

VOLKSWAGEN  
FINANCIAL SERVICES  
THE KEY TO MOBILITY

# Annual Report 2024



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# Introduction

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# Message from **Management**

GRI 2-22

Welcome to the VWFS Brasil Annual Report. This document provides an overview of the progress of Volkswagen Financial Services Group companies in 2024, shaped by a focus on people, strong governance, business integrity, and a commitment to sustainability. Our exceptional performance in a challenging macroeconomic year is a reason to celebrate.

We closed this cycle with 1.064 million active contracts and a credit and fleet management portfolio of BRL 60 billion, considering VWFS Brasil and LM Soluções de Mobilidade—a 27 percent growth compared to the previous period. For the third year in a row, we maintained our dominance in business with the Volkswagen brands.

We also expanded our presence in the multi-brand market with CarBank, which now covers all regions of the country. Other highlights were the strengthening of Consórcio Nacional VW with Embracon, and the milestone of 105,600 vehicles in the LM Soluções de Mobilidade fleet.



## Innovation and sustainability guided the progress of VWFS Brasil in a cycle of solid results

Innovation and digitalization are at the heart of the group's strategy. Currently, more than 30 percent of our assets come from businesses created in the last three years, such as the Sign & Drive vehicle subscription program. We are working to reach 55 percent of revenue coming from new businesses in 2029, through investments in data and connectivity. We adopt modern risk management policies that encompass both default and climate risks.

In 2024, VWFS Brasil reduced its greenhouse gas emissions by 70 percent compared to the 2021 base year by eliminating diesel vehicles from its internal fleet and switching to 100 percent renewable electricity. Achieving the GHG Protocol Gold Seal and maintaining this certificate confirms our progress, positioning us as a benchmark in sustainable practices in the mobility sector.

We reinforced our commitment to being the best company for women to develop their careers. Among the actions to promote gender equity and diversity, we highlight the equalization of bonuses for men and women on parental leave and the Representa 2.0 program, which reserves all internship positions for Black women or women from other minority groups. This initiative creates transformative opportunities for young talent.

We celebrated these results by recognizing the dedication of the team that makes it all possible. We received the Great Place to Work award as one of the best companies to work for, marking our ninth time honored. This is further proof of the alignment between our values and practices.

The results make us proud, but we are just beginning to shape the future by consolidating the largest sustainable mobility platform in Brazil. We continue to enthusiastically explore new opportunities for the benefit of our customers, partners and society.

The best is yet to come. Enjoy your reading!

*Rodrigo Capuruço*

*CEO, Volkswagen Financial Services Brazil and South America*

# Highlights 2024



**BRL 60 Bi**

in the credit and fleet  
management portfolio  
(+27% year on year)

Record result of

**BRL 1 Bi\***

\* Considers the net profit of Banco Volkswagen and LM Mobilidade.



Recognitions in the awards organized by **Reclame**  
**Aqui: 2<sup>nd</sup> place** in these categories: Auto Financing –  
Major Operations; Consortia – Vehicle Manufacturers,  
and Vehicles by Subscription; **3<sup>rd</sup> place** in Financing

**1<sup>st</sup> place in the Abrasca Award** for annual reports,  
in the Privately Held Companies category

**Great Place to Work: 5<sup>th</sup> best** financial institution  
to work for among medium-sized companies in  
São Paulo; **24<sup>th</sup> best**  
company to work for in  
Brazil among medium-  
sized multinationals



Reduction of **70%**  
in scope 1 and 2  
emissions compared  
to the 2021 base year



- **91% market share** in financing of VW  
Group brands in retail
- Joining of the UN Global Compact's **100%  
Transparency** Movement
- Seal of the **Brazil Pact** for Corporate Integrity
- Creation of the **Policy on Inclusion** and  
**Non-Discrimination**

Launch of **new loyalty products**:  
VW Protege (VW Protects),  
CarBank AutoReparo (CarBank  
AutoRepair) and Revisões  
Planejadas para Veículos VW  
Usados (Planned Maintenance  
for Used VW Vehicles)

# Highlights 2024



Record net revenue of

**BRL 4.15 Bi**

+40% compared to the  
previous year

\* LM Soluções de Mobilidade has a corporate structure separate from the core of Banco Volkswagen. All indicators in this report refer to VWFS Brasil.



Fleet of

**105,600**

vehicles



**Gold Seal**

of the GHG Protocol for the second consecutive  
year for scope 1 and 2 emissions



**100%**

of energy consumption  
from renewable sources,  
with I-REC certification



Certification under

**GPTW**

(Great Place to Work),  
achieved for the first  
time after the arrival  
of VWFS Brasil

# About the Report

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

This report presents the corporate vision and institutional brand of VWFS Brasil, along with the consolidated overview of Banco Volkswagen, our most relevant and visible business.

For the third consecutive year, we adhered to the guidelines of the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), and the Task Force on Climate-related Financial Disclosures (TCFD). The results, management practices, and sustainability advances cover the period from January 1 to December 31, 2024.

The publication is aimed at our stakeholders, including investors, customers, employees, business partners and society at large. We seek to engage all stakeholders by providing relevant and accessible information.

The report is published annually, the same as VWFS Brasil's financial report, and follows a similar structure to the editions released in 2022 and 2023 to facilitate comparison of actions and results.



The content is presented in digital format in Portuguese and English, based on the best accessibility practices, such as clear and concise language, alternative text for images, a logical navigation structure, adequate contrast, and readable fonts.

We adopted the **international best practices** for the preparation of **sustainability reports**

# Methodology

The 2024 Annual Report involved talents from multiple areas of the company, supported by representatives from other stakeholder areas and specialized consultancies.

Periodically, we define materiality—that is, the most relevant topics for the company and its stakeholders—through research, extensive consultation, and document analysis. The 2022 materiality remains in effect for this publication and will be reviewed in 2025.

We cross-referenced guidelines set forth by SASB, System B, the International Financial Committee (IFC), the Securities and Exchange Commission (CVM), and the United Nations (UN) Global Compact.

The eight material topics for VWFS Brasil underwent final validation by the company's Executive Committee and are related to the UN Sustainable Development Goals (SDGs). They are:

## Our material topics



Air  
emissions



Ethics/Privacy  
and data  
security/Risk  
management



Resilience  
of the  
business  
model



Energy  
management



Product  
life cycle  
management



Diversity  
and  
inclusion



Human  
rights and  
community  
relations



Employee  
health and  
safety



For detailed information about the report methodology, sustainability strategies, and the company's management of ESG (environmental, social, and governance) aspects, please e-mail the Treasury & Investor Relations department at [tesouraria.ri@vwfs.com](mailto:tesouraria.ri@vwfs.com)

## MANAGEMENT OF MATERIAL TOPICS **GRI 3-3**



### AIR EMISSIONS



#### Approach (what we do)

- Monitors greenhouse gas (GHG) emissions using the emissions inventory for scopes 1, 2 and 3, externally audited and validated by the GHG Protocol.
- Implements decarbonization plans with projects that promote the reduction of financed emissions and seeks continuous innovation to integrate more sustainable practices into its operations.



#### Extent of impacts (who we impact)

- Negative and positive impacts are concentrated in the environment and directly affect local communities, customers and consumers. The approach contributes to strengthening relationships with stakeholders and to long-term environmental improvements.



#### Connection with the strategy

- Climate initiatives that go beyond legal requirements, ensuring long-term operation feasibility.
- Participation in public and private initiatives to promote sustainable practices and influence public policies, through open positions.



#### Policies and commitments

- Codes of Ethics and Conduct
- Specific internal policies for sustainability
- Reports
- External certifications



#### Related GRI aspects/content

Page 89

GRI 305-1, 305-2, 305-3, 305-4, 305-5, 305-6 and 305-7



#### Ambitions

To be carbon neutral in our facilities by 2030.



#### Status

Under implementation.



## ETHICS, PRIVACY AND DATA SECURITY AND RISK MANAGEMENT



### Approach (what we do)

- Develop processes for risk management, privacy and data security, including the integration of stress tests sent annually to the Central Bank.
- The approach includes implementing privacy policies, appointing a Data Protection Officer (DPO), conducting internal and external audits, and integrating security mechanisms across the operation.
- Implementation of monitoring measures to ensure data protection and cybersecurity.



### Extent of impacts (who we impact)

- Positive impacts encompass the company (financial, reputational and operational), while risks are associated with negative impacts on the local, regional and global economy. Affected Stakeholders include customers, own workers and outsourced workers.



### Connection with the strategy

- The topic is connected to the strategy, establishing the company as an industry leader in security and privacy practices.
- The approach ensures the protection of personal data and strengthens organizational resilience.



### Policies and commitments

- Internal privacy and data security policies
- Codes of Ethics and Conduct
- Procurement and supplier policies



### Related GRI aspects/content

Page 19

GRI 205-1, 205-2, 205-3, 207-2, 207-3, 418-1 and FS9



### Ambitions

To achieve advanced maturity in the main ESG benchmarks by 2025, in relation to the base year 2022.



### Status

Reached.



## RESILIENCE OF THE BUSINESS MODEL



### Approach (what we do)

- Integration of socio-environmental analyses (RSAC) in the company.
- Development of specific strategies, continuous analysis of the context and allocation of resources.
- Conducting of internal audits to verify the effectiveness of its measures.



### Extent of impacts (who we impact)

- The positive impacts are reflected in the company's ability to adapt and strengthen its operations in response to changes in the economic and environmental landscape.
- The activities have effects on shareholders, customers, own and outsourced workers, suppliers and business partners.



### Connection with the strategy

- The topic is integrated into management processes, including performance evaluations and long-term strategic planning.
- The focus on ESG permeates strategic and operational decisions.



### Policies and commitments

- Internal sustainability policies



### Related GRI aspects/content

Page 19

GRI 201-1, 201-2, FS4, FS5, FS7 and FS8



### Ambitions

To develop new products in light of electrification and the use of biofuels by 2025.



### Status

Under implementation.



## ENERGY MANAGEMENT



### Approach (what we do)

- Practices to improve energy efficiency and migrate to renewable energy sources.
- Projects for the acquisition of energy certified by I-REC and migration to the free energy market.



### Extent of impacts (who we impact)

- Customers, shareholders, and employees directly benefit from the positive impacts of reducing non-renewable energy consumption.



### Connection with the strategy

- Energy management is aligned with the company's sustainability and operational efficiency practices, supporting its strategic positioning in competitive markets.
- Management incorporates risk analysis, internal and external audits.



### Policies and commitments

- Internal energy efficiency policies
- Certifications



### Related GRI aspects/content

Page 19

GRI 302-1, 302-2, 302-3, 302-4 and 302-5



### Ambitions

To have 100 percent of energy consumption coming from renewable sources by 2025.



### Status

Reached.



## PRODUCT LIFE CYCLE MANAGEMENT



### Approach (what we do)

- Practices to minimize the environmental impacts of financed products include developing pilot projects in decarbonization and promoting product life cycle analyses.
- Working groups to manage projects, measure impacts and incorporate innovations in the development of products and processes.
- Post-sales products.



### Extent of impacts (who we impact)

- Consumers—through the offering of products with reduced environmental impact—as well as local communities and stakeholders across the value chain.



### Connection with the strategy

- The topic is integrated into the company's strategic planning, driving the pursuit of sustainable and innovative solutions aligned with commitments to decarbonization and technological innovation.



### Policies and commitments

- Internal sustainability policies



### Related GRI aspects/content

Page 20

GRI 413-1, 413-2, 416-1, 416-2, FS1, FS2 and FS3



### Ambitions

To develop new products in light of electrification and the use of biofuels by 2025.



### Status

Under implementation.



## DIVERSITY AND INCLUSION



### Approach (what we do)

- Implementation of actions to promote gender and racial equity, including the establishment of an Inclusion and Non-Discrimination Policy. Participation in initiatives such as the Gender and Race Equity Program and the UN Women's Empowerment Principles. It also launched a gender and race working group, reporting to the ESG Committee.



### Extent of impacts (who we impact)

- Customers, business partners, and employees—with a focus on fostering a more inclusive environment and strengthening both commercial and social relationships.



### Connection with the strategy

- The topic is treated as a strategic priority.
- Corporate training is offered on inclusion, diversity, and non-discrimination, along with specific training for executives focused on equity.



### Policies and commitments

- Codes of Ethics and Conduct
- Inclusion and Non-Discrimination Policy



### Related GRI aspects/content

Page 20

GRI 202-1, 404-1, 404-2, 404-3, 405-1, 405-2 and FS14



### Ambitions

To escalate the representation of women and minority groups in leadership.



### Status

Under implementation.



## HUMAN RIGHTS AND COMMUNITY RELATIONS



### Approach (what we do)

- Creation of the "Mobilizar" (Mobilize) program, which promotes corporate social responsibility initiatives and encourages employee engagement in activities benefiting local communities. Activities include monitoring diversity and inclusion indicators and conducting internal audits to ensure compliance and drive continuous improvement.



### Extent of impacts (who we impact)

- Local communities and employees, fostering positive impacts that strengthen relationships with stakeholders.



### Connection with the strategy

- The topic aligns with strategic commitments to social responsibility and sustainability, enhancing the company's reputation and fostering positive societal impacts.



### Policies and commitments

- Codes of Ethics and Conduct
- Certifications



### Related GRI aspects/content

Page 20

GRI 202-2, 406-1, 408-1, 409-1 and 410-1



### Ambitions

To shore up social actions in the territories where we operate.



### Status

Under implementation.



## EMPLOYEE HEALTH AND SAFETY



### Approach (what we do)

- Ergonomic assessments for all employees.
- Implementation of corrective actions to mitigate health and safety impacts and enhance working conditions.
- Process of developing an internal preventive health program, which will be launched in 2025.



### Extent of impacts (who we impact)

- Own and outsourced employees, promoting health, safety and well-being in the workplace.



### Connection with the strategy

- The topic is addressed as a fundamental element for workforce sustainability and compliance with the company's legal and ethical obligations.
- Measures include regular audits, continuous monitoring, and stakeholder engagement.



### Policies and commitments

- Internal occupational health and safety policies
- Certifications



### Related GRI aspects/content

Page 21

GRI 401-2, 401-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9 and 403-10



### Ambitions

To foster preventive health for 100 percent of employees by 2025.



### Status

Under implementation.



# Forms of **Management**

GRI 2-13, 3-3

## Greenhouse gas emissions

VWFS Brasil recognizes that the negative impacts of air emissions affect the environment, causing systemic and long-term consequences. To address these challenges, it adopts policies and practices that go beyond legal requirements.

We have a decarbonization plan based on the greenhouse gas inventory, externally audited and validated by the GHG Protocol with the Gold Seal.

We have set targets to reduce our emissions: to achieve carbon neutrality in internal operations by 2030 and scope 3 emissions by 2050. In just two years, our ESG strategy has led us to reduce direct emissions to almost zero.

[Read more in ESG and Sustainability.](#)

## Ethics/Privacy and data security/Risk management GRI 418-1

The company integrates Ethics, Privacy and Data Security, and Risk Management into its business strategy, establishing recognized industry standards. Our management includes continuous risk analysis and measures to ensure protection and compliance.

Actions conducted in 2024 include internal and external audits, annual mapping of internal controls as a second-line measure, the appointment of a Data Protection Officer (DPO) and a Compliance Officer, as well as raising team awareness and producing reports to meet regulatory requirements.

In 2024, there were no substantiated complaints related to breaches of customer privacy. VWFS Brasil did not identify any leak, theft, or loss of personal data that would pose significant risk or harm to data subjects.



### RESILIENCE OF THE BUSINESS MODEL

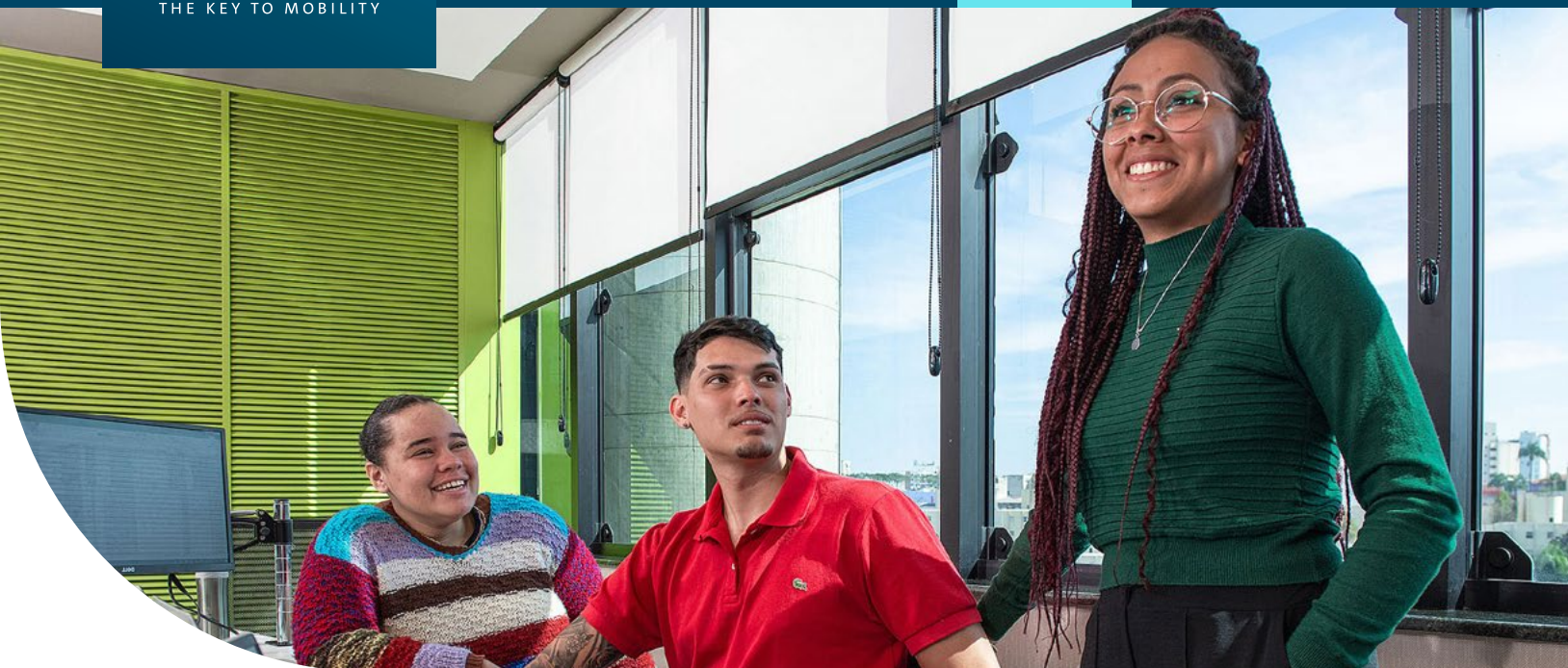
The resilience of the company's business model is crucial to facing financial, reputational and operational challenges. Therefore, we conduct regular impact assessments and incorporate ESG factors into strategic decisions.

The effectiveness of the measures taken is assessed using measurement tools and audits, which allow gaps to be identified and continuous improvements to be made.



## Energy management

We adopt management practices that include acquiring clean energy through certifications such as the International Renewable Energy Certificate (I-REC) and transitioning to the free market, ensuring that 100 percent of our energy consumption comes from renewable sources. The effectiveness of the actions is verified through internal and external audits, benchmarking, and performance indicator assessments.



## Product life cycle management

Our preventive measures include utilizing advanced technologies to drive innovation in products and processes. We mitigate impacts through detailed assessments and investments in team education and training. Examples of actions include the creation of working groups dedicated to developing pilot projects and measuring impacts. Together with our partners, we consider the proper use and disposal of parts in products that promote after-sales service.

We consider, together with our partners, the appropriate use and disposal of parts in products that promote after-sales service. We also prioritize communication with our stakeholders to ensure alignment and cooperation at all stages of the management process.

## Diversity and inclusion GRI 406-1

In 2024, VWFS Brasil launched an Inclusion and Non-Discrimination Policy and joined the federal government's Pro-Gender and Race Equity Program.

Other actions include extending paternity leave to 60 days, full payment of Profit Sharing (PS) to mothers and fathers on parental leave, and adherence to the Women's Empowerment Principles (WEPs).

We also created a specific working group on gender and race issues. During the year, no cases of discrimination of any nature were identified.

In 2024, **we extended paternity leave to 60 days** and we started paying the PS in full to mothers and fathers on parental leave

## Human rights and community relations

In 2024, we launched Mobilizar, a social responsibility program designed to engage employees in initiatives that generate positive impacts on local communities, through both internal actions and partnerships with the VW Group Foundation.

Actions and indicators are monitored by the ESG & Sustainability Committee, with more than one hundred employees engaged in three volunteer actions this year, in addition to the themed donation campaigns.

We maintain frequent contact with our stakeholders through consultations and information sharing to ensure transparent practices aligned with the needs of the communities we serve.

## Employee health and safety

We prioritize the health and safety of our employees through preventive actions, such as ergonomic assessments conducted on 100 percent of employees upon admission.

Measures to mitigate risks include continuous monitoring, stakeholder engagement, and the prompt implementation of corrective actions when necessary. We assess the effectiveness of initiatives through internal audits and feedback from stakeholders.

We were recognized for the second time with the **Gold Seal of the Brazilian GHG Program** for mapping scopes 1 and 2 greenhouse gas emissions



# VWFS Brasil

## IN THIS CHAPTER

Who We Are and What We Do

Governance Structure

Ethics and Integrity

ESG and Sustainability

# Who We Are and What We Do

GRI 2-1, 2-2, 2-6

Volkswagen Financial Services Brasil (VWFS Brasil) is the largest financial institution with ties to an automaker in Brazil, the Volkswagen Group, one of the largest automotive industry corporations in the world.

We are a private limited company, headquartered in São Paulo (SP) and present across the country through a network of 697 dealerships, 4,923 points of sale and 827 professionals.

Driving customer mobility is our business. We facilitate the purchase or rental of passenger cars, commercial vehicles, trucks, buses and motorcycles.

To this end, we offer a diversified portfolio of 24 products, including vehicle financing, consortia, insurance and services, financial leasing, fleet management, and mobility solutions.



**5,620**

car dealers offer our  
products and services



We work with the brands Volkswagen, VW Caminhões e Ônibus, Audi, Porsche and Ducati, as well as used vehicles and vehicles from other brands, through the CarBank business vertical.

We also offer flexible and hassle-free vehicle subscription services, including the VW Sign & Drive solution, Audi Signature, the multi-brand AssineCar service, and the VW Truck Rental truck subscription program.

Our corporate fleet outsourcing business is managed through our subsidiary LM Soluções de Mobilidade, which operates a fleet of 105,600 vehicles. LM maintained its separate annual report, with the business highlights mentioned in this publication.

Likewise, the governance of Consórcio Nacional Volkswagen, which has a partnership with Embracon, was kept autonomous, with highlights disclosed in the VWFS Brasil report. The financial statements of both entities are managed separately.

VWFS Brasil's value chain includes 5,620 suppliers and business partners, who in 2024 received an estimated BRL 786 million for their products and services.

Our downstream activities—those occurring after the granting of a financial product or service—involve subcontractors and outsourced parties, marketing and advertising partners, banks, and other financial institutions.

