,813	15.4	30,822,220	11.8
Abroad*	22,654,419	10.0	31,850,223	14.9	36,277,774	13.9
Total	227,482,317	100.0	245,596,267	100.0	261,082,735	100.0

* Basically refers to offshore branch transactions - Grand Cayman

SOCIAL/ENVIRONMENTAL LOANS (R\$ THOUSAND) [G4-FS7] [G4-FS8]

	2013	2014	2015
Production	1,987,576	2,513,466	860,829
Portfolio	1,911,333	1,427,599	1,157,138
Weighted share versus the total portfolio (%)	3.4%	2.3%	4.0%

* The social/environmental impact was calculated taking into account the weight of the social/environmental products/segments versus the relevant portfolios

NET EQUITY SRI FUNDS (R\$ THOUSAND) [G4-FS7] [G4-FS8]

Fund	2013	2014	2015
Sustainability and Responsible Investment (SRI)	447,526	379,792	186,200
Variable Income	3,344,053	2,579,008	1,313,693
SRI/total variable income (%)	13%	15%	14%

MICROCREDIT BY SECTOR - [G4-FS7]

Microcredit	Portfolio			Customers		
	2013	2014	2015	2013	2014	2015
Textile	106,664	119,408	127,505,32	50,032	56,043	61,969
Food and beverages	71,046	76,805	80,397,43	30,718	32,753	34,791
Health and Beauty	31,055	35,621	43,464,80	15,844	17,952	22,530
Decoration	4,395	5,446	6,030,70	1,931	2,281	2,593
Electrical-Electronic Appliances (Retail Stores)	3,800	4,220	2,418,18	1,587	1,836	1,036
Transport	2,023	2,023	2,837,45	1,028	963	1,364
Entertainment	1,094	1,506	3,093,34	435	543	1,160
Education	666	651	1,584,17	213	211	601
Other sectors	36,336	37,277	30,567,80	16,718	16,840	13,366
Other*	9,907	3,287	50,73	6,293	783	32
Total	266,986	286,244	297,950	124,799	130,205	139,442

*Customers in non-identified sectors.

MICROCREDIT BY GENDER* - [G4-FS7]

	Microcredit			Customers		
	2013	2014	2015	2013	2014	2015
Women	177,760	194,430	206,393	82,816	90,169	97,482
Men	79,318	88,527	91,557	35,690	39,253	41,960

* Non-identified Customers and Sectors

Links

- Policies in connection with this topic: www.santander.com.br/sustentabilidade, section “Governança”, item “Políticas”
- Social/Environmental Risk Practices: www.santander.com.br/sustentabilidade, section *Práticas de Gestão* item *Risco Socioambiental* [DMA PORTFOLIO (FORMER FS2 AND FS3)]
- The Obra Sustentável Program: www.santander.com.br/sustentabilidade, section “Produtos e Serviços”, item *Financiamentos / Programa Obra Sustentável* [DMA PORTFOLIO (FORMER FS5)]
- The Reduza e Compense CO2 Program: www.webco2.com.br [DMA PORTFOLIO (FORMER FS5)]
- List of Commitments and Participations: www.santander.com.br/sustentabilidade, section “Governança”, items “Compromissos” and “Participações em Forums” [DMA PORTFOLIO (FORMER FS1)]

VALUE GENERATION AND ECONOMIC PERFORMANCE

Topic: Economic performance [DMA]

Why is this material?

For three reasons: 1) it indicates whether the Santander Brasil operations generate financial return and are commercially feasible; 2) it shows how the value that is generated is distributed throughout society; and 3) it highlights whether the Bank is prepared to face business perennity issues, such as the incorporation of social and environmental issues to the risk analysis model.

Impacts

The financial profits and the distribution of the economic value generated by the Bank impact directly the shareholder's compensation; the capacity for investment; job generation and quality; and the social contribution, whether via the payment of taxes or via private sector social investment. There is still one indirect impact on suppliers.

Due to climate changes, social and environmental risks can also lead to cost increases or interruptions in operations while causing financial impacts to business.

The incorporation of social and environmental variables to risk models in the creation of products and services that provide support to customers in the reduction of their own risks are examples of Santander Brasil practices to achieve results in a sustainable manner. [G4-EC2]

An example of social and environmental risk management was the development of a study to anticipate the vulnerabilities arising from the effects of water scarcity and

the changes in the energy price and availability behavior due to climate changes. This initiative will enhance the Bank's business contingency plans for any occurrences in connection with natural disasters. [G4-EC2]

Policies and Commitments

Santander Brasil abides by the standards of the Brazilian Central Bank, the CVM (*Comissão de Valores Mobiliários*), the Susep (*Superintendência de Seguros Privados*) and the SEC - Securities and Exchange Commission (for foreign corporations listed on the US financial market).

As to the climate changes, the topic is dealt with in the Social and Environmental Responsibility Policy (PRSA). The Bank also sits in business discussion forums with the objective of developing new business practices and mitigation policies for climate change in Brazil. Among them, the Brazilian Committee for Sustainable Development (the CT Clima) and the Brazilian Forum on Climate Change. The Bank also participated in the United Nations Environment Programme Finance Initiative (UNEP FI) to assess, measure and review the carbon content in the product portfolio and the carbon risk in both financial and investment operations, in addition to the initiative of the Brazilian Business Committee for Sustainable Development (the CEBDS), which launched the report “Exposure of the Brazilian Financial Sector to the Natural Capital Risk”. In 2015, the Bank became part of a pilot program for social and environmental stress tests, coordinated by the German Agency for International Cooperation (the GIZ), to develop a methodology to assess the impact of water shortage on our Corporate customer

portfolio. See also on page 25 of the Annual Report the participation of Grupo Santander and Santander Brasil in the 21st Climate Change Conference (the COP 21) in 2015. **[G4-EC2]**
[G4-2]

Learn more!

In terms of prevention and management of impact from our activities, Santander Brasil was granted ISO 14001 certification for two administrative buildings: Torre Santander and Casa 1, both in São Paulo. We also have in place a set of policies aligned with climate governance, based on three pillars: 1) responsibility for the impact; 2) low-carbon business; and 3) engagement and transparency. Since 2009, the Bank promotes the greenhouse gas inventory while offsetting emissions via voluntary carbon credits. **[G4-EC2]**

Santander Brasil grants financing for the application of renewable energies and energy efficiency. The Bank also organizes campaigns to finance Low Carbon Agriculture (ABC) and a program to support customers in the enrollment with the Rural Environmental Registry (Cadastro Ambiental Rural - CAR); for additional information, see page 25 of the Annual Report. The third pillar lies on the *Reduza e Compense* Program, which allows anyone to calculate online their greenhouse gas emissions and offset them via the purchase of carbon credits from sustainable projects.

The *Reduza e Compense* Program is one of the Bank's key social and environmental programs. Since its launch, in 2013, it had more than 134,000 accesses with the participation of more than 61,400 people and the offset of approximately 76,000 tons of CO₂. In 2015, the program was awarded a prize for its outstanding performance at the Época Magazine's Green Business Época Award ceremony. **[G4-EC2]**

Links

- Santander Brasil Commitment to Climate Change – www.santander.com.br/co2 **[DMA ECONOMIC PERFORMANCE]**
- Brazilian Forum on Climate Change – www.forumclima.org.br
- Business Forum on Climate Change – www.forumempresarialpeloclima.org.br
- Santander Financial Information – www.ri.santander.com.br
- CVM Standards – www.cvm.gov.br **[DMA ECONOMIC PERFORMANCE]**
- Learn more about the climate governance initiatives on pages 25, 33 and 45 of this report

PEOPLE MANAGEMENT

Topics: Employment / Training and Education / Diversity and Equal

Opportunities **[DMA]**

Why is this material?

These topics are deemed to be material for Santander as they contribute to employee development and engagement while supporting the Bank's value generation and economic performance. The support to diversity promotes an inclusive environment in the workplace, while stimulating equal opportunities and allowing the Bank to connect to the needs of customers and the society in connection with diversity. A services company must rely on professionals that are ready and qualified to provide services to customers in a proper manner.

Impacts

The impacts of this item on the Santander Brasil operations, we highlight: 1) quality of life for the employee; 2) improvement of the organizational climate and compliance with labor practices; 3) better service to customers; and 4) increase in productivity. Considering the issue of employment and compensation, the Bank impacts the society at large in an indirect manner.

Policies and Commitments

Santander Brasil has internal policies in place that are available on the corporate intranet are: 1) Employee, Intern and Young Apprentice Hiring Policy; 2) Diversity Policy; 3) Benefit Policy; 4) Training Policy; 5) Policy on Incentive to Education and Mandatory Certifications.

The performance of suppliers and partners also deserves attention, as the Bank makes sure that they comply with social and Human Rights obligations. This surveillance is performed in a partnership with the managers of operations that hire service providers and by teams such as Service Provider Management and Labor Legal.

Learn more!

The numerous practices and processes developed by the Bank to promote employment and training, in 2015, include: 1) Succession Plan: a global internal process in charge of the Talent Valuation Committees, promoting team discussions to identify potential career movements and successors to leadership positions at Santander, and also internal mobility in the Group. 2) Hiring: the Bank strives to attract and hire people that are adequate to the Organization's challenges while valuing diversity, prioritizing hiring at entry levels and strengthening employee career development and 3) Internal Mobility: in 2015, we posted 6,713 job openings, of which 690 were filled by internal candidates.

