Annual Report 2024

LOJAS RENNER S.A.

RENNER CAMICADO YOUCOM realize ASHUA repassa

Index

01 Introduction

About the report 04
Browsing tips 05
Message from the administration 06

02 Lojas Renner S.A.

Ecosystem 08
Operational results 13

03 Corporate governance

Best practices 18
Share profile 20
Administration 21
Risk management 24

04 Drivers

Strategic digitalization and ecosystem cycle 34
Responsible Fashion Strategy 2030 39

05 Human and diverse relations

Human capital management 50
Leadership and career 53
Engagement 59
Well-being 60
Diversity and inclusion 63

06 Climate, circular, and regenerative solutions

Climate change 71
Water and chemicals 76
larity and regeneration 79

07 Connections that amplify

Compliance in the chain 91
Supplier qualification 100
Fair compensation 106

08 Additional information

Governance 109
Environmental 123
Social 127

09 Indicator board

Governance 139
Social 141
Environmental 153

10 Reading tools

GRI index 158
SASB index 166
Capitals map 167
Priority SDG map 169
Limited Assurance Report 170
Credits 176

01.
Introduction

About the report 04
Browsing tips 05
Message from the administration 06

For the 15th consecutive year, we are publishing our Annual Report, which provides a comprehensive and objective overview of achievements, challenges, and strategic decisions that drive us towards the future and connect results to our long-term commitments.

About the report

GRI 2-5

This report is the result of a collaborative, multidisciplinary effort involving approximately 100 employees from our team who, throughout the year, manage the initiatives, projects, processes, and indicators that demonstrate the company's value creation and the progress of our 2030 Sustainability Strategy.

This publication adheres to global best practices in ESG transparency, which we have been adopted in a pioneering manner over the years, driving our continuous evolution in addressing key industry and business challenges to mitigate impact and create more sustainable solutions.

The Executive Board and the Board of Directors, within the scope of the Sustainability Committee, approved the report, in accordance with the recommendations of the Accounting Pronouncements Committee technical guidance (CPC 09).

Good reading!

Global Reporting Initiative

Since 2010

Access the GRI index to learn about the indicators and our reporing.

Auditoria independente

Since 2014

Access the Limited Assurance Report which attests to the soundness and integrity of the information reported in the report and the Emissions Inventory Limited Assurance Report.

Integrated report and SDG1

Since 2015

Access the capital map and the SDG map to learn about the business capitals and the supported SDGs.

Sustainability Accounting Standards Board

Since 2019

Access the SASB index to learn about our indicators and reporting.

Since 2023

Access the Sustainability attachement in the Annual Balance Sheet published in preparation for adherence to IFRS S1 and S2 standards in future years.

IFRS S1 e S2

Since 2024

Committed to fostering the advancement of corporate sustainability, through pioneering adherence to new guidelines, we are among the first companies worldwide to adopt IFRS S1 and S2 standards, with the publication of our inaugural IFRS S2 report, which outlines our governance, strategy, and climate-related risk management, as well as their potential financial impact on our business. Click here to learn more about our Sustainability-Related Financial Disclosures Report - Climate.

Browsing tips

Due to the large amount of information and indicators contained in this report to meet all global demands, here are some tools that allow different ways of reading it, so you can choose what suits you best:

To go straight to indicators

Access our **indicator board** which consolidates all quantitative ESG indicators in a single place, with historical data from the past three years and variations compared to the previous year.

Published since 2021, the dashboard provides a consolidated and comprehensive view of the data required by the main capital market ratings, indices, and rankings, thereby supporting analysts' evaluations.

To learn more

For in-depth information regarding topics of your interest, please access the provided **links**. These links will navigate you to our supplementary documents and publications, or to pertinent chapters within the content.

To review the guidelines adopted

Identify all the indicators and references of our adopted guidelines and where they are located from **each guideline's index**, concentrated in the last chapter of the report.

Along the text you will also know when we are addressing a guideline's indicator by identifying the symbols shown below:

Along the content

GRI 000-0 | SASB XX-XX-000x.0

On the cover of each chapter and the **SDG** and **capital maps**

Icons of the SDGs addressed and Icons of the capitals of the integrated report

Message from the Administration

GRI 2-22

Our history is made of cycles, and 2024 marked the end of one of the most significant ones for Lojas Renner S.A.

In 2024, we consolidated strategic investments that enhanced our competitive advantages and accelerated the Company's evolution towards a more agile, efficient, and sustainable operation, even in the face of the challenges posed by the severe floods in Rio Grande do Sul.

Guided by our purpose, **Our achievement lies in enchanting**, and the strategic objective of becoming a benchmark in **Responsible Fashion**, we have made progress in our 2030 Public Commitments, focused on building an increasingly responsible and less impactful value chain.

Furthermore, demonstrating our commitment to fostering the advancement of corporate sustainability, we are among the **first global companies to adopt IFRS S1 and S2 standards** ahead of schedule, disclosing our governance, strategy, and management of climate-related risks, as well as their potential financial impact on our business.

