



2018 Annual and Sustainability Report

TABLE OF CONTENTS



HOW TO READ THIS REPORT

GRI 102-45, 102-46, 102-54, 102-53

The development and release of a corporate report is one of the key ways to demonstrate our corporate stance and to report on the progress of our initiatives. This is also a way of informing our stakeholders, the market, and society in general about our activities and practices.

This Annual and Sustainability Report provides:

- ◆ The direction, strategies, actions, performance and results in the period covered by the report.
- ◆ Risks and opportunities.
- ◆ Prospects for the Organization.
- ◆ Information regarding the main indicators monitored by the institution.

This document essentially covers the 2018 year (January 1 to December 31) and its contents were formally approved by the Bank's management.

The construction of the content involved: interviews with organization executives, gathering information and doing complementary research, as well as collecting data from the Institution's units.

The material topics included here were those listed in the last update of the materiality matrix, as documented in the 2017 Annual and Sustainability Report.

The report content was prepared based on Global Reporting Initiative (GRI) guidelines for sustainability reporting, using the core option. It also considers the principles of the Sustainable Development Goals (SDGs), published in September 2015 by the United Nations (UN).

Any comments, questions, or suggestions about the report should be sent to sustentabilidade@br.ccb.com. ◆

MESSAGE FROM THE CEO

GRI 102-14

Despite the difficulties in the Brazilian economy in recent years, we remain optimistic and continue to believe in Brazil's enormous potential. After sharp declines in GDP in 2015 and 2016, starting in 2017 the country once again began to grow, even if only slightly. The fundamentals, however, remain solid. Interest rates have fallen, inflation has stabilized to within targets, and monetary reserves remain robust.

In 2018, extraordinary factors such as the truckers' strike and presidential elections, which agitated the political and economic scenario, led to the postponement of many decisions.

We now are hopeful that a new economic cycle is beginning, with the implementation of structural reforms and measures to stimulate the business environment that will improve the fiscal situation and contribute to a more effective recovery of the country's economic activity.

As a Chinese bank that respects Brazil and its prevailing traditions and rules, we see many opportunities to form partnerships and to support Brazil's economic environment. We have built, over time, a long-term relationship strategy with our clients. We want to consolidate our actions along this front and also contribute to the growing improvement and stability of the Brazilian economy.

We are undergoing a process of transformation in our strategies, structures, and internal flows. As a result, we are also expanding the segments of clients and businesses we serve.

Up to now, our absolute priority in relation to our clients had been our service and partnership with large Brazilian and Chinese companies. We have now adapted our structures and our portfolio of products and services so that we can also provide support to middle-market clients, which include midsize businesses.



We will do this without any interruption to or impact on the large companies we already serve or may eventually serve. Our aim is to serve our clients, in line with the three Cs that I consider to be basic principles: clients, communication, and cooperation. Customer service and business cooperation are crucial for us.

Since we began operations in Brazil we have made advances in our business, and over time the results show that we could soon reach desired profitability levels, perhaps as soon as 2019 or 2020. Although the consolidated result for 2018 was still negative

– mainly due to the large backlog of tax credits – the core business items have been presenting very significant results. We had a 26.68% increase in credit operations, 23.37% growth in the expanded credit portfolio, and 21.6% growth in total assets.

To continue moving forward on this path, we rely on highly trained and skilled teams. We strongly value our workforce, which is our main asset. Our employees are engaged in and committed to our goals, and I consider communication campaigns to be essential for a constructive work environment. I regularly publish the CEO's message to all employees, informing everyone about our initiatives, strategies, and directions.

As a result, with better trained and more committed teams, we can achieve even higher levels of competitiveness and productivity in the markets in which we operate, thus decisively supporting this moment of CCB's transformation in Brazil. We want our professionals to stand out in the Brazilian financial market.

With solid objectives, a focus on customer service and on relationships, and business cooperation supported by a skilled and engaged team, we will certainly be able to consolidate our position with sustainable long-term results.

In fact, working in a sustainable way is a requirement for us. Sustainability is present in all our decisions and our businesses, which are supported by respect for rules and laws, the pursuit of long-term relationships with our clients, and careful risk management. We are not looking for immediate solutions, but rather to achieve long-term results that are lasting and sustainable. That is why this report also serves as an expression of our support for the UN Global Compact.

In addition to our results as an institution, we are always honored to sustain the bridge between China and Brazil and to contribute to closer economic ties between the two countries, facilitating investments and opportunities and strengthening business relations. ◆



Liping Shang
CCB Brasil CEO

HIGHLIGHTS OF THE YEAR

Highlights of the year

Total assets of
R\$ 23.54 billion
(21.6% growth from 2017).

26.68%
Increase in credit operations.

23.37%
growth in expanded credit portfolio.

18,12%
Basel index.

52%
growth in business volume with corporate clients.


Improved business approach and client relationship.


Strengthening of risk management

Triple A
certification in bank self-regulation by Febraban.

WHO WE ARE

Profile

GRI 102-1, 102-2, 102-3, 102-4, 102-5, 102-6, 102-7, 102-10

Who we are

China Construction Bank Brazil (CCB Brasil) was incorporated in August 2014 and is part of the China Construction Bank Corporation (CCB), the **third largest bank in the world, based** in China and with a market value of US\$224.99 billion.¹

In Brazil, we serve corporate and individual clients.

In relation to corporate clients, we operate in the corporate/large corporate segment and in the middle-market. The individual customer portfolio is managed by CCB Financeira.

We have a network of nine branches, with eight units located in Brazil - in the cities of São Paulo, Rio de Janeiro, Belo Horizonte, Curitiba, Brasília, Fortaleza, Blumenau (SC), and Ribeirão Preto (SP) - and an international branch located in Grand Cayman. Most of our employees are concentrated in São Paulo, where our headquarters is also located.

In addition to our **business targets and sustainable growth goals**, one of the main focuses of our business in Brazil is contributing to the interaction and improvement of relations between Brazil and China.

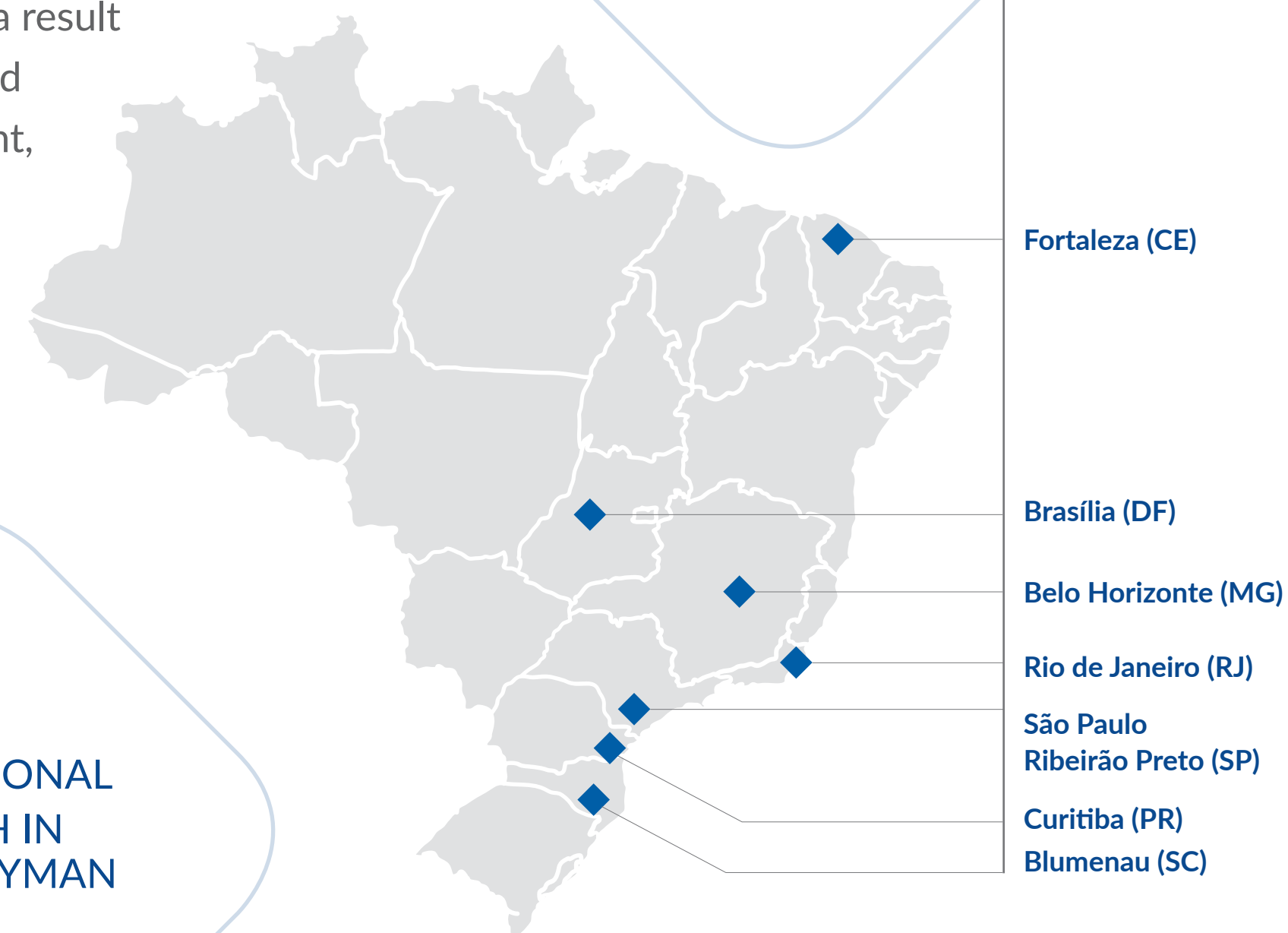
The rapid growth of Chinese companies' investments in Brazil, related to the several acquisition opportunities that arose as a result of the economic crisis in the country and the resumption, albeit to a limited extent, of investment programs in the area of infrastructure, led not just CCB but also other banks of Chinese origin to reinforce their structure in the country. We have excelled in this regard.

CCB

CCB Brasil is responsible for operations of all CCB units in Latin America, except for the units in Chile, Argentina and Peru, which are served by CCB Chile.

**EIGHT
BRANCHES
IN BRAZIL**

**ONE
INTERNATIONAL
BRANCH IN
GRAND CAYMAN**

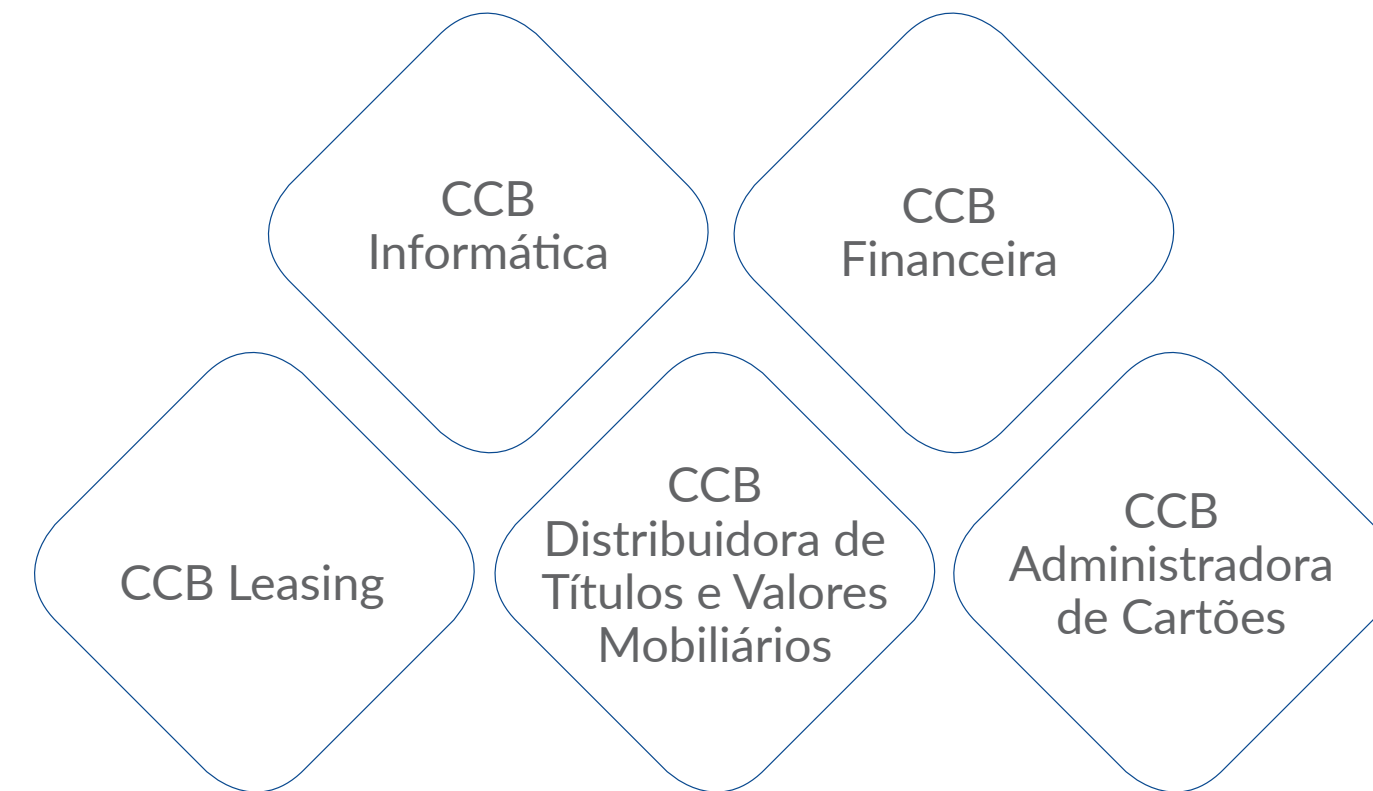


1. Sources: Folha de S.Paulo (July/2019); Forbes (May/2019).

Controlled companies

GRI 102-7, 102-45

We operate through the following controlled subsidiaries:



Corporate Identity and Strategy

CCB Brasil Conglomerate seeks to be the **reference in business relations between Brazil and China.**

The guidelines of Brazil operations are:

- Develop a client portfolio based on satisfaction with products and services.
- Deepen the relationship with clients of the business chain between Brazil and China and other clients in the segments in which we operate, consolidating long-term relationships.
- Build a favorable environment for our employees and support professional excellence.
- Accelerate technological updates at our operations.
- Ensure the internalization of a compliance and risk-management culture essential to the business.
- Foster sustainability in business and daily operations.

We want to strengthen a long-term vision **focused on business continuity, growth and longevity.** This guideline is in fact aligned with aligned with our culture at the Head Office in China, which values long-term relationships.

Our intention is to continually specialize in the segments in which we operate and provide the best banking relationship experience for our clients, whether in terms of offering products and services or meeting their needs.

Corporate identity

GRI 102-16

Mission

The mission of CCB Brasil Conglomerate is to operate in the national financial system efficiently, offer the best products, encourage employee professional growth, work in accordance with internal processes and maintain our commitment to sustainable development.

Vision

We will be a reference in providing support for the development of the business chain in the trade and investment segments along the China-Brazil corridor. We will provide advice, origination, and execution of operations, as well as expansion and achievement of business opportunities, in line with the strategic planning and objectives of the Conglomerate.

Values

- Integrity
- Transparency
- Business Sustainability

Who we are

Governance

GRI 102-18

Our business management model is aligned with the best standards of business excellence. **We seek to create value and generate long-term economic and financial results**, based on sustainable and socially responsible performance.

To this end, we focus on financial discipline and risk management and control, as well as constantly improving our relationship with clients.

Decisionmaking at CCB Brasil Conglomerate is decentralized. **We value and appreciate debates on strategic issues and collegiate decisions**. Many issues are resolved through joint assessments between key executives, including the directors and the CEO.

In addition, in order to support our governance structure, we have deliberative committees on strategic topics.

Governance structure

The main governance structure is composed of the following bodies:

- **General Meeting** – the highest deliberative and decision-making body at the Organization. It is responsible for defining the governance structure and appointing members to the Board of Directors and the Fiscal Council.
- **Board of Directors** – responsible for deliberating and promoting debates about the Organization’s objectives and businesses, stimulating the practice of collegiate decision making (in groups) and establishing guidelines for strategic planning, validating it with the directors of the institution. In addition, it should use the strategic direction of business, in accordance with the main interests of the Organization, as its guide in decision making.

It is composed of six members, two of them being independent.

Board members meet every quarter or extraordinarily as needed. They have a unified term of office of two years and may be reelected.

- **Senior Management** – the executive officers are responsible for conducting day-to-day operations and business, in line with the strategic objectives and the strategic planning defined by the Board of Directors. The Senior Management meets weekly.

We seek to create value and generate long-term results

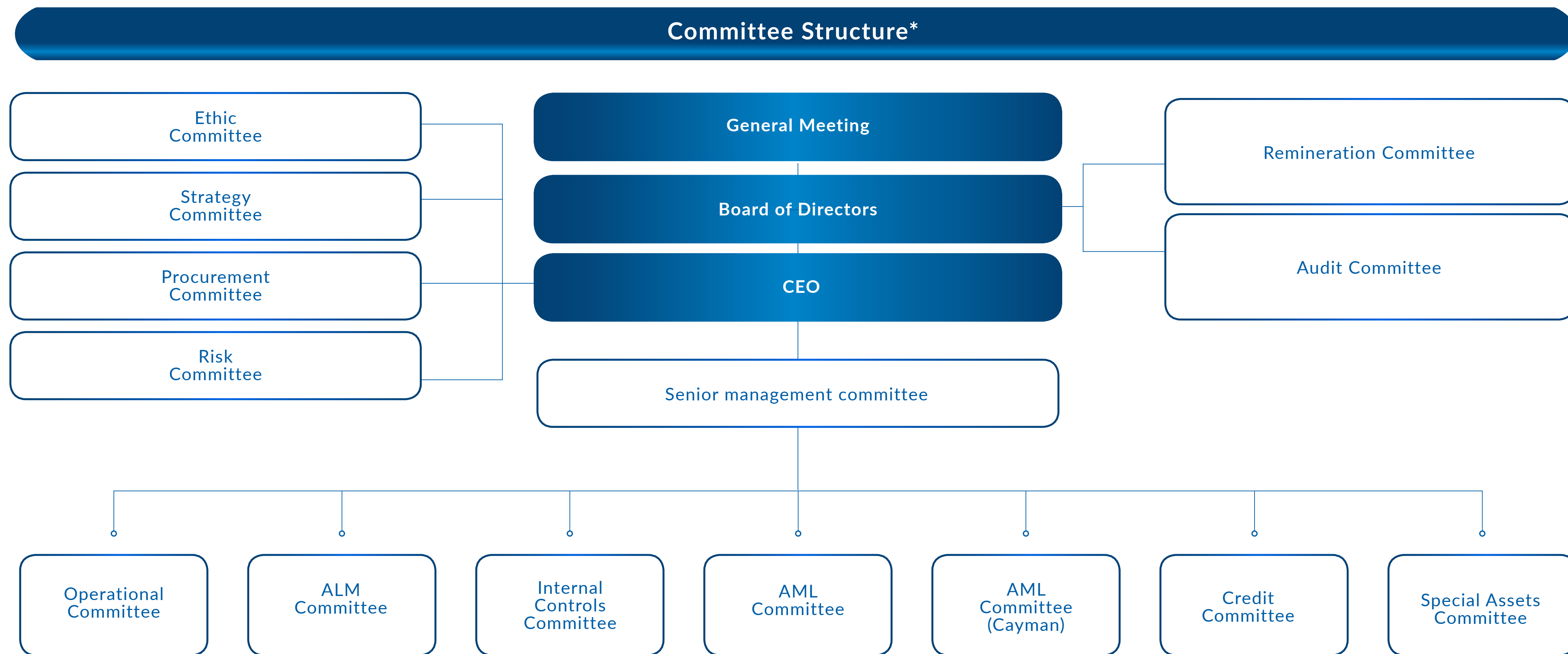
Who we are

- **Supporting Committees** – discussion groups for strategic and business matters, supporting the Board of Directors and the Senior Management in decision making. They can also deliberate and make decisions on certain topics, as defined in their scope.

For the management and administration of day-to-day activities, **we have a set of operating policies, procedures and processes, which are periodically updated to always be in accordance with best practices.** For decision making in daily activities, there are different levels of management and segregation of duties.

CCB Brasil's organizational structure was reformulated, going from 49 departments in 2017 to 15 departments in 2019, when a smaller number of departments was authorized. ♦

Who we are



* Structure adopted from the first semester of 2019.

Principal policies of our management

GRI 103-2



Who we are

Our policies are in accordance with best practices.



Sustainability

GRI 103-1, 103-2, 103-3

We understand that business sustainability is an essential factor for a business to perform in line with the expectations of the market and society. Profits can and should live alongside with a sustainable stance.

Sustainability is an important strategic deciding factor in our corporate environment, as it allows even better management of practices and businesses in an integrated manner, which positively influences long-term economic performance.

At CCB Brasil Conglomerate, we have set up a culture of compliance with sustainability aspects in the course of operations, daily processes, and business management. We seek sustainable results, that is, long-lasting results obtained in a ethical and legal way.

For us, sustainability means that in order to achieve our goals we have to:

- Consolidate long-term financial results in a consistent manner.
- Contribute to the satisfaction of our clients, with lasting relationships, proper services, and products and services appropriate to their needs.
- Take into account the present and future needs of society.

- Act ethically, transparently, and in accordance with laws and regulations.
- Provide an inspiring, healthy and safe work environment for our employees.
- Act in a socially and environmentally responsible manner, considering social and environmental aspects in banking operations.

Our role is to influence clients and suppliers to seek sustainable, environmentally friendly and socially responsible results.

Therefore, we adopt appropriate corporate governance practices, in conjunction with the management of social and environmental risks when granting credit and offering products and services. In this way, it is possible to contribute to the improvement of communities and society in general, as well as to the growth of our employees.

We seek sustainable results, obtained in a **ethical and legal way.**

Who we are

External commitments

GRI 102-12, 102-13

CCB Brasil is a signatory to the Global Compact, a United Nations initiative that seeks to encourage companies and organizations and to mobilize the business community to adopt essential measures for sustainable development, such as respect for human rights and the environment, support for dignified work, and fighting against corruption.

Global Compact participating companies are diverse and represent various sectors of the economy. Signatories seek to manage their growth in a responsible manner that also addresses the interests and concerns of their stakeholders, including employees, clients, suppliers, investors, partner organizations, business associations and communities.

The Compact is a voluntary initiative that seeks to provide guidelines for promoting sustainable growth.

In the same context as the Global Compact are the **Sustainable Development Goals (SDGs)**, which are also on our corporate radar and address challenges for social,

economic and environmental progress in areas such as fighting poverty and hunger, access to health, human rights, labor relations, environment, access to water, energy and sanitation, fighting corruption, and other topics.

We are also signatories of the **Banking Auto-Regulatory Code**. This initiative, coordinated by the Brazilian Federation of Banks (Febraban), reflects the understanding that banks are part of people's daily lives and that a healthy, ethical and efficient banking system is essential for Brazilian economic and social development. The Code is based on principles of ethics and legality, respect for the consumer, efficient communication, and continuous improvement. By involving consumers and society, it seeks to promote an even healthier and more reliable banking system.

By promoting development, we generate value for society and for our business.

Institutional and community relationships

GRI 102-40, 102-42, 102-43

In our activities, we know that we can contribute to the development of society in general, whether in banking operations, sectoral entity activities, or in the payment of taxes.

In our daily operations we are engaged in close and transparent relationships with the various entities that guide the financial sector in Brazil, especially with the country's financial authorities, such as the Central Bank.

Institutionally, with a view to developing a long-lasting relationship in the Brazilian market, we play a relevant social role through the payment of taxes and fees, granting credit, creating jobs, good client portfolio management, and in interactions with our suppliers.

Furthermore, our institutional activities include participation in technical committees, subcommittees and working groups of the Brazilian Federation of Banks (**Febraban**), Brazilian Association of International Banks (ABBI), Brazilian Association of Banks (**ABBC**), Interbank Payments Chamber (**CIP**), National Association of Credit, Financing and Investment Institutions (**Acrefi**), Brazilian Institute of Financial Executives (**IBEF**) and Brazilian Financial and Capital Markets Association (**Anbima**).