Some examples of benefits provided to employees: Medical and Dental Insurance, Life Insurance, Transport Voucher, Meal Voucher, Supermarket Voucher, Personal Support Program, Daycare/Nanny Voucher, Private Pension Fund and Entertainment Voucher. **[G4-LA2] [G4-LA10]**

We also promote programs for the training and development of managers such as: 1) Programa Líder Santander (Santander Leadership Program), focused on executive development via

education and interaction among areas. In 2015, Program trained 248 employees, and 2) the Programa Gestor Santander (Santander Management Program), to train new people managers and managers with more than one year on the job. In 2015, 1,216 employees were trained. **[G4-LA2] [G4-LA10]**

ASSOCIATES PER WORK CONTRACT AND GENDER **[G4-10]**

	2013		2014		2015	
	Men	Women	Men	Women	Men	Women
Full time*	20,086	29,535	20,463	28,846	20,354	29,670
Third-party employees**	3,060	2,596	2,112	1,760	2,623	1,537
Interns	866	1,209	899	1,162	987	1,211
Apprentices	301	675	224	452	253	535
TOTAL	24,313	34,015	23,698	32,220	24,217	32,953

* The employees' working schedule meets the local legal requirements.

** Third party employees are allocated in the South and Southeast region, where the administrative buildings are located

EMPLOYEES BY REGION AND GENDER

REGION	2013		2014		2015	
	Men	Women	Men	Women	Men	Women
Midwest	758	976	761	977	768	1002
Southeast	15,545	23,302	15,642	22,587	15,199	22,405
North	244	403	253	399	268	416
South	1,959	2,885	2,272	2,947	2,542	3,868
Northeast	1,580	1,969	1,535	1,936	1,577	1,979
TOTAL	20,086	29,535	20,463	28,846	20,354	29,670

** Third-party employees work in the South and Southeast regions

HEADCOUNT PER BUSINESS

	2013	2014	2015
Banco Santander	47,182	45,689	44,878
Santander Financiamentos and Webmotors *	1,987	1,906	1,784
Microcredit	278	267	274
Santander Corretora de Câmbio (Foreign Exchange)	20	12	12
Asset Management	0	0	0
Santander Corretora de Seguros and other units	154	227	213
GetNet**	-	1,208	2,308
BonSucesso			555
TOTAL	49,621	49,309	50,024

* Webmotors was included as of 2012

**In 2014, the companies Auttar and Pos Moviel were included in the Santander Bank Conglomerate. In 2015, these companies were considered in the Getnet total.

HEADCOUNT PER LEVEL OF EDUCATION

	2013	2014	2015
Employees with elementary school	386	357	522
Employees with high school diploma	17,317	16,662	16,569
Employees with higher education diploma	25,729	25,853	26,421
Employees with graduate course/ Master's / Doctor's	6,189	6,437	6,512
TOTAL	49,621	49,309	50,024

EMPLOYEE TURNOVER PER REGION **[G4 LA1]**

	2013				2014				2015			
	Hired	Hired (%)	Terminated	Turnover (%)	Hired	Hired (%)	Terminated	Turnover (%)	Hired	Hired (%)	Terminated	Turnover (%)
NORTH	72	2.2	137	20.2	67	2.0	99	15.2	99	1.6	81	12.1
Northeast	224	6.9	455	12.5	205	6.2	440	12.5	333	5.5	344	9.8
Midwest	168	5.2	303	16.9	159	4.8	228	13.1	261	4.3	236	13.5
South	268	8.2	938	18.1	440	13.4	862	17.1	1115	18.5	1017	17.5
Southeast	2,522	77.5	5,808	14.3	2,426	73.6	5,294	13.7	4,229	70.1	4,225	11.1
Total	3,254	100.0	7,641	14.8	3,297	100.0	6,923	14.0	6,037	100.0	5,903	11.9

EMPLOYEE TURNOVER BY AGE BRACKET **[G4 LA1]**

	2013				2014				2015			
	Hired	Hired (%)	Terminated	Turnover (%)	Hired	Hired (%)	Terminated	Turnover (%)	Hired	Hired (%)	Terminated	Turnover (%)
14 -19 years	72	2.2	5	6.0	69	2.1	10	17.1	183	3.0	35	35.5
20 -29 years	2,143	65.9	2,616	14.1	1,708	51.8	2,284	14.3	3,602	59.7	1,981	13.1
30 -39 years	810	24.9	3,018	15.3	1,159	35.2	2,811	14.2	1,776	29.4	2,406	11.7
40 -44 years	105	3.2	521	14.4	189	5.7	580	12.6	271	4.5	460	9.5
45 -49 years	73	2.2	663	11.9	98	3.0	499	12.0	126	2.1	348	8.8
50 years and over	51	1.6	818	18.2	74	2.2	739	15.5	79	1.3	673	13.5
Total	3,254	100.0	7,641	14.8	3,297	100.0	6,923	14.0	6,037	100.0	5,903	11.9

EMPLOYEES PER GENDER AND POSITION **[G4 LA12]**

	2013		2014		2015	
	Men	Women	Men	Women	Men	Women
Operations	6,225	11,889	6,261	11,769	6,780	12,970
Administrative	9,696	15,258	9,503	14,465	9,078	14,109
Specialists	3,551	2,184	3,878	2,319	3,711	2,334
Managerial	451	165	620	245	614	228
Executive Officers	163	39	201	48	171	29
TOTAL	20,086	29,535	20,463	28,846	20,354	29,670

HEADCOUNT ON A PER SENIORITY BASIS

	2013	2014	2015
0-5 years	24,263	23,537	24,901
6 -10 years	12,575	12,567	12,214
11 -20 years	5,839	6,502	6,810
20 years and over	6,944	6,703	6,099
TOTAL	49,621	49,309	50,024

EMPLOYEES WHO WERE BENEFITTED VIA IMPROVEMENT PROGRAMS* **[G4 LA10]**

	2013	2014	2015
Scholarships for undergraduate students	2,552	2,097	987
Scholarships for graduate students	267	135	850
Scholarships for language courses	509	191	6
TOTAL	3,328	2,423	1,843

*In 2013 and 2014, the Bank did not sponsor any Retirement Preparation Programs for employees

% EMPLOYEES PER GENDER THAT WERE RATED IN PERFORMANCE ASSESSMENT AND CAREER DEVELOPMENT ON A REGULAR BASIS* **[G4 LA11]**

	2013	2014	2015
Operations	88.1	87.9	68.9
Administrative	94.0	94.5	87.7
Specialists	91.3	96.8	91.8
Managerial	81.3	99.9	95.1
Executive Officers	90.6	94.8	175

Men	90.0	92.0	81.5
Women	92.1	92.8	79.4

* Banco Bonsucesso does not carry out performance assessments on a regular basis

EMPLOYEES ENTITLED TO LEAVE OF ABSENCE [G4 LA3]

Leave	2013	2014	2015
Maternity leave	29,535	28,846	29,670
Paternity leave	20,086	20,463	20,354
Total	49,621	49,309	50,024

EMPLOYEES WHO WERE ON LEAVE OF ABSENCE* [G4 LA3]

Leave	2013	2014	2015
Maternity leave	425	530	515
Extended maternity leave	1,293	1,154	1,069
Paternity leave	639	580	476
Total	2,357	2,264	2,060

* Employees that started their leave on the year

EMPLOYEES WHO RETURNED TO WORK UPON THE EXPIRY OF THE PARENTAL LEAVE PERIOD [G4 LA3]

Leave	2013	2014	2015
Maternity leave	23	20	125
Extended maternity leave	1,311	1,572	1,288
Paternity leave	639	580	476
Total	1,973	2,172	1,889

EMPLOYEES RETURNING FROM PARENTAL LEAVE THAT WERE STILL WORKING WITHIN 12 MONTHS COUNTING FROM THE RETURN DATE [G4 LA3]

	2013	2014	2015
Female employees under maternity leave or extended maternity leave taken in the previous year	2,054	2,167	2,409
Female employees still working within 12 months counting from the return date	1,714	1,820	2,107
Retention rate	83%	84%	87%
Male employees under paternity leave or extended paternity leave taken in the previous year	686	639	580
Male employees still working within 12 months counting from the return date	581	553	493
Retention rate	85%	87%	85%

AVERAGE NUMBER OF TRAINING HOURS [G4 LA9]

Position	Classroom + E-learning		Classroom + E-learning		Classroom + E-learning	
	2013		2014		2015	
	Men	Women	Men	Women	Men	Women
Operations	24.8	26.3	28.7	28.4	36.8	35.1
Administrative	29.9	30.9	28.6	27.4	36.4	34.6
Specialists	42.2	48.1	36.4	36.9	25.8	28.6
Managerial	52.3	62.8	79.9	68.5	51.4	57.4
Executive Officers	60.2	48.7	40.7	32.6	37.9	39.7

CUSTOMER AND CONSUMER RELATIONS

Topic: Labeling of Products and Services, Marketing Communication and Product Compliance [DMA]

Why is this material?

The communication with customers and final consumers has an impact on the quality of business relations, while presenting product and services portfolio, financial results and future expectations for the Bank's operations.

Impacts

The impacts of this item on the Santander Brasil operations are: 1) customer loyalty through transparency, simplicity and trust in their relationship with the Bank; 2) the full understanding of the customer about products and services and their outcomes; and 3) customer satisfaction and a lower level of complaints. All these items have a direct impact on business, flows and controls and financial results. The purchase of products and services carried out under the assumptions of transparency and quality, including post-sale, reduces the rate of rework while adding value to the relationship with the customer and generating loyalty and positive outcomes to all involved in these process and to society at large.

Policies and Commitments

The Bank operates in accordance with the following policies for the management of risks in product marketing: 1) Code of Ethics; 2) Product and Services Marketing Policy; 3) Product Marketing Manual for Brazil; 4) Suitability Policies for Derivatives. All of them are based on laws and codes issued

by regulatory agencies and entities that represent the financial segment and the Federal Government.

In 2015, the Bank published the Product Marketing Manual in Brazil, establishing the procedures to assess and approve products and services before their launch in the market. The material also defines a methodology to classify risks for investment products versus the assessment of investor profile – i.e., suitability.

Learn more!

