



# 2021 Sustainability Report





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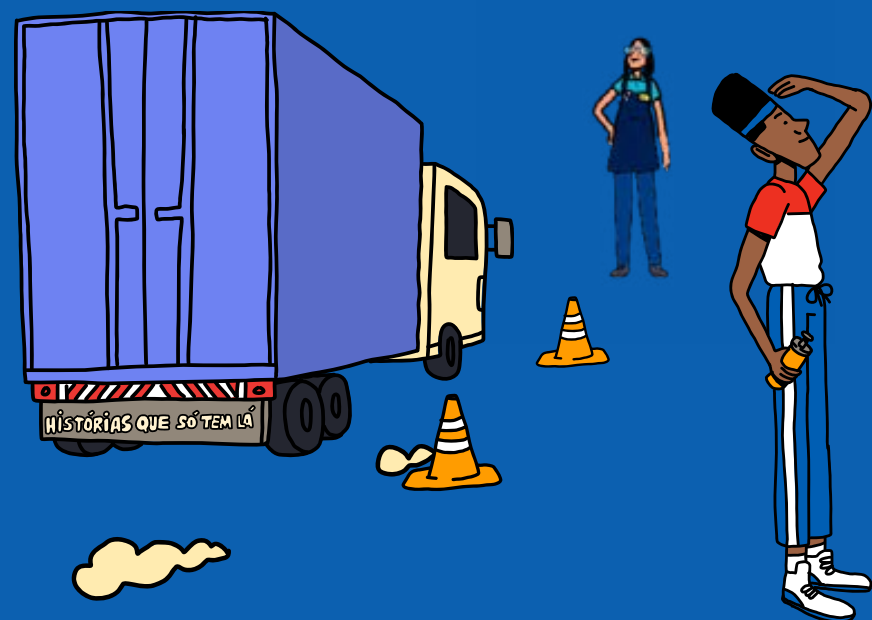
# Presentation



Ipiranga is presenting its second Sustainability Report, which provides information on the company's economic, environmental, social and governance performance in 2021, in addition to data on its strategy, management practices and the main challenges inherent to the business.

Once again it was prepared in accordance with the Core option of the Standards version of the Global Reporting Initiative (GRI) guidelines; the publication also takes into account the International Integrated Reporting Council (IIRC) guidelines. **GRI 102-46, 102-54**

Should you have any suggestions or doubts about the content, send an email to: [ip.sustentabilidade@ipiranga.ipiranga](mailto:ip.sustentabilidade@ipiranga.ipiranga). **GRI 102-53**



## HOW TO READ THIS REPORT

### GRI

The GRI contents are indicated throughout the report.

### SCOPE OF THE INDICATORS

All Ipiranga's own units, except for ICONIC (the Ipiranga lubricants operation, a joint venture between Ipiranga and Chevron). Any exceptions are noted in the actual indicators. **GRI 102-45**

The GRI Content Index starts on **page 38**.

### MATERIAL TOPICS

All the material topics are presented on **page 14**.



# Message from the CEO



**Leonardo Linden**  
Ipiranga CEO

## Prepared for the future GRI 102-14

2021 was challenging for Ipiranga. In addition to weathering the second year of the Covid-19 pandemic, the fuel sector specifically underwent strong fluctuations, with a significant increase in costs, restrictions in supply and changes in the regulatory environment.

Although the beginning of the year was positive, our result was below projections in the second quarter. This led to the rapid elaboration of a reactive plan for the short and medium terms, prioritizing what is essential for the operation (operational efficiency, network quality, evolution of the pricing model and stakeholder engagement with the Ipiranga brand). The team's discipline in executing this plan had a positive repercussion on our third and fourth quarter results. We ended 2021 with a recurring Ebitda of R\$ 2,010 million, 17% up on the previous

year, and net revenue of R\$ 99 billion, a 50% increase over 2020.

In parallel, we mobilized to advance in our sustainability journey. In addition to participating in discussions promoted by the controlling shareholder around ESG (environmental, social and governance) targets, we worked on ensuring the ongoing incorporation of sustainability into our practices and decisions in line with our external commitments, such as the Global Compact, to which we have been signatories for almost a decade.

We also progressed in managing relevant topics for our sustainability strategy. We maintained our electric charging stations for automobiles and formed new partnerships to step up our activities in this market. Moreover, our operation continues to be carbon neutral, with all our greenhouse gas (GHG) emissions offset. On the social front, worthy of note were the diverse actions in our Diversity Program and the support we continue



to provide for society in combating the pandemic and the worsening of the economic crisis.

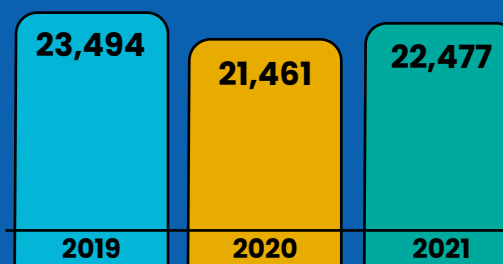
For the Ipiranga team, which once again enabled our products and services to reach millions of Brazilians, we invested in professional development and health and safety initiatives. We adopted a more structured approach to emotional balance and well-being and, after a broad-based diagnosis, we committed to evolving our safety culture in all the company business units and areas.

I am certain that we ended 2021 much better positioned to face up to the challenges of 2022 and the coming years, including the long-term transition of the energy sector to keep pace with the gradual movement towards the decarbonization of the economy. I am also fully confident of our team's commitment and capacity to execute our strategy and ensure that Ipiranga continues to enchant and to contribute towards the mobility of the Brazilian people.

**Leonardo Linden**  
Ipiranga CEO

## 2021 highlights

### FUEL SALES (thousands of m³)



**R\$ 807 million**

invested in 2021, compared with R\$ 688 million in 2020

**7,104 filling stations**  
**1,841 AmPm stores**  
**and 842 bakeries**

### INNOVATION

With Turbo, Ipiranga is one of the most innovative brands, one that most promotes open innovation in the country\*.

### DIVERSITY

**30% women**

at director level and **26%** at management level.

### SOCIAL RESPONSIBILITY

more than **R\$ 1.5 million** for society.

### SAÚDE NA ESTRADA (HEALTH ON THE HIGHWAY)

**57,100 attendances and application of Covid-19 vaccines** in partnership with healthcare departments.

### SAFETY

**11%** improvement in the accident frequency rate.

### ENERGY TRANSITION

Ipiranga has been carbon neutral since 2014. In 2021, the company acquired its first renewable energy certificates for 100% of the electricity consumed.

\*Source: TOP 100 Most innovative companies in Brazil, Valor Econômico newspaper.



# Profile





# Commitment to people's mobility

GRI 102-2, 102-6, 102-7, 102-10

Dating back to 1937, Ipiranga is continuously evolving its positioning as a full service filling station to support mobility and offer its customers and consumers convenience in their daily routines. With this value proposition and ever more digital, the Ipiranga ecosystem comprises filling stations, AmPm convenience stores and the Jet Oil automotive service units.

Ipiranga is also active in the B2B market, supplying fuel and fuel supply management services for medium to large companies in the most diverse segments. The company is also the main partner of the start-up Pró-Frotas, the first 100% digital fuel supply management solution, as well as having stakes in Iconic (joint venture with Chevron), leader in lubricants in Brazil, and the Transportadora Sulbrasileira de Gás (TSB) gas pipeline.

In 2021, Ipiranga sold its stake in ConectCar, an operator in the electronic toll and parking lot payment segment.

## KM DE VANTAGENS AND ABASTECE AÍ

Offering benefits for its more than 36 million registered users, **Km de Vantagens** is the largest loyalty program in Brazil and Ipiranga's main loyalty platform for consumers. It is also an important business accelerator for the resellers and franchisees in the company network. **abastece aí**, which operated as a discount tool for Km de Vantagens, has been transformed into a fintech for digital payment, cashback and other financial services. In addition for use in the Ipiranga network, in Jet Oil services and in AmPm stores, abastece aí can be used at 40 partners, including restaurants, cinemas and airlines. At the beginning of 2022, the two applications were unified to facilitate usability for consumers.





## IPIRANGA OVERVIEW

GRI 102-2, 102-3, 102-4, 102-6, 102-7

Present in **85% of Brazilian municipalities**

**7,104 reseller** filling stations

**1,841 AmPm stores**

**842 bakeries**

**206 company-operated stores**



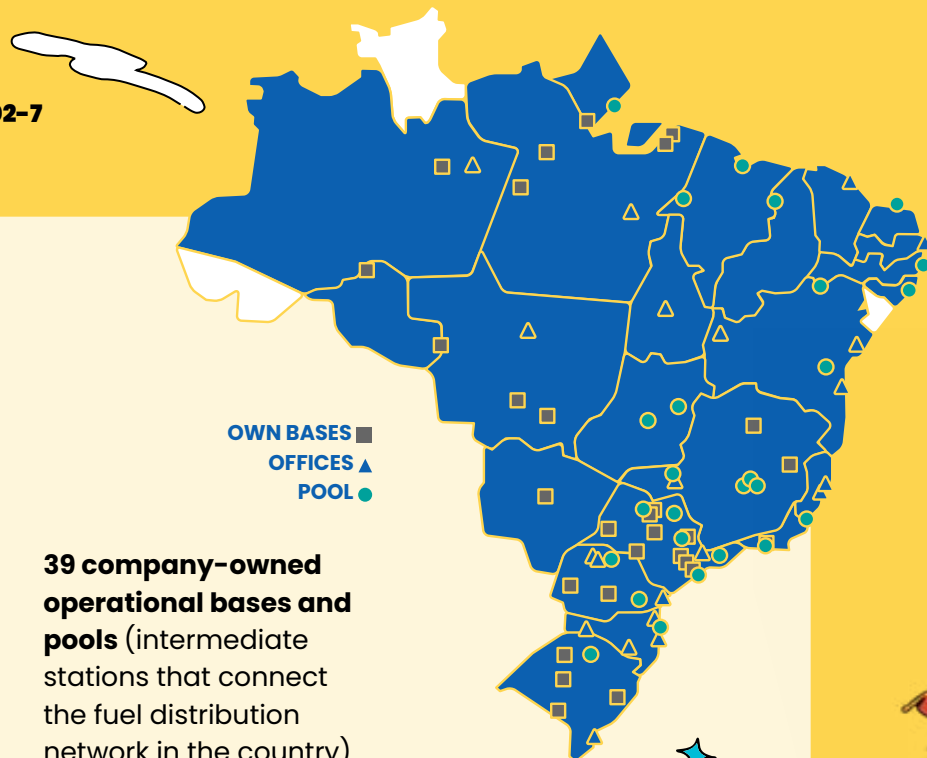
**1,149 Jet Oil units**



**36 million consumers registered in Km de Vantagens**, one of the biggest loyalty programs in Brazil

**4 AmPm distribution centers** (Rio de Janeiro, São Paulo, Paraná and Rio Grande do Sul.)

1. The company has 16 offices in third-party pools and 41 third-party storage contracts.



**39 company-owned operational bases and pools** (intermediate stations that connect the fuel distribution network in the country) in 23 states<sup>1</sup>