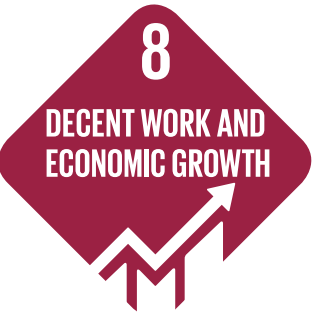
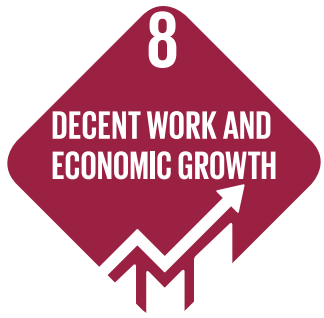







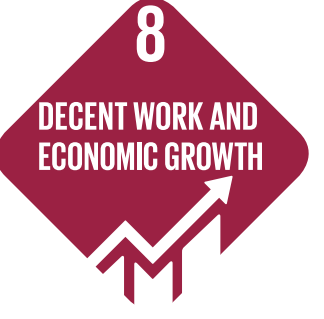





In **relationships with communities**, structured operations in the locations in which we operate are strategic and contribute to the future of our operations. By promoting community development in some way, we create value for society and business, strengthen our reputation, improve the internal climate in our units, and foster an environment that contributes to our competitiveness.

We also developed specific activities to engage with the community. These include, for example, social and educational actions such as support for underprivileged children, and volunteer Christmas campaigns and clothing drives. ◆

Materiality

GRI 102-44, 102-46, 102-47, 103-1

CCB Brasil's material themes were updated in 2017. In 2018, the themes were revisited in order to calibrate the approach, with a consequent fine-tuning. In this way the material themes were retained. Our instructions regarding these material themes can be translated as follows:

Material topic	Directions	SDG*
Who we are People Management	Appreciation and development of employees; skills development; update of performance evaluation.	   
Economic performance and growth strategy	Seeking balance in financial results; long-term vision; transformation of the Commercial Area	  
Corporate Governance and Compliance	Strengthening ethical issues and compliance; governance restructuring.	  
Integrated Risk Management	Consolidation of risk management; strengthening the culture of collegiate decisions.	     
Client Focus	Change in the client segments served and the offer of products and services.	 

*For more information on SDG, see page 41

WE BELIEVE IN PEOPLE

Human resources management

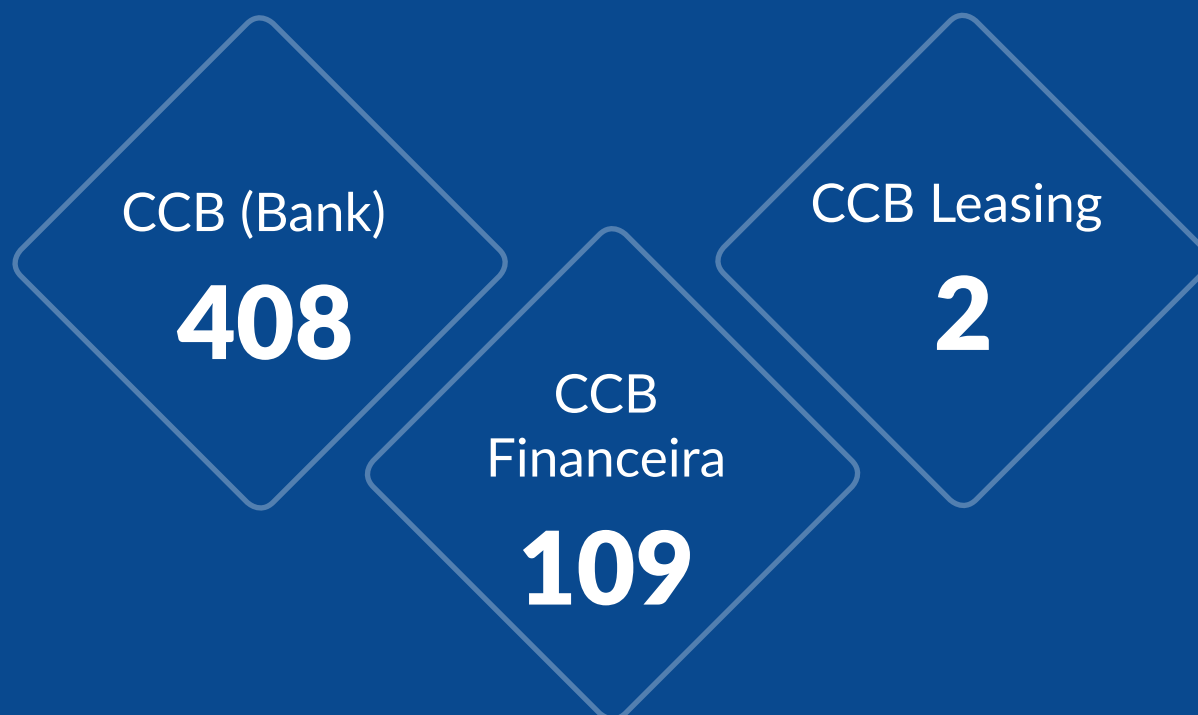
GRI 102-7, 102-8, 103-1, 103-2, 103-3

◆ We believe in people

To achieve our strategic goals, we know that the commitment, dedication and talent of our employees are essential.

Our human resources management policies and practices are geared to encouraging participation, development, training, and professional and personal growth, without forgetting about quality of life.

At the end of 2018, we had 519 employees, including:



Among all employees, there were 197 women (38% of the total), plus 15 interns and 8 apprentices. The staff turnover rate was 13%.

The main intention of our corporate positioning is to grow our business, adequately serve our clients, and transform ourselves into a relevant financial institution. Our teams are actively engaged in achieving this major goal.

38%
of employees
are female



People constitute the biggest asset of CCB Brasil Conglomerate. We believe that the continuous improvement of our professionals, in line with the development of society and technological development, is paramount for us to achieve our business goals.

In the context of the cultural mix of Brazil and China, we respect local culture and knowledge. We have an integration program specifically for our Chinese colleagues, where we provide information about Brazil as well as guidelines related to safety and behavior to make them more familiar with the culture. We also offer Portuguese courses for expatriates.

Respect also permeates daily performance. On a daily basis, leaders always seek to contribute to the creation of a harmonious work environment and adopting mechanisms to hear out all employees.

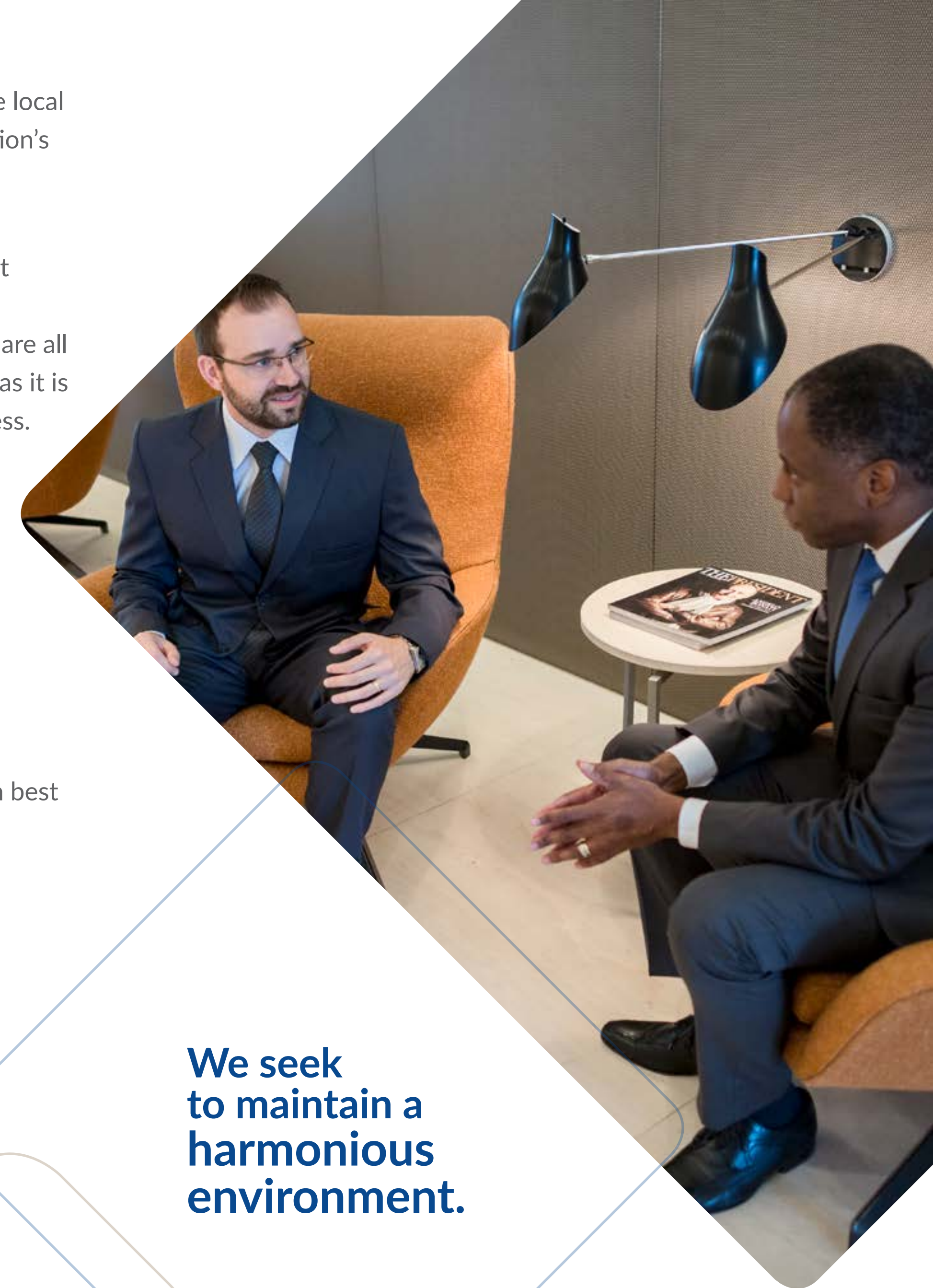
Leaders play a key role in driving the Organization's strategic plan. We consider the following to be key elements for leadership: **initiative, long-term vision, teamwork, emphasis on communication,**

innovation and "open mindedness" to reconcile local challenges with the guidelines of the Organization's head office in China.

As part of the great transformation process that the Organization has been going through, our organizational structure is being remodeled, as are all human resources standards, policies and tools, as it is people who carry out any transformation process.

In line with the new times, the employee **performance evaluation program is being updated** to keep up with the new challenges related to our employees' performance.

Points such as adequate compensation and compatible benefits policy are also periodically evaluated, so that we can always be in line with best market practices.



We seek to maintain a harmonious environment.

◆ We believe in people

Main benefits offered to employees

GRI 401-2

◆ We believe in people



* loans, credit cards, overdraft facilities, and car insurance

** Optional, with expandible coverage for dependents, including stable same-sex relationships

*** for mothers with children up to six months of age

Emphasis on development and training

GRI 102-2, 103-3, 205-2, 404-1

We have been increasingly investing in employee training and development, covering business, behavioral and regulatory aspects through in-person and online training. In 2018, we invested about R\$ 400,000 in training and development, more than in 2017.

We believe in people



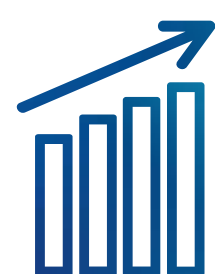
399,872.61

Value invested in training and development (R\$)



27

Hours of training per employee



The number of hours training per employee increased

80% from 2017



13.710

Qty. of hours of training

Training indicators

Internal and external trainings	Hours	Male	Female
Human Rights	1,104	556	548
Anticorruption	974	575	399
Others	5,344	3,606	1,738
Total	7,422	4,737	2,685

EducaRHoje Platform trainings	Hours
Human Rights	248
Personal Finances	272
Anticorruption	808
Others	4,288
Total	6,288

We have several **training and development programs** that allow us to improve competences, identify talents and value our staff. These programs include courses, workshops, and lectures structured along two axes: topics related to CCB Brasil Conglomerate's areas and activities; and important issues for the Organization, such as sustainability, ethics and compliance, information security, preventing money laundering, anti-corruption, among others.