In order to ensure the good development and the sale of financial products and services, the Local Marketing Committee ensures that any such products and services are sold under the highest excellence standards and respect to laws and regulations, while approving marketing procedures and monitoring products and services.

Additionally, the Bank has internal policies that ensure the focus Bank/Customer across the approval, sale and post-sale process of products and services. The goal is to avoid that any products are marketed before their general characteristics, risks, controls, legal feasibility and operating, accounting, and technological procedures, to name a few, are both identified and assessed by all relevant technical areas. This assessment has two issues in view: impacts for the bank and impacts for the customers. The Bank sells products and services in compliance with the legislation only. In addition to legal, compliance, communications issues, the Local Marketing

Committee also considers in their analyses the impacts of the product or service offering and purchase on customers, in order to ensure that customers are buying a product or service that is suitable to their needs and profile. In addition, upon approval, the sale of products and services continues to be monitored. [G4-FS15]

As to the availability of information to customers, the service is in compliance with the standards in force and whenever necessary the Bank makes adjustments to internal procedures in order to keep them updated. Information on asset products for individual customers is made available via their respective agreements. Banking service fees are published in the Services Table, available for consultation at the branches and on Santander website. Information in relation to the Corporate segment is included in the respective agreement documents, when the original copies are submitted to the customer. Information on products offered via the Stock Market (securities) is made available by means of leaflets disclosed within the scope of the products on offer. [G4-PR3]

Santander Brasil submits all products and services to an approval process, according to the internal policies and the legislation in force. In 2015, the Bank did not record any material cases involving customer challenges to products and services and didn't receive penalties or had lawsuits filed against the Bank for non-compliance with codes and regulations and communications and Marketing. [G4-PR6][G4-PR7]

In the year, 17 Class Actions in connection with products were registered; in 2014, 26 Class and Collective Actions. [G4-PR4]

In connection with penalties related to the provision and

usage of products and services, the Bank was fined in R\$ 21 million in Class Actions, Civil Inquests and Administrative Actions. [G4-PR9]

Santander Brasil makes ongoing investments to improve customer satisfaction. The outcomes are measured via surveys with different customer segments from individuals to corporations. In 2015, the Corporate, Financing and Private segments were rated top positions in customer satisfaction. The Select segment yielded a return on the investments made in the period. Other segments such as Van Gogh and Individuals showed opportunities for improvement. [G4-PR5]

The monitoring of products and services life cycle begins with product launch to check whether any such products and services meet customer needs as approved. The outcome of this control is reported to the Local Marketing Committee every four months.

Links

- Product Development: www.santander.com.br/sustentabilidade, section *Práticas de Gestão*, item *Desenvolvimento de Produtos*
- Products & Services: www.santander.com.br/sustentabilidade, section *Produtos e Serviços*

ETHICAL CONDUCT

Topic: Human Rights and Labor Practices Grievance Mechanisms [DMA]

Why is this material?

This is a key aspect for Santander Brasil. The Bank provides contact channels to its stakeholders so that they can voice their dissatisfaction and other complaints, including any issues in connection with Human Rights and Labor practices. For customers, investors and the community at large, the Bank has Customer Service and Ombudsman. Employees and suppliers have Reporting Channels at their disposal.

Impacts

The interactive channels help identify and refer any occurrences in connection with this aspect while contributing to preserve the relationship with stakeholders. They also generate satisfaction and improved engagement rates among employees, while helping maintain a good relationship with suppliers and customers. Reports have an impact on the Bank's reputation, including the possibility of financial impact due to individual lawsuits by employees and Collective Actions filed by the Labor Public Prosecution Office and by workers' unions. The absence of structured channels and processes disseminate the practices of undesirable behaviors, such as segregation, discrimination, power abuse, with implications on Human Resources, such as lower productivity, sick leave and lack of interest by employees; such conditions not to be tolerated by the Santander Group.

Policies and Commitments

The Code of Ethics and the Santander Reporting Channel Policies; the Human Rights Policy; the Diversity Policy; and the Supplier Relationship Policy address these and other aspects in connection with Labor Relations and Human Rights.

Learn more!

Santander Brasil established practices to deal with grievances in connection with Human Rights and Labor Practices, such as: 1) Monitoring: reports involving employees are concluded within 45 days. The findings, measures taken and resolutions are submitted to the Committee of Internal Occurrences on a monthly basis; 2) Remedy: all cases in connection with the Reporting Channels are investigated and, if true, disciplinary action is taken for correction and accountability or sanctions; and 3) Customers: investors and non-customers may use the Customer Service or Ombudsman by phone and other channels such as Contact Us on the website (online form), Social Networks and via mail (letter). The information is processed in total confidentiality and reports may be registered anonymously.

Santander Brasil does not discriminate human rights complaints from customers or non-customers in its customer service channels.

GRIEVANCES IN CONNECTION WITH LABOR PRACTICES* [G4 LA16]

	Employees			Suppliers		
	2013	2014	2015	2013	2014	2015
Reported	1	7	14	0	0	0
Deemed true	0	3	7	0	0	0
Solved	1	6	12	0	0	0
Solved in the next year	0	0	1	0	0	0

* Numbers assessed from the grievances filed with the Santander Brasil Reporting Channel

GRIEVANCES IN CONNECTION WITH HUMAN RIGHTS [G4 HR12]

	Employees			Suppliers		
	2013	2014	2015	2013	2014	2015
Reported	143	109	88	0	0	0
Deemed true	73	48	43	0	0	0
Solved	127	97	71	0	0	0
Solved in the next year	35*	16	12	0	0	0

* Grievances solved in 2013, but reported in 2012

Links

- Ethical Conduct: www.santander.com.br/ri, section *Governança Corporativa*
- Human Rights Practices: www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*

Topic: Anti-Corruption Practices, Legal and Ethical Compliance and Integrity [DMA]

Why is this material?

Transparent bank practices strengthen the relationship with investors and customers; it helps identify and manage any potential conflicts of interest, while ensuring that any investments made by the Bank are not treated as bribery. This attachment addresses three correlated aspects: Anti-Corruption Practices, Legal and Ethical Compliance and Integrity. These are relevant to Santander Brasil because: 1) ethics and integrity and anti-corruption practices are in tandem with the ethical behaviors expected from the Bank's professionals, business partners and suppliers. and 2) legal compliance is in tandem with compliance with laws and is highly likely to generate significant risk, especially administrative and reputational risk.

Impacts

The key negative impacts that may occur in case the company fails to manage aspects such as Anti-Corruption Practices and Legal Compliance are loss of trust by customers, employees, investors and society at large in Santander Brasil; this may harm our reputation and result in economic losses due to noncompliance with laws, fraud, money laundering, price volatility and tax evasion. The good management of these aspects may result in positive impacts such as ethical behavior from professionals, business partners and suppliers, and strengthened relationship with stakeholders, which is a consequence of the reduction of the conflicts and the risks of damage to corporate reputation.

Policies and Commitments

Santander Brasil policies in connection with ethics, compliance with laws and anti-corruption in the entire value chain are: Anti-corruption policies; Money Laundering Prevention, Conflict of Interest in the Commercial Network; Relationship with Suppliers; Presents, Gifts & Entertainment; Transactions with Related Parties; Institutional Sponsoring and Commercial Network Sponsoring. The Code of Ethics, the Code of Conduct in Stock Markets and the Santander Reporting Channels are other instruments in connection with these topics.

These policies and channels are based on internal and external standards, including Act # 12,846/13, known as the Clean Business Act. Santander Brasil is certified by *Cadastro Empresa Pró-Ética*, a registry maintained by the Federal Government Comptroller-General, i.e., the *Controladoria Geral da União* (CGU), and the *Pacto Empresarial para Integridade e Contra a Corrupção* by Instituto Ethos.

The Bank has also adhered to measures to comply with the laws and Court determinations in order to ensure the legal compliance with the regulatory agencies that govern its activities.

Learn more!

Corruption, fraud and embezzlement undermine economic development. In the financial system, impacts can happen via banking inefficiency; lack of protection and yield in individual and corporate savings, inefficient loans that may be used for other ends than originally intended; the offer of products and services that do not contribute to people and business development, in such a way that resources that should benefit society at large may be seized by a few, while arresting development and collapsing the economic system. Therefore Santander Brasil revises its Anti-Corruption Policy on a regular basis and sets out controls and monitoring systems to prevent corruption, whether internally or externally.

Throughout the year, the Bank was not subjected to any sanctions arising out of non-compliances with laws or regulations via arbitration. [G4-SO8]

The Compliance area assessed 16 requests in connection with sponsorships for the Public Sector (100% of the cases were processed according to the parameters set out in internal policies in force); and 120 requests in connection with awards in sponsorships for the Private Sector (100% of the cases submitted as per the parameters set out in its internal policies in force). No significant risks of corruption were detected in the processes that were assessed. More than 180 Publicly Exposed Persons (*Pessoas Publicamente Expostas* - PEPs) were approved by management upon a prior assessment of potential reputational risks due to involvement in illegal business. These customers are monitored in a special manner. 58 suppliers were assessed by Compliance (hiring, agreement extension or renewal), of which three were rejected, two of them being considered restricted in terms of negotiation. [G4-SO3]

Every two months, the Bank promotes the Lawsuit Forum with meetings with the Branch Network and the Marketing and Security areas, in which infraction notices, fines and valid Court injunctions are addressed. In the meetings the groups discuss the best way to address and refer any issues of noncompliance with laws and Court determinations and the consequences thereof. The Forum also discloses messages from management to all employees through a number of internal corporate channels available, including Compliance Committees with the participation of the Bank management.