Within the pillar **Connections that Amplify**, we highlight the significant achievement in 2024 of reaching 50.5% of our fashion resale suppliers (tier 1 and 2) demonstrating high performance in compliance socio-environmental standards. This progress is fundamental to our responsible sourcing agenda, promoting more sustainable practices throughout the production chain and ensuring concrete results in mitigating socio-environmental impacts.

Under **Human and Diverse Relations**, we have increased racial representation in leadership positions from 30.5% to 34.4% and female participation in senior leadership positions from 45% to 47.9%, driven by structured professional advancement programs and ongoing diversity and inclusion initiatives. Furthermore, we have reached 5.1% representation of people with disabilities within our workforce, thereby affirming our commitment to equitable opportunities.

Within the scope of **Climate, Circular and Regenerative Solutions**, the official validation of our Net Zero target by the Science Based Targets initiative (SBTi) underscores our dedication to tangible, science-driven measures aimed at reducing emissions. This recognition not only reinforces our strategy but also positions us as leaders in building a more sustainable future. Moreover, 63.4% of our manufactured products now utilize more sustainable raw materials, and, in alignment with our commitment to the circular economy, we have commenced collaborative initiatives with our supply chain, thereby strengthening the groundwork for a more effective and practical climate transition.

In 2024, we also placed our purpose and values at the service of the communities in Rio Grande do Sul, establishing a robust support network to address the challenges arising from the floods. This involved the mobilization of over 700 volunteers and the allocation of R$ 6.9 million towards emergency relief efforts and socio-economic recovery programs, directly benefiting more than 10,000 individuals, including employees, communities, and suppliers.

These achievements are underpinned by a sound, transparent, and diverse governance structure, which guides strategic decisions aligned with the principles of best corporate practices and the expectations of our stakeholders.

In 2025, we will commemorate the 60th anniversary of Lojas Renner S.A. and our 20th year as the first Brazilian corporation, milestones that reflect our history of pioneering spirit and innovation among Brazilian corporations. We plan to invest approximately R$ 850 million in the expansion, and in the development of structuring projects, modernization of our stores, pursuing operational efficiency and consistent value generation.

We express our sincere gratitude to our employees, clients, suppliers, advisors, shareholders, and partners for the trust they have placed in us, their steadfast dedication, and their ongoing support.

Carlos Souto
President of the Board of Directors

Fabio A. Faccio
CEO

02.

Lojas Renner S.A.

Ecosystem 08

Operational results 13

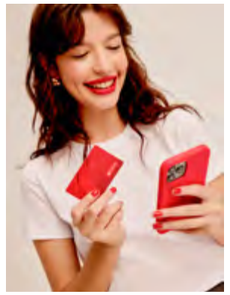
Capitals

SDG

Ecosystem

GRI 2-1 | 2-2 | 2-6

We are a fashion and lifestyle ecosystem, the leader in the omnichannel fashion retail and one of the largest brands in Brazil.



Learn more +

Discover in our **institutional presentation** how we leverage our competitive advantages to evolve our business model and create value in a lasting and consistent manner.

	RENNER	CAMICADO	YOUCOM	ASHUA	repassa	realize	UELLO	RX VENTURES
Establishment or acquisition	**1965**	**2011**	**2013**	**2016**	**2021**	**2017**	**2022**	**2022**
Business segment	Largest omnichannel fashion retailer	The Brazilian leader in home and decor	Retailer specializing in youth fashion	Retailer specializing in plus-size fashion	Resale Platform	Financial institution	Logistics company	Investment fund finances
Target market	18 to 39-year-olds	18 to 39-year-olds	18 to 24-year-olds	25 to 45-year-olds	-	Supports the retail operation by offering convenience and building customer loyalty.	Carries out urban deliveries, serving as an important enabler of our ecosystem.	Funds startups with the potential to transform the value chain through innovations and ESG best practices
Social social	A-, B e C+	A-, B e C+	A-, B e C+	A-, B e C+	B e C+			
Stores	429	103	135	19	Available in 62 stores (physical +online)			
% of net revenue in 2024	91%	4%	4.5%			Consolidated in Lojas Renner		

Overview of the value chain

25.1 thousand employees

3 distribution centers

20 million active customers

686 stores

539 resale suppliers

Europe

7 (1.3%) resale suppliers

Asia

99 (0.39%) employees

252 (46.7%) resale suppliers

Other countries in Latin America

666 (2.65%) employees

11 (2%) resale suppliers

14 (2%) stores

Brazil

24,337(97%) employees

269 (49.9%) resale suppliers

672 (98%) stores

3 (100%) distribution centers

Learn more (+)

The volume of our products made in Brazil and Latin America in the infographic showing the distribution of the resale supplier chain.

Business overview

RENNER

As the largest omni-channel retailer specializing in fashion and lifestyle in Brazil, Renner's value proposition is to deliver the best omni-channel fashion experience with diverse styles, delighting customers with quality products and services at competitive prices, while consistently innovating in a sustainable manner.