We also seek, with the emphasis on training, to develop in our professionals the necessary skills for CCB Brasil Conglomerate's new business model in order to advance the transformation process we are going through.

We regularly support academic education through a scholarship promotion program, allowing employees to expand their opportunities for professional and personal growth, which enables the Organization to increase the number of professionals with higher education and/or specialized training in postgraduate, MBA and masters courses.

We provide the **Sustainability Education Program**, which seeks to develop knowledge and skills that foster the sustainable development of CCB Brasil Conglomerate. This program is supported by internal campaigns and general and specific training.

Employee financial education is another frequent subject of employee training. Annually, we support Financial Education Week, an activity organized by the National Committee on Financial Education (CONEF) to promote financial education in Brazil. To publicize this event and align it with employees, we provide lectures, courses, and information via email, our teaching platform, and the intranet.

In 2018, the employee financial education campaign addressed the following topics: introduction to financial education; financing; how to use your credit card and overdraft fees in a good way; how to negotiate overdue accounts; how to organize your personal budget; and investments.

During the year, there was also a large push to provide training focused on **ethics and compliance**, topics of great importance to the Institution, with about a thousand hours of training dedicated to these subjects.

We should also mention the **"Business Continuity Management"** training held in June 2018 and conducted by the Operational Risk Area, whose main objective was to present employees with business continuity plans, as well as to raise awareness about the theme.

Valuing diversity

GRI 103-2, 103-3, 405-1

We understand that respect for differences and individualities is an essential issue for cultural enrichment and to boost the dynamism of teams at work.

We value the social and cultural diversity of our employees and strive to ensure working conditions and environments that provide professional opportunities.

This point is taken into account during the recruitment, selection, and retention of professionals, which are based on three pillars:



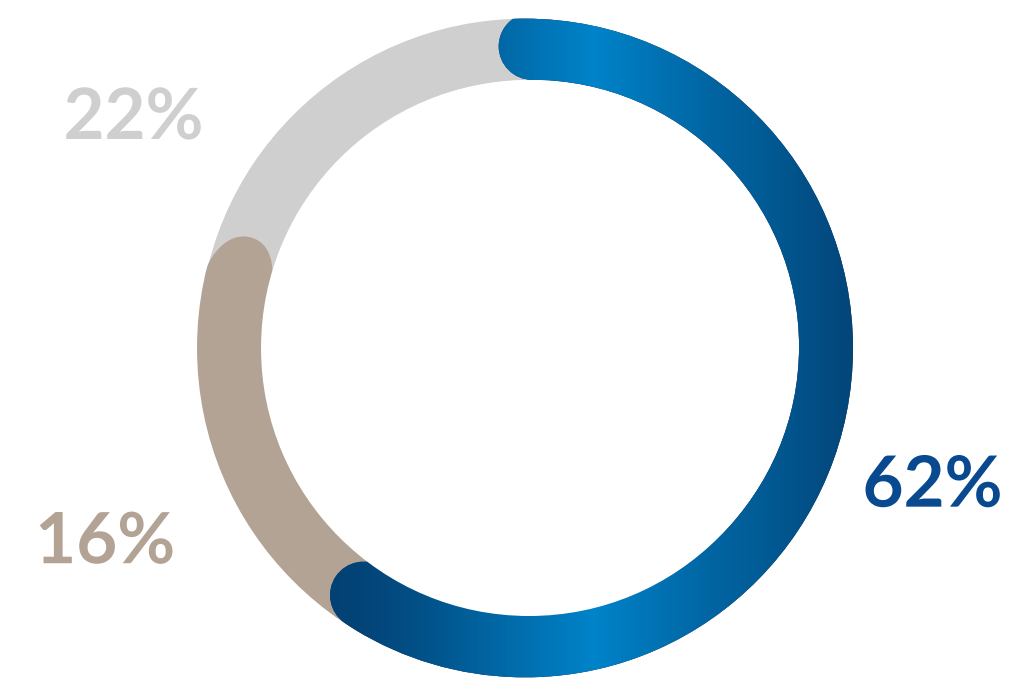
Employees by gender

	Total	%	Male	%	Female	%
Analyst	304	62	168	34	136	28
Comercial	44	9	32	7	12	2
Coordinators	51	10	33	7	18	4
Managers	90	18	68	14	22	4
Total	489	100	301	62	188	38

We believe in people

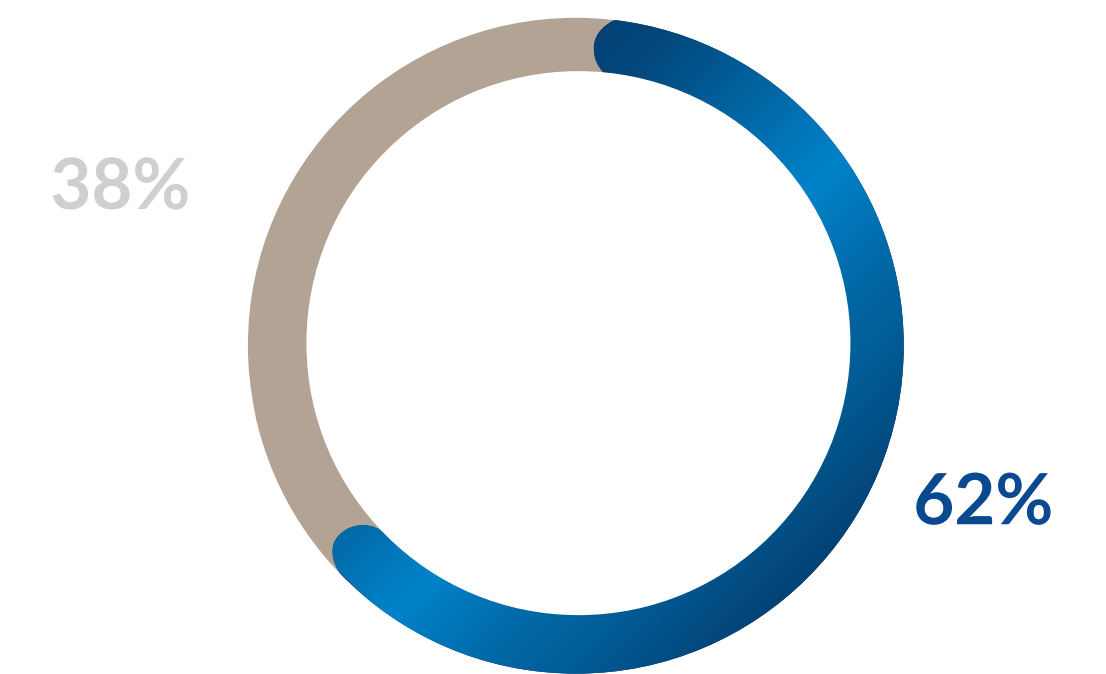
We support the Brazilian Federation of Banks' (Febraban) **Diversity Appreciation Program**, which aims to promote equity and equality of opportunities in the banking labor market for all people, regardless of ethnicity, race/color, sexual orientation, gender, age and disability, among other distinctions, as well as promoting activities aimed at the continuous improvement of our recruitment, selection, development, and people-management processes.

Employees in the organization's governance bodies, per age groups



- Less than 30
- Between 30 and 50
- Over 50

Employees in the organization's governance bodies, per gender



- Male
- Female

Internal communication

GRI 102-43

In addition to the internal communication vehicles used to provide information to employees, in 2018 we directed particular attention to encourage direct conversations between managers and their teams and “RH Com Você” (HR With You), the communication channel through which employees can anonymously and freely file complaints, make suggestions and leave compliments, resolve questions, and also pass along complaints (for example, about harassment, a behavior that we vigorously combat).

All statements are treated confidentially and anonymously, and results are used to review possible improvements to our human resources policies and practices.

Specifically regarding complaints, employees may also refer to the Ethics Committee. In 2018, we had 2 (two) complaints in total.

We should also note that whenever necessary **our CEO publishes a message to all employees**, reporting on the Organization’s initiatives, directions, and strategies, as part of a permanent communication effort.

Health and safety

GRI 103-2, 103-3, 403-1, 403-2

Regarding the health and safety of professionals, we maintain an outsourced medical service and have a **Health Promotion Program**, with various actions for employees, such as: periodic examinations, influenza vaccination campaigns, physical evaluations, occupational gymnastics, combatting stress, disease prevention and a nutrition program.

We also have an Internal Accident Prevention Commission (CIPA), which represents all employees and supports the implementation of actions and campaigns aimed at safety, preventive health and employees’ quality of life, including actions focused on vaccination, preventing AIDS and breast and prostate cancer, combatting stress and smoking, and incentives for healthy diets.

Every year, CIPA holds the Internal Workplace Accident Prevention Week (Sipat) and coordinates programs for Environmental Risk Prevention (PPRA) and Occupational Health Medical Control (PCMSO).

We follow the guidelines established in the collective bargaining agreement signed by workers at financial institutions, which establishes standards related to health and safety at work.

In 2018, CCB Brasil did not report any cases of workplace injuries and/or illnesses. In 2018, some instances of leave from 2017 were maintained. In total, 3,003 lost days were recorded due to non-occupational illness; of these, 1,322 days were lost by men and 1,681 by women. ●

In 2018, CCB Brasil did not report any cases of workplace injuries and/or illnesses.

◆ We believe in people

WE RESPECT THE ENVIRONMENT

Analysis of socioenvironmental issues in business and relationships

GRI 102-9, 102-11, 103-2, 103-3, 308-1, 414-1

Environmental issues constitute a pressing discussion in today's world, and CCB Brasil Conglomerate is well aware of this.

To deliberate on adherence to and compliance with the social and environmental aspects at CCB Brasil, we have a specialized division in social and environmental risks and sustainability.

Our concern is to reconcile business needs and requirements with the appropriate levels of social and environmental risk demanded by the market and society, in order to always come up with a viable solution for operations. We respect local regulations at all levels - federal, state and municipal.

Our internal procedures are aligned with social and environmental issues, with implemented and consolidated due diligence processes. Our contracts in client operations contain clauses preventing slave labor and child labor. We are also constantly on the lookout for companies that may be disrespecting the environment, and this concern extends to our relationships with external clients and partners.

 We respect the environment



The analysis and management of socio-environmental risks are an inherent part of our credit operations, as are assessments prior to the approval of new suppliers and the registration of new clients.

Socio-environmental risk assessment procedures are applicable to all corporate clients at all stages of business and operational processes, from accepting a new client to the formalization of operations.

In order to always keep this culture “alive” among our employees, in 2018 we implemented two online courses aimed at our employees that focused on socio-environmental risk analysis.

Climate change and emissions

GRI 103-2, 13-3, 201-2, 302-1, 305-1, 305-2

We are aware of the relevance and the progress on climate change discussions in the global political and economic context.

As all our clients and external partners are also evaluated from an environmental point of view, when it comes to **credit concession operations or approval and tracking of suppliers**, we consider this stance to be as important or more important than our direct consumption of resources.

Credit operations, in particular, are among the most influential indirect impact mechanisms for society to achieve a low-carbon economy and control over climate change.

Working as a bank committed to the low-carbon economy in our credit portfolio and practices, as well as in the assessment of clients and suppliers, is a fundamental theme for the institution. All proposals for granting corporate loans go through the process of socio-environmental risk assessment, as do suppliers undergoing registration and monitoring.

The CCB Head Office has financial operations that encourage businesses related to renewable energy production. In Brazil, among the segments in this sector we intend to support, as provided in the strategic planning, are solar energy, wind energy, hydroelectric and biofuels.

Beyond this guidance, **monitoring our direct impacts** (such as natural resource consumption, Greenhouse Gas emissions, among others) is also an important issue.

Internally, in line with best eco-efficiency practices, which include management of wastes and Greenhouse Gas (GHG) emissions, we seek to improve processes,

controls, and procedures, focusing on the preservation of natural resources and conscious energy consumption in our activities.

We voluntarily filled in the **Carbon Disclosure Project** (CDP) questionnaire, a program that encourages companies to measure and disclose their GHG emissions, covering the risks and opportunities arising from climate change.