The corruption topic is dealt in a generic manner in employee orientation programs, in lectures, meetings, classroom training sessions and in web-based courses, including Code of Ethics, Money Laundering Prevention, Information Security and Prevention of Fraud. In addition, the web-based course on Corruption Prevention and Anti-Corruption Practices in order to warn employees about the risks of corruption in connection with business dealings and potential impacts to the Bank and to employees, in case of noncompliance with the Anticorruption Policy. This program is mandatory for employees and interns. In 2014 and 2015, 25,512 employees attended the web-based course, i.e., 92% of the professionals that were required to undergo this training program.

The Bank carried out a Meeting with Suppliers, to create an awareness among 130 participants about Act# 12,846/13, while sharing practices that contribute to corruption prevention and fight against corruption. [G4-SO4]

As to the members of the governance bodies (Board of Directors, Audit Committee and Executive Officers), 23% of 61 professionals attended the web-based course Corruption Prevention and Anti-Corruption Practices.

Santander Brasil also makes available a number of channels to answer questions and record reports from a number of audiences, i.e., the Mechanisms for Grievances on Human Rights and Labor Practices (see pages 70 and 71).

ANTI-CORRUPTION TRAINING BY HIERARCHICAL LEVEL* [G4-SO4]

Hierarchical Level	2013*			2014			2015		
	# Employees trained	# Employees per category	%	# Employees trained	# Employees per category	%	# Employees trained	# Employees per category	%
Operations	13,655	18,114	75	7,862	17,610	45	9,762	19,751	49
Administrative	16,881	24,954	68	10,249	23,389	44	14,420	23,185	62
Specialists	3,541	5,735	62	2,068	6,077	34	858	6,047	14
Managerial	246	616	40	89	693	13	375	841	45
Executive Officers	63	202	31	19	332	6	97	200	49

* In 2013, all training programs that addressed the corruption topic were considered. In 2014 and 2015, just one training program that addresses corruption was considered

Related links

- Anti-Corruption Policy: www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*
- The Supplier Relationship Policy: www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*
- The Code of Ethics: www.santander.com.br/ri, section Corporate Governance

IMPACTS OF THE BANK ON SOCIETY

Topic: Indirect Economic Impacts [DMA]

Why is this material?

It's the Bank's role to stimulate social, cultural and financial inclusion via the support to entrepreneurship, increased access to bank services, financial guidance and initiatives that contribute to the advancement of quality education and the respect to the rights of children, youth and senior citizens in the country.

Impacts

The key impacts of the Bank on society are associated with the strengthening of public policies, the access to cultural initiatives and to financial inclusion by a social class who does have access to banking services.

In addition, Santander has contributed to the advancement of social, cultural and financial inclusion via support to entrepreneurship and financial education. The Bank also helps low-income communities to create income while supporting the development of areas stricken by poverty and sharing social and environmental practices in such a way as to stimulate customers and the society at large to also embrace sustainable actions.

Policies and Commitments

The Santander Brasil Private Sector Social Investment (*Investimento Social Privado* - ISP) is based on Institutional Social Investment Policy and its goal is the social and economic inclusion of the Brazilian population. The Cultural Investment is focused on stimulating production and sharing of knowledge, while providing creativity and reflection, thus contributing to human and social development.

Santander Brasil has also a specific policy for each product offered in Microcredit. The loans approved should be invested in the stated activity and under the guidance of a Credit Agent hired to operate in the regions specified by Santander Microcredit. The goals of ISP, Santander Universities and Microcredit are stated in the "Commitment" table in the 2015 Annual Report, on pages 44 and 45. [G4-EC8][G4-SO1]

In 2015, the Bank developed a project to measure, assess and improve its contribution to society via social investment initiatives and products with social and environmental components. The project was implemented in the ten key markets where the Bank operates and totaled 253,263 final beneficiaries considering initiatives such as Microcredit, *Amigo de Valor*, *Parceiro do Idoso*, *Programa Escola Brasil*, *Reduza e Compense*, *Avançar* and *Capital de Giro Sustentável*. The methodology for this project set out the principles, definitions and criteria for the consistent counting of the beneficiaries from these initiatives. The programs promoted by Santander Universities are covered by other indicators.

Learn more!

The main actions by the Bank are performed in four fronts: 1) Social Investment, with institutional social programs; 2) Cultural Investment, providing support and sponsoring to projects intended to foster the local culture and knowledge; 3) the Microcredit operation, focused on micro entrepreneurs with limited access to capital in the traditional credit channels; and 4) Santander Universities, investing in the development of professionals and future leaders.

SANTANDER BRASIL SOCIAL AND CULTURAL INVESTMENT* (R\$ THOUSAND) [G4-SO1]

	2013	2014	2015
Education	50,021	58,728	53,503
Culture	29,542	24,543	36,923
Child, Youth and Senior Citizen Rights	7,993	7,174	4,782
Entrepreneurship and generation of income	3,519	2,717	2,739
Sports	1,452	1,851	4,285
The Valuation of Diversity	4,745	-	-
The Environment	535	664	147
Other	1,659	1,928	2,544
Grand Total	99,466	97,606	104,923
% of Net Income**	4.7%	4.5%	1.5%

*The amounts include tax breaks, which in 2015, totaled R\$ 15 million
** Considering the net income stated in the financial reports BRGAAP 4T15, for the amount of R\$ 6.998 billion

Development and impact of investments in infrastructure and services offered and significant indirect economic impacts, including any extensions of such impacts [G4-EC7] [G4-EC8]

Santander Universities (SU) boasts agreements with more than 450 universities in Brazil, in addition to an international agreement network. In 2015 more than 1,600 university students and professors were awarded scholarships under the programs TOP Spain, TOP China, *Luso-Brasileira*, *Formula Santander*, *Becas Formula*, *Cátedras*, International Mobility, *Ibero Americanas Jovem Pesquisador* and *Ibero Americanas* in undergraduate programs. In the local scholarship programs it granted more than 1,400 scholarships among the programs *Bolsa Educação*, *Mobilidade Nacional*, *Iniciação Científica* and *Práticas Profissionais/Estágios/Advance*.

SU also provides the “Santander Universities Digital Spaces”, comprised of rooms with last generation computers in partner universities and created to extend the access to the digital world, while disseminating the use of technology and new teaching strategies. Currently, the Bank have set up 39 rooms in colleges and universities throughout Brazil, with a positive impact on 1.2 million people among students, teachers and employees, also benefitting the nearby communities.

In 2015, the branch network in a university environment totaled 263, with more than 2 million customers, thereby confirming the Bank’s position as the main financial institution supporting university education in the country.

In order to value ideas and projects from university students, teachers and investigators, the Bank sponsors on an annual basis the Santander Universities Award. In 2015, the Bank had approximately 24,000 projects enrolled and granted 21 awards in the area of Entrepreneurship, Science and Innovation, *Universidade Solidária* and Student’s Guide – the Highlights for the Year.

The Bank invested a total of R\$ 2 million in awards and more than 9,000 scholarships in connection with Santander Universities, of which over 6,000 are related to language courses in Distance Learning.

Access to low income areas - Microcredit

Currently, Santander Brasil has 20 branches servicing microcredit in 295 Brazilian towns and cities with low Human Development Index (HDI). Santander Microcrédito operations are important in these areas to drive the economy and entrepreneurship. The criterion to open branches in these areas is the potential for microcredit in the region. [FS13] [FS14]

Access to financial services for disabled people [G4-FS14]

A total of 99.95% of the branches have access for disabled people, including the administrative buildings. The service channels (Customer Service and Ombudsman) are prepared to service customers with visual and hearing impairment.

Also on accessibility, the Customer Service provides TDD Service (Telephone Device for the Deaf) for persons with hearing and speech impairment. In Internet Banking, the customer may use Virtual Vision, which interacts with the customer. In addition, it also has enlarged text service to facilitate the access of visually impaired customers.

Links

- Education: www.santander.com.br/sustentabilidade, section *Estratégia*, item *Educação*
- Social and Financial Inclusion: www.santander.com.br/sustentabilidade, section *Estratégia*, item *Inclusão Social e Financeira*
- Cultural Investment: www.santander.com.br/sustentabilidade, section *Práticas de Gestão*, item *Investimento Cultural*
- Social Investment: www.santander.com.br/sustentabilidade, section *Práticas de Gestão*, item *Investimento Social*
- Microcredit: www.santander.com.br/sustentabilidade, section *Produtos e Serviços*, item *Microcrédito Produtivo Orientado*

SUPPLY CHAIN MANAGEMENT

Topic: Supply Chain Assessment [DMA]

Why is this material?

Santander Brasil works with almost 1,600 suppliers. The promotion of good social, environmental and governance practices in the supply chain helps lower risks while driving cost efficiency. In 2015, the volume of business outsourced by Santander Brasil was R\$ 6 billion, with the highest concentration in the Southeast (86% of suppliers and 94% of cash disbursement). [G4-12]

Impacts

Social and environmental irregularities in the supply chain may cause damage to the Bank's reputation. In addition, labor, ethics and human rights issues may result in additional costs to the supplier, the Bank and indirectly to the society at large. The effective action of Santander Brasil in the defense of good practices drives the advancement of partners in responsible practices in supply chain, which increases their competitiveness.

Policies and Commitments

As to supplier management, the Social and Environmental Responsibility Policy (the Política de Risco Socioambiental - PRSA) contemplates the commitment to stimulating sustainable practices. [G4-12]

Throughout the selection process and the relationship period with the Bank, the supplier agrees to comply with the following corporate policies: The Supplier Relations Policy; the Supplier Approval Policy; the Anti-Corruption and Anti-Bribery Policy; and the Human Rights Policy.

In 2015, the Bank created the Supplier Committee in order to monitor supplier management in a stricter manner, in compliance with good social and environmental practices.

The purchasing process is based on the 10 principles of the UN Global Compact, considering items such as: human rights, working conditions, social and environmental and ethical issues.

Learn more!