**4 AmPm distribution centers** (Rio de Janeiro, São Paulo, Paraná and Rio Grande do Sul.)

**4,000 employees<sup>2</sup>**



2. Takes into account all the businesses in the Ultra Group fuels segment.

## EXCLUSIVE PORTFOLIO

- Ipiranga Original Gasoline
- DT Clean Gasoline with additive
- Octapro Gasoline
- RendMax diesel with additive
- Jet Oil lubricants

## EXPANSION

Strengthening its operational structure, in 2021 Ipiranga inaugurated a new pool in Miritituba, in the district of Itaituba (PA), and initiated construction of a base in Fortaleza (CE). The expansions in Belém (PA), Cabedelo (PB) and Vitória (ES) continued.

Further information in: [portal.ipiranga](http://portal.ipiranga)





## Governance and management

GRI 102-1, 102-5, 102-18

Ipiranga Produtos Petróleo S.A. is a company of the Ultra Group, a publicly traded corporation with shares listed on the São Paulo B3 exchange and the NYSE (New York Stock Exchange).

The Ipiranga CEO is a member of the Ultra Group Executive Board.

### Ipiranga Executive Board – on December 31, 2021

Leonardo Remião Linden	CEO
Bárbara Regina de Miranda Haschelevici	Director, Marketing and Business Development
Carlos Frederico Resende	Network Commercial Director
Cristiane Silva Leite	Director of Planning and Control
Francisco Carlos Ganzer	Director of Operations
Guido Rogerio Macedo Silveira Filho	Director, Legal and Institutional Relations
José Vianna Sampaio Neto	Director, Business Market
Luciana Domagala	Director, People and Sustainability
Marcello Farrel Silva	Director, AmPm

### ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

**Governance Ambition:** To be proactive in governance and integrity, influencing the business environment in upholding ethical conduct and best practices.



For information on the Ultra Group corporate governance structure see the [2021 Integrated Report](#).

### Risk management

Risk management at Ipiranga is conducted in synergy with the Ultra Group. The company's Risk Matrix is grouped in families that cover the entire business. It is formulated based on discussions with different areas and scenario assessments, with periodic updates that ensure agile responses whenever any potential impact is mapped.

In 2021, the maturity of the group's sustainability management resulted in the incorporation of ESG (environmental, social and governance) aspects into the family of strategic and sustainability risks. The other families are: Financial, Cybernetic, Operational and Compliance.



The risks monitored by Ipiranga include:

- **Energy transition:** the climate emergency and the movement towards decarbonization of the economy could influence the company's capacity to operate in the long-term. This area also presents opportunities, driving the development of new businesses, products and services that contribute towards the energy transition. *Further information in Energy transition. GRI 201-2*
- **Regulatory conjuncture:** although they are aimed at boosting competitiveness and reducing prices for the end consumer, recent regulatory changes could generate insecurity in the chain and increase risks of irregular trading and process security. **SASB EM-RM-530a.1**
- **Cybernetic:** with the advance in the digitalization of the network, responsibility for the security of the information managed increases. Ipiranga needs to be capable of creating robust protective mechanisms for systems and constantly updating them.
- **People management:** maintaining the pipeline of leaders prepared for the transformation of the sector and for the development of the business for the future are essential factors of success for Ipiranga.

## SUPPORT FOR AND PARTICIPATION IN SECTOR ASSOCIATIONS

### Main organizations GRI 102-13

- Brazilian Downstream Association (ABD)
- Brazilian Franchising Association (ABF)
- Brazilian Port Terminals Association (ABTP)
- National Confederation of Industry (CNI)
- Brazilian Business Council for Sustainable Development (CEBDS)
- Brazilian Oil and Gas Institute (IBP)
- Legal Fuel Institute (ICL)
- Foodservice Brazil Institute
- Global Compact Brazil Network – Ipiranga has been a signatory to the Global Compact since 2013 **GRI 102-12**
- National Association of Fuel and Lubricant Distributors (Sindicom)

## MAIN RECOGNITIONS



- **Most Valuable Brazilian Brands** (Interbrand): 13<sup>th</sup> most valuable brand in the country.
- **Marcas Mais 2021 (Estadão):** 1<sup>st</sup> in Fuels.
- **Valor Innovation Award 2021** (*Valor Econômico* newspaper): 2<sup>nd</sup> place in Oil, Gas and Petrochemicals and 62<sup>nd</sup> in overall ranking.
- **100 Open Startups 2021:** the company that most practices open innovation in Retail and Distribution and 23<sup>rd</sup> place in the overall ranking.
- **Best Companies in Customer Satisfaction** (Instituto MESC): Km de Vantagens program was the winner in Loyalty Programs.
- **Reclame Aqui Award:** 1<sup>st</sup> place in Distributors – Filling Stations.
- **Respect Award** (*Consumidor Moderno* magazine): winner in Filling Stations.



# Business model

- 16 Ethics and integrity
- 18 Closer to the network and to consumers
- 21 Energy transition



# Strategic priorities

In 2021, four priority pillars were established to leverage growth and value generation for the core business:

**1.** Logistics, distribution and trading. In this pillar, the focus is on optimizing processes to drive greater efficiency and higher service levels in the evolution of trading and in new supply models, as well as in selective, profitable investments aligned with the strategies established for each region.

**2.** Filling station network. The second pillar is aimed at strengthening the network and boosting engagement, with an impeccable image and excellence in products and services. The main focus is on the effective expansion of the network, the revitalization of the filling stations, training and closer relations with the reseller.

**3.** Price intelligence. The goal of the third pillar is to evolve in pricing strategy, improving tools, processes and organization, boosting consistency and results for Ipiranga and for its resellers.

**4.** Engagement through enchantment. This last pillar concretizes the commitment to enchantment, which should be the company's goal in its interactions with resellers, business customers, end consumers and other stakeholders – including employees and neighboring communities. This should drive positive results in engagement levels and in the value of the Ipiranga brand.

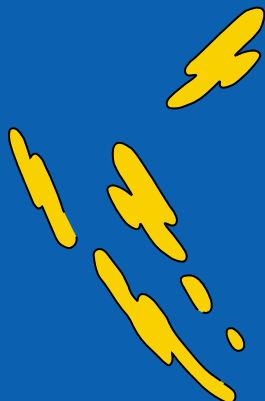




## Ipiranga: innovative brand

Year on year, Ipiranga has been consolidating its status as a brand centered on innovation, a position that is also perceived by the market ([further information in Main Recognitions](#)).

In addition to investing in prospecting new products and services in retail, energy and mobility, Turbo, the Ipiranga innovation hub, has progressed in driving knowledge on urban mobility and the energy transition. Throughout the year, Turbo promoted events focused on these topics, directly connected with the future of cities.



## TURBO: FOCUS ON MOBILITY

- **Ipiranga-Cebrap**  
**Challenge: Mobility and Trends:** 5 researchers received grants to develop unprecedented studies on the future of urban mobility in Brazil in partnership with the research center Cebrap (Centro Brasileiro de Análise e Planejamento).
- **Mobility in transition:** a series of webinars with external and Ipiranga specialists to discuss challenges and trends in mobility and retail.





# Sustainability strategy

Having sustainability as one of the company's strategic initiatives, in 2021 Ipiranga worked on increasingly incorporating a sustainability culture into the routines of its entire team and on ensuring the integration of sustainability into decision making. The company also intends to engage the network of resellers, franchisees and surrounding communities in its commitments.

In addition to reviewing the material topics in line with the Ultra Group and driving greater focus in the teams' activities, worthy of note in the year was a training program in sustainability for company executives. The Universo Ipiranga, the corporate university, also offers basic training in sustainability for newly hired employees. Launched in the second half of 2021, the course has already been completed by 361 people.

## MANAGING SUSTAINABILITY

The People and Sustainability area is responsible for strategic management, with periodic reporting to the Ipiranga Executive Board. Each topic has a multidisciplinary squad led by representatives of different company areas. The groups hold monthly meetings to plan actions and track their implementation. There are specific monitoring indicators for each material topic.