#### Contracts generated in 2024 <sup>1, 2</sup>

|                                                      |         |
|------------------------------------------------------|---------|
| Direct Consumer Credit (CDC)                         | 265,611 |
| Insurance and services                               | 431,400 |
| Consortium                                           | 46,482  |
| Via the Special Industrial Financing Agency (Finame) | 114     |
| Financial leasing                                    | 43      |

**1.** The table refers to new contracts (generated between 01/01 and 12/31/2024, except for those remaining from previous years).

**2.** Considering the number of remaining active contracts in 2024, the total amount for VWFS Brasil is 973,000 active contracts.

## WHO MAKES VWFS BRASIL

### Financial services

- Volkswagen Participações Ltda.
- Volkswagen Corretora de Seguros Ltda.
- Volkswagen Serviços Ltda.
- Volkswagen Administração de Negócios Ltda.
- Banco Volkswagen S.A.
- Consórcio Nacional Volkswagen – Adm. de Consórcio Ltda.

### Fleet management

- Simple Way Locações Serviços S.A.
- LM Transportes Interestaduais, Serviços e Comércio S.A.
- LM Comércio de Veículos Seminovos S.A.

See the corporate organization chart of VWFS Brasil on [page 27](#).

## BANK

- Retail and wholesale financing
- Working capital
- Financial leasing
- Assignment of receivables
- Revolving credit for dealerships
- Individual and legal entity investments
- Multi-brand financing

## INSURANCE

- Auto
- Extended warranty
- Financial protection
- Gap
- Franchise
- Personal accidents
- Mechanical warranty

## CONSORTIUM

### CARE WITH VEHICLES

- Maintenance package
- VW Protege

## PRODUCTS

- Credit card receivables anticipation
- New insurance modalities

CarBank present in  
**4,698**  
points of sale

## OPERATIONS IN BRAZIL

Number of  
dealerships  
by state

Number of dealerships by brand



466



48



15



19



149

Total

**697**

# Complete portfolio of products and services

We represent the group's five brands: VW, Audi, Porsche, Ducati and VWCO

## MOBILITY

- Fleet management (cars and trucks)
- Sale of used cars
- Vehicle leasing (B2B2C)
- Cars and trucks by subscription
- Rental for employees
- Rental for app drivers

# Values under management

VWFS Brasil manages assets totaling **BRL 70.2 billion** (a 27% increase), which generated a net profit of BRL 1 billion (pro forma combined in 2024) within its mobility ecosystem.

In two years of partnership, the Volkswagen National Consortium together with Embracon has accumulated over BRL 5 billion in managed credits—140 percent more than in 2023—becoming the fastest-growing management brand in terms of quota volume in 2024.

Banco Volkswagen and LM Mobilidade are included in the comfort letter issued by Volkswagen Financial Services Overseas AG (VWFSOAG).

[Click here for more information.](#)



## Consolidated Banco Volkswagen

Assets

**BRL 53.3** billion

Net profit

**BRL 813** million

Active contracts

**973,000**



## Consolidated LM Soluções de Mobilidade\*

Assets

**BRL 16.9** million

Net profit

**BRL 200** million

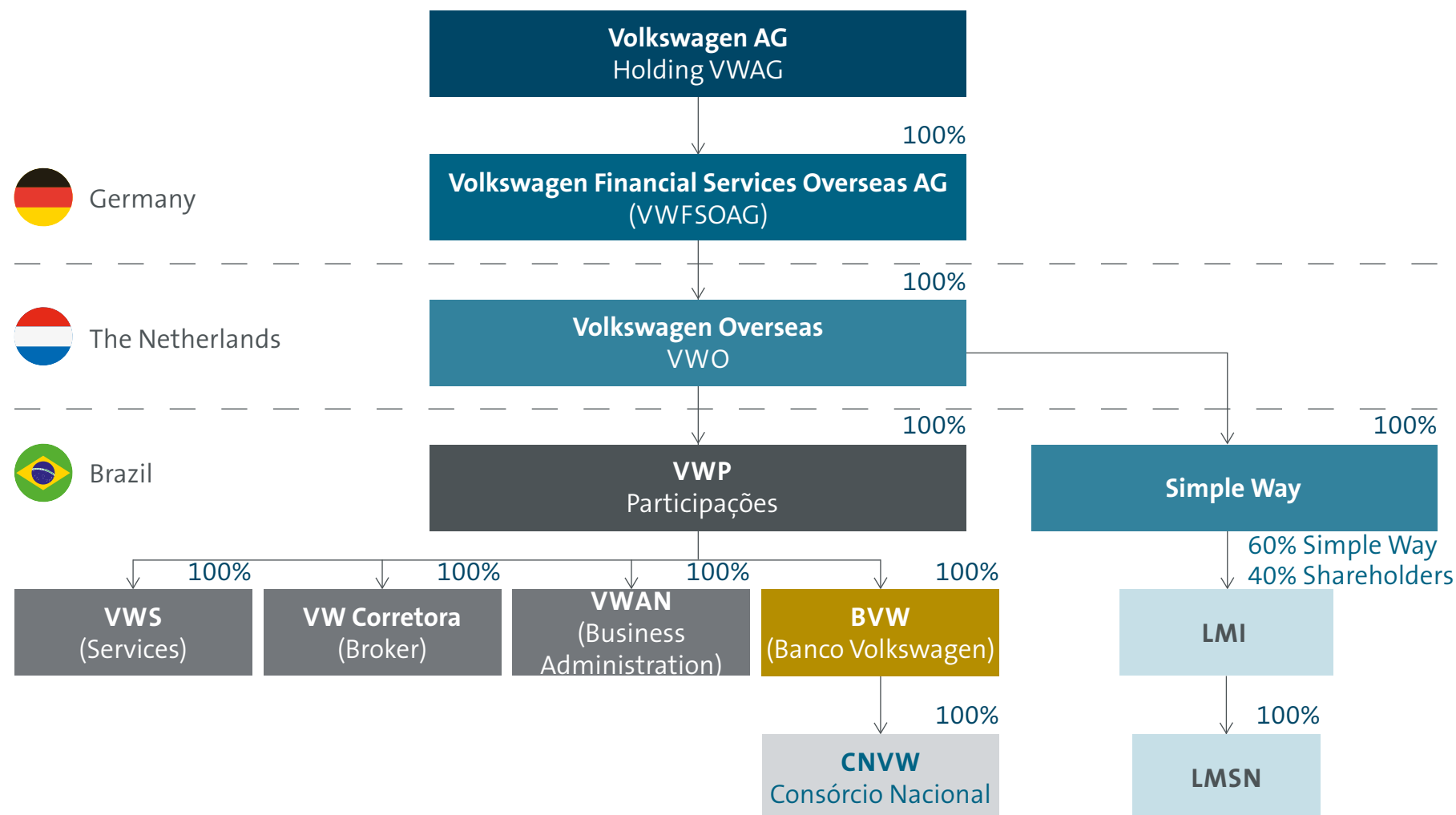
Total fleet

**105,600** vehicles

\* LM Mobilidade has a corporate structure separate from the core of Banco Volkswagen, as per the organizational chart on the following page.

## VWFS | CORPORATE STRUCTURE

Banco Volkswagen is a key element of the Volkswagen Group in Brazil



BVW – Banco Volkswagen S.A.  
 CNVW – Consórcio Nacional  
 Volkswagen – Administradora de Consórcio Ltda.  
 LMI – LM Transportes Interestaduais Serviços e Comércio S.A.  
 LMSN – LM Comércio de Veículos Seminovos Ltda.  
 SIMPLE WAY – Simple Way Locações e Serviços S.A.  
 VW Corretora – Volkswagen Corretora de Seguros Ltda.  
 VWAG – Volkswagen AG – Germany  
 VWAN – Volkswagen Administradora de Negócios Ltda.  
 VWFSOAG – Volkswagen Financial Services Overseas AG – Germany  
 VW Overseas – Volkswagen Finance Overseas B.V. – Netherlands  
 VWP – Volkswagen Participações Ltda.  
 VWS – Volkswagen Serviços Ltda.



## MISSION

(OUR REASON FOR BEING)

We meet our customers' mobility needs with sustainable solutions throughout the vehicle's entire lifecycle.



## VISION

(OUR REFERENCE)

We are the key to mobility.



## VALUES

(OUR PRINCIPLES)

- Trust
- Courage
- Focus on the customer



## OUR CULTURE

- #Inspiredbyourclients
- #WeConquerResults
- #Movedbypeople

# Governance Structure

GRI 2-9, 202-2

Our governance structure comprises the CEO, Executive Board, partners, Fiscal Council, related committees, Internal Audit, and independent external audit.

The company's Executive Board is made up of seven executive directors. They are all hired locally, in Brazil. We adopt a collegiate management, with an Executive Committee and ten other committees, of which three are regulatory and seven are technical.

The committees that oversee and make decisions on topics related to the organization's impacts are ESG & Sustainability, Integrity, Risk and Finance.

In 2024, we made important changes to the organizational structure, to achieve greater efficiency and synergy among areas.

A novelty was the creation of the **Government Relations Working Group**, which will play an active role in Brasília, where the VW Group has opened an office to focus on government affairs.

The year marked the consolidation of governance practices for assessing social, environmental, and climate-related risks in operations.

We adopted a new governance model for internal regulations. The format includes rankings, area-specific awards, and new compliance agents.

## Executive Committee

GRI 2-9, 2-10, 2-11, 2-12, 2-14

The senior management of VWFS Brasil is composed of two managing directors: a CEO, who also serves as the regional manager for South America and reports to the Board in Germany, and a CFO, who also operates in South America and reports to the CEO.

The Executive Committee is the highest governance body. It is responsible for making decisions and overseeing the organization's impacts on the economy, sustainability, and personnel management, as well as for approving the information contained in this Annual Report.

Formed by the governing body, the Executive Committee is a forum for confidential and strategic issues. Its Chairperson is the CEO, who accumulates the role.

As a privately held corporation, we are exempt from having a Board of Directors, in accordance with the Corporations Law.

For the same reason, we do not have a specific process for selecting and nominating advisors to the highest governance body and respective committees. We evaluate candidates according to their skills and experience profile.

The Executive Committee's Board is made up of six officers, four of whom are also statutory – CEO, CFO, CRO and the People, Legal & Government Relations Officer.

All of the company's directors have executive roles as administrators, with two-year terms and holding additional positions in other organizations or bodies.



The Executive Committee is responsible for **strategic decision making** and for overseeing the organization's impacts

The members of the Executive Committee do not belong to underrepresented social groups, nor do they represent specific stakeholders. The president exercises independent judgment, free from external influences or conflicts of interest.

## Composition of the Executive Committee in December 2024



**RODRIGO CAPURUÇO**

Managing Director – CEO,  
Brazil and South America



**LUIS FABIANO PENTEADO**

People, Legal  
and Government  
Relations Director



**CARLOS AUGUSTO DE  
MELLO CARNEIRO**

Multichannel Director



**SIMONE MORAS**

Marketing  
and Sales Director



**MARCEL FICKERS**

Managing Director – CFO,  
Brazil and South America



**MURILO AZEVEDO BRUNO**

Risk, Credit and  
Collection Director

## CHANGES IN THE COMEX

In June, **Murilo Azevedo Bruno** took over the position of Chief Risk Officer (CRO) of VWFS Brasil, in place of Ricardo Paixão, who went on to serve as the Country Manager for Porsche Volkswagen Servicios Financieros, in Chile.

In July, the Legal Director **Luis Fabiano Alves Penteado** also took over the People and Government Relations areas, to increase synergy between teams and respond to the rapid growth of the LM rental company.

Also in July, **Marcel Fickers** was appointed Managing Director (Back Office) for Brazil and Chief Financial Officer (CFO) for South America. The Belgian executive had already worked at the Brazilian branch between 2004 and 2007, and returns to the country to promote the expansion and profitability of operations in the region.

In December, **Carlos Augusto de Mello Carneiro**, Director of Multichannels, became part of the Executive Committee, maintaining his role and expanding operations in the area.

# Delegation of responsibilities

GRI 2-13

Responsibilities for impact management are delegated by the Executive Committee to the People, Legal, and Government Relations Director.

This committee is responsible for developing and executing sustainability strategies, evaluating and monitoring performance, ensuring compliance with regulations and standards, and promoting stakeholder engagement.

Information on impact management is provided to the Executive Committee through monitoring systems, including performance reports, executive presentations, and governance meetings. Reporting is continuous, monthly and half-yearly.



## CONFLICTS OF INTEREST

GRI 2-15

We adopt multiple processes to prevent and mitigate conflicts of interest, always guided by clear and widely disseminated policies and procedures. Related actions include education and training, transparent record-keeping, regular procedure reviews, and external monitoring.

When issues occur, we isolate the parties involved. In cases of specific conflicts of interest, such as cross-shareholdings in other entities, controlling shareholdings, and related-party transactions, this information is disclosed to stakeholders.



## Communication of critical concerns

### GRI 2-16

At VWFS Brasil, critical concerns are communicated to the highest governance body through multiple channels, including periodic reports and presentations, Board meetings, governance committees, internal and external audits, and reports on risks, compliance, and financial performance.

This process also includes strategic analyses, business plans, reviews of legal issues, crisis and emergency communication, as well as sustainability and corporate social responsibility reports.

The concerns reported cover environmental, social and human rights, economic, governance and sustainability strategy issues. We do not have a consolidated record of the number of concerns reported, since they can be reported by all business areas and are not centralized in the Compliance area.



## Performance assessment

### GRI 2-18

Performance assessment of the highest governance body and all members of the organization includes employee self-assessments and evaluations by immediate leaders. We establish individual development plans based on the assessments.

Although the company uses a tool contracted from an external supplier, the assessment is not considered independent. When necessary, we take corrective actions based on the results of assessments, such as training and development programs, and adjustments to rewards and incentive systems.

# Remuneration Policy

GRI 2-19, 2-20

Volkswagen Financial Services Brasil adopts a remuneration policy aligned with market standards and driven by performance recognition.

Every year, we conduct a detailed salary survey by role, comparing our competitiveness against companies in the sector. Based on this data, we define salary structures made up of five progressive bands for each professional category.

Salary evolution can occur in two ways:

## BY MERIT

With horizontal increases linked to individual performance.

## BY PROMOTION

Resulting from the increased complexity of the activities performed or from moving to positions of greater responsibility.



Our financial recognition practices include two distinct models:

- **Profit Sharing (PS)**, aimed at professionals and intermediate leaders. The value is based on salary multiples by category and the business' financial results, comprising 70 percent individual goals and 30 percent skills assessment.
- **Executive Bonuses**, based on local indicators, on the global performance of Volkswagen Financial Services, integrity and compliance criteria, and ESG practices.



70%

of profit sharing is composed by individual goals and 30 percent of skills assessments

We offer a **supplementary pension plan** to all employees, with monthly contributions by the company



## Attracting and retaining talents

When recruiting external talent for critical roles or positions without immediate internal successors, we may offer attraction bonuses tied to a minimum tenure with the company.

We strengthen our commitment to ethics through mechanisms like Malus (bonus reduction for inappropriate behavior) and Clawback (recovery of amounts due to misconduct following evaluation by the Integrity Committee), both activated based on the Disciplinary Committee's assessment.

We offer a closed supplementary pension plan, with monthly contributions from the company according to salary ranges. This benefit is guaranteed to all employees, regardless of voluntary contributions, with contributions directly deposited into benefit accounts.

## Remuneration governance

The definition of remuneration guidelines follows a structured process, which includes:

- Establishment of strategic objectives;
- Comparative market analysis and composition of competitive packages;
- Continuous performance assessment.

The Remuneration Committee, formed by statutory directors, reviews and updates these guidelines periodically. We have technical support from the Human Resources department and specialized consultants. Our decision-making structure respects the following levels:

- The remuneration of Managing Directors is determined by the parent company in Germany.
- First Liners have their packages determined by the Managing Directors.
- For other executives, compensation is determined by the First Liners.

Proportion of total annual remuneration<sup>1,2</sup> (BRL) | GRI 2-21

|                                                                                                                                 | 2022  | 2023  | 2024  |
|---------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|
| Ratio of the highest-paid individual's compensation in relation to the average compensation of the other employees <sup>3</sup> | 13.81 | 17.69 | 17.83 |
| Ratio of the percentage increase in the highest salary paid to the percentage increase in the average total salary <sup>4</sup> | -     | 8.74  | 0.35  |

**1.** Administrative apprentices were not included for these calculations.

**2.** Data from 2023 to 2024 show a slight decline, mainly due to the 90.5 percent growth in the Multichannel Department (professionals whose pay includes a base salary plus variable compensation tied to goal achievement). In the case of the highest paid individual, there was a slight drop in the bonus amount.

**3.** The ratio is calculated by dividing the total annual compensation of the highest-paid individual in the organization by the average total annual compensation of all employees, excluding the highest-paid individual.

**4.** The ratio is calculated by dividing the percentage increase of the highest compensation by the percentage increase of the average total annual compensation of all employees, excluding the highest-paid individual.

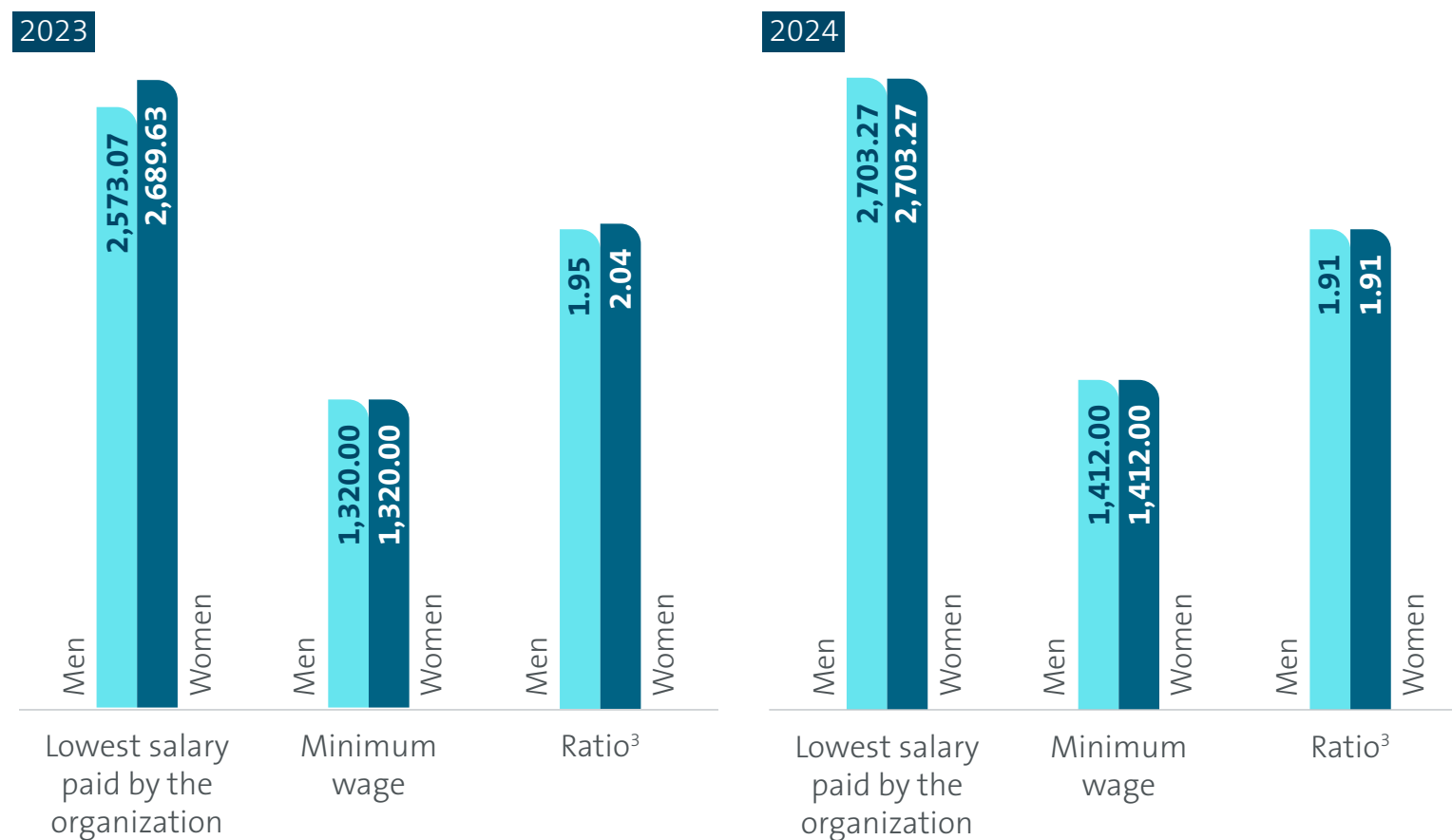
Ratio of basic salary and remuneration of women to men by employee category<sup>1</sup> | GRI 405-2

|                          | 2022              |                    | 2023              |                    | 2024              |                    |
|--------------------------|-------------------|--------------------|-------------------|--------------------|-------------------|--------------------|
|                          | Base salary (BRL) | Remuneration (BRL) | Base salary (BRL) | Remuneration (BRL) | Base salary (BRL) | Remuneration (BRL) |
| Executive Committee      | 0.81              | 0.57               | 0.81              | 0.87               | 0.84              | 1.35               |
| Executive managers       | 0.89              | 0.84               | 0.95              | 0.99               | 1.1               | 1.25               |
| Managers                 | 0.95              | 0.94               | 0.97              | 1.05               | 0.99              | 0.83               |
| Coordinators             | 0.96              | 0.92               | 1.28              | 1.23               | 1.18              | 1.11               |
| Professionals            | 0.92              | 0.91               | 0.89              | 0.89               | 0.93              | 0.9                |
| Consultants              | -                 | -                  | 1                 | 1.02               | 0.85              | 0.87               |
| Apprentices <sup>2</sup> | 1.03              | 1.03               | 0.84              | 0.81               | N/A               | N/A                |
| Interns                  | 0.84              | 0.84               | 0.96              | 1.03               | 1                 | 0.78               |

**1.** Ratio calculation is given by the comparison between the average base salary and total compensation received by women and those received by men, for each employee category.

**2.** Information on apprentices is not applicable for 2024, because apprentices are external and there is no data reported about them.