In 2024, Renner kept its expansion plan for physical stores, opening 12 stores and, while simultaneously closing 7 underperforming stores following a profitability review. Of the 429 stored in operation at the end of the year, 415 are located in Brazil, 10 in Uruguay, and 4 in Argentina.

The brand kept assembling the necessary tools to strengthen customer relationships, with the aim of becoming increasingly more digital and omnichannel. Additionally, Renner introduced the new store format in both new and renovated stores.

The Company also advanced in integrating digital channels with physical stores, launching features like an app for unified sales from store and e-commerce inventories, and stock checks via app — all aimed at enhancing customer convenience and experience.

CAMICADO

Camicado is Brazil's largest home and decor retailer, with over 35 years of operational expertise. Beyond resale items, it designs and sells products under its own brand, Home Style, as well as third-party items.

Starting in 2022, Camicado underwent a significant transformation, revitalizing both its physical and digital spaces. The company reevaluated its business strategies to align with emerging market trends, always aiming to provide customers with a seamless and inspiring experience, increasing the brand's digital footprint and strengthening product visibility, resulting in improved profitability.

In 2024, we achieved historical milestones with a record 28% growth in Net Revenue/m², accompanied by a significant increase in gross margin of 1.6 percentage points.

youcom

Youcom is a youth fashion brand that embodies an urban lifestyle, consistently innovating to meet its consumers' needs sustainably.

The brand has grown steadily, fulfilling its purpose of delighting and connecting individuals with a youthful lifestyle, and offers an omnichannel experience to its customers via its exclusive e-commerce platform and mobile application.

In 2024, Youcom expanded its reach by opening 11 new stores, primarily in new locations, while maintaining its specialized format with a strong fashion appeal, and achieved a significant 19% growth in Net Revenue, and has an active customer base of over 1.5 million.

ASHUA

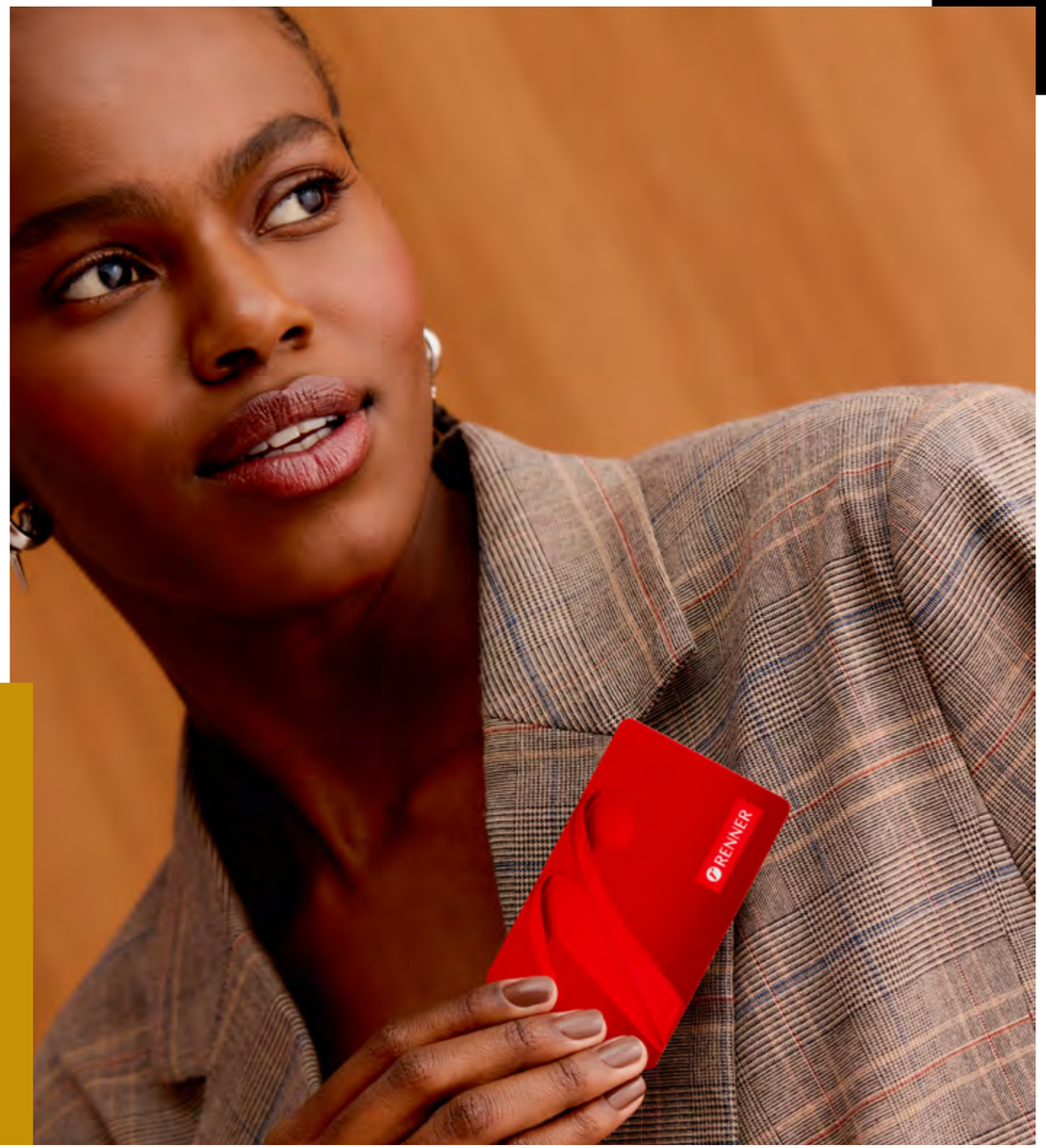
Ashua is our curve and plus-size fashion brand offering collections with fashion statement pieces that prioritize fit, comfort, and style for every woman, in an omnichannel purchase experience.