**From 2022, in addition to being linked to annual financial performance (Ebitda and operational flow), all management variable remuneration will take sustainability targets into account.**

See the [Ipiranga Sustainability Policy](#)

## EVOLUTION IN THE MATERIAL TOPICS

GRI 102-47, 102-49

2020 Materiality	2021 Materiality <sup>1</sup>
Ethics and integrity	Ethics and integrity
Data privacy	
Labor relations	People and diversity
Diversity and inclusion	
Health and safety	Health and safety
Proximity to the network and consumers	Proximity to the network and consumers
Supply chain	Supply chain
Relations with surrounding communities	Community relations
Urban mobility	
Conscious consumption	Energy transition
Climate change	
Contamination of soil and water	Eco-efficient operations
Eco-efficiency	

1. Material topics updated in 2021.



## BUSINESS MODEL

# Ipiranga, the full service station

### MAIN RESOURCES

#### FINANCIAL CAPITAL

Financial solidity of the **Ultrapar** holding company

#### MANUFACTURED CAPITAL

**Strategically located** bases and pools  
Network of **AmPm** convenience stores  
**Jet Oil** automotive services network

#### HUMAN CAPITAL

**More than 4,000** employees

#### INTELLECTUAL CAPITAL

Investment in **R&D** and **open innovation**

#### SOCIAL AND RELATIONSHIP CAPITAL

**Resellers** and **franchisees**  
**Business market** customers

#### NATURAL CAPITAL

**Oil** and **biofuel** derivatives

### HOW IPIRANGA ADDS VALUE

- Operational excellence in the distribution of fuels and biofuels
- Brand management and market intelligence
- Ethical business environment: promoting integrity in the reseller and franchisee network
- Competitive supply strategy
- Reseller and franchise model: full service and highly capillary network
- Customer focused innovation: convenience, mobility and new businesses
- Promotion of safety culture among employees and the network of franchisees, resellers and business customers

### RESULTS AND IMPACTS GENERATED

- Quality** products and services
- Return for shareholders  
**R\$ 99.383 billion in net revenue**
- 47,000 indirect jobs** in resellers and franchises
- Contribution towards **success of resellers and franchisees**: marketing support, training and good social and environmental practices (**more than 300,000 hours** of training and **40,000 participants**)
- Convenience** for people and their vehicles
- Trust in brand and reputation  
**13<sup>th</sup> most valuable brand in the country** (Interbrands)
- Ipiranga has an **18.4% market share**
- Support for diversification of fuel energy matrix: **17.5% share in ethanol** and **charging stations** for electric vehicles **SASB EM-RM-410a.2**
- As part of the chain, the company generates impacts from the **consumption of fossil fuels**



# Ethics and integrity

GRI 102-16, 103-2, 103-3

## Ipiranga follows the guidelines set forth in the Ultra Group Code of Ethics and corporate policies.

The Compliance management area is responsible for overseeing the group's Ethics and Compliance program initiatives in Ipiranga, as well as for the company's risk management, internal audit and data privacy activities. Ipiranga promotes best commercial practices in the network and upholds the principles of integrity and respect for competitors.

### Other highlights

- Ipiranga has an annual program of communication and training in compliance, addressing ethics and integrity, anti-corruption, good competitive practices, conflicts of interest, harassment and discrimination. 90% of employees receive communications on anti-corruption policies and procedures. **GRI 205-2**
- In 2021, Ipiranga organized its first Compliance Week, transmitting the main concepts related to compliance, internal audit and data privacy in a straightforward and user friendly manner that went beyond the company office to encompass the distribution bases.

- Ipiranga conducts corruption-related risk assessment throughout the operation. **GRI 205-1**
- There were no substantiated cases of corruption, nor legal actions related to anti-competitive conduct and monopolistic practices in 2021. **GRI 205-3**
- Ipiranga conducts reputational assessments for all new relationships with business partners. Cases presenting potential risks are examined and decided on by a committee with representatives from the legal, commercial and compliance areas.
- Since 2017, Ipiranga has included a compliance panel in its Annual Sales Convention, reaching the internal audience, resellers and franchisees.
- One of the live transmissions to the reseller network in 2021 exclusively addressed the question of ethics in business, covering compliance, competitive conduct and pricing, among other subjects.
- More than 90% of company employees received communications on anti-corruption policies and procedures in 2021, and over 75% underwent training in this area. **GRI 205-2**

### OPEN CHANNEL

This is managed by an independent company with full guarantee of anonymity and non-retaliation  
**Website:** [www.canalabertoultra.com.br](http://www.canalabertoultra.com.br)  
**Telephone:** 0800 701 71 72

**For further information on the Ethics and Compliance Program consult the Ultra Group 2021 Integrated Report.**





## Data privacy GRI 103-2, 103-3

Ipiranga follows the guidelines of the Ultra Group Corporate Privacy and Personal Data Protection Policy, implanted in 2020, after Brazil's General Personal Data Protection Law (LGPD) came into force. It is also aligned with the group's Information Security Policy, which was updated in 2021.

As part of the initiatives related to data protection, the company concluded the implantation of its Privacy Office and nominated a Data Protection Head. Accordingly, a multidisciplinary group is responsible for the governance and handling of personal data. After the cybernetic attack against the Ultra Group in January 2021, Ipiranga, together with the holding company and the other businesses, heightened security levels in the organization's information technology environments.

One complaint was made against Ipiranga to the national data protection authority ANPD (Autoridade Nacional de Proteção de Dados). The company identified that the problem had been caused by an inconsistency in registration. It corrected the information, complying with the request of the owner of the data. **GRI 418-1**

## Combating the irregular market

Ipiranga plays a leading role in the maintenance of the ICL (Instituto Combustível Legal), a sector initiative to promote an ethical competitive environment in the fuel market.

Irregularities such as tax evasion, adulteration, fraud, among others, generate losses for the entire business chain. A recent study by the Fundação Getulio Vargas (FGV) demonstrated that evasion and non-payment of taxes in the fuel market total more than R\$ 14 billion per year.

The ICL combats fraud and promotes a healthy competitive environment. In 12 months, the institute was responsible for the withdrawal of over 350 million liters of fuel from the irregular market. It submitted more than 1,250 reports about filling stations identified as having irregularities in quality and quantity of fuel, in addition to diverse other initiatives.

**Further information**  
[institutocombustivellegal.org.br](http://institutocombustivellegal.org.br)

## 100% FUEL

With its 100% Fuel program, Ipiranga monitors the origin and the quality of the fuel in its distribution bases and in resellers' filling stations, offering the end consumer security. The monitoring also benefits customers in the Business Market.

The filling stations that meet the standards required by Brazil's national oil, natural gas and biofuels agency ANP (Agência Nacional do Petróleo, Gás Natural e Biocombustíveis) receive the Quality Seal, boosting their credibility with the end consumer. When irregularities are identified, the penalties applicable range from fines to suspension of supply contracts with Ipiranga.

The program also provides training for employees at filling stations and maintains a flow of communications related to the characteristics of the different types of fuel and how they should be handled and conserved.

## ASSURED QUALITY

**More than 14,000 technical visits**

**More than 254,000 analyses/year**

**More than 90% of the filling stations approved**

**19 mobile laboratories conduct analyses in the filling stations**





# ✧ Closer to the network and consumers ✧

## Ipiranga filling stations

GRI 102-43, 102-44, 103-2, 103-3

Maintaining dialog with the entrepreneurs running Ipiranga filling stations, understanding their context, and their pain points is fundamental in ensuring our partners' enchantment with the brand. This is the reason the company has been focusing on forging close relations. Since 2020, the Reseller Journey forum has brought together a group of resellers of different sizes, regions and management models with company employees from different areas. The goal is to identify opportunities for improvement to reinforce the engagement and enchantment of the network. The learnings from this initiative led to the creation of a specific area dedicated to enhancing the different stages of the relationship between Ipiranga and its network.

“I would like to thank Ipiranga for the attention I received from a company employee who accompanied me and my team during the pandemic. He motivated us and trained us, guiding the elaboration of a sales proposition for DT Clean Gasoline, boosting the confidence of our attendants and adding value in customer perceptions”.

Eduardo Santos, Auto Posto Jardim Bandeirante reseller, Campinas (SP)

### To strengthen relations

- **Ipiranga Top:** a new management tool to give resellers access to a series of business data that encourage them to adopt best practices.
- **Commercial convention:** participation of 70% of the filling stations invited.
- **3 live transmissions** to the network in 2021.
- **5,600 participations in one single live transmission, a record.**

### RETAIL SCHOOL IN 2021

This offers ongoing training for the teams of resellers (Ipiranga) and franchisees (AmPm and Jet Oil), called VIPs.

**More than 40,000 VIPs trained**

(almost 70% more than in 2020).

**More than 300,000 hours of training** (growth of over 200%).

**More than 4,000 filling stations** impacted.

**Launch of web series** *Full Service*, focused on the VIPs.

**Road specialist on the social networks:** brings the VIPs closer to the Ipiranga brands with special contents on daily routines in the filling station to generate engagement.



## The new AmPm

The network of AmPm convenience stores, part of the full service station value proposition, continued with its transformation plan in 2021, with the following goals: to boost the engagement of the franchisees and to drive operational excellence and the expansion of the network.

Internally, management was enhanced to ensure even greater attention to specificities of the retail sector and the franchise segment. Moreover, an advisory committee was created exclusively for AmPm, involving leaders of the Ultra Group and Ipiranga, as well as an external specialist. Some of the decisions are also discussed and validated in the Franchisee Council, comprising ten members who represent the other franchisees in their region.

The transformation plan incorporates the implementation of the new physical store concept designed in 2020 to make the purchase journey more fluid, intuitive and

agreeable and to consolidate an omnichannel experience with the formatting of the brand's digital proposal.

The number of AmPm stores reached 1,841 in 2021, with 162 stores adapted to the new format, which has driven had an average revenue increase of 21%.

## Jet Oil

The Jet Oil automotive service network complements the full service station value proposition. Ipiranga ended the year with 1,149 units, 1,140 of which run by franchisees and nine managed directly by the company.

Customers have access to the main services for their vehicles in the Jet Oil units, as well as the principal Ipiranga and Texaco lubricants and an extensive multibrand portfolio of products.

**The AmPm transformation strategy intimately involves the company-owned operations, which function as a large laboratory for the ongoing development of the AmPm value proposition. At the end of 2021, Ipiranga managed 206 stores, equivalent to 11% of the network.**



- **162 AmPm stores** in the new format, **average growth of 21% in revenue** and in the average purchase ticket.
- **450 AmPm stores** with the active digital package, **average growth of 10% in revenue.**
- **Omnichannel presence:** a robust e-commerce package associated with different delivery options, covering all the consumer shopping journeys, wherever they may be.