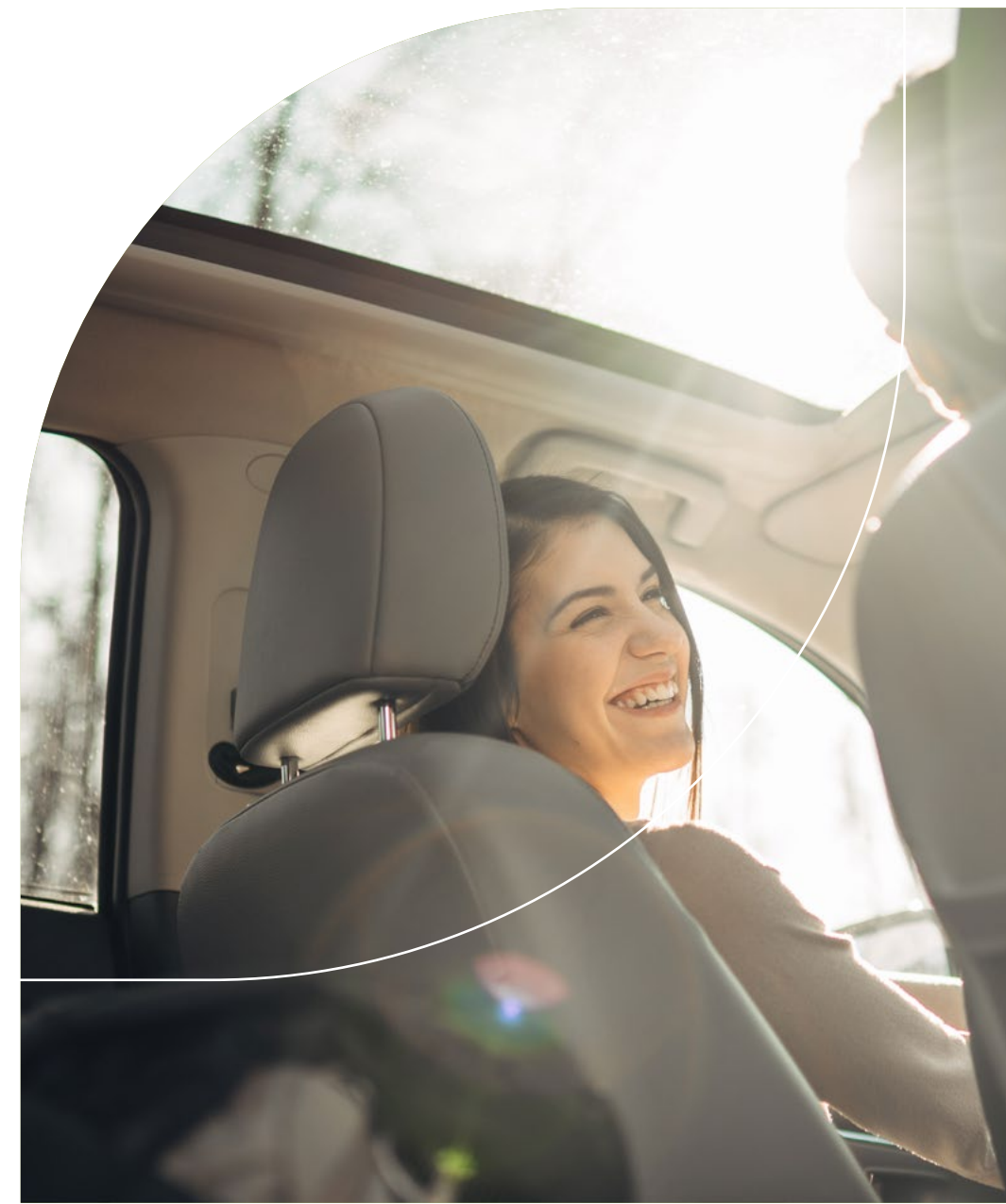
Ratios of standard entry level wage by gender compared to local minimum wage<sup>1,2</sup> (BRL) | GRI 202-1



1. The data presented considers all operating units.

2. Remuneration above the minimum wage is guaranteed for all employees, through supplier evaluations.

3. Ratio calculation is given by the comparison between the lowest salary paid by the organization (by gender) and the minimum wage.





## Tax risk control and management

VWFS Brasil's tax strategy is overseen by the Executive Board and integrated into organizational processes via the Tax Compliance Policy.

We identify tax risks by analyzing the organizational structure, applicable laws and regulations, and assessing the transactions conducted by the company.

These risks are managed and monitored through compliance procedures, monitoring systems, transparent communication with tax authorities, and continuous evaluation of tax strategies.

The company routinely evaluates its governance and control policies, implementing practices that foster transparency and accountability.

We have channels for reporting concerns related to business conduct and fiscal integrity. These include an ethics and compliance hotline, an internal Ombudsman and an Open Door Policy, as well as ethics and compliance committees.

Additional channels, such as mechanisms for public reporting, reinforce the commitment to transparency and ethics. The company's tax reports are verified through independent internal and external audits, regular reviews and comparisons with tax regulations.

# Stakeholder engagement and management of concerns related to tax

GRI 207-3

VWFS Brasil maintains proactive cooperation with tax authorities, focusing on building strong and collaborative relationships. To ensure compliance, manage disputes and monitor changes in legislation.

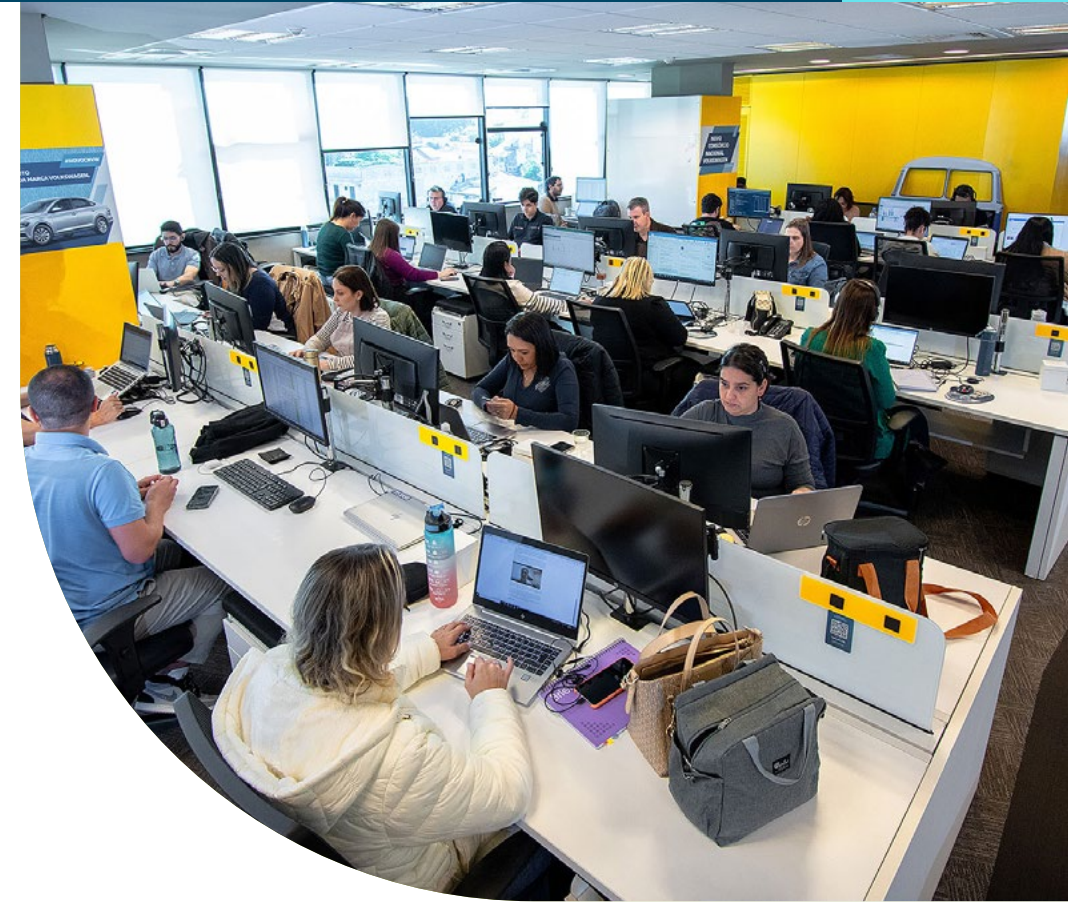
The company participates in debates on tax policy, has permanent dialogue with civil society and encourages tax transparency.

It also collaborates on adjustments to legislation, is a member of sector associations and encourages the education of decision-makers. Additionally, VWFS Brasil supports tax benefits aimed at sustainable investments.

To verify demands relating to tax issues, we use research, communication channels and specific meetings. This material is presented in sustainability reports, handled by reporting mechanisms and discussed in specialist consultations.

Financial statements provide detailed information on tax matters. The company applies rigorous validation in credit analyses and when issuing invoices. It also periodically renews clearance certificates.

When we identify tax issues in the press or in court, we conduct checks with customers. The provision of clearance certificates is a prerequisite for contracting suppliers.



Our goal is to maintain the integrity of the group's companies and prevent abusive tax planning practices, in line with internal policies. These documents, together with the audit reports and audited financial statements, demonstrate our solidity and reliability.

## Other committees

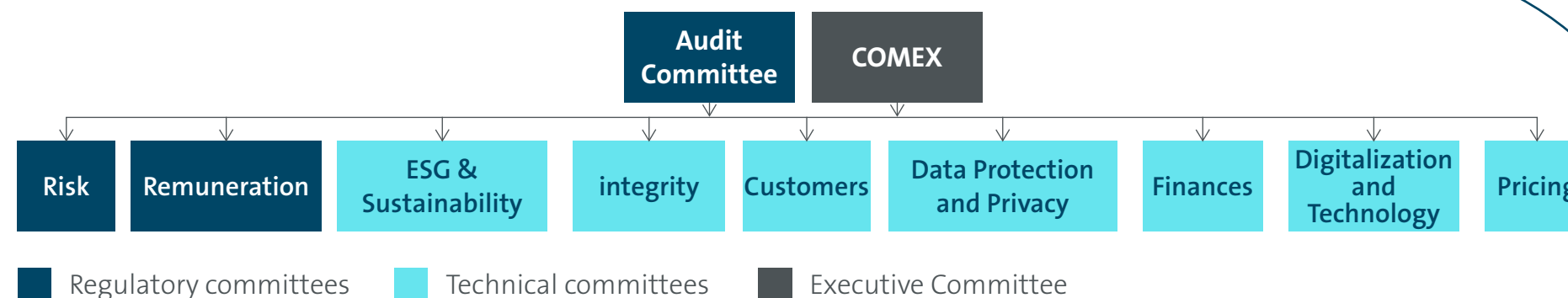
With autonomy over informative and deliberative agendas, the technical and regulatory committees support the senior management's decisions.

### REGULATORY

- The **Risk Committee** advises the Executive Board on risk appetite levels, risk and capital management policies, strategies and limits;
- The **Remuneration Committee** reviews and approves fixed and variable compensation programs at annual meetings;

### TECHNICIANS

- **ESG & Sustainability Committee:** oversees environmental, social and governance topics;
- **Integrity and Compliance Committee:** oversees social topics and the adoption of the principles of the Together4Integrity (T4I) program related to integrity and compliance;
- **Customer Committee:** addresses matters related to customer service, experience and satisfaction;
- **Data Protection and Privacy Committee:** decides on the procedures to be adopted in situations involving the topic;
- **Finance Committee:** responsible for evaluating Treasury results, risks and products.
- **Digitalization and Technology Committee:** evaluates the portfolio, analyzes and monitors new projects and sets priorities, and
- **Pricing Committee:** examines factors such as competitiveness, rates, and product timelines.



For more information about VWFS Brasil's governance, go to the [Investor relations](#) area on our corporate website.

# Ethics and Integrity

In 2024, VWFS Brasil advanced significant initiatives in the areas of compliance and integrity. One of them was the launch of a new [Code of Conduct](#), with clearer guidelines on respect, integrity and expected employee behaviors.



To promote awareness of ethical practices, we conduct workshops and various activities engaging leaders and teams.

By adopting a new digital tool, we modernized the evaluation of compliance with over 700 business-related standards. We also enhanced internal policies and processes to ensure greater alignment with compliance requirements.

New anti-money laundering monitoring systems have strengthened corporate governance and protected business integrity.

**More  
than 700**

business-related  
standards are  
monitored by a new  
digital tool



## Policy commitments GRI 2-23, 2-24

VWFS Brasil maintains policies that reinforce its commitment to responsible business conduct. These include the Code of Conduct and the Integrity, Compliance and Conflicts of Interest policies.

These guidelines guarantee due diligence, uphold human rights, and embrace the precautionary principle. They apply to all of the company's activities and business relationships.

Our policies prioritize employees, customers, suppliers, and local communities, as well as vulnerable groups such as children,

adolescents, indigenous peoples, ethnic and religious minorities, people with disabilities, women, and the LGBTQIAPN+ community.

Communication about these commitments takes place through different channels. Internally, through circulars and institutional videos. Externally, through social networks, on the institutional website and in the annual reports.

Commitments are also part of the organizational strategy. Operating procedures and impact assessments guarantee that activities are aligned with these principles.

All of these commitments are continuously monitored, are subject to due diligence processes and are disclosed transparently. At the moment, the company does not offer specific training to support their application.

Our commitments follow recognized international standards. **The company is aligned with the UN Global Compact**, the Sustainable Development Goals (SDGs) and International Labour Organization (ILO) Labor Standards

Our business relationships follow strict criteria. Partners are selected through contractual clauses, audits and periodic evaluations.



# Processes to remediate negative impacts

GRI 2-25, 2-26

VWFS Brasil is committed to repairing negative impacts its activities may cause. In 2024, we received 28 complaints, all of which were addressed with remedial measures.

To mitigate image risks, we use a Code of Conduct, training and institutional communications. As for regulatory risks, we comply with current standards with support from the Integrity and Audit Committees, reporting to the Central Bank.

We offer reporting channels through a hotline, via e-mail, and by means of an ombudsman's office, all monitored internally and by our head office. These channels operate in Portuguese and English, ensuring anonymity and confidentiality. In Brazil, they operate during business hours, while in Germany they are available around the clock.

We have strict policies in place to protect whistleblowers and employees who support investigations. Cases of violation may be reported to the Investigation Office. To protect whistleblower anonymity, we do not assess their satisfaction with the reporting process.

Our channels receive notifications about regulatory violations, legal transgressions and abusive practices attributed to Volkswagen AG or group companies. The Chief Compliance Officer may address issues related to human rights violations and environmental impacts. We engage stakeholders in the process and provide feedback on complaints through meetings.

To ensure greater reliability, we use external mechanisms such as an Ombudsman and

independent audits, in accordance with strict guidelines from the parent company. Any adjustments required by local regulations must be approved by central Compliance.

The disciplinary measures policy is led by HR, with support from the operational and strategic committees.

Our reporting channels via the **hot line, e-mail and the Ombudsman's office** ensure anonymity and confidentiality to users, in Portuguese and English

# Compliance with laws and regulations

GRI 2-27

The company establishes the relevance of non-compliance cases based on factors such as legal complexity, monetary value, and reputational risk.

In 2024, no cases considered significant were identified. During the reporting period, the organization did not record any non-monetary sanctions.

The total amount of fines applied due to non-compliance with laws and regulations was BRL 1,368,412.38. Part of this amount is being contested in good faith in judicial or extrajudicial spheres.

Communication and training about anti-corruption policies and procedures<sup>1, 2, 3</sup> | GRI 205-2

|                        | 2023   |         | 2024   |         |
|------------------------|--------|---------|--------|---------|
|                        | Number | %       | Number | %       |
| Statutory Board        | 4      | 100.00% | 4      | 100.00% |
| Employees <sup>4</sup> | 656    | 92.99%  | 743    | 92.64%  |
| Suppliers              | 72     | 100.00% | 449    | 100.00% |

**1.** The number of employees reported is based on that in effect in August 2024, while the number of suppliers is relative to September 2024.

**2.** 100 percent of the Executive Board, employees and suppliers were informed about anti-corruption policies and procedures. The organization did not communicate its anti-corruption policies to other individuals, groups or entities outside this scope.

**3.** Training in e-learning and onsite formats were considered.

**4.** Employee segregation is done by business area, not by employee category. The information presented is related to the consolidation of employees allocated in São Paulo – SP.



## MEMBERSHIP ASSOCIATIONS GRI 2-28

The main national and international associations and organizations in which VWFS Brasil participates are:

- Brazilian Federation of Banks (Febraban)
- National Association of Credit, Financing and Investment Institutions (Acrefi)
- Brazilian Association of Consortium Administrators (ABAC)
- UN Global Compact
- UN Women

# Internal Auditing FS9

Internal Auditing plays a vital role in creating, protecting, and sustaining value within the organization. Its role is to deliver independent assessments, insights, analyses, and forecasts aligned with risks and strategic objectives. These outputs support senior management, the Banco Volkswagen Audit Committee (Coaud), and managers across various departments.

This action strengthens key points of corporate governance. Among the advances promoted are:

- More effectiveness in achieving organizational objectives;
- Continuous improvement of governance, control and risk management processes;
- Qualified support for decision-making and executive supervision;
- Strengthening institutional credibility and the trust of stakeholders;
- Commitment to public interest and corporate responsibility.

In line with the standards of the National Monetary Council, the Central Bank of Brazil and the Federal Accounting Council, the Internal Audit function also follows the guidelines of VWFS



Overseas' Corporate Internal Audit. It also acts in accordance with the International Professional Practices Framework of the Institute of Internal Auditors (IIA).

To ensure relevance and effectiveness, the audited topics are defined based on continuous risk assessments. The team also closely monitors the progress of corrective action plans, submitting monthly reports on key updates to senior management and responsible leaders.

## Distinctions

VWFS Brasil aims to strengthen stakeholder confidence and be recognized as a benchmark for best practices in the financial sector. In 2024, this effort was recognized by several civil society organizations:



**Seal of the Brazil Pact for Corporate Integrity**, an initiative by the Comptroller General of the Union (CGU) that encourages companies to voluntarily assume a public commitment to integrity in all their operations.



**Justice Friendly Company Silver Seal**, granted by the Court of Justice of the State of São Paulo, which highlighted, for the sixth consecutive year, our work in financial education and dispute resolution through mediation and conciliation.



**Banking Self-Regulation Seal**, certification granted by the Brazilian Federation of Banks (Febraban) for the second time to the company for its commitment to ethical, transparent and responsible practices in its relationship with consumers, prevention of illegal acts and socio-environmental responsibility.



**Award from the Brazilian Association of Lawtechs and Legaltechs (AB2L)**, through the intensive use of automation and robotization in the operational activities of the legal department.



**Reclame Aqui Award:** 2<sup>nd</sup> place in: Auto Financing – Large Operations; Consortiums – Vehicle Manufacturers, and Vehicles by Subscription; 3<sup>rd</sup> place in Financing.

## Privacy

In this reporting cycle, we reviewed policies and processes related to privacy. The changes included communication initiatives aligned with the risks and needs of the Privacy Program, as well as process adjustments to involve the department from the outset of data processing.

We have reviewed all active personal data collection points to provide appropriate privacy notices and incorporated rules for data collection through third parties and public databases.

Other changes included the adoption of internal communication strategies to widely disseminate the reporting channel for personal data incidents (DPO), as well as the revision of the model for periodic reporting of privacy indicators to senior management.

# ESG and sustainability

GRI 2-17

In 2024, VWFS Brasil reaffirmed its commitment to ESG and sustainability. Check out the highlights of the year:

## DECARBONIZATION

- We were recognized for the second consecutive year with the **GHG Protocol Gold Seal for Scopes 1 and 2** and we continue to monitor scope 3, in the categories of financial emissions and business travel.
- We introduced electric and hybrid vehicles into our internal fleet, reducing our use of gasoline by more than 50 percent and **we increased ethanol consumption by more than 50 percent**. These changes resulted in a 70 percent decrease in emissions from the domestic fleet, compared to the 2021 base year.
- We entered the free energy market and now **we use renewable sources, such as wind and hydroelectric, in 100 percent of our operations**.
- Through actions such as the ethanol bonus and the Blue Friday event, **we encourage the reduction of emissions associated with the use of our products and services**, promoting sustainability together with our partners and customers.



## TRAINING AND PARTNERSHIPS

- We conducted a **mandatory training in ESG** for all employees.
- We signed a **partnership with UN Women**, an entity dedicated to combating gender discrimination and promoting equal rights.
- We continued the project for **pro bono legal consultancy for the NGO Gerando Falcões**, which develops educational, cultural and income-generating projects in vulnerable communities.
- We partnered with the company Gerenciamento de Resíduos Industriais (GRI) to centralize waste management and installed a **selective collection facility within the company**.

## DIVERSITY, EQUITY AND SOCIAL INCLUSION

- We created the **quota of women in leadership for executive positions**
- We launched the **Policy on Inclusion and Non-Discrimination**.
- We extended the **childcare benefit to men**.
- We ensured the **equalization of bonuses between men and women**, even during periods of parental leave.
- We provide exclusive training for directors, C-levels and executive management on **gender equity**.
- We created the **Mobilizar corporate social responsibility program**, to integrate social actions into the VW Foundation.
- We launched the **Professional of the future** initiative, in partnership with a local organization in the Jabaquara territory, training 30 employees as mentors for young people in situations of social vulnerability.



We reinforced  
our **commitment**  
**to being the best**  
**company for**  
**women to develop**  
their careers



# People

## IN THIS CHAPTER

Progress in the Workplace

Our Employees

Health, Safety and Well-being

Stakeholder Relations

# Progress in the **Workplace**

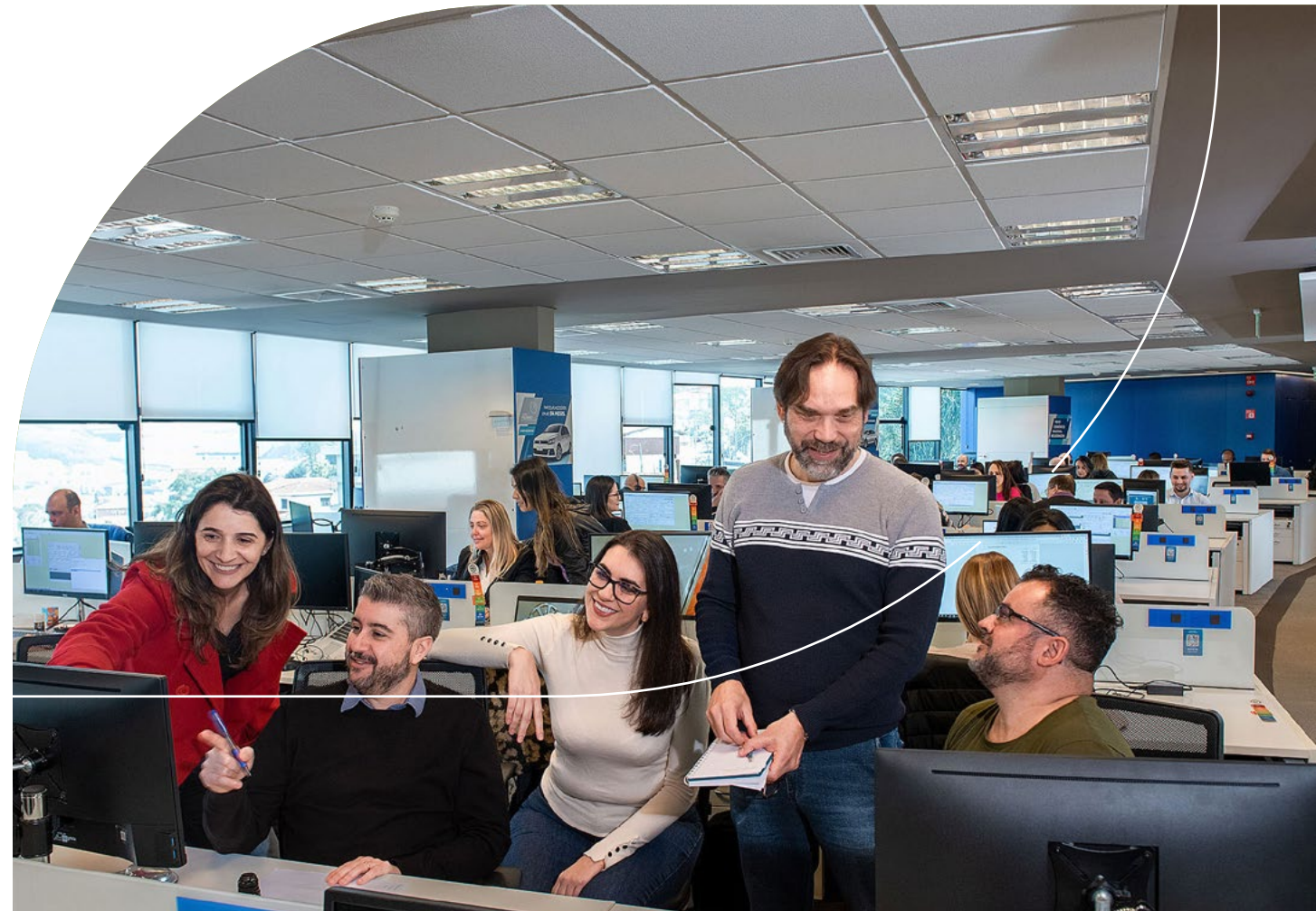
In 2024, VWFS Brasil continued its efforts to promote social inclusion, diversity, and well-being in the workplace.