In addition to the opening of a new store in 2024, it expanded its presence in Renner stores, totaling 19 locations.

repassa

Repassa stands as Brazil's premier online platform for resale.

This digital-first enterprise specializes in the resale of clothes, shoes, and accessories, with a focus on sustainability, operating in the managed fashion resale segment and expanding the range of services offered to customers in the ecosystem.



realize

Realize Crédito, Financiamento e Investimento S.A. – Realize CFI is the company responsible for offering payment and credit solutions that drive sales and customer loyalty in the retail segment. Our portfolio includes products designed to simplify consumers' lives and strengthen their connection with our brands, such as the Cartão Renner (private label), Meu Cartão (international credit card), Saque Rápido (personal loan), and a range of insurance products.

In 2024, Realize reached an EBITDA of R$168 million, with a highlight being the 29% reduction in net credit losses, reflecting the quality of the operation. One of the major drivers of customer loyalty was the Cashback program, which offers a portion of the amount spent as a discount on future purchases made with the Cartões Renner, encouraging repeat purchases and deepening the relationship with consumers.

These initiatives reinforce Realize's commitment to delivering financial solutions integrated with retail, acting as a commercial and loyalty enabler. They promote not only convenience and payment benefits but also foster growing and sustainable customer loyalty.

UELLO

Our logtech, a company that combines logistics and technology, has a focus on streamlining e-commerce deliveries through a network of partnerships and hubs.

Uello operates as an intelligent technology-driven express delivery platform. In addition to conventional partner carriers, we have a network of independent couriers who are monitored through our proprietary delivery and route platform.

Celebrating its seventh year in 2024, the logtech has already completed over 9 million deliveries, with 2.6 million in the current year alone. Uello provides a significant improvement in service level and greater delivery efficiency: with optimizations regarding the vehicle fleet occupancy rate, we surpassed 80% after adopting its technology, optimizing product storage capacity in vehicles and increasing the volume of deliveries per trip. We also experienced reductions in the fixed fleet, which decreased from 85% to 70%, revealing a considerable drop in kilometers traveled and GHG emissions.

Drivers and customers also reveal high levels of satisfaction with the service, reaching 90% in the NPS for both audiences.

RX VENTURES

The Fund is a corporate venture capital (CVC) of Lojas Renner S.A. Operating as an independent venture, it has its own autonomy and governance, which accelerates the analysis and decision-making processes. Ventures focuses on investing in innovative solutions that are ahead of the trends associated with the future of retail and shopping. It operates along five main verticals: fashion and lifestyle, retailtechs, e-commerce and marketplaces, logistics and supply chain, fintechs, and martechs.

Operational Results

GRI 201-1

Below are the key panels showcasing our operational and financial performance indicators. For a deeper understanding of our results, please refer to the **Administration Report**.

In 2024, we were awarded the Transparency Trophy from ANEFAC (National Association of Finance, Administration, and Accounting Executives), standing out in the category of Net Revenue ranging from R$ 5 billion to R$ 20 billion.

R$ (MM)	2022	2023	**2024**	Variation 2024 vs. 2023
Net Retail Revenue[1]	11,575.8	11,706.3	12,672.0	8.2%
Same Store Sales	18.5%	0.2%	7.5%	-
Digital GMV	2,046.4	2,219.8	2,527.9	13.9%
Digital Sales Penetration	13.5%	14.3%	15.1%	0.8 p,p,
Retail Gross Profit	6,399.5	6,384.8	7,015.8	9.9%
Retail Gross Margin	55.3%	54.5%	55.4%	0.9 p,p,
Operating Expenses (SG&A)[2] (Post-IFRS 16)	(4,125.2)	(4,360.9)	(4,566.2)	4.7%
% SG&A without Net Retail Revenue	35.6%	37.3%	36.0%	1.3 p,p,
Total Adjusted EBITDA (Post-IFRS 16)[3]	2,381.6	2,199.4	2,481.8	12.8%
Adjusted Retail Operation EBITDA Margin (Post-IFRS 16)[3]	20.6%	18.8%	19.6%	0.8 p,p,
Financial Services Result	81.6	(95.8)	167.8	NA
Total Adjusted EBITDA (Post-IFRS 16)[3]	2,463.1	2,103.6	2,649.6	26.0%
Total Adjusted EBITDA Margin (Post-IFRS 16)[3]	21.3%	18.0%	20.9%	2.9 p,p,
Net Income	1,291.7	976.3	1,196.7	22.6%
Net Margin	11.2%	8.3%	9.4%	1.1 p,p,
Earnings per share - basic (R$)	1.3261	0.9257	1.1382	+22.9%
ROIC[LTM]	12.8%	10.7%	12.4%	1.7 p,p,