Upon going through the Request for Quotation process (RFQ), suppliers must undergo approval, in which they are assessed under technical, administrative and social and environmental aspects. These criteria are used to select 100% of the Bank's suppliers. [G4-EN32] [G4-LA14] [G4-HR10] [G4-S09]

For suppliers that are considered as being business critical, such as technology, logistics and customer service, the Bank applies a Supplier Qualification Index (the Índice de *Qualificação de Fornecedores* - IQF). These suppliers also undergo an assessment on operational, administrative, financial, tax, legal, governance, social and environmental aspects based on the UN Global Compact. This step includes a visit to inspect the evidence and answers provided during the assessment. [G4-EN32] [G4-LA14] [G4-HR10] [G4-S09]

No occurrences were reported with suppliers in connection with the Environment, Society, Labor Practices and Human Rights. However, the Bank is acting to the effect that the entire purchasing process has in place mitigation actions upon the occurrence of these impacts. To that effect, throughout the process of identifying socially and environmentally critical suppliers, the Bank detected in some suppliers activities that are sensitive to any potential negative impacts in topics such as labor practices (risk of work-related accidents, lack of training); human rights (bonded or forced labor and child labor, unethical behavior and corruption); environment (the intensive use of natural resources, increased emission of greenhouse gases, generation of waste, environmental risk, intensive use of water and energy). [G4-EN33] [G4-LA15] [G4-HR11] [G4-SO10]

Suppliers under risk in connection with child labor, bonded or forced labor were identified among critical suppliers. In 2015, no such cases were recorded.

As an initiative to contribute to the effective eradication of any such practices, Santander Brasil promotes events, courses and materials to create awareness among its supply chain. [G4-HR5] [G4-HR6]

As a response to the commitment set out in the 2014 Annual Report, which included the implementation of social and environmental criteria for ranking high-impact suppliers,

Santander Group has established a new supplier management model. The Bank avails of a risk calculator to identify suppliers that in fact pose risk to its activities, according to Compliance, Risk and Sustainability aspects. This process included the creation of a Supplier Inventory, currently under deployment. In 2016 the Bank expects to have a more detailed approval process in place.

Links

- Supplier Relations Policy: www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*
- Anti-corruption Policy; www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*
- The Human Rights Policy: www.santander.com.br/sustentabilidade, section *Governança*, item *Políticas*
- Santander Brasil Supplier Portal (approval, sustainability criteria and dialogue, engagement): www.santander.com.br, section *Santander e Você*, item *Fornecedores*
- Event with Suppliers: www.santander.com.br/sustentabilidade, section *Espaço de Práticas*, item *Notícias*, sub-item *Encontro com Fornecedores destaca a Lei Anticorrupção* (Meeting with Suppliers with a highlight on the Anti-Corruption Act); www.santander.com.br/sustentabilidade, section *Espaço de Práticas*, item *Guias e Cartilhas* and www.santander.com.br/sustentabilidade, section *Espaço de Práticas*, item *TV do Práticas* and sub-item *Videochats e Palestras*

ACTION TO MITIGATE ENVIRONMENTAL IMPACT

Topic: Emissions, Energy and Water* [DMA]

Why is this material?

The environmental issues affect the Bank's performance while generating direct consequences for society and this the reason why they must be incorporated to the Bank's strategy. This aspect is also related to the Brazilian Central Bank's resolution on Social and Environmental Responsibility in financial institutions.

Impacts

The water and energy security is key to maintain the operations of the Bank's premises. The scarcity of these resources would impact the continuity of our business and might affect the conditions and maintenance of the financial activities and operations at the Bank. The management of environmental impacts reflects the concern with the regulatory and reputational risk for the Bank.

In addition to the potential risk, the Bank's compliance with Santander Group's global goals in connection with energy and emissions generates opportunities to reduce costs while creating awareness among employees.

The consequences for society will be the reduced use of natural resources and lower pollution rates as a result of activities and the influence on suppliers. By requesting from suppliers the use certified paper and wood, as well as green energy, the Bank helps reduce emissions by suppliers.

Policies and Commitments

Santander Brasil's commitment is to mitigate environmental impacts while generating benefits for all. The Bank established a goal to reduce 9% in energy consumption and 9% in its emissions by 2018, based on the 2015 levels. For greenhouse gas emissions, the goal is to be the benchmark in low-carbon solutions. To this end, we operate in three strategic pillars:

- 1. responsibility for the impact of the management of own emissions;
- 2. low-carbon business by involving customers in solutions especially in the topics of energy and low-carbon agriculture;
- 3. engagement and transparency with special focus on the *Reduza e Compense* program.

Finally, the Bank was awarded the ISO 14001 certification in two administrative buildings: Torre Santander and Casa 1, both in São Paulo.

* The aspect Water is not material and does not appear in the materiality matrix. Thus it was reported as additional information

Learn more!

Below are the main highlights in the reduction of water and energy consumption and disposal of waste and emissions in 2015:

1. The water consumption management, jointly with initiatives such as the installation of saving devices, resulted in a reduction of 20% in the consumption versus 2014

2. Replacement of fluorescent lamps for LED tubes (50% savings)
3. Dehydration of organic residues from restaurants, while reducing the amount of residues sent to dumpsites and using organic compounds in gardens and vases in the administrative buildings

4. Increase the use of digital channels for customers and employees, thereby reducing the number of average distance road and air trips, in addition to reducing the usage of paper

No occurrences were reported with suppliers in connection with the Environment, Society, Labor Practices and Human Rights in the period. [G4-EN29] [G4-HR4] [G4-HR5] [G4-HR6] [G4-HR12]

Energy Consumption

ENERGY CONSUMPTION (GJ)* (G4-EN3)

	2013	2014	2015
Branches	911,942	816,169	811,456
Administrative buildings - concessionaries	255,920	237,933	229,955
Total - Concessionaries	1,167,862	1,054,102	1,041,411
Administrative buildings - renewable (PCHs*/windmill farms)	116,748	109,757	73,233
Branches - renewable (PCHs/windmill farms)		29,815	30,328
Total - energy with incentives	116,748	139,572	103,561
Total	1,284,610	1,193,674	1,144,973

*PCH = Small hydropower plant

The 2015 energy consumption was 4% lower versus 2014, even considering the startup of the new Data Center.

A number of initiatives help energy efficiency such as the automatic start of air conditioners; improvements in the air conditioning system; the replacement of 108,550 fluorescent lamps for LED tubes, replacement of desktop computers for nettop computers, to name a few. [G4-EN6]

CONSUMPTION OF FUELS FROM NON-RENEWABLE SOURCES (GJ)* [G4-EN3]

	2013	2014	2015
Diesel - Generators and Vehicle Fleets	5,727	4,037	**
Gasoline - Vehicle fleet	104,943	94,115	**
Jet fuel - Helicopter	1,037	812	**
NGV - Vehicle fleet	2.65	0.37	0
	72,000	10,000	0

* The data for road trips contemplate Torre Santander, Casa 1 and Casa 3 road trips
** The information will be available upon the publication of the emission inventory

CONSUMPTION OF FUELS FROM RENEWABLE SOURCES (GJ)* [G4-EN3]

	2013	2014	2015
Ethanol - Vehicle fleet	14,291	13,613	*

* The information will be available upon the publication of the emission inventory

Emissions

The Bank reports the Greenhouse Gas Inventory on an annual basis for the GHG Protocol Brazil Program (the Emission Public Records) at www.santander.com.br, section *Práticas de Gestão*, item *Gestão Ambiental*, sub item *Governança Climática*. [G4-EN15] [G4-EN16] [G4-EN17]

EMISSIONS OF OZONE DEPLETING SUBSTANCES* [G4-EN20]

Substances	Volume (Kg)		
	2013	2014	2015
R22	21,753	26,352	13,557
R141	2,070	3,472	30
R407	1,734	2,463	1,559
R134	123	8	176
R410	2,783	2,150	4,899

* Methodology: we considered the figures reported by Maintenance as used in repairs or leaks. The gas volumes used in new air conditioning systems are not considered here

Paper consumption

PAPER CONSUMPTION (T) [G4-EN1]

	2013	2014	2015
A4	2,092	1,688	1,409
Forms	1,512	1,164	1,045
Printing shops	617	601	413
Bank statements ⁽¹⁾	1,104	828	828
Credit card bills ⁽²⁾	1,371	1,825	1,843
Collection slips	494	472	431
Checks	418	327	310
Other prints*	550	412	284
TOTAL GRI	8,158	7,317	6,563
Paper forwarded for recycling	536	215	270

* Includes bulletins, reports, etc and business cards

Initiatives that stimulate the reduction of paper consumption:

- Availability of digital bank statements in Internet Banking
- A project to consolidate notices to customers (the consolidation of correspondences to the same customer, no printing of separation sheets)
- Corporate Printing Projects (double-sided printing in the Branch Network, side-by-side printing, authorization via badges in Administrative Buildings and the review of the number of pages in agreements)

Water consumption

WATER CONSUMPTION (M³)* [G4-EN8]

	2013	2014	2015
Branches	1,233,381	1,136,993	913,742
Administrative Buildings	211,939	187,807	150,726
TOTAL	1,445,320	1,324,800	1,064,468

* The water used by the Bank is supplied by public concessionaries in the locations where we operate

The water consumption management includes: 1) the use of water saving systems such as automatic faucets, aerators, vacuum flushing systems, (at the Torre Santander); 2) centralized monitoring of consumption in every branch and administrative buildings; 3) the usage of rain water for flushing toilet or technical use (cooling towers) at Torre Santander and in more than 150 branches; and 4) a system with capacity to store 640,000 liters of rain water at the Campinas Data Center, and acclimatization system for the other data centers that do not use water for cooling purposes. The Bank also promoted awareness and probing campaigns for leaks.