We have once again been certified as a Great Place to Work, earning two significant recognitions by ranking among the top 175 companies to work for in Brazil and within the Financial Institutions sector.

These recognitions reflect employees' pride in being part of an organization that values them and offers opportunities for growth.

We have redesigned the “Work with us” page to provide access to our new application platform – Hello Success, which features opportunities not only in VWFS Brasil, but also in the entire VW Group.

For the third consecutive year, the company ranked among the top ten in the Employer Brand ranking by Randstad Consulting, one of the world's leading recruitment and selection firms.





## Equity and diversity

We extended paternity leave to 60 days, which reinforces gender equality in family support for early childhood. The company also started paying full Profit Sharing (PS) to mothers and fathers on parental leave.

We reinforce the promotion of diversity through the Representa 2.0 program, whose internship positions are preferably intended for Black women or women from minority groups.

We also made a public commitment related to the federal government's Gender and Race Equity Program. Its objective is to promote gender and racial equity practices in the organizational culture of medium and large companies, with a focus on the areas of management and human resources.

The program has been running since 2005 and is now in its seventh edition. It is coordinated by the Ministry of Women, in partnership with the Ministries of Racial Equality and Labor and Employment, UN Women and the International Labor Organization (ILO).

# Training and development

GRI 404-3

We Lead, our leadership training program, emphasized the principles of courage, confidence, and customer focus. The leaders held meetings with their teams to reinforce the learning of these corporate skills.

We consolidated the use of the SuccessFactors digital system, adopted by the VW Group in 2023 to support employees in managing their entire journey at VWFS Brasil in an integrated way.

SuccessFactors also brought improvements to performance evaluations, which cover 100 percent of the employees.

Another advance in people management was the expansion of the career into two new

levels: consultant II and specialist, equivalent to coordinator II and manager, respectively.

Hybrid work remains part of the team's routine, with benefits such as greater time control, increased productivity, and reduced travel and emissions.

Also worthy of note is the reinforcement of actions to reach out to employees' families and encourage relationships between people outside the workplace.

In August, we created an exclusive call center for Volkswagen Group employees. The Torq channel was also made available to employees and their families, providing automated services and live chat support.



**Hybrid work** values efficiency, brings ease to daily routines and helps reduce emissions

Average hours of training per year per employee | GRI 404-1

By employee category

|                          | 2023  | 2024  |
|--------------------------|-------|-------|
| Executive Committee      | 81.0  | 162.5 |
| Executive managers       | 39.0  | 37.0  |
| Senior managers          | 21.0  | 100.0 |
| Managers                 | 68.0  | 37.5  |
| Coordinators             | 101.0 | 24.2  |
| Professionals            | 60.0  | 52.5  |
| Consultants              | 51.0  | 36.0  |
| Apprentices <sup>2</sup> | 471.0 | 6.0   |
| Interns                  | 94.0  | 39.0  |

**1.** We saw significant growth as the company expanded and centralized training data for Information Security, the ESG platform, and the Sales team.

**2.** Our apprentices are managed and trained by an external partner.

By gender

|              | 2023            |                  |                           | 2024            |                   |                                        |
|--------------|-----------------|------------------|---------------------------|-----------------|-------------------|----------------------------------------|
|              | Total headcount | Hour of training | Average hours of training | Total headcount | Hours of training | Average hours of training <sup>1</sup> |
| Men          | 347             | 25,288           | 72.87                     | 324             | 25,298            | 78.08                                  |
| Women        | 309             | 16,431           | 53.17                     | 309             | 27,104            | 87.72                                  |
| <b>Total</b> | <b>656</b>      | <b>41,719</b>    | <b>63.59</b>              | <b>633</b>      | <b>52,402</b>     | <b>82.78</b>                           |



# Skill improvement GRI 404-2, 410-1

We encourage the development of our employees through internal training. The areas covered include operations, compliance and ethics, diversity and inclusion, workplace safety, project management, technology, leadership, data protection, communications, and human rights.

In this reporting cycle, 100 percent of the security personnel were trained in human rights policies or procedures.

To expand learning opportunities, the company offers financial support for external courses. Employees can choose languages, free training, programs in partnership with educational institutions and training on specialized platforms.

Those who leave the company have access to specific assistance. In the case of retirement, those with more than eight years of service receive a bonus of 150 percent of their salary, as long as they inform the decision within 90 days after approval.



## **BENEFITS** GRI 401-2

VWFS Brasil offers benefits exclusively for full-time employees. These include life insurance, health and dental insurance and assistance in cases of disability and permanent incapacity.

We also adopt policies that favor maternity and paternity leave. Additionally, employees have access to private pensions, childcare assistance, meal benefits, incentives like mobility cards, cost-of-living allowances, and vehicle rental subsidies.

## More accessibility FS14

Initiatives to improve access to financial services for people with disabilities seek to remove barriers and ensure inclusion. The main actions we adopt are:

Telephone service dedicated to customers with hearing impairments;

Offering of virtual assistance via WhatsApp, with a writing-based interface and easy-to-navigate menu, and

Preparation of the annual report in a universally accessible design, tailored to the needs of people with disabilities.

The services provided by VWFS Brasil have accessibility features for people with disabilities.

Other actions to make facilities and services more accessible are being evaluated internally, to provide even more comprehensive service to people in vulnerable situations or with specific needs.



**ONE OF THE BEST  
PLACES TO WORK**

In 2024, VWFS Brasil was recognized by GPTW as the fifth-best financial institution to work for among medium-sized companies in São Paulo, and the 24th-best company to work for in Brazil among medium-sized multinational corporations.

The survey covers 5,000 companies from different sectors of the economy and reflects employees' views on the work environment.

Our strong ranking demonstrates that the team takes pride in working at the company and has confidence in its management. Employees surveyed expressed satisfaction with their compensation and career opportunities.

Our survey participation rate was 93 percent, underscoring the reliability of the results. Participants are satisfied and the workspace is considered safe. The company is also recognized for its efforts to value diversity and inclusion.

# Our Employees

VWFS Brasil is aware of the fact that its employees are the driving force behind innovation and sustainable growth. Our priority is to create an inclusive, transparent, and engaging work environment with ample opportunities for professional growth.

## Employees and workers who are not employees GRI 2-7, 2-8

At the end of 2024, VWFS Brasil had 781 employees with permanent contracts, of whom 397 were men and 384 were women, spread across several locations in Brazil. The company also had the support of 25 interns.

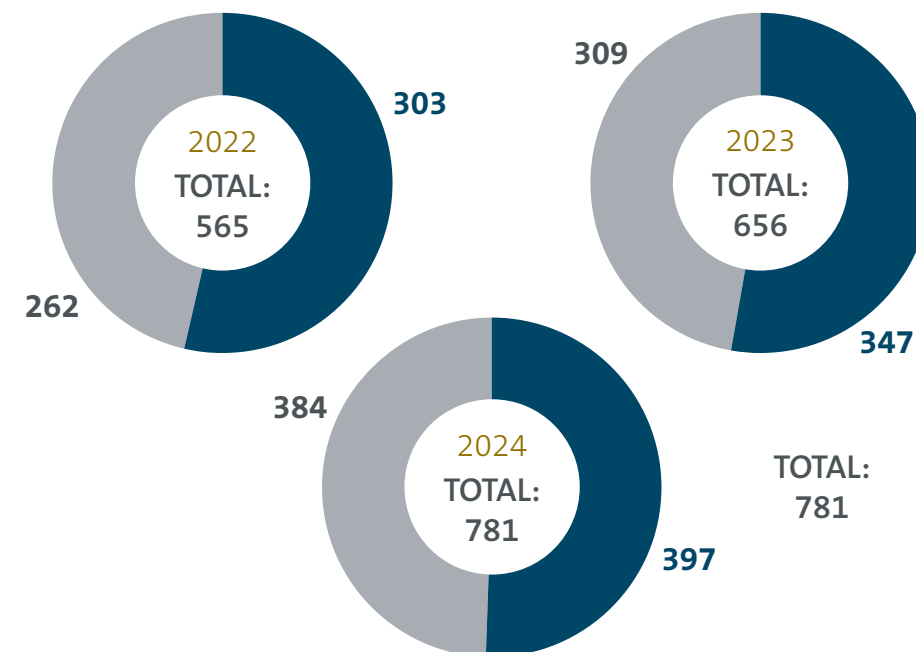
## Collective bargaining agreements GRI 2-30

During the year, 96.8 percent of the employees were covered by collective bargaining agreements, which covered 756 of the total 781 employees.

For positions of trust (consultant, coordinator, manager, senior manager, executive manager, and members of the Executive Committee), salary adjustments based on the reference date are non-linear, with the percentage approved by the head office in Germany.

1. All VWFS Brasil employees are hired on a full-time, indefinite-term basis.
2. The data reported were consolidated through a direct count of the staff at the end of the reporting period (December 2024), using the SAP HRP system. This data excludes values for administrative assistants and interns.
3. During the reporting period, there were significant hires in the Multichannel area due to the expansion of sales operations.

### Employees by type of contract and gender<sup>1, 2, 3</sup> | GRI 2-7



■ Men  
■ Women

Diversity of governance bodies and employees<sup>1</sup> | GRI 405-1

| Members of the<br>Executive Committee | 2022   |        | 2023   |        | 2024   |        |
|---------------------------------------|--------|--------|--------|--------|--------|--------|
|                                       | Number | %      | Number | %      | Number | %      |
| <b>By gender</b>                      |        |        |        |        |        |        |
| Men                                   | 8      | 88.89% | 6      | 85.71% | 4      | 80.00% |
| Women                                 | 1      | 11.11% | 1      | 14.29% | 1      | 20.00% |
| <b>By age group<sup>2</sup></b>       |        |        |        |        |        |        |
| Aged fewer than 30 years              | N/I    | N/I    | 0      | -      | 0      | -      |
| Aged 30 to 50 years                   | N/I    | N/I    | 5      | 71.43% | 4      | 80.00% |
| Aged more than 50 years               | N/I    | N/I    | 2      | 28.57% | 1      | 20.00% |

1. No members of the organization's governance bodies are individuals from minority and/or vulnerable groups.

2. Unidentified data (N/I) in 2022 due to lack of access to this information.



| By gender                                     | 2023   |        | 2024   |        |
|-----------------------------------------------|--------|--------|--------|--------|
|                                               | Number | %      | Number | %      |
| <b>Executive Committee</b>                    |        |        |        |        |
| Men                                           | 6      | 85.71% | 4      | 80.00% |
| Women                                         | 1      | 14.29% | 1      | 20.00% |
| <b>Professionals</b>                          |        |        |        |        |
| Men                                           | 280    | 50.91% | 325    | 49.32% |
| Women                                         | 270    | 49.09% | 334    | 50.68% |
| <b>Consultants</b>                            |        |        |        |        |
| Men                                           | 18     | 75%    | 17     | 65.38% |
| Women                                         | 6      | 25%    | 9      | 34.62% |
| <b>Executive managers and senior managers</b> |        |        |        |        |
| Men                                           | 12     | 54%    | 14     | 56.00% |
| Women                                         | 10     | 46%    | 11     | 44.00% |
| <b>Coordinators and managers</b>              |        |        |        |        |
| Men                                           | 31     | 58.49% | 37     | 56.06% |
| Women                                         | 22     | 41.51% | 29     | 43.94% |
| <b>TOTAL</b>                                  |        |        |        |        |
| Men                                           | 349    | 53.20% | 397    | 50.83% |
| Women                                         | 307    | 46.80% | 384    | 49.27% |

By age group

2023

2024

Number

%

Number

%

**Executives**

|                          |   |        |   |        |
|--------------------------|---|--------|---|--------|
| Aged fewer than 30 years | 0 | -      | 0 | -      |
| Aged 30 to 50 years      | 4 | 57.14% | 4 | 80.00% |
| Aged more than 50 years  | 3 | 42.86% | 1 | 20.00% |

**Professionals**

|                          |     |        |     |        |
|--------------------------|-----|--------|-----|--------|
| Aged fewer than 30 years | 54  | 9.82%  | 68  | 10.32% |
| Aged 30 to 50 years      | 409 | 74.36% | 498 | 75.57% |
| Aged more than 50 years  | 87  | 15.82% | 93  | 14.11% |

**Consultants**

|                          |    |        |    |        |
|--------------------------|----|--------|----|--------|
| Aged fewer than 30 years | 1  | 4.17%  | 2  | 7.69%  |
| Aged 30 to 50 years      | 21 | 87.50% | 20 | 76.92% |
| Aged more than 50 years  | 2  | 8.33%  | 4  | 15.38% |

By age group

2023

2024

Number

%

Number

%

**Executive managers and senior managers**

|                          |    |        |    |        |
|--------------------------|----|--------|----|--------|
| Aged fewer than 30 years | 0  | -      | 0  | -      |
| Aged 30 to 50 years      | 18 | 81.82% | 20 | 80.00% |
| Aged more than 50 years  | 4  | 18.18% | 5  | 20.00% |

**Coordinators and managers**

|                          |    |        |    |        |
|--------------------------|----|--------|----|--------|
| Aged fewer than 30 years | 0  | -      | 1  | 1.52%  |
| Aged 30 to 50 years      | 42 | 79.25% | 53 | 80.30% |
| Aged more than 50 years  | 11 | 20.75% | 12 | 18.18% |

**TOTAL**

|                          |     |        |     |        |
|--------------------------|-----|--------|-----|--------|
| Aged fewer than 30 years | 55  | 8.38%  | 71  | 9.09%  |
| Aged 30 to 50 years      | 494 | 75.30% | 595 | 76.18% |
| Aged more than 50 years  | 107 | 16.31% | 115 | 14.72% |

Diversity of governance bodies and employees<sup>1,2</sup> | GRI 405-1

| By minority groups                     | 2023      |               | 2024       |               |
|----------------------------------------|-----------|---------------|------------|---------------|
|                                        | Number    | %             | Number     | %             |
| <b>Blacks</b>                          |           |               |            |               |
| Executives                             | 0         | -             | 0          | -             |
| Professionals                          | 72        | 13.09%        | 106        | 19.27%        |
| Consultants                            | 0         | -             | 2          | 8.33%         |
| Coordinators/managers                  | 2         | 3.77%         | 5          | 9.43%         |
| Executive managers and senior managers | 0         | -             | 0          | -             |
| <b>Total</b>                           | <b>74</b> | <b>11.28%</b> | <b>113</b> | <b>17.23%</b> |

| By minority groups                     | 2023      |              | 2024      |              |
|----------------------------------------|-----------|--------------|-----------|--------------|
|                                        | Number    | %            | Number    | %            |
| <b>People with disabilities</b>        |           |              |           |              |
| Executives                             | 0         | -            | 0         | -            |
| Professionals                          | 27        | 4.91%        | 16        | 2.91%        |
| Consultants                            | 0         | -            | 0         | -            |
| Coordinators/managers                  | 0         | -            | 0         | -            |
| Executive managers and senior managers | 0         | -            | 0         | -            |
| <b>Total</b>                           | <b>27</b> | <b>4.12%</b> | <b>16</b> | <b>2.44%</b> |

1. No members of the organization's governance bodies are individuals from minority and/or vulnerable groups.

2. Unidentified data (N/I) in 2022 due to lack of access to this information.

Paternal leave | GRI 401-3

|                                                                                                                               | 2022 | 2023 | 2024 |
|-------------------------------------------------------------------------------------------------------------------------------|------|------|------|
| <b>Number of employees</b>                                                                                                    |      |      |      |
| Men                                                                                                                           | 262  | 347  | 397  |
| Women                                                                                                                         | 303  | 309  | 384  |
| <b>Employees who took maternity/paternity whose leave ends in the current year</b>                                            |      |      |      |
| Men (start in current year, end in current year: A)                                                                           | 2    | 0    | 3    |
| Women (start in current year, end in current year: B)                                                                         | 5    | 6    | 4    |
| Men (start in previous year, end in current year: C)                                                                          | 0    | 0    | 0    |
| Women (start in previous year, end in current year: D)                                                                        | 9    | 7    | 1    |
| <b>Employees who took maternity/paternity leaves starting in the current year, and whose leave ends in the following year</b> |      |      |      |
| Men (start in current year, end in following year: E)                                                                         | 0    | 0    | 0    |
| Women (start in current year, end in following year: F)                                                                       | 7    | 2    | 6    |

|                                                                                                                      | 2022 | 2023 | 2024 |
|----------------------------------------------------------------------------------------------------------------------|------|------|------|
| <b>Employees who took maternity/paternity leave in the current year</b>                                              |      |      |      |
| Men (A+E)                                                                                                            | 2    | 0    | 3    |
| Women (B+F)                                                                                                          | 12   | 8    | 10   |
| <b>Employees expected to return in the current year</b>                                                              |      |      |      |
| Men (A+C)                                                                                                            | 2    | 0    | 3    |
| Women (B+D)                                                                                                          | 14   | 13   | 5    |
| <b>Employees who returned to work, in the reporting period, after the end of the maternity/paternity leave</b>       |      |      |      |
| Men (current year: G) (maximum value = A + C)                                                                        | 2    | 0    | 3    |
| Women (current year: H) (maximum value = B + D)                                                                      | 5    | 13   | 5    |
| <b>Employees who DID NOT return to work, in the reporting period, after the end of the maternity/paternity leave</b> |      |      |      |
| Men ((A+C)-G)                                                                                                        | 0    | 0    | 0    |
| Women ((B+D)-H)                                                                                                      | 9    | 0    | 0    |

|                                                                                                                                              | 2022 | 2023 | 2024 |
|----------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|
| <b>Employees who returned to work after the end of the maternity/paternity leave in the previous year</b>                                    |      |      |      |
| Men (previous year: I)                                                                                                                       | ND   | 11   | 4    |
| Women (previous year: J)                                                                                                                     | ND   | 4    | 10   |
| <b>Employees who who returned to work after the maternity/paternity leave and continued to be employed 12 months after returning to work</b> |      |      |      |
| Men (L) (maximum value = I)                                                                                                                  | 9    | 11   | 3    |
| Women (M) (maximum value = J)                                                                                                                | 9    | 14   | 10   |
| <b>Rate of return</b>                                                                                                                        |      |      |      |
| Men (G/(A+C))                                                                                                                                | 100% | NA   | 100% |
| Women (H/(B+D))                                                                                                                              | 36%  | 100% | 100% |
| <b>Rate of retention</b>                                                                                                                     |      |      |      |
| Men (L/I)                                                                                                                                    | 100% | 100% | 75%  |
| Women (M/J)                                                                                                                                  | 100% | 100% | 100% |

**ND:** not available

**NA:** Not applicable

# Health, **safety** and well-being

GRI 403-1, 403-2, 403-8

VWFS Brasil has a comprehensive Occupational Health and Safety (OHS) management system that applies to all employees—whether full-time, part-time, or outsourced—across all activities and operational sites.

We are also implementing the biopsychosocial model of health and disability, an approach that considers the individual from a broader perspective.

We comply with legal requirements, including labor laws, International Labour Organization (ILO) conventions, civil and criminal codes, collective agreements and conventions, sectoral regulations, licensing requirements, and Regulatory Standards (NRs), as well as guidelines from the Public Ministry of Labor (MPT).

The system undergoes regular internal audits and external certifications to ensure full compliance and civil and criminal liability.



## Evaluation of risks e investigation of incidents

We employ both routine and non-routine processes to identify and assess hazards and risks in the workplace and in the activities performed by employees and other workers.

These processes include safety inspections, accident and incident analyses, ergonomic and physical risk assessments, and emergency drills.

Senior management actively participates in strategic decisions and in promoting a safety

culture. We use the results of the evaluations to continuously improve the system.

Workers can report hazardous situations via e-mail, through the CIPA, or by direct contact with leadership. All employees may remove themselves from work situations that present a risk to health and safety. Our Code of Ethics ensures that they will not be punished or persecuted because of these reports.

## Services available GRI 403-3

The company offers a range of services related to OSH:



Flu  
vaccination



Periodic medical  
examinations



Accident  
prevention  
programs



Continuous  
monitoring of  
workers' health



Awareness campaigns:

**White January:** mental health awareness

**Yellow September:** suicide prevention movement

**Pink October:** fight against breast cancer

**Blue November:** men's health awareness, with a focus on prostate cancer

**Red December:** prevention of HIV/AIDS and other sexually transmitted diseases



Management of  
medical certificates  
and leaves



Ergonomics  
education



Administration  
of PPEs



The professionals responsible for the services have certifications (ISO 45001, CRM, CREA) and specialized training in occupational medicine or safety engineering.

We use multiple channels to share information and ensure access to services, including workshops, training sessions, educational campaigns, e-mails, the intranet and apps.

## Worker participation GRI 403-4

VWFS Brasil encourages active participation of workers in OSH management, through internal representatives and the Internal Accident Prevention Committee (CIPA).

We conduct periodic consultations (occupational surveys and examinations) to involve workers in risk assessments, incident investigations and audits.

Our committees, made up of employers and employees, meet monthly to:

- Identify and monitor hazards and risks in work environments;
- Propose and adopt measures to prevent accidents and occupational diseases;
- Investigate incidents and analyze their causes;
- Participate in the planning and execution of the Environmental Risk Prevention Program (PPRA);
- Recommend the suspension of activities in areas of imminent risk;

- Promote awareness-raising, training and education on health and safety;
- Conduct periodic inspections and contribute to the formulation of the Accident Prevention Action Plan (PAPA);
- Represent workers in matters related to occupational health and safety;
- Disseminate information on rights and duties in the area of occupational health.

All workers, including outsourced workers, have access to occupational health services. Outsourced workers have access to emergency care, and their occupational health certificate (ASO) is reviewed annually.

## Worker training on occupational health and safety GRI 403-5

VWFS Brasil offers various occupational health and safety training courses for its employees, covering essential topics for risk prevention and protection in the workplace.

The training covers:

- Onboarding for new employees;
- Firefighting and emergency control;
- Ergonomics and prevention of occupational diseases;
- First aid;
- Correct use of personal protective equipment (PPE);
- Machinery and equipment safety;
- Moving loads and preventing falling objects.

Our full-time employees receive training regularly. For third parties, care is provided in urgent and emergency situations. Additionally, their occupational health certificates are evaluated annually to ensure compliance with occupational health and safety standards.



**Zero**

was the number of mandatory reporting accidents, serious accidents and fatalities

## Work-related injuries and occupational diseases

GRI 403-9, 403-10

VWFS Brasil adopts several preventive measures to ensure a safe working environment. In 2024, our employees recorded 23.52 million hours worked, while the outsourced workers 10.38 million. There were no accidents requiring mandatory reporting, nor serious accidents or fatalities.