# Pró-Frotas

Ensuring an ever more complete value proposition is also the premise established for Pró-Frotas customers (companies of different sizes and segments).

In 2018, a new, 100% digital fuel management solution was launched. Employing transactions via application, it automates the entire process, ensuring security for customers. Because it is digital, the solution permits the integration of the systems of the fleet, the filling station, telematics and toll plazas. Furthermore, its pre-established parameters and real-time information reduce the risk of fraud.

Pró-Frotas provides complete management of internal and external fuel purchases, integrating all the data in a single environment, facilitating fleet management operations. Additionally, the solution offers a CO<sub>2</sub> offsetting program called Carbon Neutral, aimed at neutralizing greenhouse gas emissions from fuels purchased via the tool.

## Businesses

More than 2,000 Ipiranga filling stations accredited

More than 30,000 downloads of the application

More than 100,000 transactions/month

More than 20,000 active vehicles/month

## Pioneering 100% digital fleet fueling solution.

### Innovation

Pró-Frotas promotes a cultural change in the fleet management segment. Over the last 20 years, there have been no significant changes in the fleet fuel management market. Pró-Frotas' innovative proposal provides the end user with a disruptive digital experience.

The Pró-Frotas application executes the transaction at the filling station without the need for a card or any equipment. Moreover, the solution meets a long-standing customer demand: the loyalty program (KM de Vantagens), cashback, an intelligent route planner (AI) and gamification in a single environment.

Customer satisfaction with Pró-Frotas was 67 points, according to NPS methodology.

# Satisfaction and engagement

Ipiranga adopted NPS (Net Promoter Score) methodology to measure network and end consumer satisfaction with its services and with the brand nationwide. The mechanism measures the probability of recommendation of Ipiranga, going beyond satisfaction and identifying brand ambassadors, that is customers willing to disseminate and promote the brand.

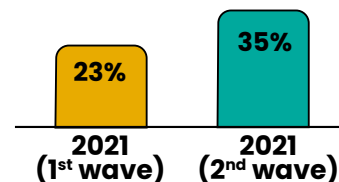
Two waves of assessment were carried out among resellers and franchisees by an independent institute in 2021. This body also applies the survey at competitors, demonstrating the results for the sector.

**1,830 filling stations**  
**600 convenience stores**  
**800 oil change franchises**

### CONSUMER NPS

**79.6%** \*Assessment from July to December 2021.

## NPS RESELLERS AND FRANCHISEES



End consumer perception is measured continuously by means of communications and materials available at the resellers. In addition to the NPS score for the service provided by the partners, consumers assess each attribute of the service rendered, such as environment, quality of customer service, the actual service or product, how long the service takes, means of payment and price.



# Energy transition

GRI 103-2, 103-3, 201-2, SASB EM-RM-410a.1, SASB EM-RM-410a.2

The energy transition is incorporated into Ipiranga strategic planning, cross cutting the entire company.

The company has run its Ipiranga Zero Carbon Program since 2007. This guarantees periodic measurement, emission reduction initiatives and investments in offsetting customer emissions. Furthermore, Ipiranga has been carbon neutral since 2014, offsetting all direct (scope 1) emissions and those related to electricity consumption (scope 2) from its operations that cannot be avoided.

However, the major part of emissions occurs in the value chain, generated mainly by transportation service

providers and the end consumers of fuel. In addition to operating in the biofuel market, Ipiranga seeks to boost the development of new businesses and products and services that are less carbon intensive, such as electric mobility initiatives (further information ahead) and additives, which improve engine efficiency and reduce fuel consumption and pollutant emissions.

The company also maps new opportunities to reduce its direct and indirect emissions.

**Ipiranga accounted for 17.5% of all the ethanol commercialized in Brazil in 2021.**

## CBIOS

**4.7 million**  
Decarbonization Credits (CBIOs) acquired in 2021

**R\$ 176 million**  
National Biofuel Policy Quota (RenovaBio)

## OTHER FRONTS

The first battery recharging stations for electric motorcycles in Latin America were installed in the Ipiranga network, in partnership with the start-up Voltz, an Ultra Group investee.

## IPIRANGA FILLING STATIONS WITH ELECTRIC CHARGING FACILITIES



**44 filling stations** located in **21 cities** and in the Distrito Federal – partnership with BMW

**6 filling stations** on the **Presidente Dutra highway electrified corridor between São Paulo (SP) and Rio de Janeiro (RJ)** – partnership with BMW and EDP

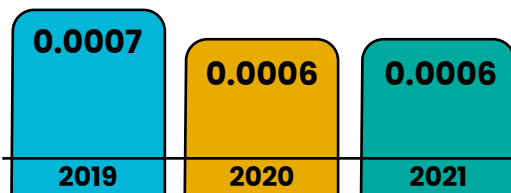
More than **40 electric recharging stations** will be installed in the states of São Paulo and Rio Grande do Sul



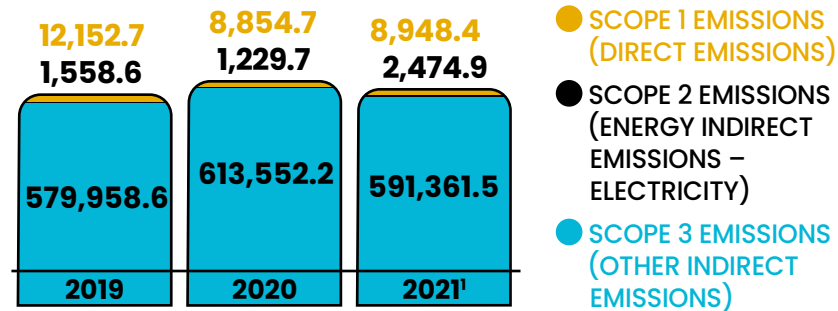
## Emissions SASB EM-RM 110a.2

The Ipiranga greenhouse gas (GHG) emissions inventory is audited externally and is aligned with international GHG Protocol guidelines. In 2021, total emissions decreased by 3%. The significant growth in scope 2 emissions from the consumption of electrical energy is the result of variations in Brazil's interconnected national grid (SIN or Sistema Interligado Nacional) emissions factor. Ipiranga has four units operating in the free energy market and purchases 100% renewable energy that receives incentives. Furthermore, the company made its first purchase of renewable energy certificates (I-RECs) from wind generation, for all the energy consumed by the organization in 2021.

### EMISSIONS INTENSITY (tCO<sub>2</sub>e/ PRODUCT COMMERCIALIZED) GRI 305-4



## GHG EMISSIONS, BY SOURCE (tCO<sub>2</sub>e) GRI 305-1, 305-2, 305-3



1. Considering the acquisition of I-RECs for 100% of the electrical energy consumed in 2021 (market-based purchase choice approach), the scope 2 emissions were equivalent to zero GHG emissions.

### MAIN EMISSIONS SOURCES:

**Scope 1:** emissions from operations, including the burning of fuel and biomass for energy generation; automobiles from the company fleet; effluent treatment, among others.

**Scope 2:** electrical energy consumption.

**Scope 3:** goods and services purchased; raw material transportation and product logistics (maritime, road and air), employee business travel and transportation, waste generated in the operations.

## GHG emissions inventory available in the Public Emissions Registry

### ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

#### Energy transition

**Ambition:** Plan and implement strategies oriented to the transition to a low carbon economy.

### EMPRESÁRIOS PELO CLIMA (BUSINESSMEN FOR THE CLIMATE)

A member of the Brazilian Business Council for Sustainable Development (CEBDS), Ipiranga signed the Businessmen for the Climate charter launched on the eve of COP-26 in Scotland. The company advocated a proactive stance for Brazil in combating climate change, a position Ipiranga believes in and contributes to.



# Operational excellence

- 24** Eco-efficient operations
- 27** Supply chain
- 29** Health and safety



# Eco-efficient operations

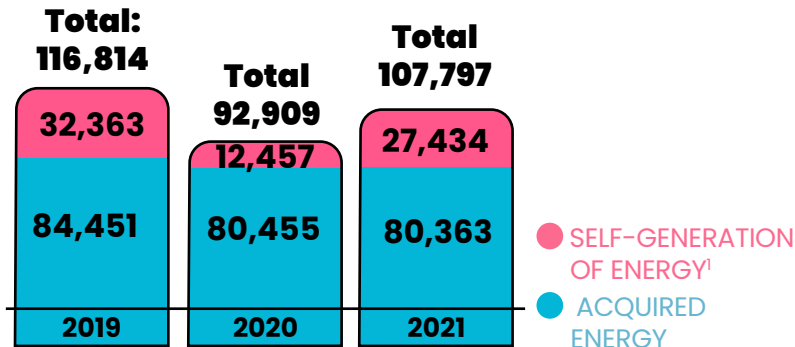
GRI 103-2, 103-3

Ipiranga has a robust system that encompasses all the processes for preventing, mitigating and managing environmental impacts in its operational units. This is its SIGA+ management system (Sistema Ipiranga de Gestão), which also oversees aspects of occupational health and safety, quality and social responsibility. Under the SIGA+ system, all company units are audited on an annual basis and have internal targets for the relative consumption of water and energy and guidelines for reducing waste and effluent generation.

## Energy

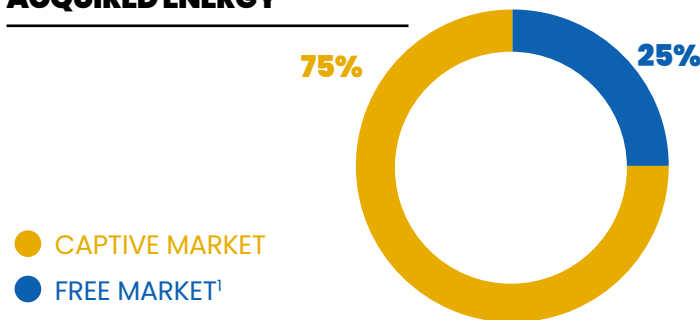
Energy consumption increased by 16% in 2021, especially due to the resumption in the operation of the boiler in the Paulínia Rail Pool, powered by fuel oil.

