

Occupational health and safety management system



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1- Introduction

Occupational Health and Safety Management System is an important component in controlling and managing the risks of accidents and occupational diseases, providing Bradesco Organization with a safe and healthy environment.

The System also showcases Bradesco Organization's ability to execute its processes and provide products and services, meeting regulatory requirements of occupational safety and health to its managers, employees and associates, allowing the application of continuous improvement.

2- Normative System

Occupational Health and Safety Management System follows the guidelines of the Occupational Health and Safety Standard, which aims to provide a safe and healthy environment to all employees and collaborators of Bradesco Organization, helping in early identification and control of risks, accidents and occupational diseases, based on the requirements of OHSAS 18001:2007 standard, as well as the applicable legal requirements.

In addition, Bradesco Organization's Human Resources Management Policy establishes, among other guidelines, the commitment to keep a safe and healthy work environment, including a commitment to health promotion and prevention of accidents, injuries and diseases, as well as ensuring compliance with the requirements, regulatory standards and legal agreements relevant to the work environment, applicable to our activities. The policy shall be communicated to everyone working in the Organization or acting on its behalf, and available to the public and stakeholders.

3- Priorities

For the Bradesco Organization, caring for people is a strategic priority. Among the fundamental pillars are: (i) providing a safe work environment with adequate conditions

for the development of activities and work relationships, and (ii) promoting health in its entirety for all employees and collaborators, considering the physical, social and mental spheres. This is reflected in an increase in the perception of corporate well-being, engagement and motivation.

The actions and initiatives carried out by SESMT – Occupational Safety and Medicine Service, follow technical guidelines that comply with legal requirements and have an impact on reducing and controlling short- and long-term absences due to work-related injuries and/or illnesses, contributing to greater and more sustainable productivity. We believe that effective management of occupational health and safety is an important element for a responsible and sustainable company to be committed to providing a work environment that supports its objectives.

4- Governance

The implementation of all Occupational Health and Safety initiatives for the continuous maintenance of a safe and healthy environment is carried out by the multidisciplinary technical team made up of occupational physicians, nurses, nursing assistants, safety technicians and occupational engineers and is supervised by a representative designated by the Senior Human Resources Management.

Matters related to situations with potential health risks or accidents are continuously and proactively monitored by the Occupational Health and Safety sector. Whenever necessary, the Managers of the Business Units involved are contacted and receive guidance and recommendations for correction or adjustment, with a focus on prevention and preservation of the health and integrity of our employees, collaborators and clients.

To monitor occupational health, employees annually undergo occupational clinical exams carried out by accredited clinics, in accordance with the technical guidelines prepared by the coordinating physician of the Occupational Health Medical Control Program (PCMSO) and continuously reviewed.

The Organization's Occupational Health and Safety management program includes the identification of hazards, risk assessment and grading, and implementation of

control measures for physical, chemical, biological, ergonomic agents and accidents through risk inventories, environmental assessments, ergonomic analysis and risk management program - PGR.

The Organization's work environments are made up of furniture that is standardized and approved by an ergonomist, in compliance with the Regulatory Standards in force, to provide well-being during the performance of work activities. Employees have informational materials and asynchronous courses on body awareness and recommendations for adapting and regulating jobs, according to their physical profile and scope of work.

Occupational safety technicians and engineers also have the scope of consultative activities for individualized guidance and adaptation of workstations for particular health situations, providing special tools, equipment or furniture with a focus on well-being and health promotion.

New scenarios and work models emerge and change dynamically, and the technical team monitors the data and discussions to implement important guidelines and formats to provide an environment and tools suited to these needs. As an example, the technical team participated in the working group to implement Teleworking and made new digital and asynchronous training available on the Organization's Intranet for employees and managers, with guidance on ergonomics and adaptation to the remote work environment, and awareness about promotion health and well-being, also reinforcing aspects of accident prevention. As a complement to digital ergonomic training, Bradesco maintains an orientation program on posture and furniture adjustment in person and remotely, carried out by qualified physiotherapists.