The company identifies and classifies risks through inspections, interviews, document reviews, and material analyses. Based on these surveys, it implements control measures and maintains continuous risk communication.

To reduce and eliminate hazards, we replace equipment, adjust processes, apply administrative controls and provide PPE.

We also did not record any cases of occupational illnesses among employees and third parties that were mandatory to report. However, the company has identified repetitive strain injuries (RSI), work-related musculoskeletal disorders (WMSDs), occupational stress, neuropsychological disorders, and mental health issues as occupational disease risks.

To mitigate these risks, the company follows the Regulatory Standards (NRs) of the Ministry of Labor and Employment (MTE) and the recommendations of the International Labour Organization (ILO), adopting premises of prevention and shared responsibility.

Work-related injuries | GRI 403-9

|                                                                                   | 2023       |                                               | 2024       |                                               |
|-----------------------------------------------------------------------------------|------------|-----------------------------------------------|------------|-----------------------------------------------|
|                                                                                   | Employees  | Workers who are not employees (third parties) | Employees  | Workers who are not employees (third parties) |
| Number of hours worked                                                            | 23,520,000 | 10,380,000                                    | 23,520,000 | 10,380,000                                    |
| Base of the number of hours worked (200,000 or 1,000,000)                         | 200,000    | 200,000                                       | 200,000    | 200,000                                       |
| Number of fatalities resulting from task-related injuries                         | 0          | 0                                             | 0          | 0                                             |
| Index of fatalities resulting from work-related injuries                          | 0          | 0                                             | 0          | 0                                             |
| Number of work-related injuries with serious consequences (except for fatalities) | 0          | 0                                             | 0          | 0                                             |
| Index of work-related injuries with serious consequences (except for fatalities)  | 0          | 0                                             | 0          | 0                                             |
| Number of work-related injuries of mandatory reporting (including fatalities)     | 1          | 0                                             | 0          | 0                                             |
| Index of work-related injuries of mandatory reporting (including fatalities)      | 0.01       | 0                                             | 0          | 0                                             |





## Benefits the company offers

include complementary health plans, reimbursement of medical expenses, and educational initiatives

## Measures and mitigation of impacts GRI 403-7

We take preventive measures to minimize health and safety risks, including operations over which we do not have direct control.

To accomplish this, we identify and assess hazards and risks in diverse settings such as remote work, field tasks, outdoor locations, customer and supplier sites, business travel, and outsourced operations.

The main risks include falls, musculoskeletal injuries, vehicle accidents, falling objects, exposure to chemical and biological substances, burns, electric shock, trauma, and fire and explosions, among others.

Impact prevention and mitigation is based on essential standards (NR 07, NR 09, NR 17 and NR 32) to ensure the consistent application of OSH policies.

We use standardized checklists and specialized occupational health and safety (OHS) software to enhance process control and continuously improve the system.

## Promotion of worker health GRI 403-6

The company ensures the confidentiality of workers' health information. To promote health and well-being, we offer benefits to full-time employees, interns and apprentices, some extended to family members. Its use during working hours facilitates access and encourages adherence. The main ones are:

- Complementary health insurance;
- On-site medical clinics;
- Quality of life programs and flexible hours;
- Medical expense reimbursement;
- Educational actions on health.

Service communication is carried out through workshops, training sessions, campaigns, e-mails, the intranet, and health and safety committees.

# Stakeholder Relations

GRI 2-29

Maintaining open and transparent relationships with partners, consumers, customers, shareholders, and investors is a fundamental aspect of VWFS Brasil's business strategy.

We are attentive to identify impacts, understand expectations, resolve conflicts constructively and, above all, build lasting relationships. To achieve this, we use diverse channels, establishing specific goals for each audience.

In our relationships with customers and consumers, we prioritize satisfaction and loyalty. With dealerships and other business partners, we strive to build healthy and profitable relationships that ensure efficient service and meet customer needs.

In 2024, we adopted several initiatives to simplify the customer journey, including reducing documentary requirements for accessing

credit. We also adjusted the pricing and delivery model scoring to offer lower interest rates and expand access to mobility solutions for underserved populations.

The Torq platform continues to grow and, in 2024, reached 8 percent of the total volume of services, a growth of 67 percent compared to the previous year.

To enhance our customers' journey within the brand ecosystem, we strengthened integration with VW Group brands and partner dealerships—through platforms such as websites, “Meu VW” (My VW), “Saiba Mais” (Find Out More), and DMS systems—offering services and even enabling the online purchase of Scheduled Maintenance and Extended Warranty.



79%

of after-sales services  
are provided by the Torq  
digital solution

We provided partners (dealerships and retailers) with greater agility in the financing origination and formalization processes through the CDC Evolution Project, in addition to implementing a new commissioning model for Audi.

We run campaigns to strengthen customer loyalty, such as offering a free first scheduled maintenance or providing ethanol refueling credits for customers who take out financing.

Additionally, we have expanded the range of maintenance packages from three to up to six scheduled maintenances. We also launched the “VW Protege” and “CarBank AutoReparo” assistance services, which cover minor everyday accidents involving glass, tires, dents and scratches on the bodywork.

In the mobility segment, VWFS Brasil has established itself as one of the main vehicle finance providers for large rental companies.

In 2024, Consórcio Nacional Volkswagen, with Embracon (CNVW), reached the milestone of more than BRL 3.6 billion in credits sold. This growth was driven by the diversification of channels, the launch of the Essential Consortium, and marketing campaigns.

In 2024, Consórcio Nacional Volkswagen, with Embracon, reached **BRL 3.6 B** in credits sold



## SATISFACTION SURVEYS

Another initiative to strengthen stakeholder relations is the implementation of satisfaction surveys. The Customer Satisfaction Index (CSI) survey is applied at the beginning, during and at the end of the contract, with results monitored by management systems.

Additionally, the Close the Loop initiative analyzes and responds to feedback, actively addressing negative cases.

We launched a **mobility calculator** which allows the customer to compare subscription and financing

Our VW Sign & Drive subscription program stood out for its flexibility and practicality, offering services such as maintenance, insurance and documentation already included in the monthly fee, all hassle-free.

To help customers find the best solution for their current life situation, we have launched a mobility calculator that allows them to compare subscriptions and financing.

In October, we launched the "Rota VWFS" incentive campaign to reward Volkswagen dealerships with the best sales performances for our main products and services.

We also conducted actions to support partner dealerships, especially after the environmental disaster in Rio Grande do Sul. Other initiatives distributed throughout the year targeted Sales teams.

## EXTERNAL COMMUNICATIONS

VWFS Brasil's external communication strategy, managed by a specialized consulting firm, aimed to highlight the organization through story suggestions for journalists, interviews, articles and participation in events within the automotive sector, among others.

In 2024, we created a "Corporate Agenda" on LinkedIn, to publicize the company's position on this professional social network on relevant topics. We also held networking meetings, such as luncheons with journalists to discuss female leadership.

In addition, we operated through the Volkswagen Group Foundation (FGVW), which supports education and community development initiatives using resources from a fund established by Volkswagen.

Consórcio Nacional Volkswagen with Embracon (CNVW) reached the milestone of more than BRL 5 billion in credits sold since the beginning of the partnership, in 2022, being the administrator that grew the most in terms of volume of quotas.

# Strategy and Future Vision

## IN THIS CHAPTER

Moving toward decarbonization

Investments and capital allocation

Innovation and technology

Risks and opportunities

# Moving toward decarbonization

VWFS Brasil has been consistently advancing on its mobility towards decarbonization journey. Our goal is to neutralize emissions by 2030. We go beyond internal actions, also seeking to engage customers and partners.

In 2024, we increased ethanol use by 50 percent and reduced scope 1 and 2 GHG emissions by 70 percent compared to the 2021 base year. All electricity consumed in activities now comes from renewable sources, such as wind and hydroelectric power.

In 2024, we increased  
ethanol use by 50 percent  
and slashed scope 1 and 2  
GHG **emissions by 70 percent**

For the second consecutive year, we received the GHG Protocol Gold Seal for scopes 1 and 2 (direct and indirect emissions), recognizing the company's strong commitment to sustainability in its operations.

We aim to engage customers in initiatives such as ethanol vouchers for flex-fuel vehicles and the Green Friday campaign, both designed to reduce Scope 3 emissions across the value chain.

The company recognizes the impacts of climate change on its business and those of its customers. To mitigate these challenges, it reinforces credit analyses with ESG criteria to ensure that operations are resilient and contribute to a more sustainable future.



# Investments and capital allocation

We have adopted an investment strategy focused on strengthening financial resilience and developing solutions tailored to the demands of the Brazilian market.

Following is a summary of the year's main initiatives.



## RAISING OF FUNDS

We conducted relevant operations in the capital market, ensuring liquidity and competitiveness. A key highlight is Banco Volkswagen's 13<sup>th</sup> issuance of financial notes, part of a series featuring short- and medium-term maturities with attractive returns for investors.

LM Soluções de Mobilidade, consolidated as a recurring issuer in the capital market, undertook two debenture issues and its first commercial paper issue. The diversification of products offered to investors enabled the raising of BRL 3.15 billion.

These efforts guaranteed the continuation of strategic projects, including the growth of the hybrid and electric vehicle fleet and the expansion of mobility solutions.

## Renewable energy

Investments prioritized green initiatives. By entering the free market, all energy used in operations now comes from renewable sources, reinforcing the company's commitment to sustainability while reducing long-term operating costs.

## Mobility platform

We increased investments in the VW Sign & Drive program and initiatives like Consórcio Nacional Volkswagen with Embracon, both of which promote sustainable mobility. The growth of subscription solutions helps to serve consumers looking for more flexible models. We also paid special attention to financing hybrid and electric vehicles.

## Focus on financial efficiency

The company has adopted innovative practices in liability management and pricing, including the use of interest rate and currency swaps to mitigate the impact of fluctuations in debt transaction indexes. This approach ensured not only greater predictability in financing costs, but also competitiveness in offers to end customers.

## Perspectives

VWFS Brasil is committed to a long-term strategy that combines profitability and socio-environmental responsibility. In the coming years, the goal is to expand strategic partnerships in the capital market, increase involvement in green projects, and solidify the company's position as a leader in sustainable mobility solutions in Brazil.



## Consumer finance and Data security

FN-CF-230a.3

In 2024, information security was one of the central focuses of the company's investments. We allocated around BRL 21 million to actions covering governance, development and infrastructure in the area.



**BRL 21 M**

were invested in  
governance, development  
and infrastructure

We readjusted our financial planning and doubled our investments in information security for the next five years. During the reporting period, the company did not incur any monetary losses from lawsuits related to customer privacy.

VWFS Brasil adopts rigorous information security standards based on well-known frameworks such as ISO 27001, ISO 27002, NIST, and COBIT 5. We protect not only internal data, but also data we collect and process using advanced technologies, following the principles of confidentiality, integrity, availability and authenticity.

The company fully complies with Central Bank Resolution No. 4,893/2021 and with the General Personal Data Protection Law (LGPD). Our parent policy guides the actions taken. The commitment to accountability and transparency guidelines is available on the corporate website.

To prevent leaks, we use authentication, encryption, intrusion detection and logical access controls. We invest in secure management and development systems, implementing every measure to ensure maximum data protection.

Through the IT Standards Self Assessment, we evaluate the maturity of controls. The results, validated by the head office team, generated action plans that were monitored bimonthly.



## MASTER SECURITY PLAN

While there have been no serious incidents, we anticipate challenges from cybercrime. To this end, we engaged a specialized consultancy to develop an Information Security Master Plan and review incident response and disaster recovery plans, with delivery scheduled for the first half of 2025.

We launched the annual Security4U security awareness program, which achieved 90 percent participation among employees and third parties. We also provide training to prevent phishing and educate leaders with the motto “doing the right thing rather than the easy thing.” This strategy strengthens the safety culture throughout the company.

Major investments are scheduled for 2025, with the aim of improving the security environment. We plan to complete the first stage of a tool that will centralize access and identity management. We also plan to expand physical and systemic controls, enhance encryption, and boost system resilience.



90%

of the employees  
and third parties  
participated in the  
annual security  
awareness program

# Innovation and technology

In 2024, investments in innovation and technology reinforced the company's alignment with strategic sustainable development guidelines. Key initiatives include the launch of products and services that enhance the customer experience.

We automate and streamline credit analysis. Therefore, the documentation required to sign the contract, in most cases, is now just an identity document. At the payment stage, vehicle release has also become easier and faster.

We enhanced credit models using predictive artificial intelligence, resulting in greater efficiency in analyzing large volumes of data. We also developed a system for controlling and issuing Credit Rights Investment Fund (FIDC) operations.

In partnership with VW & Traton, the IT team received practical training in cloud programming, taught by the Amazon Web Services (AWS) team, which trained the team for future innovations in the area.

The objective is to migrate origination support services—the identification, evaluation, and formalization of new customers—to this environment to ensure scalability and high performance.



# Risks and opportunities

GRI 201-2, 408-1, 409-1

Our Risk Management area plays a vital role in ensuring the company's sustainability by promoting safer and more efficient operations. Its work is focused on evaluating the positive and negative impacts on value generation and the future of business.

In 2024, the company conducted RSAC assessments of its credit operations, achieving 100 percent coverage of those selected based on predefined criticality criteria.

In addition to credit proposals, we undertake RSAC assessments in new business processes, the hiring of third parties classified as relevant, investor relations, and operational risk events. We also carried out periodic monitoring of the concentration of financial operations in relevant sectors.

Climate change brings constant challenges. To face or mitigate them, the company develops scenarios for carrying out stress

tests and defines a strategy for setting a contingency group into motion, if necessary.

ESG criteria are the pillars of corporate credit decisions. In its contracts, VWFS Brasil assesses socio-environmental impacts and combats practices such as slave and child labor, checking the restricted list and the National Classification of Economic Activities (CNAE) for all suppliers monitored by the Procurement department.

According to the verification, in 2024 there were no suppliers at risk of child labor, young workers exposed to hazardous work and forced or slave-like labor.

The company also monitors indicators to identify potential concentration of operations in specific market sectors classified as high risk.



100%

of our suppliers are  
assessed for socio-  
environmental impacts  
upon hiring

# Efficiency in granting loans

The 2024 performance maintained the consistency of our strategy, allowing us to improve profitability and net profit levels.

As a general reflection of the market for the agribusiness sector, the default rate showed a deviation from the trend for the corporate segment. Short and medium-term actions were adopted to enable our clients to recover and control the risk level of our portfolio.

To increase capillarity regarding the mobility topic, we positioned ourselves in the multi-brand segment, guaranteeing all the expertise of VWFS group's credit cycle.

We continue to operate with excellence by leveraging data technology and customized statistical models to reduce credit analysis

response time and automate the formalization process. In this way, we streamline customer journeys and enhance credit granting processes, especially by achieving better risk ratings.

To recover credit, we remain rigorous in our renegotiation processes, increasing the volume of collateral recovered and maintaining an adequate understanding of our customers' current situation.

In operational risks, we take consistent training measures for the first line of defense. We apply rigorous governance and controls to the cybersecurity agenda and business continuity plan, with the implementation of new solutions and integrated testing.

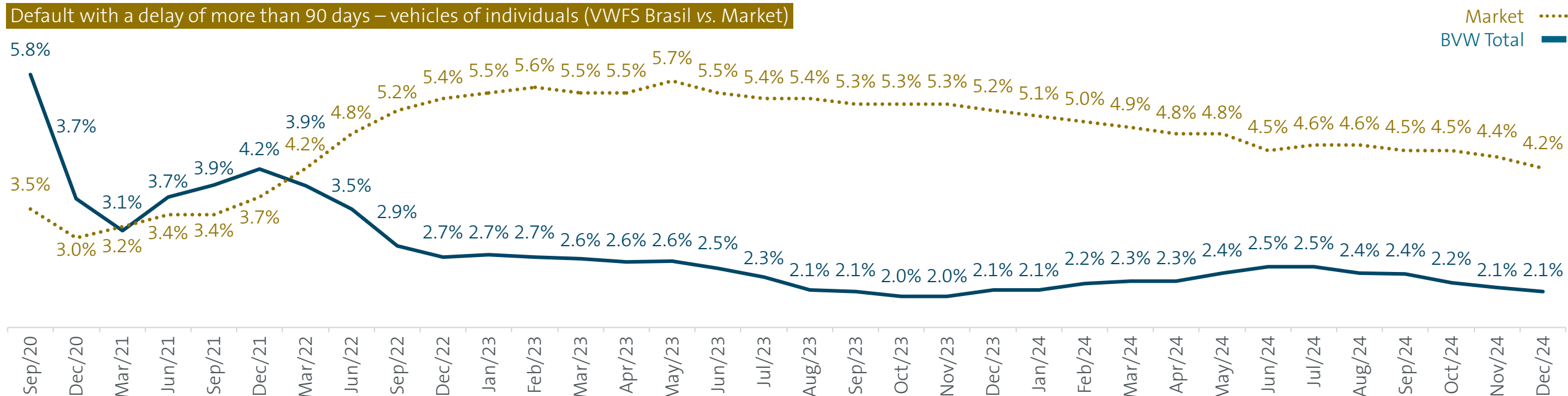
Starting in 2025, our results will be presented under new regulatory standards, in accordance

with Central Bank Resolution No. 4,966/21, which modifies the concepts of credit loss provisions, origination cost criteria, and accounting between income lines, impacting the comparability of periods.

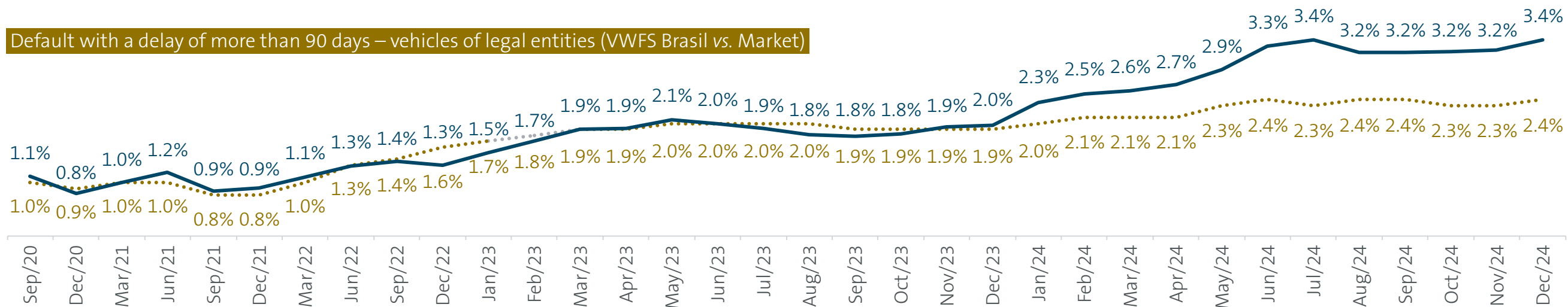
## Risks (key indicators) (BRL in millions)

|                                                      | 2020   | 2021   | 2022   | 2023   | 2024   |
|------------------------------------------------------|--------|--------|--------|--------|--------|
| Portfolio                                            | 19,056 | 23,663 | 31,863 | 37,429 | 46,667 |
| % of the portfolio with default in excess of 90 days | 2.20%  | 2.20%  | 1.80%  | 2.00%  | 2.21%  |
| Provision                                            | 633    | 706    | 824    | 1,140  | 1,731  |
| % provision/portfolio                                | 3.32%  | 2.98%  | 2.59%  | 3.05%  | 3.71%  |
| Losses                                               | 696    | 425    | 475    | 531    | 717    |
| % losses/portfolio                                   | 3.70%  | 1.80%  | 1.50%  | 1.40%  | 1.50%  |

Default with a delay of more than 90 days – vehicles of individuals (VWFS Brasil vs. Market)



Default with a delay of more than 90 days – vehicles of legal entities (VWFS Brasil vs. Market)



# Performance

## IN THIS CHAPTER

Results

Financial sector supplement

Environmental performance

Social performance

# Highlights of the year



We remain the largest automaker bank in Brazil, 18<sup>th</sup> among private financial institutions and 25<sup>th</sup> among banks in the country, based on the total asset criteria, according to data from the Central Bank of Brazil.



VWFS Brasil accounts for 78,8 percent of all new vehicles sold with financing by the Volkswagen Group – 61.1 percent in the truck and bus segment, and 82.1 percent the automobile segment



LM Soluções de Mobilidade carried out two debenture issues and its first commercial paper issue, **totaling BRL 3.15 billion raised**. A highlight was its tenth debenture issue, settled in October and worth BRL 1.5 billion.



We got a credit rating of **brAAA/stable by S&P Global and AAA.br by Moodys**, the highest granted by both agencies on a national scale to corporate credit.



With a solid presence in the capital market, we conducted the public offering of the **13<sup>th</sup> issue of financial notes, worth BRL 1 billion** in three series, of two, three and four years.



We had **gross fundraising of BRL 5.8 billion in 2024 in CDBs** offered to investors through investment platforms.

# Results

- The consolidated financial statements of Banco Volkswagen and its subsidiaries feature the company's equity and financial position as of December 31, 2024, along with the operational performance and cash flows.
- These results are presented in accordance with international financial reporting standards issued by the International Accounting Standards Board (IASB).

All material information was verified by the independent auditor Ernst & Young Auditores Independentes S/S Ltda. and is available in full on VWFS Brasil's **financial statements** website page.

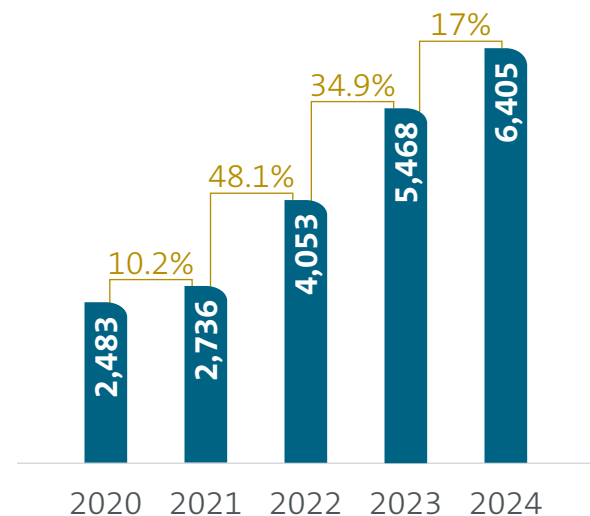
## Direct economic value generated and distributed<sup>1,2</sup> | GRI 201-1

| 2024 (BRL million)                  |             |
|-------------------------------------|-------------|
| Direct economic value generated     | Value (BRL) |
| Revenues                            | 6,923       |
| Distributed economic value          | Value (BRL) |
| Operating costs                     | 5,734       |
| Employee salaries and benefits      | 5           |
| Payments to providers of capital    | -           |
| Payments to government (by country) | 371         |
| TOTAL                               | 6,110       |
| Economic value retained (BRL)       | Value (BRL) |
| Economic value withheld             | 813         |

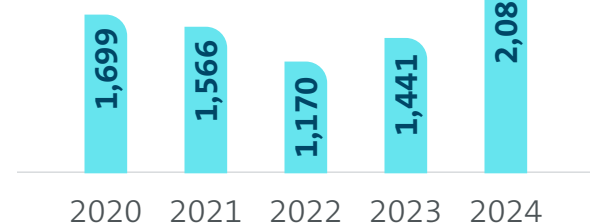
1. Data are presented on an accrual basis of accounting.  
2. For financial result details, check out Banco Volkswagen's financial statements.