### TOTAL ENERGY CONSUMPTION (GJ) GRI 302-1



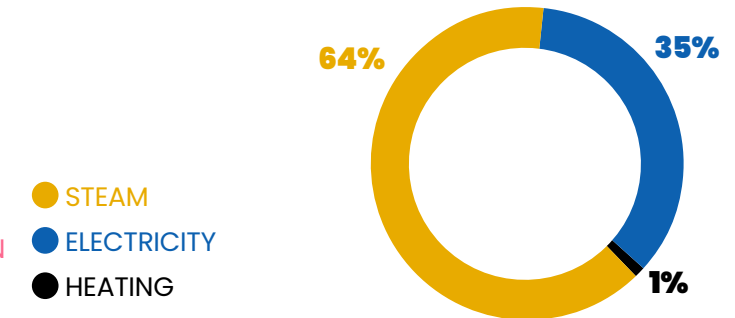
### 1<sup>st</sup> purchase of renewable energy certificates (I-RECs) from wind generation for 2021 consumption

### ACQUIRED ENERGY



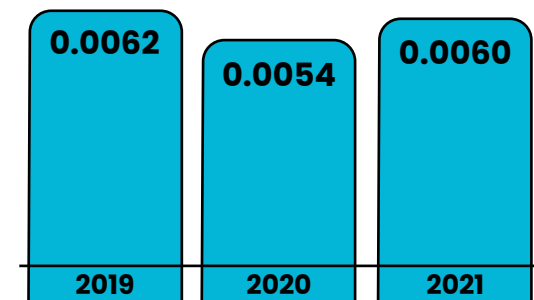
1. 100% renewable energy in the headquarters buildings, the São Caetano base in São Paulo and in the Rail Pool in Paulínia.

### SELF-GENERATION OF ENERGY<sup>1</sup>



1. Non-renewable sources such as diesel, natural gas, LPG, fuel oil and gasoline used in electricity generators, heating systems and steam boilers.

### ENERGY INTENSITY (GJ/t PRODUCT COMMERCIALIZED) GRI 302-3







## ECO-EFFICIENCY FOR THE FILLING STATION NETWORK

The Filling Station Management+ Program provides resellers with technology solutions, tools, manuals and training on environmental and operational safety. Resellers also have a direct channel with the technical area to clarify any doubts.

Ipiranga expanded its solar powered distributed generation project to 15 regions, which will power the network. The first units will be inaugurated in 2022, and the estimated gains are projected at over 40 MWh/year of clean energy for 530 filling stations and franchises. 11,000 tons of CO<sub>2</sub>e emissions will be avoided per year.

### Water GRI 103-2, 103-3, 303-3

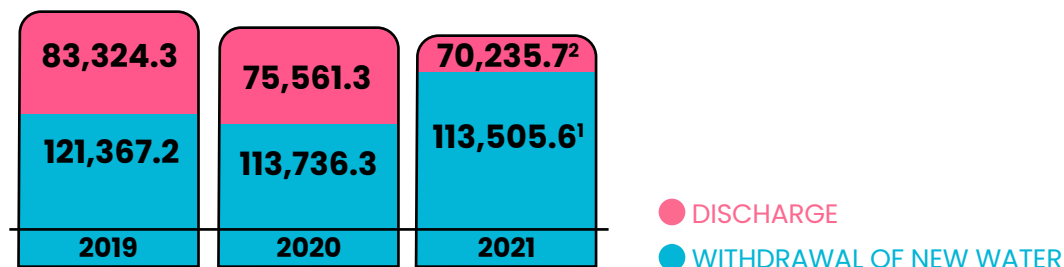
The Ipiranga operation is not intensive in water use; its major consumption is in administrative areas and in fire prevention systems. Accordingly, the pandemic and remote working influenced water consumption and waste discharge indicators. The definition of discharge criteria and limits takes into account legislation and the conditions in operating permits. Effluents are monitored periodically. In 2021, a Liquid Effluent Self-Monitoring plan was created to provide the operations with guidance on the management and discharge of oily effluents and/or domestic sewage.

### Waste GRI 103-2, 103-3, 306-1, 306-2

Waste generation impacts are concentrated in Ipiranga's inherent activities and in the reseller filling stations, in particular hazardous waste due to the storage and distribution of fuels. To manage these impacts, the company has a waste management plan with internal procedures on correct management and incentives for environmental awareness based on the 3 Rs: reduce, reuse and recycle.

### WATER WITHDRAWAL AND DISCHARGE (thousands of liters)

GRI 303-3, 303-4, SASB EM-140A.1



1. Sources: 89.9 million liters (sanitation utilities), 17.3 million (ground water) and 6.2 million (rainwater). The company does not recycle water or monitor water stress zones.
2. Discharge: 36.6 million liters (sanitation utilities), 32.6 million (ground water) and 1.2 million (rainwater).

The prevention of leaks is part of process risk management, which is aimed at guaranteeing the integrity of protective barriers and systems. Deviation and process accident rates are tracked periodically.

Ipiranga also maintains plans for the inspection and maintenance of reseller filling stations. It promotes engagement campaigns and disseminates manuals for

fuel pumping and discharge processes. The company also conducts training for the commercial and safety and environmental operational management areas.



## ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

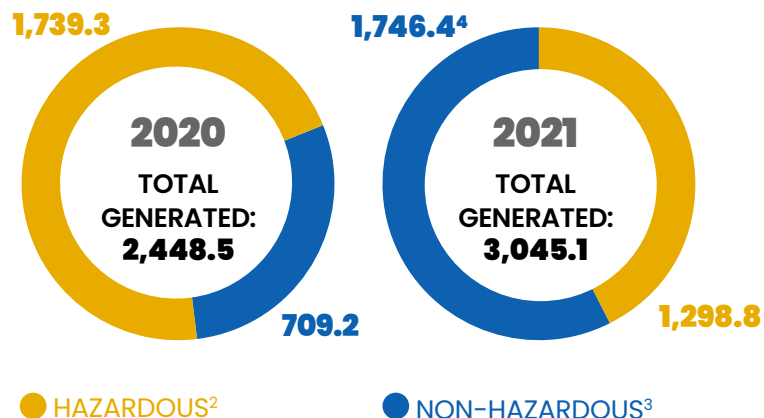
### Eco-efficiency

**Ambition:** Ensure levels of excellence in environmental management of operations, reducing the consumption of energy and water and the generation of waste.

### 2030 targets:

- 100% certified renewable electrical energy
- Zero Landfill
- Zero spills/leaks with loss of secondary containment

## WASTE MANAGEMENT (t)<sup>1</sup> GRI 306-3, 306-4, 306-5



1. Includes the AmPm distribution centers.
2. Residue from cleaning tanks and oil and water separator tanks, contaminated with hydrocarbons, septic tank sludge, oils, paints, batteries and others.
3. Non-recyclable waste, pruning and sweeping, paper, cardboard and plastic, civil construction waste and glass, principally.
4. The increase is due to the demolition of an additives warehouse, which generated 771 tons of inert residues (that do not react with the environment) disposed of in an exclusive landfill for civil construction waste.

## DISPOSAL METHOD (t)

GRI 306-3, 306-4, 306-5, SASB EM-RM-150a.1

HAZARDOUS WASTE		1,298.8
Diverted from disposal (recycling)		35.5
Directed to disposal <sup>1</sup>		1,275.3
NON-HAZARDOUS WASTE		1,746.4
Diverted from disposal <sup>2</sup>		211.2
Directed to disposal <sup>3</sup>		1,519.6

1. The major part is co-processed (45.7%) and submitted to biological treatment (36.9%).
2. Recycling (74%), composting (15%) and reuse (11%).
3. Almost the entire volume sent for confinement in landfill.

## SPILL/LEAK PREVENTION

Reclamation of contaminated areas: 33 remediation processed concluded in 2021, of which 3 in the operational units and 30 on customer premises.

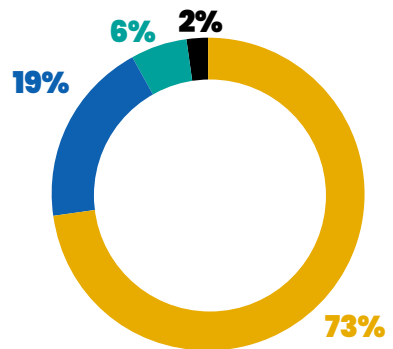


# Supply chain

GRI 103-2, 103-3, 102-9, 408-1, 409-1

The supplier chain comprises more than 2,000 providers, with a total purchase volume in excess of R\$ 32.2 billion in 2021. All supplier contracts contain clauses on anti-corruption, information security, human rights, social responsibility as well as labor, environmental, occupational health and safety practices. The Supplier Policy and the Supplier Sustainability Charter, available on the Ipiranga website, set forth the social and environmental guidelines to be upheld by company partners.

## MAIN CATEGORIES, BY PURCHASE VOLUME



- BIOFUEL PRODUCERS
- REFINERIES AND GLOBAL DIESEL OIL AND GASOLINE TRADERS
- TRANSPORTATION OPERATORS (ROAD, RAIL AND WATERWAY)
- INDIRECT<sup>1</sup>

1. Includes services and inputs associated with civil works and filling station infrastructure, base engineering, IT, among others.

## ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

### Value chain

**Ambition:** Influence, foster and monitor the adoption of best ESG practices in the business value chain.

### 2030 targets:

- 100% of critical suppliers with excellence in ESG practices





## Compliance GRI 308-1, 414-1

Ipiranga condemns forced and slave labor and adopts measures to prevent this risk in its supply chain, including internal checks on documents, reputation and presence on black lists. Although they are not criteria for the selection of suppliers, all candidates need to fulfill compliance requirements, which are checked before a contract is signed; suppliers may be subject to audits during the contract. Ipiranga also promotes good social and environmental practices set forth in the Supplier Sustainability Booklet.