5- Controls, Certifications and Inspections

The Organization establishes, implements and maintains procedures to identify, assess and continuously control occupational hazards and risks. We are certified by OHSAS 18001 Standards and Corporate Social Responsibility Management System (own seal), both audited last year by the certifying body Fundação Carlos Alberto Vanzolini – FCAV. The assessment of adherence of local practices and

conditions to the Occupational Health and Safety Policy (OHS) is performed through visual monitoring, by a technical professional and/or OHS engineer, by documentary evaluation of Occupational Health and Safety processes and related issues to the environment such as air quality, water quality, lighting level and room temperature, following the parameters of the Standard shown, in a hazards and risks spreadsheet, where an action plan is defined to control these risks.

The evaluation of a unified system for managing the various processes related to occupational health enables checking individual or collective management, by region or area. The evaluation of indicators, data from health campaigns, medical assistance profile and epidemiological profile of the employee population, allows the development of health promotion and disease prevention actions with greater assertiveness on the part of the health team. Outsourced services are also audited and this monitoring is supported by members of CIPA (Internal Accident Prevention Commission) to ensure a suitable and safe working environment.

We establish health and safety goals and priorities, including those established for the number and rates of work accidents with severe consequences (except death), goals for absenteeism numbers and rates and, also, goals for the number of people vaccinated against influenza. Our target is to keep the rate of occupational accidents with severe consequences (except death) below 2%. For that, efforts in improvement actions are to maintain absolute numbers recorded in the last 4 years.

Since 2020, we have been monitoring this indicator with the aim of improving our Occupational Health and Safety Management system.

Among the mitigation and prevention actions, we offer flu vaccination to all employees, free of charge, and to their dependents, at a reduced cost. In 2023, 54,487 employees were immunized, 12,380 dependents and 203 family members. Thus, we attained 57.6% of vaccinated employees. For 2024, the immunization target is 61% of the population.

We publish every year in our Integrated Report monitoring the progress of our established indicators and objectives. The training and qualifications developed by Unibrad, Bradesco's Corporate University, support awareness and sensitivity on various

topics related to comprehensive occupational health and safety aspects. Course reaction assessments and space for sharing experiences are available in thematic communities on Viva Engage and Integra RH.

Management Measures

To ensure an effective management of health and safety, we implemented the following measures and Programs:

Occupational Risk Management Program - PGRO: Assessment of the Organization's facilities, aiming at dynamically identifying physical, chemical, biological and accident risks in the work environment, seeking actions to adapt, mitigate and/or eliminate exposure. It is carried out by a technical team, following legal guidelines, with the aim of managing working conditions and the environment, continuously monitoring the steps to adapt notes and supporting facility managers in clarifying doubts and making corrections. The legal documents, also available in electronic format, record environmental assessments, inform the results of the hazard survey and risk assessment process for everyone involved and maintain a historical record of exposures and evolutions of work models.

Internal Readaptation Program: related to preventing worsening of musculoskeletal and psychological disorders, as well as other health problems. The program is monitored by a multidisciplinary team and aims to adapt work activities according to health restrictions, for a pre-determined and monitored period. Initially, the occupational physician assesses information on ergonomic conditions, biomechanical and cognitive overload of the actual work activity and proposes recommendations and restrictions on activities, aiming at the employee's return to activities in a gradual and welcoming way and respecting the limitations of each case. Thus, we ensure the recovery of the productive capacity for their role and the appropriate return to the work routine, and, when necessary, the workstation is adapted. The follow-up with a multidisciplinary team (doctors, psychologists, social workers, and safety technicians) is qualified to support and guide managers and employees in this process.

Preliminary Ergonomics Assessment Program (AEP): The program consists of evaluating conditions, location and form in which work activities are carried out and adapted to the psychological and physiological features of employees. In compliance with Regulatory Standard No. 17 (NR17), aiming to keep an ergonomics friendly environment, verification is performed through the Ergonomic Work Assessment, adopting measures for adjustment whenever necessary.

Postural guidance: In a technical action by physiotherapists, employees are guided and made aware of the suitable stance for carrying out the scope of activities, workplace adjustments such as furniture and equipment adjustment, and workplace organization to promote well-being and prevent illness. The action can be held in person or remotely based on the furniture pattern, personal biophysical profile and activity description.