Interest income and similar income and year-on-year variation (%) + net interest income – 2020 to 2024

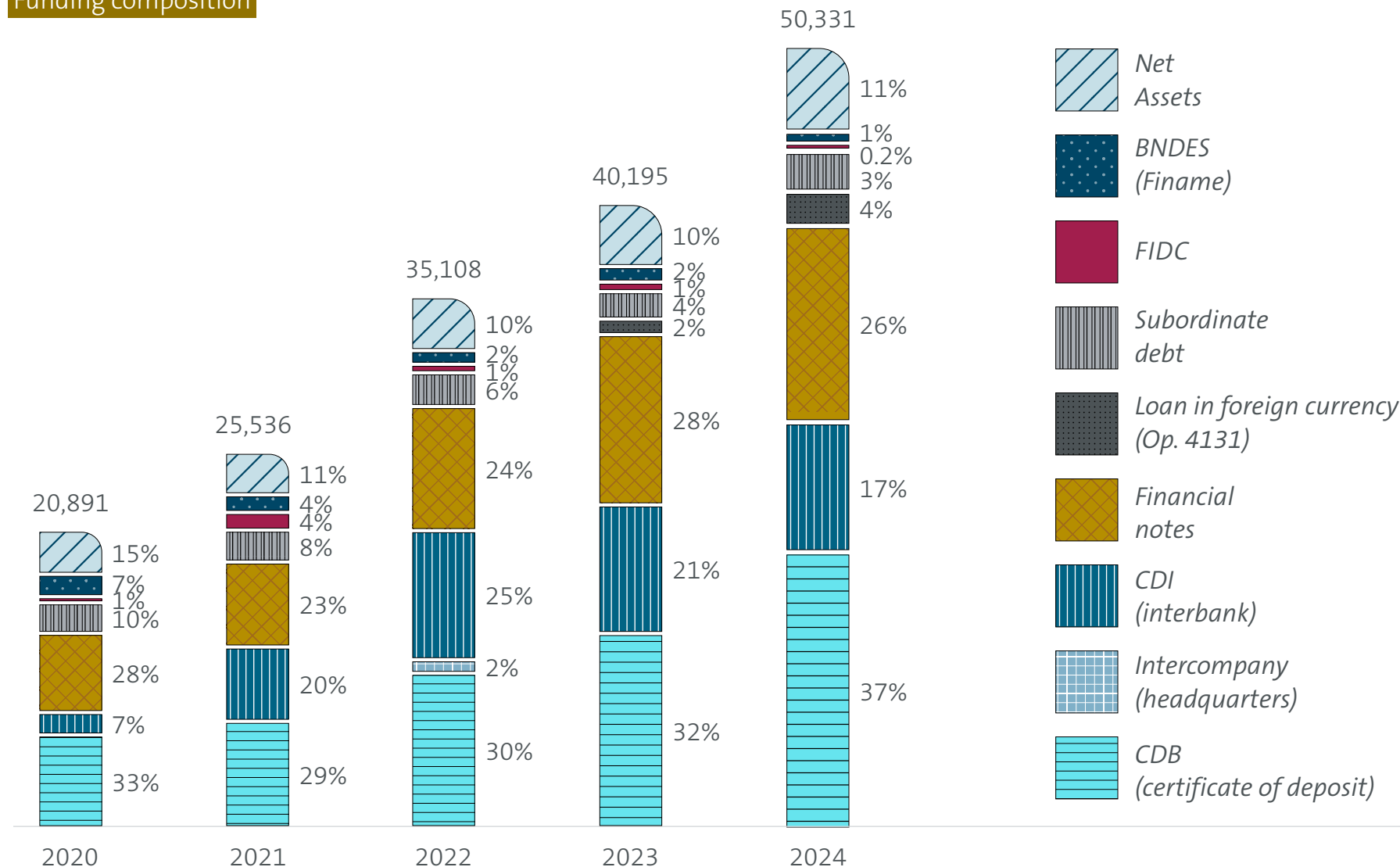
Interest income and similar income



Revenues net of interest

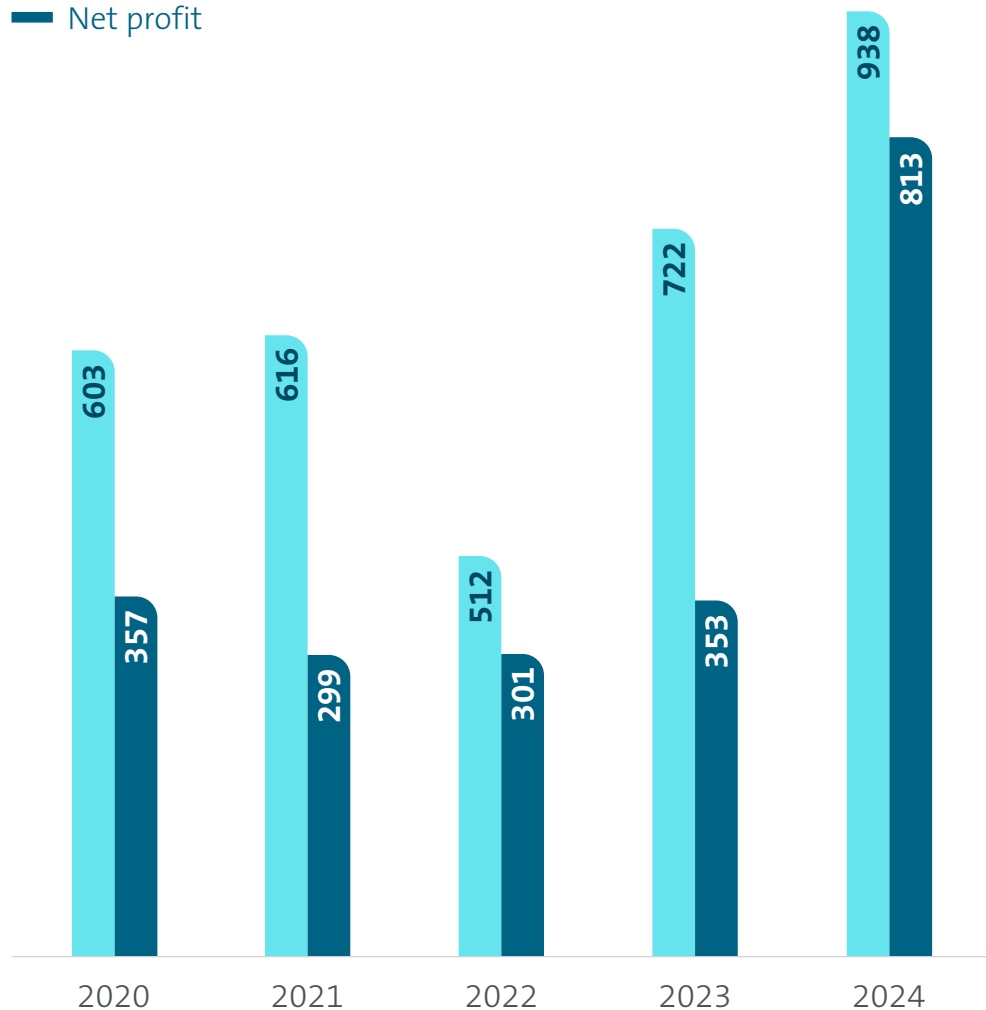


Funding composition



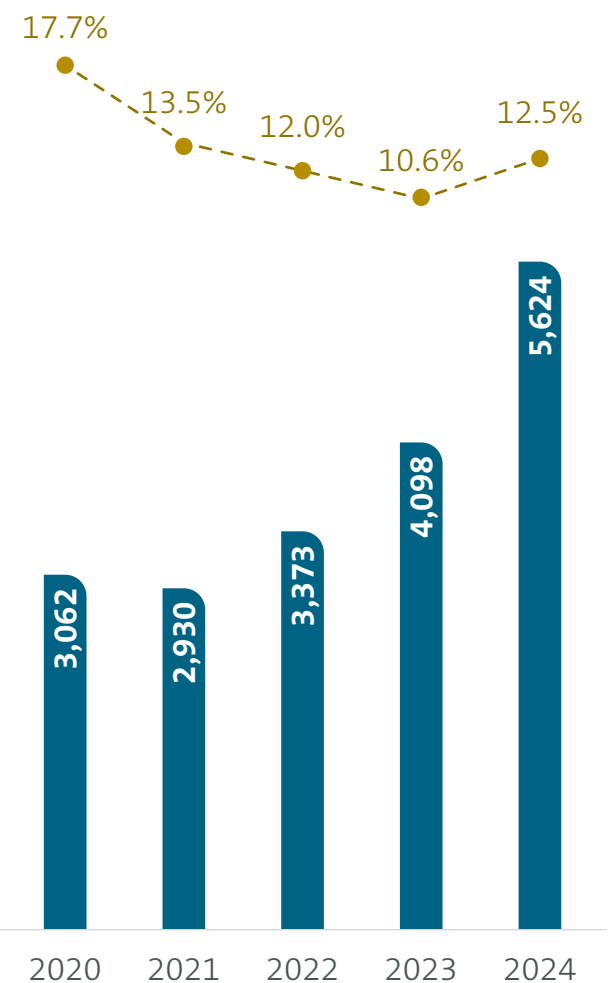
### Operating result and net profit

Operating income  
Net profit



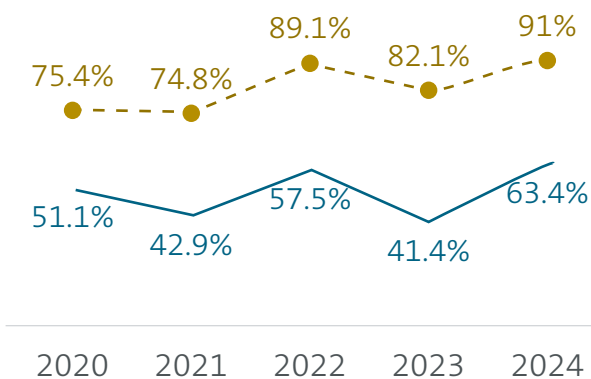
### Net equity + Basel Index (%)

Basel Index  
Net equity



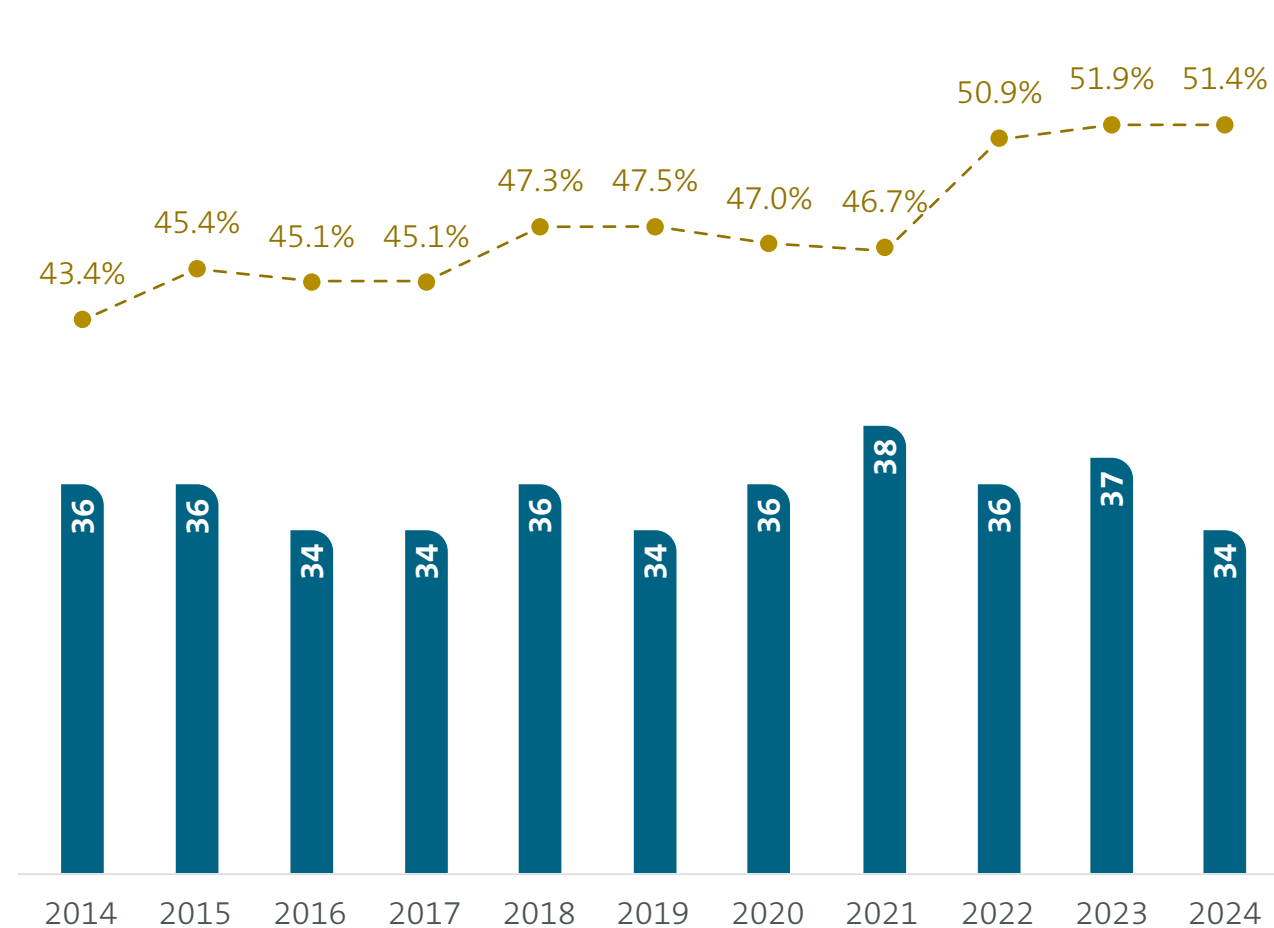
### Light-duty vehicles (VW and Audi) - retail

Market share  
Penetration

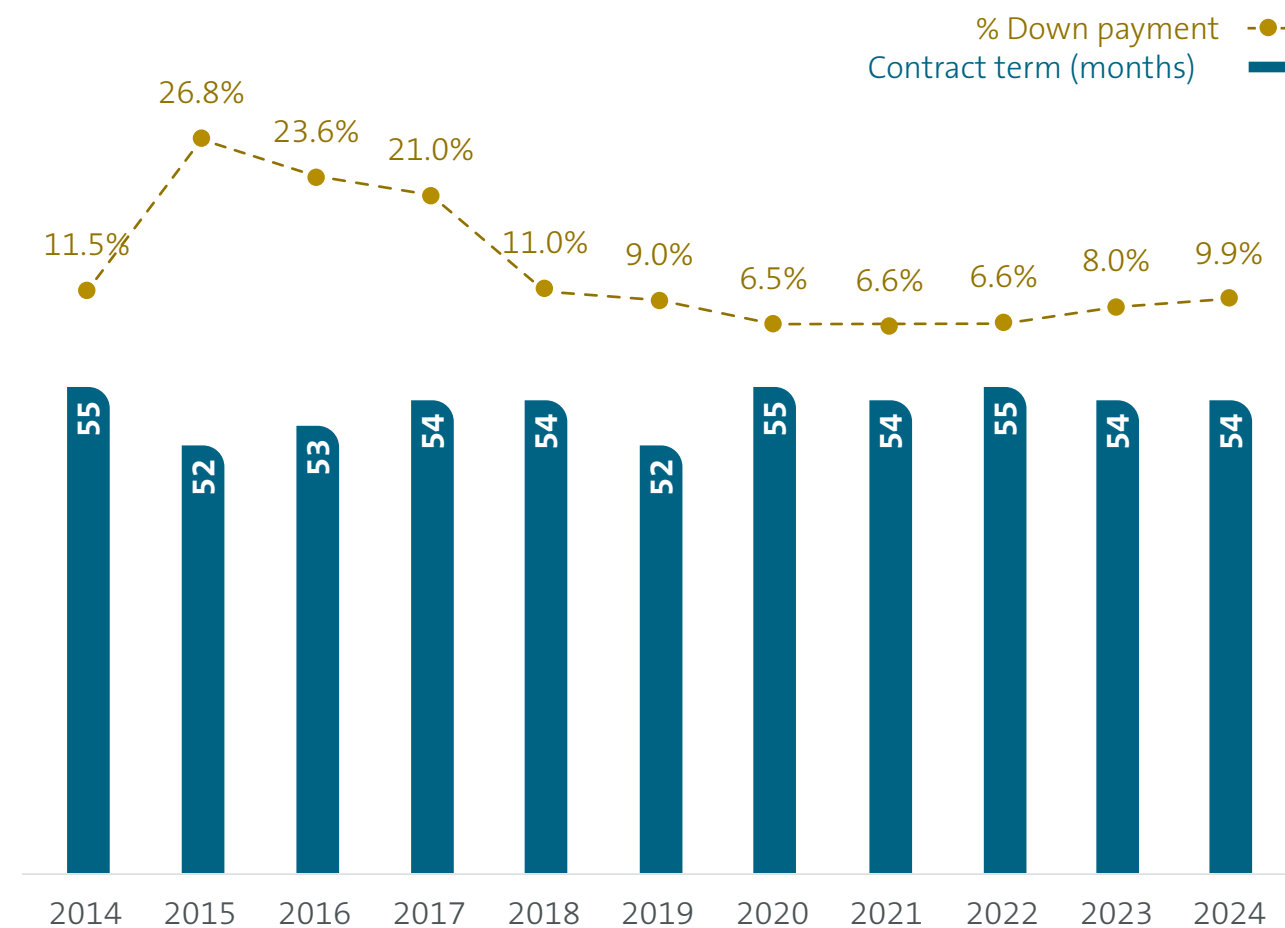


## OPERATIONAL PERFORMANCE / BUSINESS PROFILE

### Light-duty vehicles (DCC)



### Heavy-duty vehicles (DCC and Finame)





# Financial sector supplement

## Policies with specific environmental and social components applied to business lines FS1

VWFS Brasil adopts several policies with environmental and social components applied to its business lines:

- The [Social, Environmental and Climate Responsibility and Risk Policy](#) focuses mainly on social, environmental and climate risks throughout the credit analysis processes and in the relationship with relevant suppliers.
- The [Institutional Customer Relations Policy](#) aims to promote good relationship practices and financial education among customers.
- The [Sponsorship Policy](#) establishes guidelines based on premises of social investment and tax incentives.

## Procedures for assessing and screening climate, environmental and social risks in business lines <sup>FS2</sup>

The assessment and screening of social, environmental and climate risks in the company's business lines follow a structured process, proportional to the business model, the nature of operations and the complexity of the services provided.

This process encompasses credit transactions, mortgage guarantees or fiduciary transfer of real estate, investors, and key suppliers.

Risk identification is based on the exposure of the National Classification of Economic Activities (CNAE) of the legal entity in the corporate segment to social, environmental or climate risks.

The Risk Management, Sustainability, and Legal departments play a central role in implementing and monitoring policies as well as managing social, environmental, and climate risks.

The Executive Board is responsible for approving the structures and policies for managing these risks, as well as the methodologies and tools used. The process also has the support of the Risk, ESG and Audit committees.

The results of the assessments guide business decisions by categorizing risks into low, medium, or high exposure levels.

When exposure is classified as high, specific inquiries are made to the company's National



Registry of Legal Entities (CNPJ), including the sending of a Social, Environmental, and Climate Risk (RSAC) assessment questionnaire.

Whenever necessary, the assessment is submitted to the RSAC team, which reviews it and issues acceptance opinions or forwards the case for approval at higher levels.



## Processes for monitoring the customers' implementation of and compliance with climate, environmental and social requirements included in agreements or transactions FS3

The company adopts several processes to monitor compliance with environmental and social requirements by customers involved in agreements or transactions. This monitoring is carried out quarterly and focuses on customers considered relevant.

The results obtained are then brought to the attention of the Risk Committee and the ESG & Sustainability Committee, which analyze the findings and define actions, when necessary.

In 2024, monitored customers showed no non-conformities or breaches of agreements. However, the company has well-defined procedures for dealing with non-compliance situations, should they occur.

When a customer does not present the requested action plans to resolve a non-conformity, the case will be discussed by the RSAC team, which will evaluate the appropriate measures.

If necessary, the situation will be referred to the Risk Management area, which will present the topic to the Executive Board and/or the Risk Committee to decide on whether to continue the relationship and determine any required corrective actions.

## Process(es) for improving staff competency to implement the climate, environmental and social policies and procedures as applied to business lines FS4

The RSAC team consists of a multidisciplinary group that brings together the Risk Management, Sustainability, and Legal areas. These professionals have extensive experience, both academic and practical, accumulated over years of working in this field.

To keep the team up to date, the company encourages continuous learning and participation in forums and committees—such as those of the National Association of Credit, Financing and Investment Institutions (Acrefi) and the Brazilian Federation of Banks (Febraban)—as well as in Global Compact courses and workshops promoted by the ESG area.

Policies related to climate, environmental, and social risks are periodically reviewed by the RSAC team, either according to established timelines or whenever new risks and procedures are identified.

The integrated performance of the team **reinforces risk management** with a focus on sustainability and attention to ESG challenges that affect business

## Interactions with customers, investors and business partners regarding environmental and social risks and opportunities FS5

The monitoring and management of environmental and social risks and opportunities are carried out by the RSAC team, in accordance with the Social, Environmental, and Climate Responsibility and Risk Policy, with the goal of identifying opportunities and mitigating potential risks.

The activities conducted focus on training and engaging different audiences within the company, promoting an organizational culture aligned with environmental and social issues.

We direct training to all areas of the company, with an emphasis on the Credit team, due to the relevance of this sector for the analysis of risks and opportunities. Training is conducted as necessary to update or improve processes.

# Main business risks

## STRATEGIC RISK

This pertains to potential long-term issues stemming from decisions made by senior management. To minimize these matters the committees hold regular meetings to monitor and review internal strategies, aligning with the Integrity and Compliance area.

## CREDIT RISK

Credit risk is related to factors external to the company that may affect the payment of credit granted. It varies according to the customer profile, the products and services offered, the amount requested and the institution granting the credit.

To achieve strategic objectives and ensure adequate risk management, the credit risk management structure at VWFS aligns with the headquarters' guidelines, the Basel Accord requirements, and the mandates of the National Monetary Council and of the Central Bank of Brazil.

## INTEREST RATE RISK

This is defined as the risk, current or prospective, of adverse interest rate movements impacting the balance sheet structure for instruments classified in the banking book (IRRBB) – the case of all company operations.

The company measures, evaluates and monitors interest rate risk in accordance with the policies, guidelines and operational limits established by a specific committee. These actions meet the standards of regulatory bodies and are based on models aligned with best practices. For monitoring and control, we use these three methodologies:

### ECONOMIC VALUE OF EQUITY (EVE)

This measures the variation in the net present value of assets and liabilities, according to interest rate shocks and stress scenarios;

### NET INTEREST INCOME (NII)

Net Interest Income (NII), sensitivity measure that simulates the impacts of interest rate fluctuations on financial intermediation results, and

### STRESS TEST

Assesses the impact of significant simulated fluctuations in interest rates.



## LIQUIDITY RISK

This is the risk that the company may be unable to meet expected or unexpected obligations, both current and future, without impacting its daily operations or incurring significant losses, or, also, of potentially being unable to negotiate its assets at market prices when selling them. This risk is measured, evaluated and monitored daily.