[1] The Retail Operation includes revenue from the sale of goods, as well as service revenues (commissions and costs from the marketplaces and Repassa).

[2] Operating expenses (SG&A) do not include Depreciation and Amortization expenses

[3] Adjusted Total EBITDA (post IFRS 16) excludes depreciation expense and lease finance expense.

Net revenue

Leveraging artificial intelligence, we achieve rapid trend identification, streamlined product development cycles, and improved supply chain productivity and efficiency. Our omnichannel and 100% end-to-end SKU supply model fosters a more integrated, agile, and accurate operation, leading to unprecedented store replenishment lead times.

This robust fashion performance, driven by the evolution of the supply chain model, resulted in an 8% rise in yearly sales, surpassing the average market growth (PMC), a record number of transactions and items sold, and, significantly, a 0.9 percentage point expansion in gross margin, which achieved 55.4%.

Our stores feature intuitive layouts, with an emphasis on product visibility. We have implemented innovative customer-oriented technology, and our online and offline channels are integrated in real-time to create a unified platform with consolidated inventory, operations, and services. Consequently, we are delighting our customers through a more compelling value proposition and improvements in the omni-channel experience – reflected in the increased Net Promoter Score (NPS) across all our business units and channels.

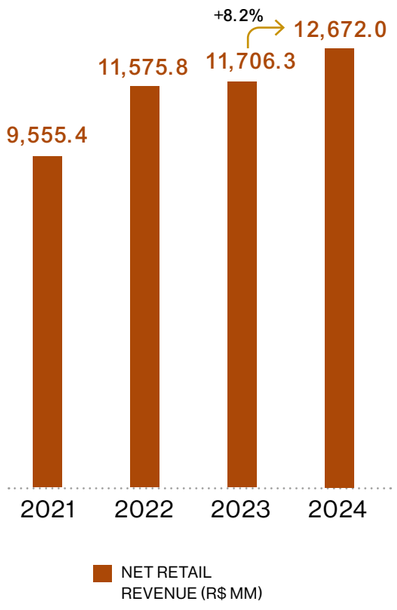
Furthermore, all our businesses experienced increased profitability: Camicado's sales grew by 10% for the year, with a 28% increase per square meter, a 1.6 percentage point gain in gross margin, and a record level of inventory turnover. At Youcom, sales increased by 19%, with a 0.2 percentage point increase in gross margin. Additionally, the ecosystem's base expanded, reaching the significant milestone of 20 million active customers.

Digital GMV

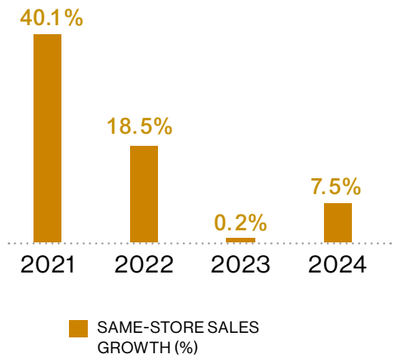
Digital channels continued their growth trajectory in sales, improved expense management, and a significant increase in profitability.

Digital GMV evolved significantly, with greater efficiency and enhanced sales relevance. We achieved a 14% growth in Digital GMV, totaling R$ 2,527.9 million, and a 15% share.