### NA MÃO CERTA GRI 102-12

As a signatory to the Business Pact Against the Sexual Exploitation of Children and Adolescents on Brazilian Highways and a supporter of the Na Mão Certa program, Ipiranga is committed to promoting awareness among transportation partners and truck drivers in general.

Inclusion of subject in transportation provider best practices manuals, awareness measures for external audiences, live transmissions for transporters, communications for resellers, participation in business forums and support for NGOs that protect children.



## MANAGING TRANSPORTATION AND LOGISTICS OPERATIONS GRI 103-2, 103-3

Promoting safety and operational efficiency

Type	Process implemented/initiative conducted
Road	Ipiranga Road Transportation manual of excellence and best practices
	Audits for new transportation providers
	Semi-annual audits for all transportation providers
Waterway	<b>Safety:</b> 360° Safety Program - training, campaigns and monitoring of key indicators.
	Ipiranga Waterway Transportation manual of excellence and best practices
	Annual audits
Rail	Beginning of implantation of international Vetting certification (OCIMF) for waterway operations
	<b>Safety:</b> 5 Star Maritime <sup>1</sup> Program to reinforce a safety culture
Rail	Periodic inspections at logistics operator docking stations

1. Recognition program to engage maritime transportation providers in safety.



# Health and safety

GRI 103-2, 103-3, 403-7, SASB EM-RM-320a.2

The safety of employees, third-parties, resellers and their teams, business customers and suppliers is a priority for Ipiranga. Safety is managed via the SIGA+ system (Ipiranga Health, Safety, Environment, Quality and Social Responsibility Management System) and a set of complementary programs and practices. These include safety committees installed at local, regional and management level, with monthly meetings, and the Incident Command System in place at the bases for managing any emergencies and crises, as well as ensuring business continuity.

## FOR THE FILLING STATION NETWORK

Ipiranga supports resellers in environmental processes and measures to prevent environmental accidents and damage by means of visits and training. Tools, technology solutions, manuals and training programs are developed and updated periodically to support safety and environmental management for filling stations. Courses are made available in the Retail School and communicated regularly via diverse channels.

## Main safety initiatives

**Audits:** more than 550 undertaken during the year, at the operational units (SIGA+), transportation providers and waterway operators and works at bases and at customers, among others.

**Company fleet:** beginning of installation of cameras in the cabins of the trucks of the entire company-owned fleet.

**Reporta Aí:** new exclusive channel for reporting deviations in safety, unsafe physical conditions and opportunities for improvement.

**Awareness activities:** Risk Perception – Safe Mindset campaign, National Road Safety Week and different information channels and tips for transportation operators and light vehicle drivers. The Zero Spill game aimed at preventing leaks and spills.



## ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

### Health and Safety

**Ambition:** Ensure a robust health and safety culture, with excellence in processes and indexes, guaranteeing quality of life for employees.



## Integrative healthcare

GRI 103-2, 103-3, 403-1, 403-3, 403-4, 404-6

In addition to offering health plans to all employees, in 2021 Ipiranga started to pay closer attention to the team's emotional health. A partnership with a virtual well-being platform enables consultations with psychologists and psychoanalysts, support from coaches, as well as access to contents on self-care, self-knowledge, career, meditation, among others. Up until December, 15% of the employees had used the platform at least once. Ipiranga has been increasingly promoting awareness of the platform and benefits among employees.



## Occupational health and safety<sup>1</sup> GRI 403-9

### Employees

	2019	2020	2021
Frequency rate <sup>2</sup>	2.02	2.42	2.15
Severity rate <sup>3,5</sup>	10.86	7.81	29.48

### Other workers (whose activity or workplace is controlled by the organization)<sup>4</sup>

Frequency rate <sup>2</sup>	0.00	2.76	1.40
Severity rate <sup>3,5</sup>	0.00	4.13	83.74

1. There have been no fatalities or serious accidents in the last three years. **SASB EM-RM-320a.1**

2. Total accidents (with and without leave) x 1,000,000/total man-hours worked (MHW).

3. Based on the formula: (N° of days lost x 1,000,000)/ MHW.

4. Third-party service providers involved in conservation, cleaning, maintenance, asset security and operational activities at the company's bases.

5. The rate increased among employees in 2021 because there were two incidents with leave in excess of 45 days. In 2020, the maximum number was 15 days. Among other workers, there was one incident resulting in 60 days of leave. No cases were recorded the previous year.

## Losses of Primary Contention (LOPC) SASB EM-RM 540a.1, EM-RM 540a.2<sup>1,2,3</sup>

	2021
Of greater consequence (tier 1)	0.028
Of lesser consequence (tier 2)	0.426
Challenges to safety system (tier 3)	3.586

1. In tier 1, larger spills or ones in potentially dangerous locations are reported. These involve evacuation of people, injuries resulting in leave or fatalities of employees or third-parties (Ipiranga did not record any fatalities). Tier 2 indicates less serious events, which may involve injuries, while tier three is for near misses, which are mapped and contribute towards learning for the company.

2. Calculation formula: n° of tier events x 200,000/MHW.

3. Reporting of indicator initiated in 2021.



# Enchantment

- 32 Our talent and diversity
- 36 Community relations



# Our talent and diversity

GRI 103-2, 103-3

More than 4,000 employees<sup>2</sup>

Connected with business strategy, the people management model seeks to guarantee the enchantment of the team and to continually evolve the organizational culture to make Ipiranga an increasingly agile company that promotes a proactive stance among people and collaboration between teams.

One of the main measures during the year was the new remuneration strategy, aligned with best market practices, that included a new short-term incentive plan for the entire team and a quarterly bonus linked with performance targets for the commercial teams<sup>1</sup>.

<sup>1</sup> Does not include the teams of the company-run AmPm stores.

Employees <sup>1,2</sup> GRI 102-8	2019	2020	2021
<b>BY GENDER</b>			
Men	2,626	2,560	2,747
Women	663	795	1,264
<b>BY REGION</b>			
Midwest	135	119	248
Northeast	210	280	224
North	146	141	141
Southeast	2,284	2,391	2,876
South	514	424	522
<b>TOTAL</b>	<b>3,289</b>	<b>3,355</b>	<b>4,011</b>

1. All employee contracts are permanent and 99.9% of employees work full-time.
2. Consolidates all the businesses in the Ultra Group fuels segment.







## Universo Ipiranga GRI 404-1



A total of 2,345 contents were available on the learning ecosystem in 2021. During the year, each employee concluded an average of 23.4 hours of training, compared with an average of 16.9 hours in 2020.

### MAIN HIGHLIGHTS

- Diverse partnerships agreed on. Examples were Alura, focused on technology courses, and Harvard Business School, one of the major business schools in the world.
- 54% of company managers started Harvard Business School courses.
- Two programs to accelerate essential business competencies: trading and pricing.
- 2,773 employees active on the platform, corresponding to 93% engagement.

## Turnover GRI 401-1, 102-41

- Hiring (15%) and turnover (17%) rates were stable compared with 2020.
- 96.4% of employees are covered by collective agreements, which involve work shifts, profit share, benefit conversion and salary adjustments.

## More diverse Ipiranga GRI 103-2, 103-3, 405-2

Although the team perceives the company's respect for individuality and the guarantee of an inclusive environment, Ipiranga recognizes that evolution to an ever more inclusive organizational environment is a challenge.

Governance of this area is the responsibility of the Diversity Committee, which reports to three directors who sponsor the Diversity Program. All strategies are formulated with the participation of the members of the affinity groups (*information about groups on the next page*).

Regarding the ratio of women's remuneration to men's, at director level women have a higher average salary, which is 108% of the average salary for men. At management level, women's remuneration is equivalent to 88% of men's; the overall ratio for all the positions in the company is 95%.



**“If I had to choose a fundamental pillar of this process, I would mention the autonomy and the trust I have in my colleagues. Dozens of young people, from highly diverse backgrounds and full of ideas and the desire to learn, collaborate daily to generate innovation and originality.”**

João Victor Azevedo Batista talks about the Ipiranga Talent Internship Program

## ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

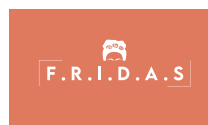
### Inclusive, diverse culture

**Ambition:** To continuously promote an inclusive environment aimed at driving the full development of people, diversity and equality.

### 2030 targets:

- 50% equality in gender and ethnic origin and 33% in the Board of Directors
- Achieve 85% favorability in an inclusive environment

## DIVERSITY HIGHLIGHTS



### Gender

**Women Speed:** a mentoring program to accelerate the female leadership pipeline. Ten of the 30 participants were promoted. The initiative also generates a positive impact for the mentors, whose vision of the process is impacted positively.

**Presence in senior management:** 30% women on the Executive Board.

**Trainee Program:** 75% of the places filled by women.

**External initiatives:** adhesion to the Women's Empowerment Principles (UN Women and Global Compact).



### Disabled people

#### 2021 Inclusion of Disabled

**People:** this comprises a development program, participation in employability fairs and the mapping of vacancies for the disabled.

**Presence:** 59 disabled people on the team in December (2.3% of the work force). **GRI 405-1**



### Race

**Ipiranga Talent 2021:** the two cycles of the intern program reserved 50% of the places for black candidates. The rate of black candidates accepted was 66%.

**External initiatives:** Adhesion to Selo Sim à Igualdade Racial (Yes to Racial Equality) - Instituto Identidades Brasil / ID\_BR.