Occupational Health Medical Control Program (PCMSO): To comply with the guidelines of Regulatory Standard No. 7 (NR7), actions are developed to promote well-being and health in the corporate environment, early detection of pathologies, monitoring of indexes and the epidemiological profile and prevention of employee illness. The program has a technical team at SESMT – Specialized Service for Occupational Health and Safety, and a network of specialized and technically approved clinics for occupational health care through clinical examinations. The program also monitors suspected occurrences of occupational accidents and the population profile to implement initiatives to promote health and interface with other structures to adapt the environment and work routines.

Internal Commission for Accident Prevention (CIPA): In compliance with Regulatory Standard No. 5, for facilities with more than 81 employees, we annually carry out a process for CIPA composition. The commission shall comprise company representatives and employees, with regular monthly meetings, in which relevant topics for the maintenance of a healthy and safe environment are discussed. Before taking office, all representatives must undergo an 8-hour training.

CIPA Representative: In compliance with Regulatory Standard No. 5, in branches for which creation of a CIPA is not required, representatives are trained

through distance learning programs and develop content with topics aimed at employee health and safety, as well as prevention of accidents and occupational illnesses. Monthly monitoring is performed through Indicators to prove the effectiveness of adherence, ensuring that all facilities have at least 1 (one) CIPA Person in Charge.

Internal Occupational Accident Prevention Week (SIPAT): SIPAT is held annually in digital format, aiming to provide access to a larger audience, in several regions. The project is updated every year to maintain attractiveness. During the week, the aim is to stimulate awareness and raise awareness on various topics regarding health and well-being, such as the importance of balance between personal and professional life, taking care of occupational safety, encouraging quality of life and creating a more collaborative, healthy and happy work environment. Developed in partnership with Unibrad, the week fosters a more democratic proposal for access to all employees, as it offers greater interactivity, comfort and flexibility, considering each person's needs, and integrates other initiatives, such as the Virtual Library, which provides a free summary of books with synergistic themes to those presented at the event, and the diversity of courses available on the Integra Rh portal. Event videos remain available on the video portal for all employees to access at any time.

Occupational Safety Instruction (IST): The corporate portal is accessible to all employees and includes guidance materials in several subjects and contents related to workplace safety and accident prevention. Employees and managers may become aware of the importance of adopting measures to mitigate any accidents/incidents, in addition to being a multiplier of safety aspects in the workplace.

Emergency Response Plan (PAE): to be detailed in section 6 (p. 6).

- **Fire Brigade Training:** to be detailed in section 6 (p. 6)
- **Area Abandonment Drills:** to be detailed in section 6 (p. 6 and 7)
- **Visual Monitoring:** to be detailed in section 6 (p. 7)
- **Workstation assessment:** Specialized technical assistance for employees

- expressing difficulties or doubts regarding adjustments to furniture or equipment, in situations requested by the occupational physician through occupational exams or recommendation from the assistant physician. After technical evaluation with referenced methodologies, we recommend adjustments or guidance on the correct use of the workstation, considering individual characteristics.
- **Investigation of work accidents:** If there is suspicion and/or occurrence of an occupational accident during organization or execution of activities, the technical team of occupational physicians and safety technicians carry out a deep investigation of the elements that comprise the employee's relationship with the environment (tools, systems, equipment and furniture, ergonomics, frequency and design of activities), with the objective of verifying the causes, following the provisions of Law 8.213 and the establishing of a causal link, following prevention and correction actions on an ongoing basis.

These are interdisciplinary programs that are coordinated by engineers and occupational physicians and performed by duly qualified occupational safety technicians, physicians and nursing assistants. The assessment of the adherence of local practices and conditions to the Occupational Health and Safety Policy (OHS) is carried out by visual monitoring, by a technical professional, OHS engineer and/or a third-party professional.

These actions include the participation of the employees and are aimed at preventing accidents and work-related diseases, so as to make work compatible, on an ongoing basis, with the preservation of life and the promotion of employee health and prevention of occupational illnesses and accidents.

6- Action Plans and Responses to Emergency Situations

•Integration of preparedness and response actions to emergency situations

Bradesco maintains a plan to deal with medical emergencies involving employees and collaborators, providing outpatient clinics in the Administrative Buildings.