Waste

HAZARDOUS WASTE [G4-EN23] [G4-EN25]

	Disposal Method	2013	2014	2015
Bulbs (units)	Recycling via shipping	99,740	88,754	102,215
Bulbs (units)	Recycling on site		29,703	0
Batteries (t)*	Recycling via shipping	87	65	0

* In 2014, the battery collection program was discontinued

* Contemplates the Torre and CASA 1 buildings

NON HAZARDOUS WASTE* (T) [G4-EN23]

	Disposal Method	2013	2014	2015
Glass	Recycling	6	2	3
Paper	Recycling	533	215	270
Metals	Recycling	7	1	3
Plastics	Recycling	135	114	82
Recyclable waste		681	332	358
Organic waste**	Dumping sites	575	434	418

The figures for paper, plastic and glass contemplate the buildings Casa 1, Casa 3, Torre, Generalli and Alvares Penteado

ELECTRONIC WASTE (PARTS) [G4-EN23]

	Disposal Method	2013	2014	2015
Equipment				
ATM	Recycling	1,834	3,384	2,685
CPU	Recycling	11,284	11,737	7,123
Phones / peripheral devices	Recycling	5,663	15,102	5,943

ELECTRONIC WASTE (KG) [G4-EN23]

	Disposal Method	2013	2014	2015
Materials				
Plastics	Recycling	18,130	33,920	26,917
Metal	Recycling	914,452	1,643,817	1,304,465

The Bank manages the waste generated in the administrative units by sorting it out and forwarding to recycling. The non-recyclable waste is forwarded to a licensed dumpsite. At Torre Santander and Casa 1 organic waste is dehydrated, reducing its volume by 75%. Thus, the Bank reduced the volume of organic waste forwarded to the dump by approximately 106 tons per year. The implementation of the Composting Cycle allows dehydrated organic waste such as compost, to be used in the green area in the administrative buildings.

The Bank also forwards electronic residues for recycling such ATMs, computers and phone sets using reverse logistics. The plastic and steel materials are separated and used as electronic components.

Hazardous residues are recycled by the Bank upon the decontamination of fluorescent lamps from Branch Network. At the branch network, maintenance firms collect the burned bulbs, store them and forward them to firms that are

registered with the environmental agencies in order to decontaminate them from mercury. In the administrative buildings the decontamination and recycling processes are now performed outside premises, by a firm selected by the Bank.

Links

- Environmental Management at Santander Brasil – www.santander.com.br, section *Práticas de Gestão*, item *Gestão Ambiental*
- Greenhouse Gas Inventory: www.santander.com.br, section *Práticas de Gestão*, item *Gestão Ambiental*, sub-item *Governança Climática*
- Corporate Environmental Policy– www.santander.com.br, section *Governança*, item *Políticas*

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(Convenience Translation into English from the Original Previously Issued in Portuguese)

INDEPENDENT AUDITORS' LIMITED ASSURANCE REPORT ON THE GRI (G4) INDICATORS INCLUDED IN THE 2015 ANNUAL REPORT

To the Management and Shareholders of
Banco Santander (Brasil) S.A.
São Paulo, SP

Introduction

We have been engaged by the Management of Banco Santander (Brasil) SA ("Bank") to present our Limited Assurance Report on the compiling of information related to the GRI indicators, comprised in the 2015 Annual Report of the Bank for the year ended in December 31, 2015.

Bank's Management Responsibilities

The Bank's Management is responsible for the appropriate preparation and presentation of information related to the GRI indicators comprised in the 2015 Annual Report, according to the criteria set by the Global Reporting Initiative - GRI in its G4 version and for the internal control that the Management has determined as necessary to enable the preparation of the information that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express a conclusion on the information related to the GRI indicators, comprised in the 2015 Annual Report, based on the Limited Assurance conducted in accordance with Technical Communication (TC) # 07/2012, approved by the Federal Accounting Council (CFC) and developed based on the NBC TO 3000 (Assurance Services Other Than Audit or Review), issued by the Federal Accounting Council (CFC), which is equivalent to the international standard ISAE 3000, issued by the International Federation of Accountants, applicable to non-historical information. Those standards require the compliance with ethical requirements, including independence, and that the work must be executed with the objective to obtain limited assurance that the information related to the GRI indicators, comprised in the 2015 Annual Report, taken together, are free of material misstatements.

A limited assurance work conducted in accordance with the NBC TO 3000 (ISAE 3000) consists primarily of inquiries to the Bank's Management and other Bank staff involved in the preparation of information related to GRI indicators, comprised in the 2015 Annual Report, as well as applying analytical procedures to obtain evidence which allows us to conclude in the form of limited assurance on the information taken together. A limited assurance work also requires the implementation of additional procedures when the auditor becomes aware of matters that lead to believe that the information related to GRI indicators comprised in the 2015 Annual Report, taken together, may have substantial misstatements.

The procedures selected were based on our understanding of aspects related to the compiling and presentation of information related to GRI indicators, comprised in the 2015 Annual Report, and other conditions of work and our consideration of areas where substantial misstatements could exist. These procedures included:

(a) planning of work, considering the materiality, the amount of quantitative and qualitative information and operational systems and internal controls that were the basis for the preparation of the information related to the GRI indicators, comprised in the 2015 Annual Report of the Bank;

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- (b) understanding of the calculation methodology and procedures for the compiling of indicators through interviews with managers responsible for the preparation of information;
- (c) applying analytical procedures on the quantitative information and inquiries about the qualitative information and its correlation with indicators disclosed in information related to the GRI indicators, comprised in the 2015 Annual Report, and
- (d) comparison of the financial indicators with the financial disclosures or accounting records.

The limited assurance work also comprised the adherence to the guidelines and criteria of the development structure of the Global Reporting Initiative - GRI G4, applicable in the preparation of information related to GRI indicators comprised in the 2015 Annual Report.

We believe that the evidence obtained in our work is sufficient and appropriate to support our conclusion in a limited way.

Scope and Limitation

The procedures applied in a limited assurance engagement is substantially less extensive than those applied on an assurance engagement that aims to give an opinion on the information related to GRI indicators comprised in the 2015 Annual Report. Thus, it does not enable us to obtain the assurance that we are aware of all the issues that would be identified in an assurance work that aims to give an opinion. If we had executed a work aimed to give an opinion, we could have identified other issues and possible misstatements that may exist in the information related to the GRI indicators comprised in the 2015 Annual Report. Therefore, we do not give an opinion on such information.

Non-financial data are subject to more inherent limitations than financial data, given the nature and diversity of the methods used for determining, calculating or estimating such data. Qualitative interpretations of materiality, relevance and accuracy of data are subject to individual assumptions and judgments. Additionally, we did not execute any work neither on data reported for previous periods nor on future projections and targets.


Conclusion

Based on the procedures described in this report, nothing has come to our attention that causes us to believe that the information related to the GRI indicators, comprised in the 2015 Annual Report, were not compiled, in all material respects, in accordance with the guidelines set by Global Reporting Initiative - GRI G4.

Other Subjects

Based on the guidelines set by the Global Reporting Initiative - GRI G4, the Bank reports a *Comprehensive Application Level* in its Annual Report for the year ended in December 31, 2015, which comprises the critical performance indicators, the financial sector supplement indicators and additional indicators. Based on the procedures applied, we are not aware of any fact that would cause us to believe that these procedures are not sufficient to confirm that the application level reported by the Bank is in accordance with the guidelines set by the Global Reporting Initiative - GRI G4.

São Paulo, July 21st, 2016


DELOITTE TOUCHE TOHMATSU
Auditores Independentes
CRC nº 2 SP 011609/O-8


Gilberto Bizerra de Souza
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2016-07-20

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GENERAL GRI SUMMARY

General standard content	Item/Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Global Compact	SDGs
STRATEGY AND ANALYSIS	G4-1 – A Message from the CEO	6,7	-	76, 77	-	-
	G4-2 - Key impacts, risks and opportunities	19, 55, 56	-	76, 77	-	-
ORGANIZATIONAL PROFILE	G4-3 - Organization's name	8	-	76, 77	-	-
	G4 -4 - Primary brands, products and/or services	8 / Get to know the Bank's products and services on www.santander.com.br	-	76, 77	-	-
	G4-5 - Location of the organization´s headquarters	8	-	76, 77	-	-
	G4-6 – Number of countries where the organization operates	6	-	76, 77	-	-
	G4-7 – Nature of ownership and legal form	Santander Brasil has common shares, preferred shares and units listed on the local Exchange (the "BM&FBOVESPA"), under tickers SANB3, SANB4 and SANB11, respectively; it also trades American Depositary Receipts (ADRs) on the New York Exchange (ticker BSBR).	-	76, 77	-	-
	G4-8 - Markets served	8	-	76, 77	-	-
	G4-9 - Organization's size	8,9	-	76, 77	-	-
	G4-10 - Total number of employees:	8, 58	-	76, 77	Principle 6	-
	G4-11 - Percentage of total employees covered by collective bargaining agreements	100% of employees covered by collective bargaining agreements	-	76, 77	Principle 3	-
	G4-12 – Organization's supply chain	34, 70 The Bank's suppliers operate in a number of segments such as security, transport of cash/ valuables, technology and customer services (call center).	-	76, 77	-	-
	G4-13 – Report any significant changes in the reporting period in connection with the organization's size, structure, ownership and supply chain	23	-	76, 77	-	-
	G4-14 – Precautionary approach/ principle	18 to 21, 50, 52	-	76, 77	-	-
	G4-15 Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or endorses.	http://sustentabilidade.santander.com.br/pt/Governanca/Paginas/Compromissos.aspx	-	76, 77	-	Goal 17
COMMITMENT TO EXTERNAL INITIATIVES	G4-16 – Membership in associations	http://sustentabilidade.santander.com.br/pt/Governanca/Paginas/Participacao-em-Foruns.aspx	-	76, 77	-	Goal 17
	G4-17 – Entities included in the Financial Statements	46	-	76, 77	-	-
	G4-18 – The process used to define the content of the report and the Aspect boundaries	46	-	76, 77	-	-
	G4-19 – Material aspects identified in the process for defining report content	46, 47	-	76, 77	-	-
	G4-20 – Aspect boundary within the organization	46, 47	-	76, 77	-	-
	G4-21 – Aspect boundary outside of the organization	46, 47	-	76, 77	-	-

The identification of the Sustainable Development Goals (SDGs) for each GRI indicator used as a reference SDG Compass (developed by GRI, The UN Global Compact and the World Business Council for Sustainable Development) and internal analyzes related to Santander Brasil strategy.