## OPERATIONAL RISK

This refers to the risk of losses due to failures, deficiencies, or inadequacies in internal processes, people, systems, or external events. VWFS Brasil considers the following operational risk events:

- Internal and external fraud;
- Labor demands and inadequate safety in the workplace;
- Inadequate practices relating to customers, products and services;
- Damage to physical assets owned or in use;
- Situations that lead to interruption of activities, and
- Failures in Information Technology (IT) systems, processes or infrastructure and in executing, meeting deadlines or managing activities.

## SOCIAL, ENVIRONMENT AND CLIMATE RISK

Social risk is defined as the possibility of losses due to events associated with the breach of fundamental rights and guarantees, or acts harmful to common interest.

Environmental risk is the possibility of losses due to events associated with the degradation of the environment, including the excessive use of natural resources.

Transition risks and physical risks associated with the climate are defined as:

- **Climate transition risk:** the possibility of losses for the institution due to events associated with the transition to a low-carbon economy, which involves reducing or offsetting greenhouse gas emissions and preserving natural mechanisms for capturing these gases, and
- **Physical climate risk:** the possibility of losses for the institution caused by events associated with frequent and severe weather. It also includes long-term environmental changes that may be linked to changes in weather patterns.

# Environmental performance

To reinforce sustainability in its business practices, VWFS Brasil has made progress in decarbonization initiatives and in incorporating environmental criteria into its corporate strategy.

By 2024, ongoing monitoring of GHG emissions led to a 70 percent reduction in direct emissions\* and greater use of biofuels in the domestic fleet. With the transition to renewable sources, all energy consumed now originates from clean energy.

Climate risk management includes stress testing and credit portfolio analysis, enhancing resilience to regulatory changes and extreme events. To amplify positive impacts, the company has explored alternative financing solutions for hybrid and electric vehicles, as well as the use of biofuels.

\* Following the alignment of VW Group companies with the parent company in Germany, the base year has changed to 2021.



## ENERGY CONSUMPTION REDUCTION GRI 302-4, 302-5

The company's efforts to reduce energy consumption include efficiency programs targeting electricity usage, along with the procurement of renewable energy through I-REC certification, presence sensors and migration to the free market. All are related to indirect scope 2 emissions.

We had a reduction of 4,872.77 GJ from direct emissions with a base year of 2021, when we began to deploy the ESG and sustainability processes and with the first greenhouse gas inventory audited pursuant to the GHG Protocol.

Energy consumption within the organization (GJ) | GRI 302-1

|                                                 | 2023             | 2024             |
|-------------------------------------------------|------------------|------------------|
| <b>Non-renewable fuels<sup>1</sup></b>          | <b>791.06</b>    | <b>503.02</b>    |
| Diesel                                          | 9.017            | 23.98            |
| Gasoline                                        | 782.04           | 479.04           |
| <b>Fuels from renewable sources<sup>1</sup></b> | <b>7,520.66</b>  | <b>11,048.12</b> |
| Ethanol (in liters)                             | 7,311.87         | 10,921.57        |
| Ethanol (in gasoline)                           | 200.75           | 122.97           |
| Biodiesel (in diesel)                           | 8.035            | 3.57             |
| <b>Energy consumed<sup>2</sup></b>              | <b>4,649.93</b>  | <b>5,121.99</b>  |
| Electricity, heating, cooling and steam         | 4,649.93         | 5,121.99         |
| <b>Total energy consumption</b>                 | <b>12,961.65</b> | <b>16,673.13</b> |

1. For the calculation above, the amount of fuel was multiplied by its respective Lower Calorific Value (LCV), based on data from the National Energy Balance report published by the Ministry of Mines and Energy in 2023.
2. There is no sale of excess self-generated electricity, heating, cooling or steam.
3. The information reported in the previous period, 2023, was restated. Changes involved the readjustment and redistribution of the categories involved in what was considered renewable and non-renewable fuels. **GRI 2-4**

Greenhouse gas (GHG) emissions – scopes 1, 2 and 3 (tCO<sub>2</sub>e)<sup>1,2</sup> | GRI 305-1, 305-2, 305-3

|                                                 | 2022 <sup>3</sup>   | 2023                | 2024                |
|-------------------------------------------------|---------------------|---------------------|---------------------|
| <b>Scope 1</b>                                  | <b>107.95</b>       | <b>61.46</b>        | <b>43.63</b>        |
| Mobile combustion                               | 107.65              | 60.79               | 41.56               |
| Stationary combustion                           | -                   | 0.66                | 1.78                |
| Fugitive emissions                              | 0.31                | 0.003               | 0.29                |
| Biogenic emissions of CO <sub>2</sub> (Scope 1) | 261.91              | 522.41              | 768.59              |
| Biogenic emissions of CO <sub>2</sub> (Scope 3) | -                   | -                   | 430,559.21          |
| <b>Scope 2</b>                                  | <b>43.09</b>        | <b>49.83</b>        | <b>75.71</b>        |
| <b>Scope 3<sup>4</sup></b>                      | <b>1,351,856.46</b> | <b>1,608,339.83</b> | <b>1,362,271.98</b> |

1. The references used for emission factors and global warming potentials (GWP) were GHG and PCAF. The standards, methodologies, and calculation tools adopted included the GHG Protocol and ISO 14064. The consolidation method employed to compute direct emissions was operational control.
2. The gases included in the calculation of scope 1 and 3 emissions were: Carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>) and nitrous oxide (N<sub>2</sub>O). For scope 2, only CO<sub>2</sub> emissions were considered.
3. The year 2022 is considered the baseline for comparing performance regarding GHG emissions, as it was the first year in which the audited inventory was calculated.
4. Scope 3 emissions categories included in the calculations were business travel and investments. Improvements were made in applying the PCAF methodology, and starting in 2024, Scope 3 biogenic emissions will also be calculated.

### Energy intensity<sup>1</sup> | GRI 302-3

|                                                       | 2023     | 2024     |
|-------------------------------------------------------|----------|----------|
| Total energy consumption within the organization (GJ) | 4,539.20 | 9,041.22 |
| Total number of employees                             | 656      | 781      |
| Energy intensity rate                                 | 6.35     | 11.58    |

**1.** The energy intensity rate is calculated by dividing the organization's total energy consumption by the total number of employees. Only energy from electricity was considered in calculating the intensity rate.

### GHG emissions intensity – Scopes 1 and 2 (tCO<sub>2</sub>e/employees)<sup>1</sup> | GRI 305-4

|                           | 2023   | 2024   |
|---------------------------|--------|--------|
| Total GHG emissions       | 111.29 | 119.34 |
| Total number of employees | 656    | 781    |
| Emissions intensity rate  | 0.17   | 0.15   |

**1.** The emissions intensity rate is calculated by dividing the total GHG emissions from scopes 1 and 2, along with emissions from business travel, by the total number of employees.

### Reduction of GHG emissions<sup>1</sup> | GRI 305-5

|                                                   | Scope 1 | Scope 2 | Scope 3      |
|---------------------------------------------------|---------|---------|--------------|
| Emissions in the base year (2021)                 | 146.45  | 247.94  | 1,351,856.46 |
| Emissions in the reporting year (2024)            | 43.63   | 75.71   | 1,362,271.98 |
| Difference in emissions compared to the base year | -102.92 | -172.23 | +10,415.52   |
| Percentage ratio                                  | -70.27% | -69.46% | +0.77%       |

**1.** The variations in GHG emissions were driven by the integration of electric and hybrid vehicles, the purchase of renewable energy certificates (I-REC), the transition to the free energy market, and the removal of diesel-powered vehicles from the internal fleet. Furthermore, there was a reduction in gasoline consumption promoted by the policy of compulsory use of ethanol for cars in the internal fleet, fueled with subsidized biofuel, which reduces GHG emissions by up to 90 percent.

# Social performance

VWFS Brasil is committed to promoting human rights not only in its business, but also in the community. To this end, the company maintains several initiatives with its stakeholders.

## Programs aimed at the local community

GRI 413-1

Our initiatives targeting the local community include evaluating environmental and social indicators, with ongoing monitoring and transparent public reporting of the results.

VWFS Brasil supports VW Group Foundation's local development plan for territories, and maintains engagement plans for stakeholders based on the mapping of their needs and expectations.

The company does not have committees or formal processes for broad consultation with the local community, nor dedicated bodies to directly address the impacts of its activities with local residents.

Despite this, the organization provides formal processes for the community to present complaints, opinions and concerns. These channels include social networks, digital media and an Ombudsman's office, which guarantee a direct and accessible means of communication.





# Supplementary Information

## IN THIS CHAPTER

SASB Content Summary

GRI Content Summary

TCFD

Assurance Letter

Credits and Corporate Information

# SASB Content Summary

## CONSUMER FINANCING | CONSUMER PRIVACY

FN-CF-220a.1

VWFS Brasil does not have current accounts for financial services lines. We ensure transparency for customers regarding the processing of their personal data through the Privacy Policy, which is published on the company's website. As part of the company's internal policy, we assess the maturity of all our suppliers and partners, and we also contractually ensure that these third parties handle personal data within the scope of our contractual relationship with the same level of security we provide to our customers.

## CONSUMER FINANCING | SALES PRACTICES

FN-CF-270a.1

The captive Sales team of our brands does not receive variable compensation. The Profit Sharing (PS) remuneration is tied to the annual performance targets for the volume of financing contracts and bundled products.

In the CarBank operation, variable remuneration is also directly linked to sales performance, including financing and bundled products.

For the roles of Multichannel Sales Manager and Coordinator, variable remuneration can reach up to 100 percent of the monthly salary, depending on performance in the established indicators. In addition, there is Profit Sharing (PS), if the objectives are fully met.

## TRANSPARENT INFORMATION & FAIR ADVICE FOR CUSTOMERS

FN-IN-270a.4

Processes to ensure customers are informed about the insurance products and services offered promote transparency and quality at every stage of the relationship journey.

During the consideration stage, customers can access detailed information via the company's website and the materials provided at points of sale.

At the time of purchase, bank correspondents—who are responsible for customer interactions—are trained to present products clearly and transparently.

After the purchase, customers receive a welcome kit containing all the information about the contracted product.

A satisfaction survey is sent along with this material. This allows customers to report any issues with the purchasing experience—even before receiving the insurance policy. Partners and VWFS Brasil monitor this feedback.

Each month, a specific committee reviews insurance cancellations to assess their causes and identify opportunities to improve products and processes.

The main objective is to maintain insurance cancellation rates below 3 percent while ensuring high customer satisfaction through continuous improvements to the products and services offered.

## **POLICIES DESIGNED TO ENCOURAGE RESPONSIBLE BEHAVIOR**

FN-IN-410b.2

Any significant product or service launch or modification that goes through the Product Transparency Process (PTP), as well as major changes in the business model or corporate reorganizations, is evaluated for potential negative social, environmental, and climate impacts on the institution.

The Operational Risk, Sustainability and Legal areas make this assessment. The Product Operational Risk form (RO Produtos) identifies potential socio-environmental impacts, recommends mitigation action plans, and monitors their implementation and compliance.

In addition, all products are subject to identification, measurement, evaluation, monitoring, reporting, control, and mitigation of money laundering risk, as carried out by the Compliance department.

## **EXPOSURE TO ENVIRONMENTAL RISK**

FN-IN-450a.3

Currently, we have an environmental risk policy contracted by Volkswagen do Brasil. This is a policy with annual renewal. The subscription is conducted by the insurer, which assumes the risks. At each renewal, the insurer presents the limits and coverage, as well as the respective premium to be paid by the policyholder.

The insured party, in turn, submits an annual questionnaire to obtain quotes, providing information on the characteristics of the locations to be insured (plants), on-site operations, and waste handling practices.

VWFS Brasil includes in its insurance policies coverage for environmental damage that may occur during the transportation of goods. The automaker's environmental and energy management technical areas provide the necessary information for continuing with the renewal process.

## **SYSTEMIC RISK MANAGEMENT**

FN-IN-550a.3

VWFS Brasil's approach to managing capital and liquidity risks in systemic activities is connected to strategic partnerships and credit risk analyses within the group's commercial operations.

In the case of industrial insurance, management is conducted in partnership with the major brokerage firm Aon, using a co-brokerage model.

All insurance companies involved in quotation and renewal processes undergo financial evaluation (market security) to ensure that partners meet the financial criteria required to mitigate liquidity and capital risks.

Regarding managing credit risk related to the VW Group's brands, we use Export Credit and Internal Credit policies, especially for the sale of trucks and buses to local and international buyers.

If a buyer specified in the policy defaults, the insurer may pay the overdue installments directly to Volkswagen Caminhões e Ônibus (VWCO) and take on the responsibility of collecting the amounts owed from the defaulting buyers.

## CONSUMER FINANCING | SALES PRACTICES

FN-CF-270a.4

In 2024, VWFS Brasil received 2,585 customer complaints filed with regulatory agencies. None of them resulted in monetary compensation.

## CONSUMER FINANCING | SALES PRACTICES

FN-CF-270a.5

Between January and November 2024, VWFS Brasil, including all companies in the VWFS group, paid a total of BRL 28,385,948.32 in fines related to lawsuits, regardless of the subject matter, including those associated with the sale and/or maintenance of products.

## INSURANCE | TRANSPARENT INFORMATION & FAIR ADVICE FOR CUSTOMERS

FN-IN-270a.3

In 2024, the customer retention rate was 97.6 percent. Throughout the year, several actions were implemented to enhance transparency in insurance sales to customers, including expanded training, a welcome kit message, NPS surveys with monthly monitoring of detractors, guidance on transparent sales practices, and tracking of cancellation rates.

# SASB Summary

## Sustainable Industry Classification System (SICS): FN-CF

Industry: Financial

Category: Consumer financing

| TOPIC            | SASB INDICATOR                                                                                                                                    | LOCATION                                                                                          |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Customer privacy | <b>FN-CF-220a.1</b> Number of account holders whose information is used for secondary purposes.                                                   | 96                                                                                                |
|                  | <b>FN-CF-220a.2</b> Total amount of monetary losses as a result of lawsuits related to customer privacy.                                          | In 2024, VWFS Brasil did not incur any monetary losses from lawsuits related to customer privacy. |
| Data security    | <b>FN-CF-230a.3</b> Description of approach to identifying and addressing data security risks.                                                    | 73                                                                                                |
| Sales practice   | <b>FN-CF-270a.1</b> Percent of total compensation of employees covered, which is variable and tied to the quantity of products and services sold. | 96                                                                                                |
|                  | <b>FN-CF-270a.4</b> (1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief                                  | 96                                                                                                |
|                  | <b>FN-CF-270a.5</b> Total amount of monetary losses as a result of lawsuits related to product sale and maintenance.                              | 98                                                                                                |

Sustainable Industry Classification System (SICS): FN-IN

Industry: Financial

Category: Insurance

| TOPIC                                                 | SASB INDICATOR                                                                                                                                                                                                 | LOCATION                                                                       |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Transparent Information and fair advice for customers | <b>FN-IN-270a.3</b> Customer retention rate.                                                                                                                                                                   | 98                                                                             |
|                                                       | <b>FN-IN-270a.4</b> Description of approach to informing customers about products.                                                                                                                             | 96, 97                                                                         |
| Policies designed to encourage responsible behavior   | <b>FN-IN-410b.2</b> Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors.                                               | 97                                                                             |
| Exposure to physical risk                             | <b>FN-IN-450a.3</b> Description of approach to incorporation of environmental risks (1) the underwriting process for individual contracts and (2) in the management of entity-level risks of capital adequacy. | 97                                                                             |
| Systemic risk management                              | <b>FN-IN-550a.3</b> Description of approach to managing capital and liquidity-related risks associated with non-insurance systemic activities.                                                                 | 97, 98                                                                         |
| Activity metrics                                      | <b>FN-IN-000. A</b> Number of policies in force, by segment: (1) asset and accidents, (2) life, (3) assumed reinsurance.                                                                                       | We do not have an insurance company involved in the operation, only brokerage. |

# GRI content summary

## Statement of Use

Volkswagen Financial Services Brasil reported in accordance with the GRI Standards for the period ranging from January 1 to December 31, 2024.

## GRI 1 used

GRI 1: Fundamentals 2021

## Applicable GRI sector standard(s)

GRI FS: Financial sector supplement (Version G4)

## GRI STANDARD / OTHER SOURCE

## CONTENT

## LOCATION

## OMISSION

## REQUIREMENTS OMITTED REASON NOTE

## SDGs

## General disclosures

## GRI 2: General contents 2021

**2-1** Organizational details

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**2-2** Entities included in the organization's sustainability reporting

23

**2-3** Reporting period, frequency, and contact point

8, 117

**2-4** Restatements of information

92, change in indicator 302-1

**2-5** External assurance

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**2-6** Activities, value chain, and other business relationships

23, 24, 25, 26, 27

**2-7** Employees

55

8, 10

**2-8** Workers who are not employees

55

8

**2-9** Governance structure and composition

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| GRI STANDARD /<br>OTHER SOURCE  | CONTENT                                                                                 | LOCATION           | OMISSION             |        |      | SDGs  |
|---------------------------------|-----------------------------------------------------------------------------------------|--------------------|----------------------|--------|------|-------|
|                                 |                                                                                         |                    | REQUIREMENTS OMITTED | REASON | NOTE |       |
| GRI 2: General<br>contents 2021 | <b>2-10</b> Nomination and selection of the highest governance body                     | 29                 |                      |        |      | 5, 16 |
|                                 | <b>2-11</b> Chair of the highest governance body                                        | 29                 |                      |        |      | 16    |
|                                 | <b>2-12</b> Role of the highest governance body in overseeing the management of impacts | 29                 |                      |        |      | 16    |
|                                 | <b>2-13</b> Delegation of responsibility for managing impacts                           | 18, 19, 20, 21, 31 |                      |        |      |       |
|                                 | <b>2-14</b> Role of the highest governance body in sustainability reporting             | 29                 |                      |        |      |       |
|                                 | <b>2-15</b> Conflicts of interests                                                      | 31                 |                      |        |      | 16    |
|                                 | <b>2-16</b> Communication of critical concerns                                          | 32                 |                      |        |      |       |
|                                 | <b>2-17</b> Collective knowledge of the highest governance body                         | 46                 |                      |        |      |       |
|                                 | <b>2-18</b> Evaluation of the performance of the highest governance body                | 32                 |                      |        |      |       |
|                                 | <b>2-19</b> Remuneration policies                                                       | 33, 34             |                      |        |      |       |
|                                 | <b>2-20</b> Process to determine remuneration                                           | 33, 34             |                      |        |      |       |
|                                 | <b>2-21</b> Annual total compensation ratio                                             | 35                 |                      |        |      |       |
|                                 | <b>2-22</b> Statement on sustainable development strategy                               | 4, 5               |                      |        |      |       |
|                                 | <b>2-23</b> Policy commitments                                                          | 41                 |                      |        |      | 16    |

| GRI STANDARD /<br>OTHER SOURCE                       | CONTENT                                                 | LOCATION   | OMISSION             |        |      | SDGs |
|------------------------------------------------------|---------------------------------------------------------|------------|----------------------|--------|------|------|
|                                                      |                                                         |            | REQUIREMENTS OMITTED | REASON | NOTE |      |
| GRI 2: General<br>contents 2021                      | 2-24 Embedding policy commitments                       | 41         |                      |        |      |      |
|                                                      | 2-25 Processes to remediate negative impacts            | 42         |                      |        |      |      |
|                                                      | 2-26 Mechanisms for seeking advice and raising concerns | 42         |                      |        |      | 16   |
|                                                      | 2-27 Compliance with laws and regulations               | 43         |                      |        |      |      |
|                                                      | 2-28 Membership in associations                         | 43         |                      |        |      |      |
|                                                      | 2-29 Approach to stakeholder engagement                 | 66, 67, 68 |                      |        |      |      |
|                                                      | 2-30 Collective bargaining agreements                   | 55         |                      |        |      | 8    |
| Material Topics                                      |                                                         |            |                      |        |      |      |
| GRI 3: Material<br>Topics 2023                       | 3-1 Process of determining material topics              | 8, 9       |                      |        |      |      |
|                                                      | 3-2 List of material topics                             | 9          |                      |        |      |      |
| Ethics / Privacy and data security / Risk management |                                                         |            |                      |        |      |      |
| GRI 3: Material<br>Topics 2023                       | 3-3 Management of material topics                       | 11, 19     |                      |        |      |      |

| GRI STANDARD /<br>OTHER SOURCE             | CONTENT                                                                                                                                  | LOCATION                                                                                                                                                                                                                                                                                                                          | OMISSION             |        |      | SDGs      |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------|------|-----------|
|                                            |                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                   | REQUIREMENTS OMITTED | REASON | NOTE |           |
| <b>GRI 205:</b> Anti-corruption 2016       | <b>205-1</b> Operations assessed for risks related to corruption                                                                         | The company assessed all its operations, achieving 100 percent coverage of loan proposals, to identify risks related to corruption. The primary risks identified involve money laundering and corruption in contracts and tenders, prompting the implementation of training programs, reporting channels, and ongoing monitoring. |                      |        |      | 16        |
|                                            | <b>205-2</b> Communication and training about anti-corruption policies and procedures                                                    | 43                                                                                                                                                                                                                                                                                                                                |                      |        |      | 16        |
|                                            | <b>205-3</b> Confirmed incidents of corruption and actions taken                                                                         | No cases of corruption were identified in 2024.                                                                                                                                                                                                                                                                                   |                      |        |      | 16        |
| <b>GRI 207:</b> Tax 2019                   | <b>207-2</b> Tax governance, control and risk management                                                                                 | 37                                                                                                                                                                                                                                                                                                                                |                      |        |      | 1, 10, 17 |
|                                            | <b>207- 3</b> Stakeholder engagement and management of concerns related to tax                                                           | 38                                                                                                                                                                                                                                                                                                                                |                      |        |      | 1, 10, 17 |
| <b>GRI 418:</b> Customer privacy 2016      | <b>418-1</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data                                | 19                                                                                                                                                                                                                                                                                                                                |                      |        |      | 16        |
| <b>GRI FS:</b> Financial sector supplement | <b>FS9</b> Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures | 44                                                                                                                                                                                                                                                                                                                                |                      |        |      |           |

| GRI STANDARD /<br>OTHER SOURCE             | CONTENT                                                                                                                                              | LOCATION                                                                                                                                                     | OMISSION             |        |      | SDGs |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------|------|------|
|                                            |                                                                                                                                                      |                                                                                                                                                              | REQUIREMENTS OMITTED | REASON | NOTE |      |
| Resilience of the business model           |                                                                                                                                                      |                                                                                                                                                              |                      |        |      |      |
| <b>GRI 3:</b> Material Topics 2023         | <b>3-3</b> Management of material topics                                                                                                             | 12, 19                                                                                                                                                       |                      |        |      |      |
| <b>GRI 201:</b> Economic performance 2016  | <b>201-1</b> Direct economic value generated and distributed                                                                                         | 81                                                                                                                                                           |                      |        |      | 8, 9 |
|                                            | <b>201-2</b> Financial implications and other risks and opportunities due to climate change                                                          | 76                                                                                                                                                           |                      |        |      | 13   |
| <b>GRI FS:</b> Financial sector supplement | <b>FS4</b> Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines | 88                                                                                                                                                           |                      |        |      |      |
|                                            | <b>FS5</b> Interactions with clients, investees, and business partners regarding environmental and social risks and opportunities                    | 88                                                                                                                                                           |                      |        |      |      |
|                                            | <b>FS7</b> Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose       | We do not yet have products specifically targeted at social impact. We are in the study phase for 2025, mainly considering the topic of financial education. |                      |        |      |      |
|                                            | <b>FS8</b> Monetary value of products and services designed to deliver a specific environment benefit for each business line broken down by purpose  | We do not have any products with this specific focus yet.                                                                                                    |                      |        |      |      |