In places with the highest concentration of people, an ambulance is provided at all times for emergency care, and medical outpatient clinics for evaluation and support, in addition to initial treatment with stabilization in more severe situations, a model that supports the proper management of these complications, but also works as a place to deal with less complex health situations and to monitor and promote the well-being of employees and collaborators. The outpatient clinics provide clinical doctors and specialists to provide adequate support to employees, collaborators and, in the head office unit, also provide health care to dependents, free of charge.

In buildings with a lower concentration of employees and collaborators, exclusive ambulances are provided to deal with medical events.

Social workers and a specialized medical consultancy monitor critical cases of hospitalization, removal and hospital transfer of employees throughout Brazil.

Emergency Response Plan (PAE): The Organization prioritizes safety issues and discloses the emergency response plan on the corporate portal, accessible to all employees, with guidelines to be followed in the event of accidents and emergencies with their respective contacts. The Administrative Centers with the highest concentration of employees and collaborators have outpatient clinics and back-up facilities for emergency care with an ambulance on site or parked nearby, providing exclusive care for medical complications within the Organization. The buildings are equipped with AED (automatic external defibrillator) for immediate assistance in situations of serious complications and immediate response to care in case of cardiorespiratory arrest, in which the immediate response can be the crucial factor for a positive outcome. The emergency plan, in addition to information on abandoning the area and the fire brigade, also includes fundamental guidelines aimed at other emergencies, for example: in elevators, leaks and spills of liquids and gases, electric shock, traffic accidents in common areas, rescues in confined spaces.

Fire Brigade Training: Held annually to train employees and associates to act in prevention, abandonment, and fighting fire outbreaks, as well as providing first aid and the use of the automatic external defibrillator (AED). The training has theoretical and practical modules, with exercises performed in space and with suitable equipment. The technical safety and health teams are in line with the civil firefighting teams so that occurrence situations are aligned to better treat the personnel involved. Monthly monitoring is performed through Indicators to prove the effectiveness of internal controls.

Area Abandonment Simulations: Training and exercising the facility's population to deal with emergencies are key for response readiness to actual emergencies and for damage mitigation. These drills are monitored by specialized outsourced companies and supported by the SESMT technical team. In certain locations, chemical spill and victim rescue drills are performed. To this end, employees and collaborators are trained in the numbers established in the technical instructions of the Military Fire Department of each State. In each drill, fire brigade members guide all personnel in the building towards a specific Escape Route, so that they know the different emergency exit alternatives. PWD (Personnel with Disabilities) employees are identified in each building and a "tutor" is elected for each of them, preferably one who works with the employee, who will be responsible for assistance and guidance during abandonment. These tutors are identified by their blue caps, distinguishing them from the other members of the brigade. The rescue of victims is also drilled, using appropriate equipment for each case (for example: rescue board, evacuation chair). To assist in directing and containing the population, the professionals responsible for the drill mark off the places of concentration. CET - Traffic and Engineering Company supports the building drills in the city of São Paulo, where the concentration points are on public roads.

- **Internal inspections**

Visual Monitoring - inspections performed by the SESMT technical team and by specialized outsourced companies on our facilities, with the aim of identifying possible risks in the environments, resulting in actions for risk monitoring and mitigation. The visit is formalized by means of a prior communication to the administration of the facility. In certain cases, monitoring is carried out in conjunction with the representative of the Heritage Department, responsible for implementing any adjustments to the facilities. This action allows for proactive initiatives to maintain safe conditions in the environment. Visual monitoring is performed monthly in administrative buildings where there is a greater concentration of people.

7- Communication, Awareness and Training

Unibrad supports technical structures by providing the best training and awareness formats for important topics that ensure the safety and health of employees. Managers act as multipliers. Communication is periodically reinforced via e-mail and the corporate portal, with the aim of raising awareness and reducing occupational health and safety incidents. The training examples below were detailed in sections 5 and 6.

Occupational Safety Instruction (IST) - detailed in section 5 (p. 5)

Fire Brigade Training - detailed in section 6 (p. 6)

Area Abandonment Drills - detailed in section 6 (p. 6)

Internal Accident Prevention Committee (CIPA) - detailed in section 5 (p. 4 and 5)