These initiatives demonstrate our commitment to the sustainability of our business and to transparent management to address the challenges of climate change. ●

We are committed to the low-carbon economy

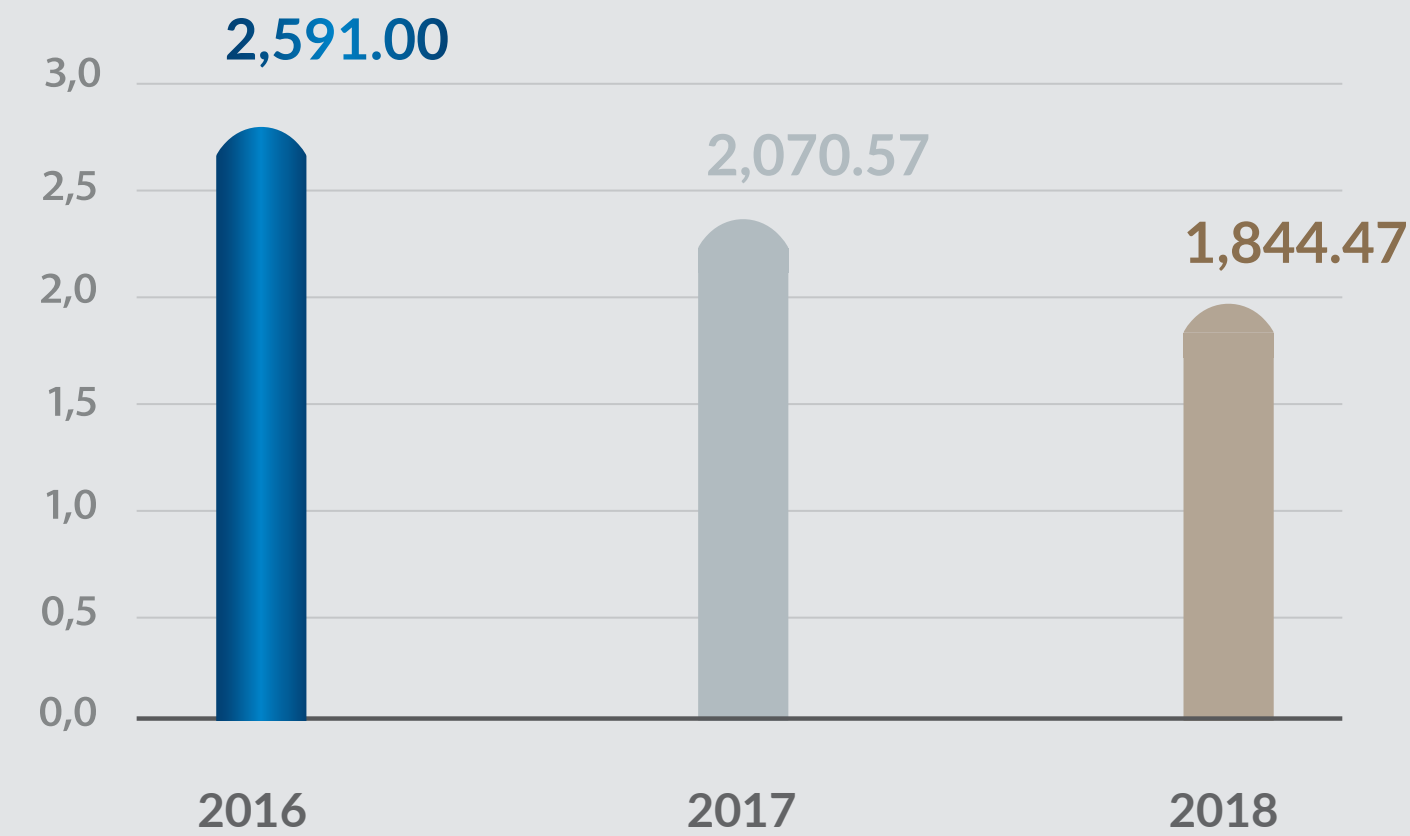
ENERGY AND EMISSIONS INDICATORS

GRI 302-1, 305-1, 305-2

We respect the environment

Energy consumed

In MWh

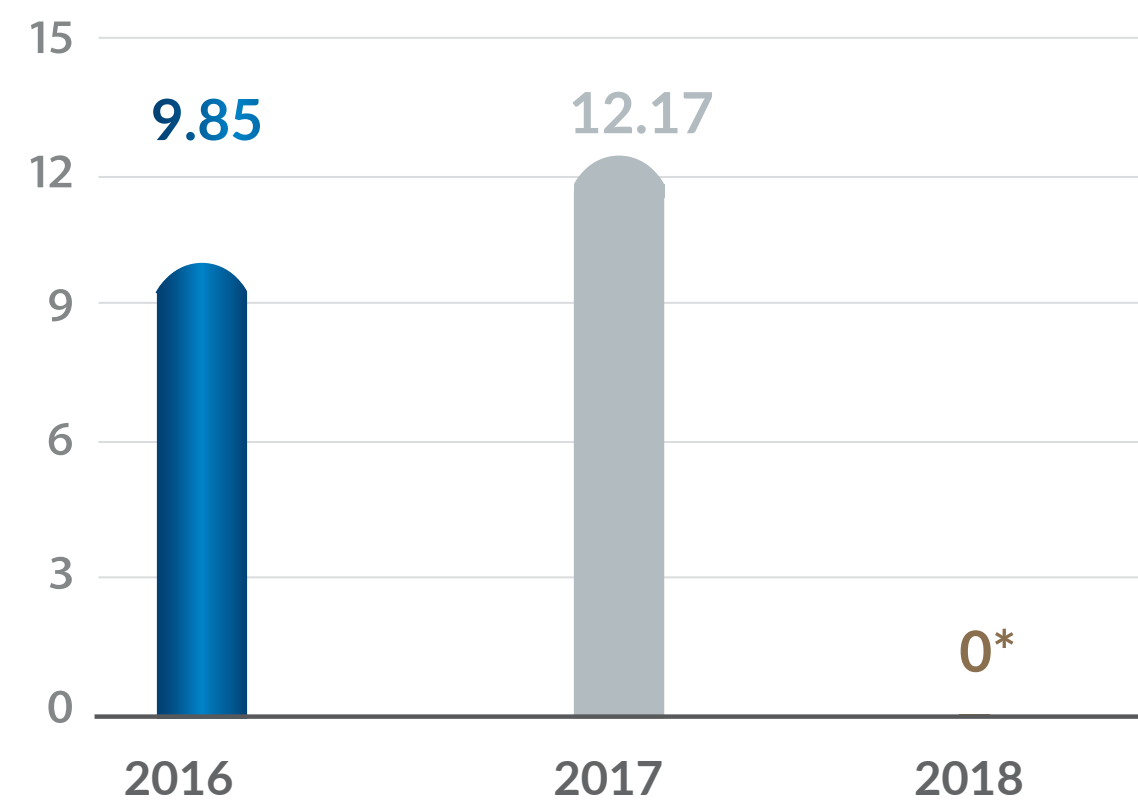


In 2018, there was a 11% reduction in total energy consumption by CCB Brasil over the previous year, from 2,070.57 MWh to 1,844.47 MWh. This level, in comparison with 2016, represents an even more significant drop of 29%.