| GRI STANDARD /<br>OTHER SOURCE                       | CONTENT                                                                                           | LOCATION   | OMISSION             |        |      | SDGs        |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------|----------------------|--------|------|-------------|
|                                                      |                                                                                                   |            | REQUIREMENTS OMITTED | REASON | NOTE |             |
| Diversity and inclusion                              |                                                                                                   |            |                      |        |      |             |
| <b>GRI 3:</b> Material Topics 2023                   | <b>3-3</b> Management of material topics                                                          | 15, 20     |                      |        |      |             |
| <b>GRI 202:</b> Market presence 2016                 | <b>202-1</b> Ratios of standard entry level wage by gender compared to local minimum wage         | 36         |                      |        |      | 5, 8        |
| <b>GRI 404:</b> Training and education 2016          | <b>404-1</b> Average hours of training per year per employee                                      | 52         |                      |        |      | 4, 5, 8, 10 |
|                                                      | <b>404-2</b> Programs for upgrading employee skills and career transition assistance programs     | 53         |                      |        |      | 8           |
|                                                      | <b>404-3</b> Percentage of employees receiving regular performance and career development reviews | 51         |                      |        |      | 5, 8, 10    |
| <b>GRI 405:</b> Diversity and equal opportunity 2016 | <b>405-1</b> Diversity of governance bodies and employees                                         | 56, 57, 58 |                      |        |      | 5, 8        |
|                                                      | <b>405-2</b> Ratio of the basic salary and remuneration of women to men                           | 35         |                      |        |      | 5, 8, 10    |
| <b>GRI FS:</b> Financial sector supplement           | <b>FS14</b> Initiatives to improve access to financial services for people with disabilities      | 54         |                      |        |      |             |



| GRI STANDARD /<br>OTHER SOURCE                      | CONTENT                                                                                                    | LOCATION                                                                                                                                                                                                                               | OMISSION             |        |      | SDGs |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------|------|------|
|                                                     |                                                                                                            |                                                                                                                                                                                                                                        | REQUIREMENTS OMITTED | REASON | NOTE |      |
| Product life cycle management                       |                                                                                                            |                                                                                                                                                                                                                                        |                      |        |      |      |
| <b>GRI 3:</b> Material Topics 2023                  | <b>3-3</b> Management of material topics                                                                   | 14, 20                                                                                                                                                                                                                                 |                      |        |      |      |
| <b>GRI 413:</b> Local communities 2016              | <b>413-1</b> Operations with local community engagement, impact assessments, and development programs      | 94                                                                                                                                                                                                                                     |                      |        |      |      |
|                                                     | <b>413-2</b> Operations with significant actual or potential negative impacts on local communities         | No operations were identified that cause significant negative impacts on local communities, as VWFS Brasil’s activities are primarily administrative services.                                                                         |                      |        |      | 1, 2 |
| <b>GRI 416:</b> Health and safety of consumers 2016 | <b>416-1</b> Assessment of the health and safety impacts of product and service categories                 | This information is not applicable to the business. Our main activities are focused on vehicle financing. There are no categories of products and services for which health and safety impacts are assessed in search of improvements. |                      |        |      |      |
|                                                     | <b>416-2</b> Incidents of non-compliance concerning the health and safety impacts of products and services | In 2024, there were no incidents of non-compliance with laws and/or voluntary codes concerning the health and safety impacts of products and services.                                                                                 |                      |        |      | 16   |

| GRI STANDARD /<br>OTHER SOURCE                   | CONTENT                                                                                                                                                         | LOCATION | OMISSION             |        |      | SDGs    |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------|--------|------|---------|
|                                                  |                                                                                                                                                                 |          | REQUIREMENTS OMITTED | REASON | NOTE |         |
| <b>GRI FS:</b><br>Financial sector<br>supplement | <b>FS1</b> Policies with specific environmental and social components applied to business lines                                                                 | 85       |                      |        |      |         |
|                                                  | <b>FS2</b> Procedures for assessing and screening environmental and social risks in business lines                                                              | 86       |                      |        |      |         |
|                                                  | <b>FS3</b> Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions | 87       |                      |        |      |         |
| Employee health and safety                       |                                                                                                                                                                 |          |                      |        |      |         |
| <b>GRI 3:</b> Material<br>Topics 2023            | <b>3-3</b> Management of material topics                                                                                                                        | 17, 21   |                      |        |      |         |
| <b>GRI 401:</b><br>Employment<br>2016            | <b>401-2</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees                                                 | 53       |                      |        |      | 3, 5, 8 |
|                                                  | <b>401-3</b> Parental leave                                                                                                                                     | 59       |                      |        |      | 5, 8    |

| GRI STANDARD /<br>OTHER SOURCE                 | CONTENT                                                                                                                    | LOCATION | OMISSION             |        |      | SDGs     |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------|----------------------|--------|------|----------|
|                                                |                                                                                                                            |          | REQUIREMENTS OMITTED | REASON | NOTE |          |
| <b>GRI 403:</b> Health and safety at work 2018 | <b>403-1</b> Occupational health and safety management system                                                              | 60       |                      |        |      | 3, 8     |
|                                                | <b>403-2</b> Hazard identification, risk assessment, and incident investigation                                            | 60       |                      |        |      | 8        |
|                                                | <b>403-3</b> Occupational health services                                                                                  | 61       |                      |        |      | 3, 8     |
|                                                | <b>403-4</b> Worker participation, consultation and communication on occupational health and safety                        | 62       |                      |        |      | 8, 16    |
|                                                | <b>403-5</b> Worker training on occupational health and safety                                                             | 62       |                      |        |      | 9        |
|                                                | <b>403-6</b> Promotion of worker health                                                                                    | 65       |                      |        |      | 3        |
|                                                | <b>403-7</b> Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 65       |                      |        |      | 8        |
|                                                | <b>403-8</b> Workers covered by an occupational health and safety management system                                        | 60       |                      |        |      | 3.8      |
|                                                | <b>403-9</b> Work-related injuries                                                                                         | 63, 64   |                      |        |      | 3, 8, 16 |
|                                                | <b>403-10</b> Work-related ill health                                                                                      | 63       |                      |        |      | 3, 8, 16 |
| Human rights and community relations           |                                                                                                                            |          |                      |        |      |          |
| <b>GRI 3:</b> Material Topics 2023             | <b>3-3</b> Management of material topics                                                                                   | 16, 21   |                      |        |      |          |
| <b>GRI 202:</b> Market presence 2016           | <b>202-2</b> Proportion of senior management hired from the local community                                                | 28       |                      |        |      | 8        |



| GRI STANDARD /<br>OTHER SOURCE                          | CONTENT                                                                                               | LOCATION | OMISSION             |        |      | SDGs     |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------|----------|----------------------|--------|------|----------|
|                                                         |                                                                                                       |          | REQUIREMENTS OMITTED | REASON | NOTE |          |
| <b>GRI 406:</b> Non-Discrimination 2016                 | <b>406-1</b> Incidents of discrimination and corrective actions taken                                 | 20       |                      |        |      | 5, 8     |
| <b>GRI 408:</b> Child labor 2016                        | <b>408-1</b> Operations and suppliers at significant risk for incidents of child labor                | 76       |                      |        |      | 5, 8, 16 |
| <b>GRI 409:</b> Forced labor or similar to slavery 2016 | <b>409-1</b> Operations and suppliers at significant risk for incidents of forced or compulsory labor | 76       |                      |        |      | 5, 8     |
| <b>GRI 410:</b> Security Practices 2016                 | <b>410-1</b> Security personnel trained in human rights policies or procedures                        | 53       |                      |        |      | 16       |

| GRI STANDARD /<br>OTHER SOURCE | CONTENT                                                           | LOCATION                                                                  | OMISSION             |        |      | SDGs            |
|--------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------|--------|------|-----------------|
|                                |                                                                   |                                                                           | REQUIREMENTS OMITTED | REASON | NOTE |                 |
| Energy management              |                                                                   |                                                                           |                      |        |      |                 |
| GRI 3: Material<br>Topics 2023 | 3-3 Management of material topics                                 | 13, 19                                                                    |                      |        |      |                 |
|                                | 302-1 Energy consumption within the organization                  | 92                                                                        |                      |        |      | 7, 8, 12,<br>13 |
|                                | 302-2 Energy consumption outside the organization                 | VWFS Brasil does not measure energy consumption outside the organization. |                      |        |      | 7, 8, 12,<br>13 |
| GRI 302: Energy<br>2016        | 302-3 Energy intensity                                            | 93                                                                        |                      |        |      | 7, 8, 12,<br>13 |
|                                | 302-4 Reductions in energy consumption                            | 91                                                                        |                      |        |      | 7, 8, 12,<br>13 |
|                                | 302-5 Reductions in energy requirements for products and services | 91                                                                        |                      |        |      | 7, 8, 12,<br>13 |

| GRI STANDARD /<br>OTHER SOURCE | CONTENT                                                                                                        | LOCATION                                                                                                                                                                                                                                   | OMISSION             |        |      | SDGs                 |
|--------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------|------|----------------------|
|                                |                                                                                                                |                                                                                                                                                                                                                                            | REQUIREMENTS OMITTED | REASON | NOTE |                      |
| Atmospheric Emissions          |                                                                                                                |                                                                                                                                                                                                                                            |                      |        |      |                      |
| GRI 3: Material<br>Topics 2023 | 3-3 Management of material topics                                                                              | 10, 18                                                                                                                                                                                                                                     |                      |        |      |                      |
|                                | 305-1 Direct (Scope 1) greenhouse emissions (GHG)                                                              | 92                                                                                                                                                                                                                                         |                      |        |      | 3, 12, 13,<br>14, 15 |
|                                | 305-2 Indirect (Scope 2) GHG emissions                                                                         | 92                                                                                                                                                                                                                                         |                      |        |      | 3, 12, 13,<br>14, 15 |
|                                | 305-3 Other indirect (Scope 3) GHG emissions                                                                   | 92                                                                                                                                                                                                                                         |                      |        |      | 3, 12, 13,<br>14, 15 |
| GRI 305:<br>Emissions 2016     | 305-4 GHG emissions intensity                                                                                  | 93                                                                                                                                                                                                                                         |                      |        |      | 13, 14,<br>15        |
|                                | 305-5 Reduction of GHG emissions                                                                               | 93                                                                                                                                                                                                                                         |                      |        |      | 13, 14,<br>15        |
|                                | 305-6 Emissions of ozone-depleting substances (ODS)                                                            | VWFS Brasil does not emit ozone-depleting substances (ODS) in its operations.                                                                                                                                                              |                      |        |      | 13, 14,<br>15        |
|                                | 305-7 Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ) and other significant air emissions | VWFS Brasil does not have significant emissions of NO <sub>x</sub> , SO <sub>x</sub> , Persistent Organic Pollutants (POP), Volatile Organic Compounds (VOC), Hazardous Air Pollutants (HAP) or Particulate Matter (PM) in its operations. |                      |        |      | 3, 12,<br>14, 15     |

# TCFD

## GOVERNANCE

Our climate governance is designed to provide continuous oversight and to integrate climate considerations into the company's strategic planning. Senior management, specialized committees and directors coordinate the topic jointly.

To strengthen this monitoring, the Executive Committee receives biannual reports from the ESG & Sustainability Committee. On a quarterly basis, the Audit Committee and the Risk Committee analyze climate impacts on the business and verify regulatory compliance.

The company's governance structure includes the participation of several departments and working groups. The People, Legal, and Government Relations Department oversees the Sustainability and Government Relations Executive Management as well as the Legal Executive Management, while the Risk, Credit,

and Collections Department coordinates the management of Operational Risk, Market Risk, Liquidity, and Business Continuity Management (BCM).

The ESG & Sustainability Committee and the RSAC team, in turn, ensure that climate challenges are incorporated into strategic decisions. Among the initiatives is the global Mobility 2030 strategy, which drives sustainability actions.

As part of the environmental commitment, 50 percent of the ESG factor linked to executive bonuses is made up of the decarbonization index. And the other 50 percent is tied to the rate of women in leadership positions. The inclusion of this criterion in the Profit Sharing Program (PS) is under analysis.

Regarding the corporate fleet, the company has implemented measures to reduce the use of diesel vehicles, while promoting the use of biofuels and hybrid or electric models. Initiatives like Blue Friday 2024, in partnership with Volkswagen, reinforce the commitment to using cleaner, less polluting fuels.

## STRATEGY

Sustainability is embedded in VWFS Brasil's business model, guiding the company in risk management and the identification of climate-related opportunities. The company considers different time horizons to address environmental challenges.

In the short term, the focus is on the immediate impacts of environmental disasters on utilities, necessitating the use of stress testing, ESG materiality studies, and crisis management protocols.

In the medium term, the company focuses its efforts on operational adaptation and resilience in the face of extreme events.

In the long term, the transition to a low-carbon economy guides the adoption of structural measures aimed at mitigating emissions.

Given the opportunities identified, financing for electric and hybrid vehicles stands out, as do

incentives for the use of biofuels.

The company is also advancing in the implementation of pilot projects for sustainable financial solutions and in expanding energy efficiency in its internal operations.

The resilience of the strategy is strengthened by including climate scenarios in financial planning. Although a detailed analysis of a warming scenario of 2°C or less has not yet been completed, VWFS Brasil is already implementing a decarbonization plan aligned with the guidelines of the Science Based Targets initiative (SBTi). More in-depth studies on the topic are scheduled for 2025.

## RISK MANAGEMENT

Integrating climate risks into the global risk management model allows for a structured approach to identifying, assessing, and mitigating environmental impacts. In this context, risks are classified as physical, resulting from extreme events, and transition, related to regulatory and market changes.

To monitor these risks, climate risk indicators were implemented and are monitored monthly by the Risk Committee. At the same time, biennial materiality studies enable a detailed diagnosis of the impacts of climate change on the credit portfolio and financed sectors. The mapping process includes interviews with strategic stakeholders and in-depth analyses of climate risks and opportunities.

Continuous monitoring of the credit portfolio's exposure to climate risks leads to regular reporting to the Risk Committee and the ESG & Sustainability Committee. In this way, the company ensures quick responses aligned with regulatory guidelines.

## METRICS AND GOALS

At VWFS Brasil, the management of climate risks and opportunities is guided by metrics and goals aligned with best sustainability practices.

Monitoring of greenhouse gas emissions covers scopes 1, 2 and 3. It is done based on recognized

methodologies such as the GHG Protocol and the PCAF (Partnership for Carbon Accounting Financials) guidelines.

The main commitments include reducing scope 1 and 2 emissions by 50 percent by 2025, achieving neutrality of these emissions by 2030, and achieving carbon neutrality in scope 3 by 2050. As for energy consumption, the target of using 100 percent renewable energy has already been achieved.

To track progress toward these objectives, we use indicators of absolute emissions and emission intensity, alongside assessments of the impact of strategic decarbonization initiatives.

To guarantee the effectiveness of the actions, the indicators are reviewed periodically, which enables strategic adjustments and ensures the company's progress in the environmental agenda.

# TCFD Content

| Axis              | Disclosure recommendation                                                                                                                                 | Page     |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Governance        | a. Describe the board's oversight of climate change-related risks and opportunities                                                                       | 113      |
|                   | b. Describe the management's role in assessing and managing climate-related risks and opportunities                                                       | 113      |
| Strategy          | a. Describe the climate-related risks and opportunities identified by the organization in the short, medium, and long term                                | 113      |
|                   | b. Disclose the impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning                     | 113, 114 |
|                   | c. Describe the resilience of the organization's strategy, taking into consideration different climate- related scenarios, including a 2°C or less        | 114      |
| Risk management   | a. Describe the processes used by the organization to identify and assess climate-related risks.                                                          | 114      |
|                   | b. Describe the organization's processes for managing climate-related risks.                                                                              | 114      |
|                   | c. Describe how the processes for identifying assessing and managing climate-related risks are integrated into the organization's overall risk management | 114      |
| Metrics and goals | a. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process  | 114      |
|                   | b. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks                                          | 92, 93   |
|                   | c. Describe the targets used by the company to manage climate-related risks and opportunities and performance against targets                             | 114      |

# Assurance Letter



## INDEPENDENT ASSURANCE STATEMENT

### INTRODUCTION

Bureau Veritas Certification Brasil (Bureau Veritas) was hired by **Volkswagen Participações Ltda**, to conduct an independent assurance of the Sustainability Report of Volkswagen Participações Ltda. Our responsibility is defined according to the scope below.

### SCOPE OF WORK

The scope of this verification covered the standards and Principles<sup>1</sup> of the Global Reporting Initiative™ for Sustainability Reporting and refers to accountability for the period from January 1, 2024, to December 31, 2024.

### RESPONSIBILITIES OF VOLKSWAGEN PARTICIPAÇÕES LTDA AND BUREAU VERITAS

The preparation, presentation and content of the Report are the sole responsibility of the management of Volkswagen Participações Ltda. Bureau Veritas is responsible for providing an independent opinion to the Interested Parties, in accordance with the scope of work defined in this statement.

### METHODOLOGY

The assurance included the following activities:

1. Interviews with those responsible for the material topics and the content of the Report;
2. Remote verification of corporate and operational processes (verification of GRI, SASB and TCFD material indicators and information sampling);
3. Analysis of documentary evidence provided by Volkswagen Participações Ltda for the period covered by the Report (2024);
4. Analysis of the engagement activities with stakeholders developed by Volkswagen Participações Ltda;
5. Evaluation of the system used to determine the material aspects included in the Report, considering the context of sustainability and scope of the information published.

The verification level adopted was Limited, in accordance with the requirements of the ISAE 3000<sup>2</sup> standard, incorporated into Bureau Veritas' internal verification protocols.

1. Accuracy, Balance, Clarity, Comparability, Completeness, Context of Sustainability, Timeliness and Verifiability.
2. International Standard on Assurance Engagements 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information.



## LIMITATIONS AND EXCLUSIONS

Any evaluation of information related to:

- Activities outside the reported period;
- Position statements (expressions of opinion, belief, objectives or future intentions) by Volkswagen Participações Ltda;
- Accuracy of economic and financial data contained in this Report, extracted from financial statements, verified by independent auditors;
- Inventory of Greenhouse Gas (GHG) emissions, including energy data (verified in a separate process by another Bureau Veritas team);
- Data and information of affiliated companies or outsourced employees, over which there is no operational control by Volkswagen Participações Ltda.

The following limitations have been applied to this check:

- The principles of Accuracy and Reliability of data were verified on a sample basis, exclusively considering the information and data related to the material topics presented in the Report;
- The economic information presented in the Report was specifically verified against the GRI principles of Equilibrium and Completeness.

## OPINION ON THE REPORT AND THE ASSURANCE PROCESS

- For the preparation of this Sustainability Report, Volkswagen Participações Ltda used the result of the materiality matrix, which was consolidated from research, extensive consultation and analysis of documents from stakeholders: customers, employees, suppliers, business partners, shareholders, communities – through surveys, focus groups and interviews, in addition to a diagnosis of the company's situation in relation to the topics identified as relevant;
- In our understanding, the Sustainability Report of Volkswagen Participações Ltda presents the impacts of the company's activities in a balanced manner;
- Volkswagen Participações Ltda demonstrated a method of collecting and compiling data that is adequate in relation to the GRI Principle of Reliability.

## CONCLUSION

As a result of our verification process, nothing has come to our attention that could indicate that:

- The information provided in the Report is not balanced, consistent and reliable;
- Volkswagen Participações Ltda has not established appropriate systems for collecting, compiling and analysing quantitative and qualitative data used in the Report;
- The Report does not adhere to the Principles for Defining Content and Quality of the GRI Standard for Sustainability Reporting.



## DECLARATION OF INDEPENDENCE AND IMPARTIALITY

Bureau Veritas Certification is an independent professional services firm specializing in Quality, Health, Safety, Social and Environmental management with over 190 years of experience in independent assessment services. Bureau Veritas has implemented and enforces a Code of Ethics throughout its business to ensure that its employees maintain the highest standards in their day-to-day activities. We are particularly attentive to prevention regarding conflict of interest.

The verification team has no other relationship with Volkswagen Participações Ltda, other than the independent verification of the Sustainability Report. We understand that there is no conflict between other services performed by Bureau Veritas and this verification carried out by our team.

The team that conducted this verification for Volkswagen Participações Ltda has extensive knowledge in verifying information and systems involving environmental, social, health, safety and ethical issues, which, combined with experience in these areas, allows us to have a clear understanding of the presentation and verification of good corporate responsibility practices.

## CONTACT

<https://www.bureauveritas.com.br/pt-br/fale-com-gente>

São Paulo, May 09, 2025.

Luiz Carlos Lima

Assurance Sustainability Reports Lead Auditor (ASR)  
Bureau Veritas Certification – Brasil

Marcia Konishi

Auditor Assurance Sustainability Reports Auditor (ASR)  
Bureau Veritas Certification – Brasil

Camila Pavão Chabar

Executive Sustainability Manager  
Bureau Veritas Certification

# Credits and Corporate Information

## **VOLKSWAGEN FINANCIAL SERVICES BRASIL**

Av. Dr. Luís Rocha Miranda, 341  
Bairro Jabaquara – São Paulo – SP | CEP 04344-010  
Volkswagen Participações Ltda. &  
Banco Volkswagen S.A.  
Rua Volkswagen, 291 – 4º andar – CPI 8025  
Bairro Jabaquara – São Paulo – SP | CEP: 04344-020

### **Contact for clarification on the report**

Treasury & Investor Relations  
[tesouraria.ri@VWFS.com](mailto:tesouraria.ri@VWFS.com) | **GRI 2-3**

### **Contact us**

Capitals and Metropolitan Areas: 4003 6636  
Other regions: 0800 770 1936  
Exclusive relationship center for people with  
hearing and speech impairments: 0800 770 1935  
Official WhatsApp: (11) 4003 6636

## **Executive Coordination**

### **Treasury & Investor Relations**

Cristiano Silva  
Diogo Martins  
Caio Sant’Ana Gomes  
Robert Maurício Severino

### **Legal Department**

Diana Toscani

### **Culture, Development & Diversity**

Isabele Quirino

### **Sustainability & ESG**

Petrina Santos  
Carolina Nascimento  
Marcella Silva

## **EDITORIAL DESIGN**

**Consulting, Project Management,  
Content, Design and Web Development**  
[Grupo report](#)

### **Collection of indicators**

Grupo Report ([Central ESG](#))

### **Report Team**

Beatriz Miranda, Dauro Veras, Fernanda  
Andrade, Giuliana Bellegarde, Jaqueline  
Luz, Lígia Feliciano, Marília Campos,  
Murilo Botega, Rubem Hojo, Sergio Lemos  
and Tita Berton.

### **Translation**

Darrell Champlin

### **Self-description**

Camila Henriqson

### **Photos**

VWFS Brasil Collection, Shutterstock,  
iStock

### **Accessibility consulting**

Integra Cultural Soluções Criativas Ltda.

*Special thanks to all employees of  
VWFS Brasil for their participation  
and commitment in providing  
information for the preparation of  
this report.*

São Paulo, June 2025.