### LGBTQIA+

**DiverS/A 2021:** sponsorship of employability fair for LGBTQIA+ audience.

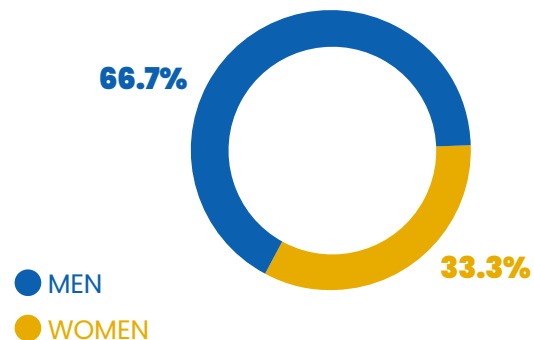
**Extended leave:** maternity leave of 6 months and paternity leave of 20 days offered from the beginning of 2022, extensive to LGBTQIA+ parents.

The 2021 Ipiranga Census showed that the percentage of people declaring themselves LGBTQIA+ doubled to 7.5% (compared with 3.5% in 2020).

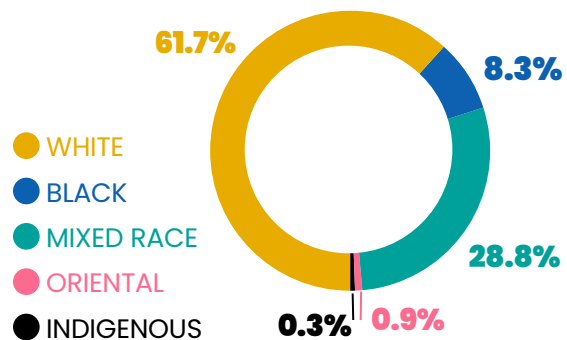


## Diversity of the team in 2021 GRI 405-1

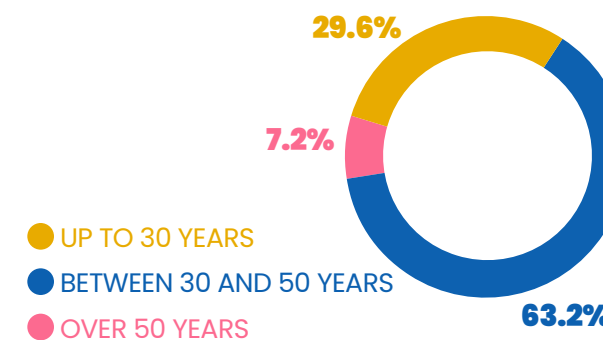
### GENDER



### RACE

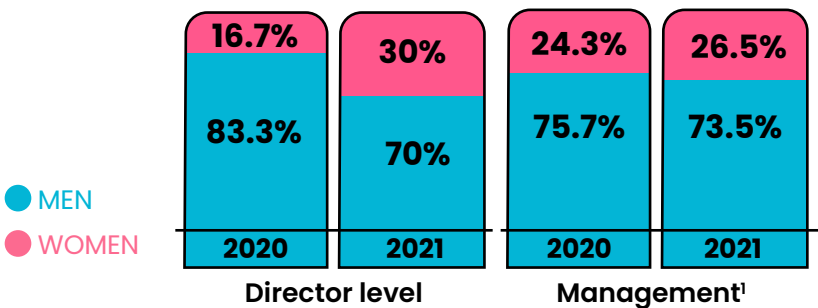


### AGE GROUP

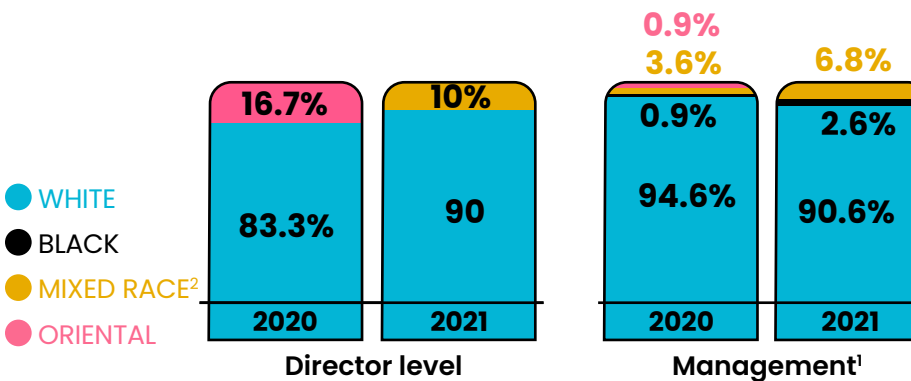


## In management GRI 405-1

### GENDER



### RACE



1. Executive managers and managers.

2. In 2020, there were no indigenous employees. In 2021, there were no indigenous or oriental employees.



## Organizational climate

In the average for the year, favorability corresponded to 79%, higher than the 2019 result (74%), the previous assessment. In 2021, the climate assessments were undertaken on a continuous basis, with an enhanced methodology employing 15-day intervals, enabling more agile and effective treatment of each point requiring attention.



# Community relations

GRI 103-2, 103-3, 413-1

Ipiranga strengthened its social action front during 2021, extending the reach of projects already consolidated in the company, such as Saúde na Estrada (Health on the Highway) and the volunteer work program, to provide support for Brazilian society in the second year of the Covid-19 pandemic.

## Health on the Highway

The 14<sup>th</sup> season of the Health on the Highway program covered a distance of around 28,000 km in 19 states in Brazil, providing basic healthcare for truck drivers, travelers and communities close to the participating Ipiranga Rodo Rede filling stations.

## Volunteer program

The Ipiranga volunteer program organizes actions in benefit of the communities around the operational units. In 2021, employee participation increased. The main actions involving employee engagement are presented in the table on this page.

**2,305 hours dedicated to volunteer work in 2021**



## HEALTH ON THE HIGHWAY 2021

**123 events, at 107 Ipiranga Rodo Rede filling stations, close to 99 cities.**

**57,100 healthcare attendances conducted**

**1,800 vaccines against Covid-19 applied**

**More than R\$ 3.1 million invested**

## ULTRA GROUP ESG PRIORITIES

Ipiranga participates in the group's Sustainability Commitments, with goals for strategic topics.

### Community relations

**Ambition:** Act responsibly towards surrounding communities, generating opportunities for local development.

### MENTORING AND ENTREPRENEURSHIP:

**Mentoring program for 1,689 young people from 80 state schools in Rio de Janeiro, in partnership with the NGO Junior Achievement and companies.**

### VOLUNTEER WORK AND INNOVATION

**Innovation marathon for 354 Rio de Janeiro state school students based on the theme of Diversity and Inclusion.**

### OTHER ACTIONS

**Exchange of letters between young people and volunteers, donation of toys for children in São Paulo and Rio de Janeiro, fund raising for purchase of basic food hampers for communities affected by heavy rainfall in Bahia.**



## Humanitarian actions in the second year of the pandemic

In 2021, Ipiranga joined forces with NGOs such as Aldeias Infantis, Gerando Falcões and Ação da Cidadania to provide donations focused on communities all over the country. With the sector association Instituto Brasileiro de Petróleo e Gás (IBP), Ipiranga participated in a collective effort to import 300,000 intubation medications that were donated to the Ministry of Health. With the United Nations Children's Fund (Unicef), the company donated around 130,000 pieces of personal protective equipment (PPE) to hospitals in Santarém (PA) and Salvador (BA).

**More than R\$ 1.5 million** donated to society to combat the pandemic and hunger. ✨

## Projects based on tax incentives

Ipiranga conducted two projects based on tax incentives in 2021.

- **Culture:** restoration of the Ipiranga Museum in the city of São Paulo, which will be reopened in 2022 in commemoration of the 200<sup>th</sup> anniversary of the Independence of Brazil.
- **Sport:** the Ajudôu project, that provides judo classes for 300 children and adolescent public school students in Betim, Governador Valadares and Montes Claros, in Minas Gerais.

## Impact management GRI 103-2, 103-3, 413-1, 413-2

Ipiranga has a series of mechanisms for managing the risks and negative effects of its operation on surrounding communities, especially those close to the company's own operations. The company conducts regular risk assessments and audits in accordance with the Ipiranga Health, Safety, Environment, Quality and Social Responsibility Management System (SIGA+) at its operating units and in neighboring communities. All the bases have an active Emergency Response Plan and a duly trained emergency brigade.

“It enables us to build a fairer society together and to contribute to young people's growth. I took part in the Letter and Career project with a young girl! Hearing about her experiences, fears and wishes and being able to tell her a little about my career was very productive.”

Brena Eyer Matesco do Carvalhal, analyst and volunteer

“People want brands with purpose and beliefs similar to theirs; they want them to be active and truthful and to engage in a genuine way. Ipiranga understands this very well.”

Júlio César Lana Jaques, founder of Ajudôu





# GRI content index GRI 102-55

## GRI 101: Foundation 2016

## GRI 102: General disclosures 2016

CONTENT	PAGE/RESPONSE	CORRELATION WITH THE SDGs AND GLOBAL COMPACT*
<b>102-1</b> Name of organization	Ipiranga Produtos Petróleo S.A.	
<b>102-2</b> Activities, brands, products and services	7 and 8	
<b>102-3</b> Location of organization's head office	The head office is in Rio de Janeiro (RJ).	
<b>102-4</b> Location of operations	8	
<b>102-5</b> Ownership and legal form	9	
<b>102-6</b> Markets served	7 and 8	
<b>102-7</b> Scale of organization	7 and 8	
<b>102-8</b> Information on employees and other workers	32	SDGs 8 and 10 / GC 1 and 4
<b>102-9</b> Supply chain	27	
<b>102-10</b> Significant changes to the organization and its supply chain	7	
<b>102-11</b> Precautionary principle or approach	Governance of risk management is undertaken jointly with Ultra and adopts an interdependent approach and assessments to ensure rapid responses when critical topics are identified. The sustainability strategy also involves analyses that indicate trends and help to define the main areas in which Ipiranga has a potential for impact.	
<b>102-12</b> External initiatives	10 and 28	

\*Takes into account the correlation provided by GRI for the Sustainable Development Goals (SDGs) with the information provided directly by the company. The GRI information was also correlated with the Global Compact Principles.