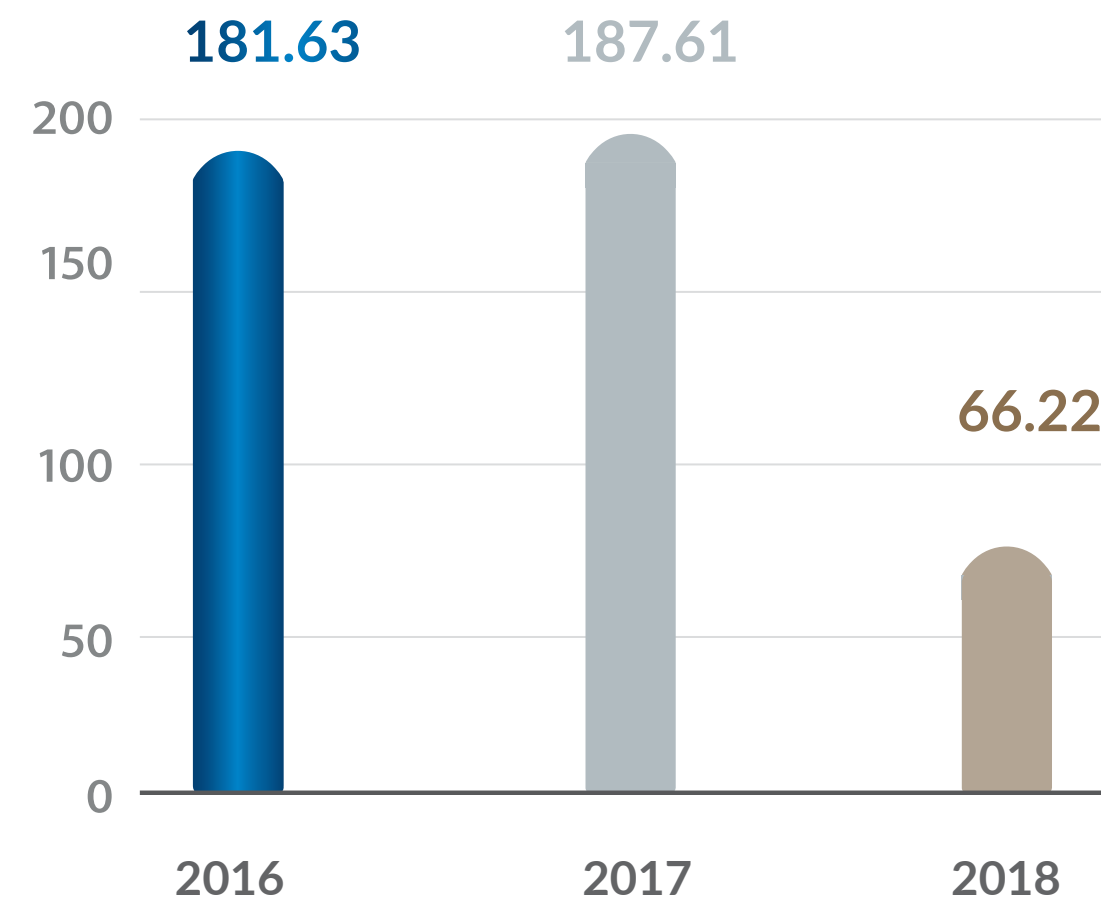
Scope 1 emissions

In tCO₂e

Stationary combustion

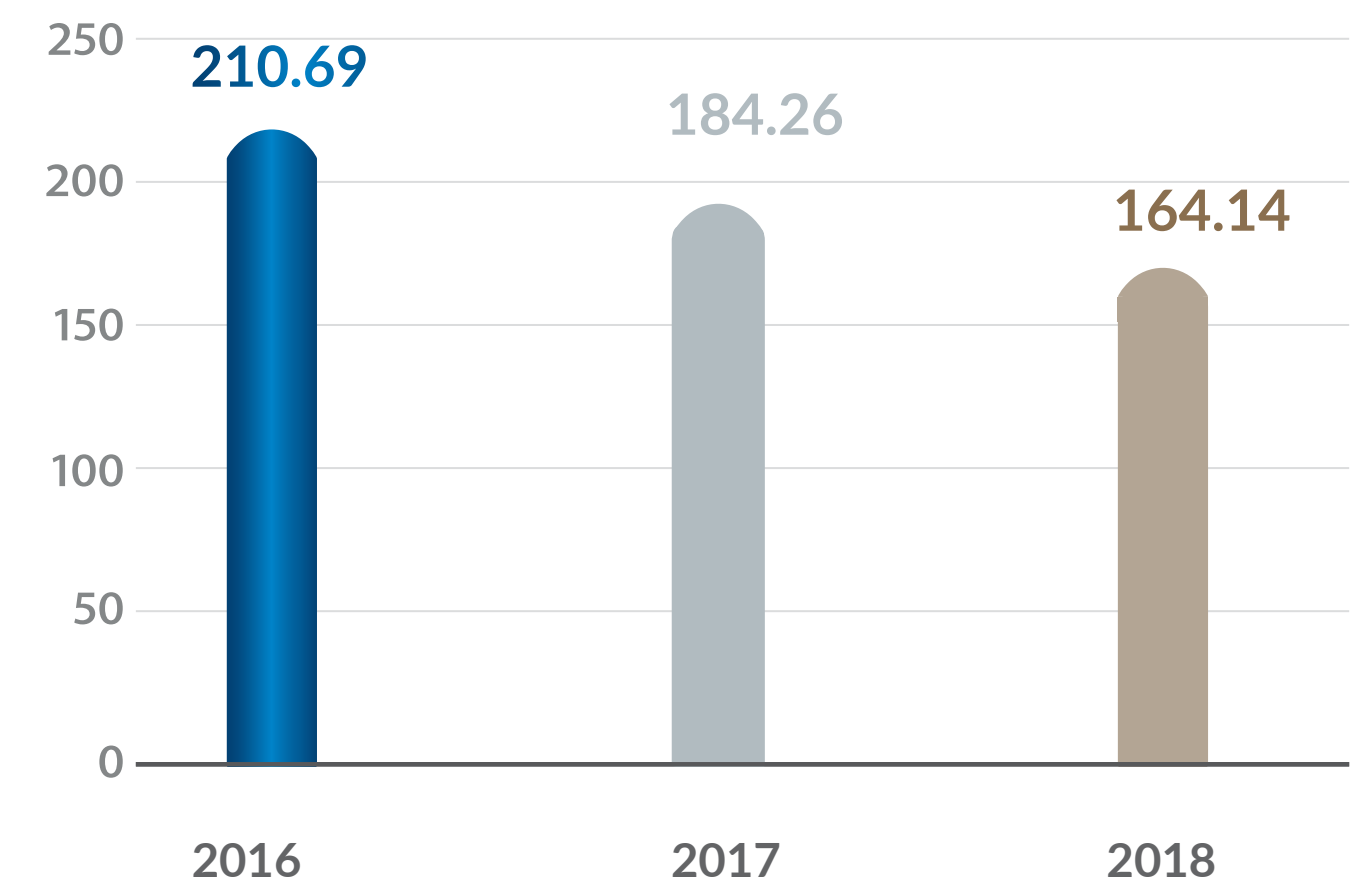


Mobile combustion



Scope 2 emissions

In tCO₂e



*Emissions related to stationary combustion are due to the acquisition of diesel to supply the CCB's own generator at administrative headquarters. In 2018, there was no purchase of this fuel

WE ACHIEVED RESULTS

China-Brazil relationship

Trade figures between China and Brazil demonstrate that there is a vigorous integration between the two countries. China has strong demand for Brazilian products, especially soybeans, iron ore, crude oil and meat, while Brazil buys high-tech products (such as parts for cell phones, computers and TVs) and manufactured products. In other words, the Chinese and Brazilian portfolios are complementary. In addition, it has been reported in the Brazilian press, China plans to continue investing in strategic sectors in Brazil. The energy sector has already received a lot of Chinese investment (which is expected to increase) and the agribusiness, sanitation, and oil and gas sectors should also be prioritized.

China is currently the main destination of Brazilian exports. In 2018, Brazil posted exports of US\$64.2 billion and imports of US\$34.7 billion from China. The Brazilian trade surplus reached US\$29.48 billion. China reached the largest share in terms of destinations of Brazilian exports, accounting for 26.8% of the total, a big difference from Brazil's second largest trading partner, the US, which accounted for 12% of Brazil's overseas shipments. In third place is Argentina, accounting for 6.2% of Brazil exports in 2018².

And while the Chinese economy is growing at a slower pace than it had previously (although it still posts enviable growth, given the world average), the Chinese project of attracting countries into its sphere of influence is gaining ground. The plan, called the Belt and Road Initiative (BRI), seeks to interconnect and facilitate routes between China and other countries, and already has specific projects and routes linking Asia, the Middle East, Europe and Africa, currently covering more than 20 countries. In November 2019, when the BRICS summit (Brazil, Russia, India, China and South Africa) is set to be held in Brasília, Chinese representatives will likely propose that Latin American countries join the plan. Brazil is the main target.

In this scenario, for the CCB Head Office it is geopolitically important to maintain a robust business in Brazil, given the representativeness of the Brazilian market in the world context.

◆ We achieved results

² Sources: Folha de S.Paulo (March/2019); agenciabrasil.abc.com.br (May/2019).



Strategic planning

GRI 102-29

At CCB Brasil Conglomerate, after the annual strategic plan is developed, it is screened and approved by the Board of Directors, but there is also an interaction with the head office in China.

Especially in the last two years, **we have improved the integration and communication practices between CCB Brasil and our head office in China**, prioritizing the integration of cultures, which contributes to the strengthening of our business and greater synergies.

The budgeting process begins in mid-October of each year, when the Planning and Finance department initiates discussion with the Head Office to align on the main guidelines to be adopted, and with all areas and hierarchical levels of the Organization regarding the objectives for the next cycle, while keeping in mind the results obtained in the current cycle.

This model allows for increased integration and commitment of everyone involved. With the initial plan in hand, we begin to develop and detail the operating assumptions, growth assumptions and scenarios that will be later prioritized for presentation and validation with the local leadership and the Head Office. Once consensus is reached on the scenario to be pursued, the budget is submitted for final approval from the Head Office.

With the scenario approved by the head office, the next step is to break down the goals among departments and update their goals and performance indicators.

Business plan

We have been following, as determined in our plan, the Business Plan established for CCB Brasil Conglomerate **for the period 2018-2022, focusing on the long-term strategy of the operation**, and taking into account:

- The opportunities of the Brazilian market.
- Winning over client loyalty.
- China's long-term commitment to the Brazilian economy.
- Respect for the cultures of both countries.
- The achievements and key lessons learned in recent years.
- The value of the financial institution associated with our brand.
- Attracting new talent to our team of employees.
- The acceleration of the use of digital technologies.
- The use of reliable and acceptable risk protocols.

As a result, we seek to transform ourselves into an ever more prepared and better positioned organization **to support clients in their investment and business needs** - products and services - regardless of client size or capacity.

Thus, a major transformation process has covered all areas and all businesses and operations of CCB Brasil Conglomerate, improving strategic positioning and focusing mainly on the Commercial Area, product and service management, operational procedures and the organizational structure.

◆ We achieved results



In 2018, we improved our way of budgeting and setting targets, especially for the Commercial Area. We also expanded services to corporate clients, with a new focus on the middle market segment.

The implementation of the Business Plan has provided us with gradual but vigorous growth over the time, achieving the performance goals set each year.

Individuals

CCB Brasil Conglomerate serves individuals essentially with **payroll- loan and credit card products**.

Daily relationships with clients follow all legislation, regulations, and policies determined by the financial authorities, in addition to the bank's self-regulation guidelines.

Corporate Clients

At the end of 2018, the corporate clients served by CCB Brasil were mainly from the **corporate/large corporate** segment – that is, predominantly Chinese companies operating in Brazil or Brazilian companies (controlled by Chinese shareholders) that operate in Brazil and in China,

exporting or importing products and services - as well as their respective business chains.

The weight of some sectors has grown in our portfolio, such as energy and agribusiness companies, areas with significant business potential in the Brazilian economy that have attracted the attention of Chinese companies. Other sectors with significant growth potential that require the banking sector for financing and business expansion are the oil and gas sector, the sanitation sector, the mining area, the railroad sector, the logistics area and the industrial goods sector. These are sectors that have also attracted new companies. We want to grow mainly in these sectors.

Starting at 2019, and without neglecting the corporate/large corporate client segment, **we began to work more strongly with middle market clients**, thus increasing our spreads and profitability. During the year we have already generated loans in this segment.

With this organizational restructuring, we consolidated a Corporate Business Department to focus even more assertively on serving all corporate clients and generating greater momentum in our relationship with those clients.

We also have a China Desk department, which acts as a link between the Organization's business in Brazil and the

Head Office in China, as well as linking up with CCB branches abroad.

Our main objective in our relationship with corporate clients is the quality of our service and business portfolios.

Products and services

Loan/financing products are the mainstay of our operations, although we also offer a wide range of other products and services.

For individuals, the emphasis is on the granting of payroll loans.

For the corporate/large corporate segment, we highlight trade finance operations (financing of exports and imports), working capital, and letters of guarantee, as well as several other products and services solutions.

◆ We achieved results

In the middle market segment, the potential use of our products and services is more diversified. We should mention loans (mainly working capital and trade receivables), corporate overdraft services, collection, letters of guarantee, cash flow management, internet banking, supplier-payment systems, and leasing operations (a product we once again started offering in 2018 after three years of inactivity), among others.

Regarding leasing, in 2018, **CCB Brasil was ranked second among the best Brazilian financial institutions in leasing operations** in the second edition of Finanças Mais, an award organized by the newspaper O Estado de S.Paulo in partnership with Austin Rating, which aims to recognize the best companies in 15 different categories in the Brazilian financial sector.

In the international area, including clients from both segments, we operate with all the products and services necessary for adequate participation, especially loan/financing products such as Advance on Export Contracts, trade finance, working capital, letters of guarantee and trade receivables, as well as a compatible and customized back office. Products in foreign currency account for about 80% of credit portfolio in CCB Brasil Conglomerate's credit portfolio.

Regarding local currency products, we have products specifically targeted at, for example, the agribusiness sector (such as Agribusiness credit bills [LCA],

Funcafé), as well as credit concession, sureties, and leasing, among other products and services.

It is also worth mentioning that **we renewed our credit lines in partnership with BNDES**, and were again accredited to carry out this type of operation. The review process started at the end of 2017 and took all of 2018, with the approval taking place in February 2019. As a result, we will have lines to meet the demand of our customers. In 2019 we have already had a significant credit line increase approved for the first half, with renewal for the second half.

In parallel with the more targeted offering of products and services, we are continually thinking up innovations to improve the structure and delivery of products and services, as well as client relationships. Innovations tend to gradually gain more ground as we consolidate business in the segments in which we focus.

Ethics and compliance

GRI 103-1, 103-2, 205-2, 417-1

We are greatly concerned with **ethics and integrity**. This has always been part of our way of being and is inherent to CCB's corporate positioning in the world.

We have a **Code of Ethics and Conduct**, valid for our employees and for relationships with our external stakeholders, as well as an Ethics Committee to assess any possible violations of the Code of Ethics and Conduct.

◆ We achieved results



This Code presents the ethical principles that guide the promotion and preservation of a healthy relationship with our stakeholders. Its goal is to provide a safe roadmap, guiding actions and decisions in our work environment in conjunction with current market directives and laws. The Code complies with the standards established by the CCB Corporation and addresses the dilemmas of our time.

The principles addressed in the Code of Ethics and Conduct are grouped into the following themes:

- Consideration for others.
- Commitment to transparency.
- Compliance with laws.
- Corporate social responsibility.

We have an exclusive channel managed by the Ethics Committee, so that any occurrences that violate the principles of the Code of Ethics and Conduct can be reported. This Committee has autonomy to act and its decisions are sent directly to the CEO of CCB Brasil. Accusations are treated confidentially, and the channel can be accessed by all employees and external stakeholders. Access is possible through the intranet or by email comite.etica@br.ccb.com.

Regarding compliance, we manage the compliance aspects as well as internal controls, information security, anti-corruption and money laundering prevention. On a daily basis we seek to comply with both the rules

established by our Compliance department in Brazil as well as by the compliance guidelines established by CCB headquarters in China.

In 2018, the Compliance department established a flow for analyzing and approving policies in Brazil, in addition to standardizing the exchange of information between the Organization in Brazil and headquarters in China.

To deliberate on matters, we also have an **Internal Controls and Compliance Committee**.

With respect to our employees, we offer a long list of training sessions, courses, and lectures with the aim of constantly reinforcing compliance guidelines. In 2018, all bank employees were trained in anti-corruption procedures and policies.

We also have a **channel for receiving and handling complaints**. This channel is intended to assist in situations of misconduct, conflict of interest and in the fight against corruption, fraud and other criminal practices. Accusations are treated confidentially and impartially. The channel is available to CCB Brasil Conglomerate employees and also to our external stakeholders, such as clients and suppliers. To access, send an email to denuncia@br.ccb.com.