Net retail revenue



Net retail revenue

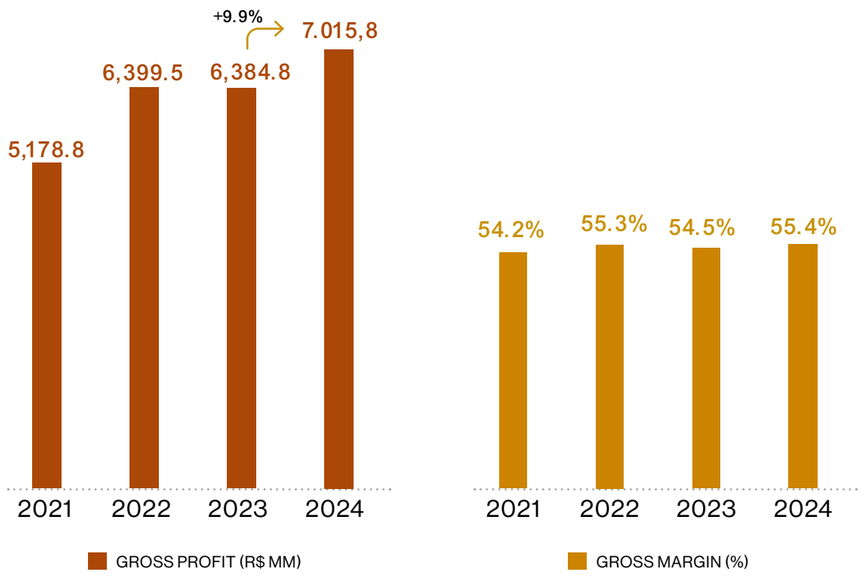


Gross profit

The retail gross margin increased compared to the previous year, driven by the evolution of the Company's business model. The more agile, flexible, and responsive fashion execution, with a larger share of collections being developed and produced during the season, contributed to adjusted and healthy inventories, with lower levels of markdowns, higher turnover, and a significant reduction in the volumes of older items.

Camicado reported significant expansion of its gross margin, achieving record levels, due to operational and commercial execution, as well as more efficient inventory management, which resulted in lower markdown levels. This evolution was also driven by the increased participation of its own brand Home & Style, which has a higher margin. Finally, at Youcom, the slight increase in margin was the result of improved commercial management with suppliers and the maintenance of adequate inventory levels.

Gross Profit and Margin



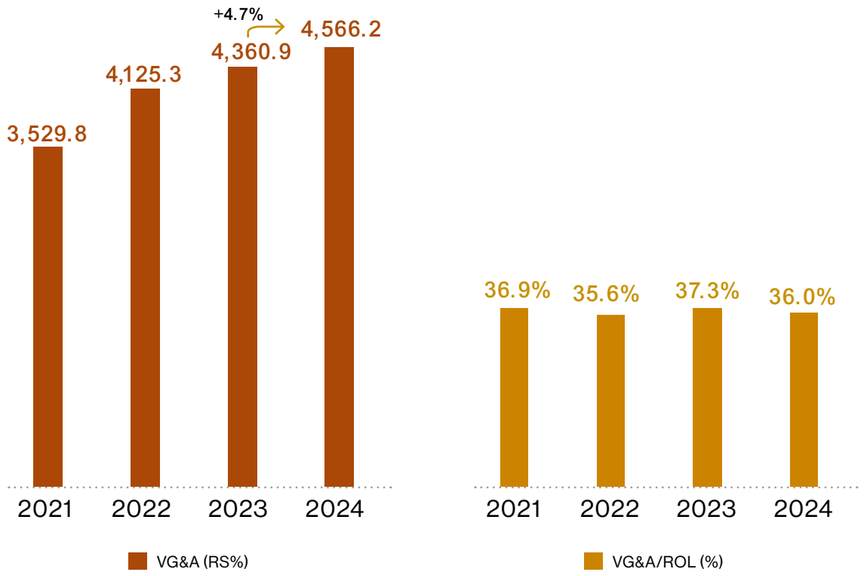
Operating expenses

The reduction in the participation of Selling, General, and Administrative Expenses in Net Retail Revenue reflected the continuous expense control throughout the year, as well as the operational leverage resulting from higher sales volumes.

The digital channel evolved in efficiency, with the participation of expenses in Renner's online revenue at levels similar to the physical operation.

Other Operating Results decreased, mainly due to higher values related to the Profit Sharing Program.