General standard content	Item/Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Global Compact	SDGs
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES	G4-22 - Restatements of information provided in previous reports	There were no relevant restatements of the information provided for the determination of material aspects.	-	76, 77	-	-
	G4-23 – Any significant changes from previous reporting periods in terms of Scope and Aspect Boundaries	There were no specific limitations to scope and boundaries for the definition of material aspects.	-	76, 77	-	-
STAKEHOLDER ENGAGEMENT	G4-24 - List of stakeholder groups engaged by the organization	In order to determine the material aspects, we made a direct enquiry to the Bank's Head of Sustainability. We also made secondary reviews in documents with the following institutions: GRI, WEF, ODSs, SASB, DJSI, Banktrak, FBSD, and Bloomberg, representing the opinion of a number of stakeholders category, including Bank's documents prepared according to requirements by stakeholders.	-	76, 77	-	-
	G4-25 – Basis to identify and select stakeholders for engagement	In order to determine material aspects, we relied on the knowledge/ specialty in the Sustainability topic.	-	76, 77	-	-
	G4-26 – Approach used by the organization to engage stakeholders, including how often they engage	In order to determine material aspects, we carried out one interview only. Other enquiries took place in 2013 and 2014.	-	76, 77	-	-
	G4-27 – Key topics and concerns raised through stakeholder engagement and measures taken by the organization	46, 47	-	76, 77	-	-
	-	76, 77	-	-	-	-
	G4 – 28 Reporting period for the information provided	46	-	76, 77	-	-
REPORT PROFILE	G4-29 - Date of the previous report	46	-	76, 77	-	-
	G4-30 – Reporting cycle	46	-	76, 77	-	-
	G4-31 – Provide the contact person for questions about the report and its content	46	-	76, 77	-	-
	G4-32 - GRI summary for the option "in accordance"	46, 78	-	76, 77	-	-
	G4-33 - External assurance	46, 76, 77	-	76, 77	-	-
	G4-34 - Structure of the organization´s governance	12 to 14	-	76, 77	-	Goal 16
GOVERNANCE	G4-35 – Process for delegating authority for economic, environmental and social topics from the highest governance bodies to senior executives and other employees	13, 14	-	76, 77	-	-
	G4-36 – Executive-level positions in charge of economic, environmental and social topics.	14	-	76, 77	-	-
	G4-37 – Process for consultation and/or communication channels between stakeholders and the highest governance body on economic, environmental and social topics	Channels such as Customer Service (SAC), Shareholder Services and Press Relations receive questions from their respective audiences and route them to the pertinent areas and, if necessary, to the highest governance bodies	-	76, 77	-	Goal 16
	G4-38 - Composition of the highest governance body and its committees.	13, 14	-	76, 77	-	-
	G4-39 – Report whether the chairperson of the highest governance body is also an executive officer	12	-	76, 77	-	Goal 16

General standard content	Item/Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Global Compact	SDGs
	G4-40 – Criteria used to appoint and select the members of the highest governance body	13	-	76, 77	-	Goal 16
	G4-41 – Processes in the highest governance bodies to ensure that conflicts of interest are avoided and managed	12	-	76, 77	-	Goal 16
	G4-42 – Role of the highest governance body in developing, approving and updating the purposes, values or statements of mission, strategies, policies and goals in connection with economic, environmental and social impacts	12	-	76, 77	-	-
	G4-43 – Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	13	-	76, 77	-	Goal 16
	G4-44 – Performance assessment processes for the highest governance body in connection with economic, social and environmental topics	13	-	76, 77	-	-
	G4-45 The role of the highest governance body in the identification and management of economic, environmental and social impacts, risks and opportunities.	13 The Board of Directors does not participate in the Bank's Due Diligence processes.	-	76, 77	-	Goal 16
	G4-46 – The role performed by the highest governance body in the review of the effectiveness of the organization's risk management processes.	13	-	76, 77	-	-
	G4-47 – The frequency with which the highest governance body reviews economic, environmental and social impacts.	13	-	76, 77	-	-
	G4-48 - The highest committee or position that formally reviews and approves the organization's sustainability report.	46	-	76, 77	-	-
	G4-49 - Process adopted for communicating critical concerns to the highest governance body.	13	-	76, 77	-	-
	G4- 50 - Nature and total number of critical concerns communicated to the highest governance body.	-	Confidential data concerning strategic information	76, 77	-	-
	G4-51 - Remuneration policies for the highest governance body and senior executives	The meeting of the Bank´s Board of Directors held on January 29, 2015 approved, in accordance with the favorable recommendation of the Compensation and Appointment Committee, the proposal for the overall compensation of the management (Board of Directors and Executive Board) for the financial year 2015, to the amount of up to R\$ 300 million, covering fixed and variable compensation and based on shares and other benefits. The proposal was a theme for consideration at the General Shareholders' Meeting (AGO) held on April 30, 2015.	-	76, 77	-	-

General standard content	Item/Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Global Compact	SDGs
	G4-52 – Process for determining remuneration for the highest governance body and the senior executives	For additional information on the remuneration process, please visit www.santander.com.br/ri , sections Corporate Governance / Management / Board of Directors' Advisory Committees / Compensation and Appointment Committee.	-	76, 77	-	-
	G4-53 - How stakeholders' views are sought and taken into account regarding remuneration.	Upon the approval by the Board of Directors, the topic is discussed in a Shareholders' Meeting, when the shareholders present cast their vote on the administration compensation	-	76, 77	-	Goal 16
	G4 – 54 The ratio of the annual total compensation for the highest-paid individual in the organization to the median annual total compensation for all employees	-	Confidential data concerning strategic information	76, 77	-	-
	G4-55 The ratio of increase in annual compensation for the highest-paid individual in the organization to the median percentage increase in annual total compensation for all employees.	-	Confidential data concerning strategic information	76, 77	-	-
ETHICS AND INTEGRITY	G4-56 – The organization's values, principles, standards and norms of behavior	14, 15, 30	-	76, 77	Principle 10	Goal 16
	G4-57 – Internal and external mechanisms used by the organization for seeking advice on ethical behavior	Santander Brasil relies on "Fale com Compliance", available via 0800 7234472 and falecomcompliance@santander.com.br	-	76, 77	Principle 10	Goal 16
	G4-58-Internal and external mechanisms adopted by the organization to report concerns about unethical behaviors.	15	-	76, 77	Principle 10	Goal 16

SPECIFIC GRI SUMMARY

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
Economic	Economic performance	Value generation and economic performance	DMA - Economic performance	45, 55, 56	-	76, 77	-	-
			G4-EC1 - Direct economic value generated and distributed	28, 29	-	76, 77	-	Goal 8
			G4-EC2 - Financial implications and other risks and opportunities for the organization's activities due to climate change.	55, 56	-	76, 77	Principle 7	Goals 12 and 13
			G4-EC3 - Coverage of the organization's defined benefit plan obligations.	-	Even though the information required by these indicators are part of the material aspects, they were not considered material in the enquiries performed.	76, 77	-	-
			G4-EC4 - Financial assistance received from the government.	-	Even though the information required by these indicators are part of the material aspects, they were not considered material in the enquiries performed.	76, 77	-	-
			DMA - Indirect economic impacts	67	-	76, 77	-	-
	Indirect economic impacts	Positive impacts of the bank on society	G4-EC7 - Development and impact of infrastructure investments and services supported.	68	-	76, 77	-	Goal 1, 4, 8, 10 and 17
			G4-EC8 - Significant indirect economic impacts, including the extent of the impacts.	24, 25, 67, 68	-	76, 77	-	Goal 1, 4, 8, 10, 15 and 17
			DMA - Energy	33, 45, 72	-	76, 77	-	-
	Environmental	Energy	G4-EN3 - Consumption of energy within the organization	73	-	76, 77	Principle 7, 8	Goal 7, 12 and 13
			G4-EN4 - Consumption of energy outside of the organization	-	Information not available (not calculated)	76, 77	Principle 8	-
			G4-EN5 - Energetic intensity	-	In the last three years the energy intensity in the branches was 27.2 gj/employee in 2013, 27.2 gj/employee in 2014 and 27.6 gj/employee in 2015. In the administrative buildings, the ratio was 17.1 gj/employee in 2013, 15.8 gj/employee in 2014 and 12.8 gj/employee in 2015.	76, 77	Principle 8	Goal 7, 12 and 13
			G4-EN6 - Reduction in the consumption of energy	73	-	76, 77	Principle 8, 9	Goal 7, 12 and 13
			G4-EN7 - Reduction in the consumption of energy	-	Not applicable due to the nature of Santander Brasil's business	76, 77	Principle 9	Goal 7, 12 and 13