In addition to adhering to the Code of Ethics and Conduct, employees sign an employee responsibility contract each year, committing themselves to observing internal

information security policies, as well as ethical and conduct issues.

All of CCB Brasil's relationships with clients are based on a series of corporate activities, norms and policies that are based on the Banking Auto-Regulatory code and on prevailing legislation.

CCB Brasil complies with the laws of regulatory agencies - including processes that permeate the business area, such as contracts and fees, adapting the offer of products and services to the public, and ethical and transparent treatment that allows the convergence of interests. These include the **Brazilian Advertising Auto-Regulatory Code** of the National Advertising Auto-Regulatory Council (Conar); the **Banking Auto-Regulatory** code of the Brazilian Federation of Banks (Febraban); the Consumer Guidance and Protection Program (Procon) and the **Central Bank of Brazil's** rules on relationships with and respect for clients.

Information security
GRI 103-1, 103-2, 418-1

Ensuring the privacy of information is a fundamental point in our relationship with clients. Thus we are always seeking to optimize and improve processes and systems that contribute to this.

We have an exclusive area within the Information Technology framework to manage information security. This department is responsible for the structure and intelligence of key projects developed for client banking operations, such as home banking, digital platforms and back office process automation. The department is regularly monitored by internal and independent audits.

We invest in technology to monitor and protect our assets and our clients' information. We periodically evaluate our infrastructure to ensure that software is correctly updated and with its security parameters configured in accordance with manufacturers' recommendations and best market practices. In 2018, **the bank had no client complaints about any breach of clients' privacy.**

Risk management
GRI 102-11

The dynamics of our risk management have been adapted to the transformation process that the Organization is undergoing in Brazil, with new structures and renewed business and operations guidelines.

At CCB Brasil Conglomerate, we adopt risk standards and internal controls based on integrated risk management. We rely on policies, rules and procedures to perform this management.

In accordance with Central Bank Resolution 4,557, which defines the risk management and capital management framework, **we maintain strict control standards and frequently update our processes, methods and platforms.** These instruments are compatible with the nature of our operations, the complexity of our products, services, activities, processes, and systems, and the extent of our risk exposure, allowing for their proper management.

In strategy and business development, we understand that risk management allows the risks inherent to operations to be properly identified, measured, mitigated and controlled. With this, it is possible to support the sustainable development of activities and the continuous improvement of risk management.

◆ We achieved results



Our risks include **regulatory, business, operational, market, credit, liquidity, capital management, and socio-environmental risks**. We have a centralized department and a series of controls to handle this.

The **Risk Management Policy** sets out the principles that guide the institutional strategy in controlling and managing risks in all businesses and all operations.

Risk evaluation and appetite

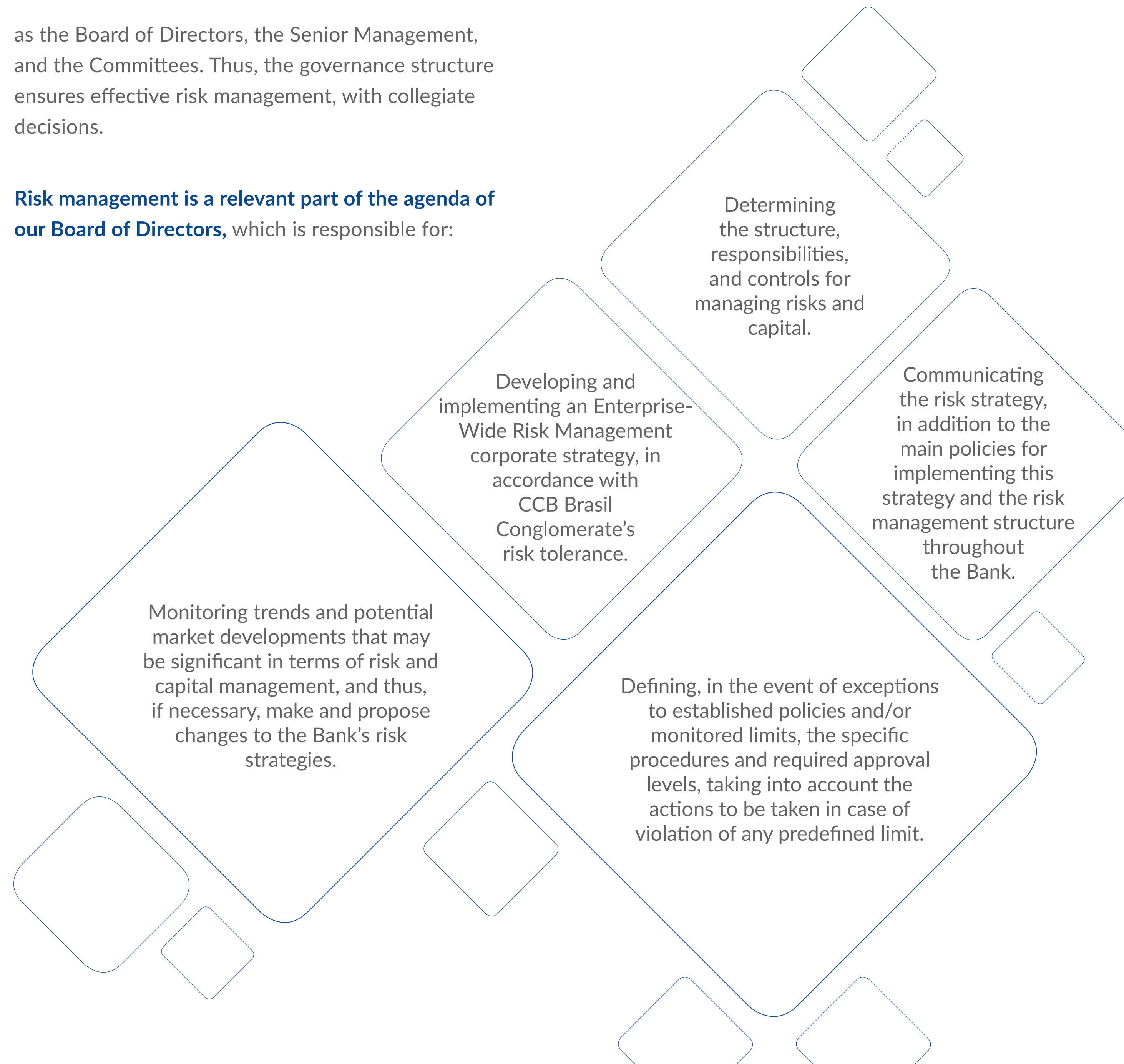
Risk appetite is defined internally and expressed in the **Risk Appetite Statement (RAS)**, including assessments of financial results and product and service performance.

Specifically in the credit side, **we have improved a Credit Monitoring department** to assess risks, monitor credit portfolios, formalize and manage collateral, and monitor the behavior of client companies in the market, among other actions.

Senior Management's involvement with issues of risk management occurs through deliberations by the administrative bodies defined in our governance, such

as the Board of Directors, the Senior Management, and the Committees. Thus, the governance structure ensures effective risk management, with collegiate decisions.

Risk management is a relevant part of the agenda of our Board of Directors, which is responsible for:



We achieved results

The duties of the Board of Directors related to managing business and operating risks include:

1 Define and review, together with the Risk Committee, the Chief Risk Officer (CRO) and other members of the Senior Management, the Organization's level of risk appetite.

2 Approve and review at least annually:
a) Risk management policies, strategies and limits.
b) Capital management policies and strategies.
c) The stress testing program.
d) Business continuity management policies.
e) The liquidity contingency plan.
f) The capital plan.
g) The capital contingency plan.

3 Ensure the institution's adherence to risk management policies and its strategies and limits.

4 Ensure prompt correction of any deficiencies in risk and capital management structures.

5 Approve relevant, risk-driven changes in risk management policies and strategies, as well as systems, routines and procedures.

6 Authorize, when necessary, exceptions to policies, procedures, limits and levels of risk appetite.

7 Disseminate a risk culture within the institution.

8 Ensure adequate and sufficient resources for an independent, objective and effective performance of activities related to risk management and capital management.

9 Establish the organization and duties of the Risk Committee.

10 Ensure that the Institution's compensation structure does not encourage behavior that is inconsistent with the established risk appetite levels.

11 Ensure that capital and liquidity levels are adequate and sufficient.

 We achieved results

Our **Risk Committee** discusses the main risks to the Organization's business and operations, as well as the mitigation of such risks.

Among the **main duties of the Committee** are:

- 1** Evaluate the established risk appetite levels, as well as the strategies for their management, considering the risks individually and in an integrated manner.
- 2** Oversee the conduct and performance of the CRO.
- 3** Oversee senior management compliance with established risk appetite.
- 4** Evaluate the adherence of risk management processes to what was established in the Risk Management Policy.
- 5** Keep records of its deliberations and decisions.

In addition, day-to-day actions are also evaluated as appropriate in other committees at the Organization in order to ensure the adequacy of risk management, considering the complexity of products and services, risk exposure, and risk-return relationships that involve all business decisions of CCB Brasil Conglomerate.

Relationship with suppliers

GRI 102-9, 308-1, 414-1

Our supply chain focuses on services such as consulting, auditing, security, maintenance, information technology (IT) value transportation, and others.

In 2018, 118 companies and service providers were analyzed by the Sustainability team, based on social and environmental criteria, with 100% approval. Eight of them were turned down by other áreas. As a result, 93% of the requested supplier registrations were approved throughout the year.

To participate in the selection process, suppliers need to be registered and have **to meet social and environmental prerequisites and have good sustainability and human rights practices.**

Suppliers are selected in accordance with the Procurement and Contracting Policy. **We seek to preferably purchase products and services from local suppliers.**

In the selection process, other criteria are evaluated, such as recognized legal, tax and market standing, ethical and sustainability principles that have been taken on, compliance with labor obligations, the Federal Revenue Service, Social Security, and other tax obligations, in addition to meeting the legal quota for apprentices and the quota for the Inclusion Program for People with Disabilities.

The same integrity and social and environmental risk assessment criteria that apply to client operations are also considered in supplier relationships. The precepts of the Code of Ethics include the procedures expected of these trading partners. Among the procedures discussed in the Socio-Environmental Risk Assessment, the supplier is subject during the entire validity of the contract to monitoring, within established criteria. Occurrences are dealt with impartially by the Ethics Committee.

We achieved results

We do not engage in business deals with companies that have a history of involvement in child labor, forced labor, or slavery-like labor.

All our contracts with suppliers have provisions regarding the protection of and compliance with environmental and labor laws; measures to prevent environmental crimes, discrimination and corruption; and commitments to combat and curb the use of child or slave-like labor.

In the event of non-compliance with the law or non-adherence to the contractual clauses regarding social and environmental aspects and the institution's policies, the supplier may have their contract terminated.

the search for innovations in banking products, services and solutions.

The digital transformation, in terms of credit and bank consultation functions, has been continuously evolving, in line with the initiatives that have spread in terms of the banking sector's relationship with users of financial products and services.

We have also worked to take into account the recent regulations regarding the use and protection of client data in all operations.

And all this without forgetting the sustainability aspects of operations. Our data center, for example, respects various environmental aspects, such as energy consumption and use of more sustainable materials. ●

◆ We achieved results

Technological advances

In the context of the transformation process that has been permeating the performance and operation of CCB Brasil Conglomerate, technological improvements also fall under this category, such as support for organizational restructuring and the remodeling of business, operations and remit guidelines.

The level of automation has been increasing, especially in sensitive and strategic areas such as credit concessions, contracting products and services, information security, accounting controls and regulatory functions, as well as in

FINANCIAL PERFORMANCE

GRI 103-1, 103-2, 201-1

In 2018, our total assets grew 21.61% compared to the previous year, a result directly associated with the increase in the volume of credit operations, which increased by 26.68%. The expanded credit portfolio (which includes endorsements and sureties) grew 23.37%.

Despite this performance, we had a final net loss, due to the process of portfolio adequacy and loss recognition. The necessary recomposition of capital was made by the contribution of new resources within the support program established by the head office.

The process of transforming our organization and business we are going through has further contributed in this sense. Since the beginning of CCB Brasil's operations in August 2014, we have undergone a series of adjustments and adaptations to our structure and to our business and operating models, in order to adapt to the assumptions set by Headquarters, which allowed us to resume the process of growth and prepared us for the development cycle expected for the 2018-2022 period.