Selling, general and administrative expenses



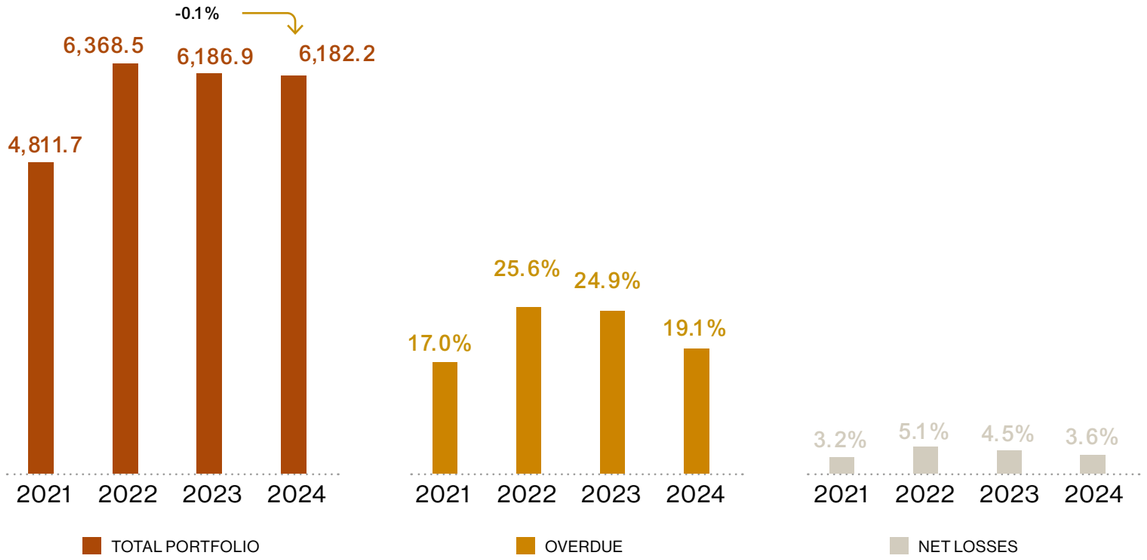
Credit portfolio

The total portfolio remained stable compared to the previous year, but with a significant improvement in its risk profile. The performing portfolio grew by 7.6%, driven by increased card spending (TPV – Total Payment Volume). Meanwhile, the past-due portfolio decreased by 23.1%, with a notable drop in the over-90-day delinquency range, which fell by 5.3 p.p. (according to both IFRS and BACEN models), reaching 14.2% — a level appropriate for the portfolio's risk profile.

This performance was mainly due to a more restrictive credit granting strategy, focusing on lower-risk clients and, consequently, reducing the balance in the over-90-day delinquency range (NPL90 Formation), along with improved collection efficiency.

Finally, total coverage reached 14.6%, a 4.5 p.p. decrease due to the improved quality of receivables. On the other hand, coverage for the over-90-day past-due portfolio increased from 99.2% to 104.8% (from 98.0% to 102.6% under the BACEN model).

Total Portfolio

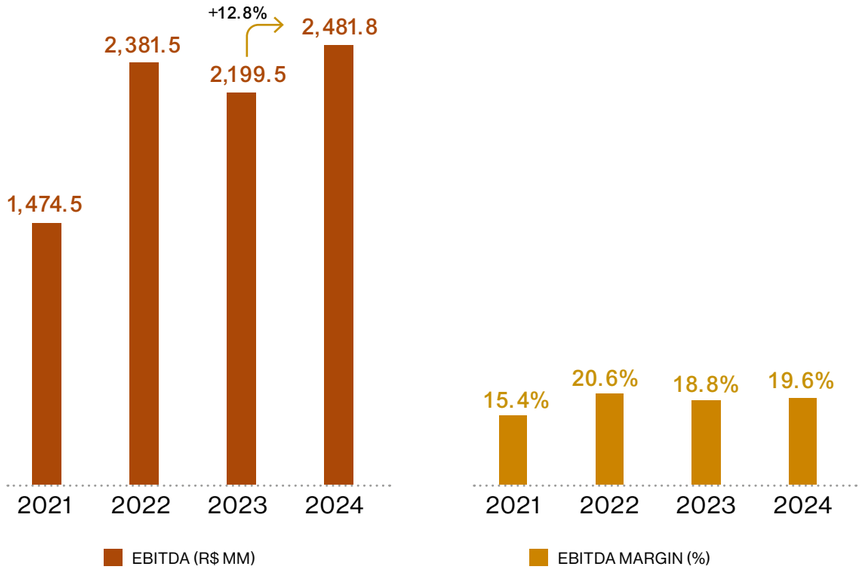


Adjusted Retail EBITDA

The growth of Adjusted Retail EBITDA grew 12.8% compared to the previous year,, with a 0.8 percentage point margin improvement, was primarily attributed to higher gross profit and operational leverage, notwithstanding lower values in Other Operating Results (Profit Sharing Program and Tax Credit Recovery).

The cumulative growth of adjusted retail EBITDA over the past three years was 19.0%, exceeding the 9.0% increase in selling, general, and administrative expenses.

Adjusted EBITDA from Retail and Margin



03.

Corporate Governance

Best practices	18
Share profile	20
Administration	21
Risk management	24

Capitals

SDG

Best practices

Since 2005, when we became Brazil's pioneering corporation with 100% of our shares publicly traded and no controlling shareholder or group, we have been developing a series of initiatives to ensure excellent governance. That year, we joined the New Market — a B3 segment known for its stringent standards in corporate governance.

We have a robust system of practices, policies and structures that ensure responsible and sustainable strategy implementation, with a commitment to generating value to our shareholders. Below are some of the key competitive advantages of our corporate governance:

1965

- Establishment of Lojas Renner S.A.