CONTENT	PAGE/RESPONSE	CORRELATION WITH THE SDGs AND GLOBAL COMPACT*
102-13 Membership of associations	10	
102-14 Statement from senior decision maker	4	
102-16 Values, principles, standards and norms of behavior	16	SDG 16 / GC 10
102-18 Governance structure	9	
102-40 List of stakeholder groups	Employees, franchisee and reseller network, consumers, suppliers and community.	
102-41 Collective bargaining agreements	33	SDG 8
102-42 Identifying and selecting stakeholders	Employees, franchisee and reseller network, consumers, suppliers and community.	
102-43 Approach to stakeholder engagement	Employees (pages 12 and 32), franchisee and reseller network (20), consumers (12 and 18), suppliers (27), community (12 and 36).	
102-44 Key topics and concerns raised	The main stakeholders answered the online questionnaire in 2020 in the materiality process.	
102-45 Entities included in the consolidated financial statements	The financial statements cover all the businesses in the Ultra Group fuels segment, the scope also adopted in the GRI 102-8, 401-1 and 405-1 indicators. However, the major part of the publication takes into account only Ipiranga's own units.	
102-46 Defining report content and topic boundaries	The exceptions are indicated throughout the report.	
102-47 List of material topics	14	
102-48 Restatements of information	These cases are exceptional and are clearly indicated.	
102-49 Changes in reporting	14	
102-50 Reporting period	January 1 to December 31, 2021.	
102-51 Date of most recent report	2020.	
102-52 Reporting cycle	Annual	
102-53 Contact point for questions regarding the report	3	



CONTENT	PAGE/RESPONSE	CORRELATION WITH THE SDGs AND GLOBAL COMPACT*
<b>102-54</b> Claims of reporting in accordance with the GRI Standards	This report was prepared in accordance with the Core option of the GRI Standards.	
<b>102-55</b> GRI content index	38	
<b>102-56</b> External assurance	The report was not submitted to external assurance.	

GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
<b>Pillar: Governance</b>			
<b>Material topic: Ethics and integrity</b>			
<b>GRI 103:</b> Management approach 2016	<b>103-1</b> Explanation of the material topic and its boundary	The main impacts are on society in general and are caused by the company.	
	<b>103-2</b> Management approach and its components	16 and 17	
	<b>103-3</b> Evaluation of management approach	16 and 17	
<b>GRI 205:</b> Anti-corruption 2016	<b>205-1</b> Operations assessed for risks related to corruption	16	
	<b>205-2</b> Communication and training in anti-corruption policies and procedures	16	SDG 16 / GC 10
	<b>205-3</b> Confirmed incidents of corruption and actions taken	16	SDG 16 / GC 10
<b>GRI 206:</b> Anti-competitive behavior 2016	<b>206-1</b> Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	There were no legal actions in 2021.	
Not applicable	<b>EM-RM-520a.1</b> Total amount of monetary losses as a result of legal proceedings associated with price fixing or price manipulation		
Not applicable	<b>EM-RM-530a.1</b> Corporate positions related to government regulations and/or policy proposals that address environmental and social factors affecting the industry.	10	
<b>GRI 418:</b> Customer privacy 2016	<b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data	17	SDG 16





GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
<b>Pillar: Environment</b>			
<b>Material topic: Energy transition</b>			
<b>GRI 103:</b> Management approach 2016	<b>103-1</b> Explanation of the material topic and its boundary	Society and the environment are impacted by the way the company manages climate change and indirectly by the activities of suppliers and customers. In parallel, the company and its business model suffer diffuse impacts related to the topic that are caused by society.	
	<b>103-2</b> Management approach and its components	21	
	<b>103-3</b> Evaluation of management approach	21	
<b>GRI 201:</b> Economic performance 2016	<b>201-2</b> Financial implications and other risks and opportunities due to climate change	10 and 21	SDG 13 / GC 7, 8 and 9
<b>GRI 305:</b> Emissions 2016	<b>305-1</b> Direct (Scope 1) GHG emissions	22	SDGs 12 and 13/ GC 8 and 9
	<b>305-2</b> Energy Indirect (Scope 2) GHG emissions from the acquisition of energy	22	SDGs 12 and 13/ GC 8 and 9
	<b>305-3</b> Other indirect (Scope 3) GHG emissions	22	SDGs 12 and 13/ GC 8 and 9
	<b>305-4</b> GHG emissions intensity	22	
Not applicable	<b>EM-RM-110a.1</b> Gross global Scope 1 emissions, percentage covered under emissions-limiting regulations	0%.	
	<b>EM-RM-110a.2</b> Strategy to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	22	
	<b>EM-RM-410a.1</b> Renewable fuels sold	21	
	<b>EM-RM-410a.2</b> Total addressable market and share of market for advanced biofuels	15 and 21	



GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
<b>Material topic: Eco-efficient operations</b>			
<b>GRI 103:</b> Management approach 2016	<b>103-1</b> Explanation of the material topic and its boundary	The main impacts related to the topic are concentrated in society and the environment and are caused by the company.	
	<b>103-2</b> Management approach and its components		24 and 25
	<b>103-3</b> Evaluation of management approach		24 and 25
<b>GRI 303:</b> Water and Effluents 2018	<b>303-3</b> Water withdrawal	25	
	<b>303-4</b> Water discharge	25	
Not applicable	<b>EM-RM-140a.1</b> Total fresh water withdrawn, percentage recycled, percentage in regions with High or Extremely High Baseline Water Stress	25	
<b>GRI 302:</b> Energy 2016	<b>302-1</b> Energy consumption within the organization	24	SDGs 7, 12 and 13/ GC 7, 8 and 9
	<b>302-3</b> Energy intensity	24	SDGs 7, 12 and 13/ GC 7, 8 and 9
<b>GRI 306:</b> Waste 2020	<b>306-1</b> Waste generation and significant waste-related impacts	25	SDGs 7, 12 and 13/ GC 7, 8 and 9
	<b>306-2</b> Management of significant waste-related impacts	25	
	<b>306-3</b> Waste generated	26	SDGs 7, 12 and 13/ GC 7, 8 and 9
	<b>306-4</b> Waste diverted from disposal	26	SDGs 7, 12 and 13/ GC 7, 8 and 9
	<b>306-5</b> Waste directed to disposal	26	SDGs 7, 12 and 13/ GC 7, 8 and 9
Not applicable	<b>EM-RM-150a.1</b> Amount of hazardous waste generated, percentage recycled	26	



GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	A fine in the amount of R\$ 22.5 million is presently under judicial dispute. This is related to an accident between two cargo vehicles, one contracted to transport fuel, resulting in a spillage. This is a significant law suit, with Ipiranga bearing no responsibility for the incident. The fine is disproportionate to the extent of the damage caused and the remediation work involved. The case is awaiting judgment.	SDG 16 / GC 8
Not applicable	EM-RM-140a.2 Number of incidents of non-compliance associated with water quality permits, standards, and regulations	There were no such incidents.	
<b>Pillar: Shared value with society</b>			
<b>Material topic: Supply chain</b>			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	The company is at the same time the cause and the object of impacts in its relations with suppliers. Regarding the promotion of best practices among partners, the main impacts are on society in general.	
	103-2 Management approach and its components	27	
	103-3 Evaluation of management approach	27	
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	28	
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	27	SDG 16 / GC 1, 2 and 5
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	27	GC 5
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	28	SDG 16 / GC 1 and 2



GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
<b>Material topic: Proximity to the network and consumers</b>			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	The main impacts are caused by the company and are manifest in the network and among consumers, with indirect reflexes on business.	
	103-2 Management approach and its components	18	
	103-3 Evaluation of management approach	18	
Not applicable	Relevant information about the topic	18	
<b>Material topic: Relations with surrounding communities</b>			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	The main impacts are caused by the company and are manifest among stakeholders in general.	
	103-2 Management approach and its components	36 and 37	
	103-3 Evaluation of management approach	36 and 37	
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	The company does not have a systematized process for assessing impact but does have a working group to discuss impacts on relations with surrounding communities. Further information on pages 36 and 37.	
	413-2 Operations with significant actual and potential negative impacts on local communities	37	
<b>Pillar: People management and development</b>			
<b>Material topic: People and diversity</b>			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	The employees are more directly impacted by the way the company manages the topic, with reflexes also on society and on the company itself.	
	103-2 Management approach and its components	32 and 33	GC 3 and 4
	103-3 Evaluation of management approach	32 and 33	



GRI STANDARD	CONTENT	PAGE/RESPONSE	CORRELATION WITH SDGs AND GLOBAL COMPACT
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	33	SDGs 5 and 8 / GC 3
GRI 404: Training and education 2016	404-1 Average hours training per employee	33	SDGs 3 and 8
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	34 and 35	SDGs 5 and 8 / GC 6
	405-2 Ratio of basic salary and remuneration of women to men	33	SDGs 5 and 8 / GC 6
<b>Material topic: Health and safety</b>			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	The employees are more directly impacted by the way the company manages the topic, with reflexes also on society and on the company itself.	
	103-2 Management approach and its components	29 and 30	
	103-3 Evaluation of management approach	29 and 30	
GRI 403: Occupational health and safety 2018	403-3 Occupational health services	30	SDG 8
	403-4 Worker participation, consultation, and communication on occupational health and safety	There are no agreements with unions on occupational health and safety. Further information on page 30.	
	403-6 Promotion of worker health	30	SDG 3
	406-7 Prevention and mitigation of health and safety impacts directly linked by business relationships	29	SDG 8
	403-9 Work-related injuries	30	SDGs 3, 8 and 16
Not applicable	EM-RM-320a.1 Total recordable incident rate, fatality rate, and near miss frequency rate for full-time employees and contract employees	30	
	EM-RM-320a.2 Management systems used to integrate a culture of safety	29	
	EM-RM-540a.1 Process Safety Event rates for Loss of Primary Containment (LOPC) of greater consequence (Tier 1) and lesser consequence (Tier 2)	30	
	EM-RM-540a.2 Challenges to Safety Systems indicator rate (Tier 3)	30	



# Credits



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