We are still adapting to the new structure and in terms of market performance, with the new segmentation targeting. The results have been leading to improvement.

Financial performance





Financial performance

In 2018, the negative result (loss) for the year was already much lower than in previous years, which indicates that we have had a **positive evolution in the overall results** for the economic and financial vectors. Our business with corporate clients, for example, had overall growth of 52%.

The main factors that still affect CCB Brasil's results are the non-operating items, many of them still consequences of past actions. These are mostly items related to extraordinary or provisioning expenses that are being controlled with improvements in management processes and a consequent increase in efficiency.

Regardless, our planning includes new contributions from headquarters, which, in addition to supporting the viability of our operations, symbolizes the willingness of the CCB Conglomerate to continue its long-term strategy of maintaining business in Brazil.

At CCB Brasil Conglomerate, our **credit portfolio** grew by 23% in 2018, which shows the correctness of our stance. On the operational side, we are adapting the structure of the Organization to the business volumes we have in the country. From 40 branches/service points, we now have 9 branches/service points linked to CCB Brasil in 2019.

This has not reduced our ability to do business, but brought about significant cost savings. Direct expenses still represent a large part of our costs and we are in the process of reducing these expenses without, however, affecting the quality of our deliveries and always striving for quality customer service.

Our control of costs has been undergoing a series of changes, ranging from changes in processes, policies and procedures, to the creation of new governance processes seeking to increase cost management efficiency. With the help of business intelligence, we have identified a number of initiatives to reduce and readjust administrative and resource costs, an effort that has been disseminated to all departments.

Some highlights of the 2018 financial results:

Item	Growth compared with previous year
Total assets: R\$ 23,544.14 million	21.6%
Credit operations: R\$ 9,130.10 million	26.68%
Expanded credit portfolio (including sureties and guarantees): R\$10,688.75 million	23.37%

In 2018, the **non-performing loan ratio (NPL)** was 7.26%, well below the previous year's level of 11.98%. At the end of 2018, corporate loans represented 81.61% of the Organization's credit portfolio.

Basel Index: 18.12%.

Índice de Basileia: 18,12%.

Net income: negative net income of R\$190.64 million was reported in 2018, of which R\$106.7 million refers to tax credits arising from written-off tax losses. In 2017, consolidated negative net income was R\$749.56 million.

Funds from the head office: We received funds from the head office, which at the end of 2018 represented 47.75% of total funding, or R\$13,497.57 million, an increase of 10.79% from 2017.

More information on our economic and financial results can be found at www.br.ccb.com ●

Distribution of value added

In Thousand

	2016	2017	2018
Economic value generated	2,423,461	2,156,279	2,609,570
Economic value distributed	2,423,461	2,156,279	2,609,570
Operational costs	2,051,260	1,725,526	2,028,664
Employees (compensation and benefits paid to employees)	206,141	284,574	204,426
Taxes	36,169	65,758	149,416
Payment to capital providers	129,891	80,421	227,064

◆ Financial performance

Result for the Year: Loss 190,644

Total value of credit operations: 9,130,100

Expanded credit portfolio amount: 10,688,754

Total funding: 13,497,57

Bank's net equity: 1,597,646

TRANSFORMATION OPENS NEW PERSPECTIVES

By 2019/2020, we expect to reach a break-even point in financial results and even reach profitability. Our vision, as already mentioned, is long term, and we want to become the preferred bank for our clients, especially in the business corridor between China and Brazil.

We will continue our organizational and business restructuring in 2019. The transformation process that has deeply permeated the operation of CCB Brasil Conglomerate is continuous. New adjustments to operations, structures and internal processes are being made, and we seek business continuity and sustainable results.

We highlight the increase in the profile of the Organization's target clients, and we now work with midsize corporate clients, maintaining the quality of the portfolios and their default levels, but at higher levels of profitability.

In addition, improvements in the country's macroeconomic outlook, with structural reforms, low interest rates, and a business-friendly environment created by the government, if implemented and/or sustained, will contribute to more streamlined planning of our operations and initiatives and bring new growth and investment opportunities.

◆ Transformation opens
new perspectives



In 2019 and 2020 we will continue to focus on the corporate/large corporate client segments, in addition to individuals (through CCB Financeira), as well as effectively operating in the middle market client segment – where we will seek to consolidate our position, in accordance with our new strategic positioning. Regarding financial products, services and solutions, we will have the BNDES credit lines available and continue leasing and agribusiness products and services, in addition to the other products and services with which we operate. We will also have more systemic improvements and enhancements to digital platforms, including the deployment of a receivables platform.

Thus, starting in 2020 we anticipate even better results for our businesses, with more equalized costs, consolidated strategy, and deeper relationships with clients, ensuring sustainable operations in the coming years.

Our commitment to the local market and headquarters is long term, and we seek to gain a prominent position not only in the eyes of our Chinese competitors, but in the financial sector as a whole. ●

Transformation opens new perspectives



GRI CONTENT INDEX

GRI 102-55

Standards	General disclosures	Page/answer/omission	Principles of Global Compact
GRI 101: Foundation 2016	GRI 101: Foundation 2016	Throughout report	
	Organizational profile		
	102-1: Name of the organization	7	
	102-2: Activities, brands, products, and services	7 and 18	
	102-3: Location of headquarters	7	
	102-4: Location of operations	7	
	102-5: Ownership and legal form	7	
	102-6: Markets served	7	
	102-7: Scale of the organization	7, 8 and 15	
	102-8: Information on employees and other workers	7, 8 and 15	6
	102-9: Supply chain	7, 8 and 15	
GRI 102: General Disclosures 2016	102-10: Significant changes to the organization and its supply chain	None	
	102-11: Precautionary Principle or approach	22 and 29	
	102-12: External initiatives	12	
	102-13: Membership in associations	12	
	Strategy		
	102-14: Statement from senior decision-maker	4 and 5	
	Ethics and integrity		
	102-16: Values, principles, standards and norms of behavior	8	10
	Governance		
	102-18: Governance structure	9-10	

Standards	General disclosures	Page/answer/omission	Principles of Global Compact
	Stakeholder engagement		
	102-40: List of stakeholder groups	13	
	102-41: Collective bargaining agreements	100% of employees covered	
	102-42: Identifying and selecting stakeholders	13	
	102-43: Approach to stakeholder engagement	13	3
	102-44: Key topics and concerns raised	14	
	Reporting practice		
	102-45: Entities included in the consolidated financial statements	3	
	102-46: Defining report content and topic boundaries	3	
	102-47: List of material topics	14	
	102-48: Restatements of information	None	
	102-49: Changes in reporting	None	
	102-50: Reporting period	Jan. 1, 2018, to Dec. 31, 2018	
	102-51: Date of most recent report	2017	
	102-52: Reporting cycle	Annual	
	102-53: Contact point for questions regarding the report	3	
	102-54: Claims of reporting in accordance with the GRI Standards	Core option	
	102-55: GRI content index	37 and 38	
	102-56: External assurance	76	

Standards	General disclosures	Page/answer/omission	Principles of Global Compact
GRI 201 Economic Performance 2016	103-1 Explanation of the material topic and its boundary	12, 14, 33 and 34	
	103-2 The management approach and its components	11, 12, 33 and 34	
	103-3 Evaluation of the management approach	11	
	201-1: Direct economic value generated and distributed	33 and 34	
GRI 205 Anti-corruption 2016	103-1 Explanation of the material topic and its boundary	12, 14, 18 and 28	6
	103-2: The management approach and its components	11, 12, 18 and 28	
	103-3: Evaluation of the management approach	11	
	205-2: Communication and training about anti-corruption policies and procedures	18, 28	
GRI 302 Energy 2016	103-1 Explanation of the material topic and its boundary	12, 14 and 23	7 e 8
	103-2 The management approach and its components	11, 12 and 23	
	103-3 Evaluation of the management approach	11	
	205-2: Communication and training about anti-corruption policies and procedures	24	
GRI 305 Emissions 201	103-1 Explanation of the material topic and its boundary	12, 14 and 23	7 e 8
	103-2 The management approach and its components	11, 12 and 23	
	103-3 Evaluation of the management approach	11	
	305-1: Direct (Scope 1) GHG emissions	24	
GRI 308 Supplier Environmental Assessment 2016	305-2: Energy indirect (Scope 2) GHG emissions	24	
	103-1 Explanation of the material topic and its boundary	12, 14, 31 and 32	7 e 8
	103-2 The management approach and its components	11, 12, 31 and 32	
	103-3 Evaluation of the management approach	11	
	308-1: New suppliers that were screened using environmental criteria	31	

Standards	General disclosures	Page/answer/omission	Principles of Global Compact
GRI 401 Employment 2016	103-1 Explanation of the material topic and its boundary	12-16	
	103-2 The management approach and its components	11 a 16	
	103-3 Evaluation of the management approach	11, 15 and 16	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	17	
GRI 403 Occupational Health and Safety 2016	103-1: Explanation of the material topic and its boundary	12, 14, 21 and 22	3,8
	103-2 The management approach and its components	11, 14, 21 and 22	
	103-3 Evaluation of the management approach	11	
	403-1: Workers representation in formal joint management-worker health and safety committees	21	
GRI 404 Training and Education 2016	403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	22	
	103-1 Explanation of the material topic and its boundary	12-16	4
	103-2 The management approach and its components	11-16	
	103-3 Evaluation of the management approach	11, 15 and 16	
GRI 405 Diversity and Equal Opportunity 2016	404-1: Average hours of training per year per employee	18	
	103-1 Explanation of the material topic and its boundary	12-16, 19 and 20	5, 10
	103-2 The management approach and its components	11-16, 19 and 20	
	103-3 Evaluation of the management approach	11, 15 and 16	
GRI 414 Supplier Social Assessment 2016	405-1 Diversity of governance bodies and employees	19-20	
	103-1 Explanation of the material topic and its boundary	12, 14, 22 and 31	
	103-2 The management approach and its components	11, 14, 22 and 31	
	103-3 Evaluation of the management approach	11	
	414-1: New suppliers that were screened using social criteria	22 and 31	

Standards	General disclosures	Page/answer/omission	Principles of Global Compact
GRI 417 Marketing and Labeling 2016	103-1 Explanation of the material topic and its boundary	12 and 14	
	103-2 The management approach and its components	11 and 14	
	103-3 Evaluation of the management approach	11	
	417-1: Requirements for product and service information and labeling		
GRI 418 Customer Privacy 2016	103-1 Explanation of the material topic and its boundary	12, 14 and 29	
	103-2 The management approach and its components	11,14 and 29	
	103-3 Evaluation of the management approach	11	
	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	29	
GRI 419 Socioeconomic Compliance 2016	103-1 Explanation of the material topic and its boundary	12 and 14	
	103-2 The management approach and its components	11 and 14	
	103-3 Evaluation of the management approach	11	
	419-1: Non-compliance with laws and regulations in the social and economic area	During the reporting period, there were no significant fines or non-monetary sanctions due to non-compliance with social and economic laws and regulations.	
Financial Sector Supplements	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Although the credit granted by CCB Brasil contributes directly to social and environmental issues in the national context, the institution does not yet have in its portfolio products created to generate specific social or environmental benefits.	7 and 8
	FS8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose		
	FS10 Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	100% of securities involved in financial transactions with the Bank have undergone a Socio-Environmental Assessment.	7 and 8

SDG



There are 17 objectives and 169 global action goals to be achieved by 2030, mostly covering the environmental, economic and social dimensions of sustainable development in an integrated and interrelated way. Proposed by the United Nations (UN), they are all part of the 2030 Agenda. Learn more at <https://odsbrasil.gov.br/home>.

- 1** Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2** Make sure that they are not complicit in human rights abuses.
- 3** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4** The elimination of all forms of forced and compulsory labour;
- 5** The effective abolition of child labour; and
- 6** The elimination of discrimination in respect of employment and occupation.
- 7** Businesses should support a precautionary approach to environmental challenges;
- 8** Undertake initiatives to promote greater environmental responsibility; and
- 9** Encourage the development and diffusion of environmentally friendly technologies.
- 10** Businesses should work against corruption in all its forms, including extortion and bribery.

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