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
	Emissions	Action to mitigate environmental impact	DMA - Emissions	33, 72	-	76, 77	-	-
			G4-EN15 - Direct greenhouse gas (GHG) total emissions (Scope 1)	74	-	76, 77	Principle 7, 8	Goal 12 and 13
			G4-EN16 - Indirect greenhouse gas (GHG) total emissions (Scope 2)	74	-	76, 77	Principle 7, 8	Goal 12 and 13
			G4-EN17 - Other indirect greenhouse gas (GHG) emissions (Scope 3)	74	-	76, 77	Principle 7, 8	Goal 12 and 13
			G4-EN19 - Reduction of greenhouse gas emissions.	32	-	76, 77	Principle 8, 9	Goal 12 and 13
			G4-EN20 - Emissions of ozone-depleting substances.	74	-	76, 77	Principle 7, 8	Goal 12 and 13
	Environmental assessment of suppliers	Supply Chain Assessment	DMA - Supplier Environmental Assessment	34, 70	-	76, 77	-	-
			G4-EN32 - Percentage of new suppliers that were screened using environmental criteria.	71	-	76, 77	Principle 8	Goal 8 and 16
			G4-EN33 - Significant actual and potential negative environmental impacts in the supply chain and actions taken in connection therewith.	71	-	76, 77	Principle 8	Goal 8 and 16
	Labor practices and Decent Work	Employment	DMA - Employment	30, 57	-	76, 77	-	-
			G4-LA1 - Total number and rates of new employee hires and turnover by age group, gender and region.	31, 32, 59	-	76, 77	Principle 6	Goal 5 and 8
			G4-LA2 - Benefits provided to full time employees that are not provided to temporary or part time employees, by significant locations of operation.	57, 58	-	76, 77	-	-
		Training and education	G4-LA3 - Return to work and retention rates after parental leave, broken down by gender.	60	-	76, 77	Principle 6	Goal 5 and 8
			DMA - Training and education	57	-	76, 77	-	-
		People Management	G4-LA9 - Average hours of training per year, per employee by gender, and by employee category	60	-	76, 77	Principle 6	Goal 4

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
Human Rights			G4-LA10 – Programs for skill management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	30, 57, 58, 59	-	76, 77	-	Goal 4 and 8
			G4-LA11 - Percentage of employees receiving regular performance and career development reviews, broken down by gender and employee category.	59	-	76, 77	Principle 6	Goal 8
			DMA - Diversity and equal opportunities	31, 57	-	76, 77	-	-
			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.	13, 14, 59	-	76, 77	Principle 6	Goal 8
	Diversity and equal opportunities	People Management	DMA – Supplier Assessment for Labor Practices	34, 70	-	76, 77	-	-
			G4-LA14 - Percentage of new suppliers that were screened using labor practice criteria.	71	-	76, 77	-	Goal 8 and 16
			G4-LA15 - Significant actual and potential negative impacts for labor practices in the value chain.	71	-	76, 77	-	Goal 8 and 16
	Supplier assessment for Labor Practices	Supply Chain Assessment	DMA - Labor Practices Grievance Mechanisms	63	-	76, 77	-	-
			G4-LA16 - Number of grievances related to labor practices filed, addressed and resolved through formal grievance mechanisms.	64	-	76, 77	-	Goal 16
	Labor Practices Grievance Mechanisms	Ethical Conduct	DMA - Child labor	71	-	76, 77	-	-
			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.	71	-	76, 77	Principle 5	Goal 8 and 16
	Forced or compulsory labor	Supply Chain Assessment	DMA - Forced or compulsory labor	71	-	76, 77	-	-
			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 and compulsory labor.	71	-	76, 77	Principle 4	Goal 8 and 16

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG	
	Supplier Human Rights Assessment	Supply Chain Assessment	DMA - Supplier Human Rights Assessment	34, 70	-	76, 77	-	-	
			G4-HR10 – Percentage of contractors and critical suppliers that were screened in connection with human rights and measures taken.	71	-	76, 77	Principle 2	Goal 8 and 16	
			G4-HR11 - Significant Actual and potential negative human rights impact in the supply chain and action taken in connection therewith.	71	-	76, 77	Principle 2	Goal 8 and 16	
	Human Rights Grievance Mechanisms	Ethical Conduct	DMA - Human Rights Grievance Mechanisms	63	-	76, 77	-	-	
			G4-HR12 – Number of grievances about human rights addressed to and solved through formal grievance mechanisms	64	-	76, 77	Principle 1	Goal 16	
	Society	Local Communities	Impacts of the bank on society	DMA - Local Communities	35, 44 and 45	-	76, 77	-	-
G4-SO1 - Percentage of operations with implemented local community engagement, impact assessments and development programs.				44,67,68	-	76, 77	Principle 1	Goal 1, 10 and 17	
G4-SO2 - Operations with significant actual or potential negative impacts on local communities.				-	Even though the information required by these two indicators is part of the material aspects, they were not considered material in the enquiries performed.	76, 77	Principle 1		
FS13 - Access points in sparsely populated or economically deprived areas by type.				68	-	76, 77	-	Goal 1, 8 and 10	
FS14 - Initiatives to improve access to financial services for disabled people.				24, 68, 69	-	76, 77	-	Goal 1, 8 and 10	
Anti-corruption		Ethical Conduct	DMA - Anti-Corruption Practices and compliance with laws, standards and internal policies	65, 45	-	76, 77	-	-	
			G4-SO3 – Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	66	-	76, 77	Principle 10	Goal 16	
			G4-SO4 – Communication and training on the organization's anti-corruption policies and procedures	66	-	76, 77	Principle 10	Goal 16	

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
	Public policies	Ethical Conduct	G4-SO5 - Confirmed incidents of corruption and actions taken	-	Information may be withheld due to confidentiality	76, 77	Principle 10	Goal 16
			DMA - Public policies	Santander Brasil does not donate to or contribute with political parties or candidates, in compliance with the law in connection with this topic. This matter is addressed in the Anti-Corruption Policy, available at www.santander.com.br/ri, section Governance Practices.	-	76, 77	-	-
			G4-SO6 - Total value of political contributions by country and recipient/beneficiary	Santander Brasil does not donate to or contribute with political parties or candidates, in compliance with the law in connection with this topic.	-	76, 77	Principle 10	-
	Compliance (Society)	Ethical Conduct	DMA - Compliance (Society)	65	-	76, 77	-	-
			G4-SO8 - Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	65	-	76, 77	-	Goal 16
	Supplier Assessment for Impacts on Society	Supply Chain Assessment	DMA - Supplier Assessment for Impacts on Society	34, 70	-	76, 77	-	-
			G4-SO9 - Percentage of new suppliers that were screened using criteria for impacts on society	71	-	76, 77	-	Goal 8 and 16
			G4-SO10 - Significant actual and potential negative environmental impacts on society in the supply chain and action taken in connection therewith.	71	-	76, 77	-	-
	Product Responsibility	Customer and consumer relations	DMA (+ former FS15 and FS16) - Product and service labeling.	19, 24, 34, 44, 61, 62	-	76, 77	-	Goal 8 and 12
			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 products and service categories subject to such information requirements.	62	-	76, 77	-	Goal 12
			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.	62	-	76, 77	-	Goal 16

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
			G4-PR5 - Results of surveys measuring customer satisfaction.	62	-	76, 77	-	-
			DMA - Marketing communications	52, 61	-	76, 77	-	-
			G4-PR6 - Sale of banned or disputed products.	15, 62	-	76, 77	-	Goal 12
			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.	62	-	76, 77	-	Goal 16
	Compliance (products)	Ethical Conduct	DMA - Compliance (Products)	61	-	76, 77	-	-
			G4-PR9 - Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	62	-	76, 77	-	Goal 16
	Financial Supplement	Sustainable Business	DMA (+ former FS1 to FS5) - Product Portfolio	18 to 21, 44, 45, 50, 52, 54	-	76, 77	-	Goal 12, 15 and 16
			FS6 - Customer portfolio percentage per region, size and sector	53	-	76, 77	-	Goal 8
			FS7 - Monetary value of products and services designed to deliver a specific social benefit for each business line, broken down by purpose.	24, 25, 53, 54	The proportion that the product value bears to the total amount for each business line is confidential (strategic information).	76, 77	-	Goal 6, 7, 8 and 9
			FS8 - Monetary value of the products and services designed to deliver a specific environmental benefit for each business line, broken down by purpose.	25, 53	The proportion that the product value bears to the total amount for each business line is confidential (strategic information).	76, 77	-	Goal 8 and 12
	Audit	Sustainable Business	DMA (former FS9) - Audit	52	-	76, 77	-	Goal 16
	Material	Action to mitigate environmental impact	G4-EN1 - Materials used, by weight or volume	74	-	76, 77	Principle 7, 8	Goal 12
	Water		G4-EN8 - Total water withdrawal per source.	74	-	76, 77	Principle 7, 8	Goal 6 and 12
	Effluents and waste		G4-EN23 - Total weight of waste, by type and disposal method	75	-	76, 77	Principle 8	Goal 12
			G4-EN25 - Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention - Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	75	-	76, 77	Principle 8	Goal 12

Category	GRI Material Aspect (G4-19)	Material Topic Santander	DMA / Indicator and Description	Report Page / Appendix / Reply	Reason for withholding	External assurance	Pacto Global	MDG
			G4-EN25 – Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention - Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	75	-	76, 77	Principle 8	Goal 12

CREDITS

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A trusting relationship starts with a dialogue.

Contact us

The Santander Service Center:
Enquiries, information and transactional services.
4004 3535 (State Capitals and other Metropolitan Areas)
0800 702 3535 (Other locations)
Customer Service: 24x7
Qualified to service persons with hearing and speech impairment.

Customer Service (the "SAC")
Complaints, cancellations, suggestions and general information.
0800 762 7777
While abroad please call collect:
55 11 3012 3336
Customer Service: 24x7
Qualified to service persons with hearing and speech impairment.

Ombudsman
If you're not happy with the solution provided:
0800 726 0322
From Mondays through Fridays 9am to 6pm, except on holidays.
Please have with you the log number provided by Customer Service
Qualified to service persons with hearing and speech impairment.
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Visit www.santander.com.br

General Coordination

Santander

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Relevance of and support to GRI Indicators

BSD Consulting

Publishing project

fmcom

Charts

Luiz Iria

Photos

Frederico Spengler e Michele do Nascimento – personal collection - page 38

Santander - pages 6, 7 e 41

Pisco Del Gaiso - other photos