1967

- IPO

1991

- 1st Independent Board member
- Professionalized management

1998

- JC Penney acquires shareholding control

2005

- 1st Brazilian corporation (100% free float)
- New Market Entry
- Separate executives leading the Board of Directors (BoD) and the Executive Board
- 1st woman on the BoD

2006

- 1st Brazilian company to disclose its General Meeting Manual
- Permanent Supervisory Board (SB)

2009

- Formal BoD assessment
- Governance portal (BoD, SB, and Committees)

2010

- 1st Brazilian company to use the Public Request for a Power of Attorney
- Establishment of the Compliance department

2015

- Governance, Risks, and Compliance policies
- Related parties policy

2018

- 1st Brazilian company to disclose the Governance Report and with the highest adhesion
- Establishment of the Corporate Governance Bureau

2019

- 1st individual election for the BoD
- CEO succession

2020

- We join Women on Board (minimum of two women on the Board of Directors)
- Whistleblowing Channel becomes outsourced and independent

2021

- ESG-linked executive compensation
- 1st ESG Day

2022

- Corporate Governance Department – Governance Officer
- Competency Matrix for the BoD

2023

- Stricter attendance rules and limited concurrent terms for BoD members
- Inclusion of diversity criteria in the Policy for nomination of BoD members
- Disclosure of our tax policy

2024

- Increase in the number of women on the Board of Directors, reaching 3 out of 8 members, 37.5% of the Board
- 100% of the Board occupied by independent directors, including the presidency

Best corporate governance practices

Listing on B3 (Brasil, Bolsa, Balcão) New Market with 100% of common shares

100% of independent members on the Board of Directors (BoD) - 8 out of 8

37.5% women on the BoD - 3 out of 8

33% of women on the Executive Board - 2 out of 6

Advisory Committees to the BoD of which the Audit and Risk Management Committee is statutory

Poison pill encourage share dispersion and protect shareholders

100% of independent members on the People and Appointment, Audit and Risk Management committees

Long-term incentive plans to align management's interests with those of shareholders

Public internal regulation for the BoD, SB, Executive Board, a nd Committee

Formal assessment of the BoD (including the President), Committees, and Executive Board

Secretaries for Boards, Committees and Executive Board

Governance portal BoD, SB, and Committees

Internal audit and compliance linked to the Audit and Risk Management Committee, with reporting to the BoD

whistleblowing channel outsourced and independent

Several public corporate policies

Corporate Governance department with a Governance Officer

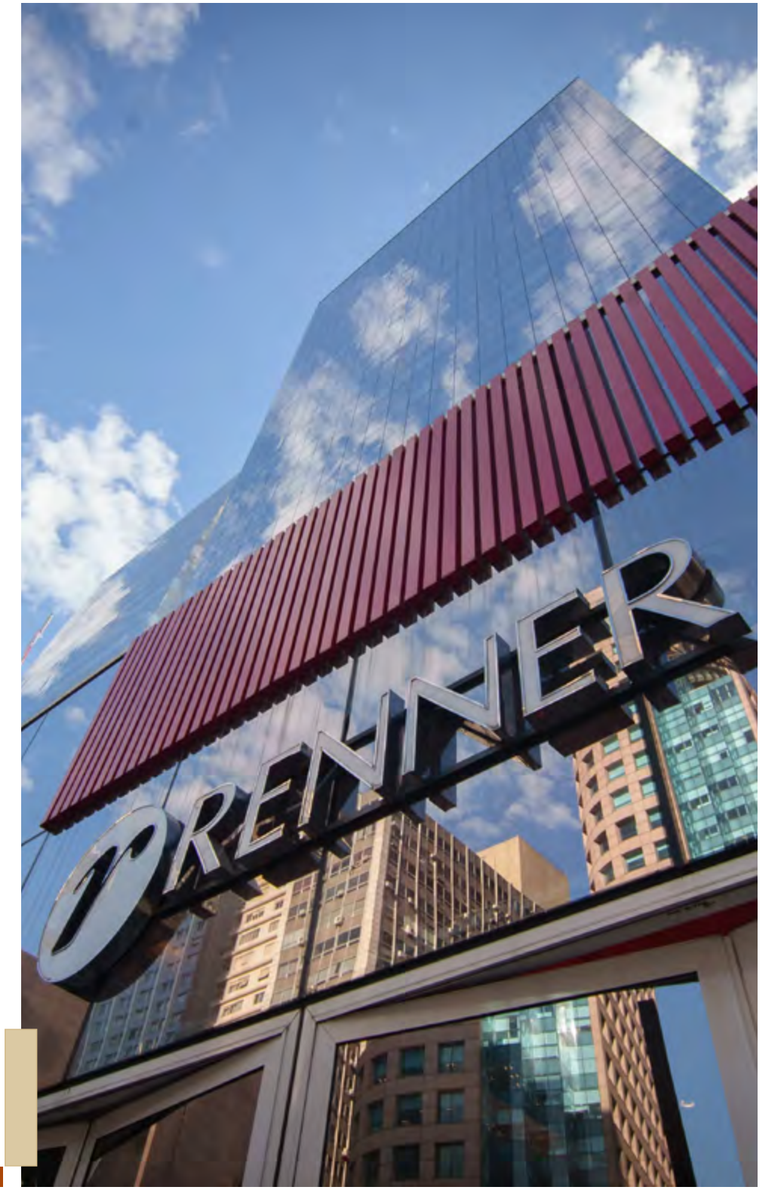
Separate CEO and President of the BoD since 2005

ESG compensation practices since 2017 and 100% of the Executive Board with ESG goals since 2021

98.1% adherence to the practices recommended by the Brazilian Corporate Governance

Learn more (+)

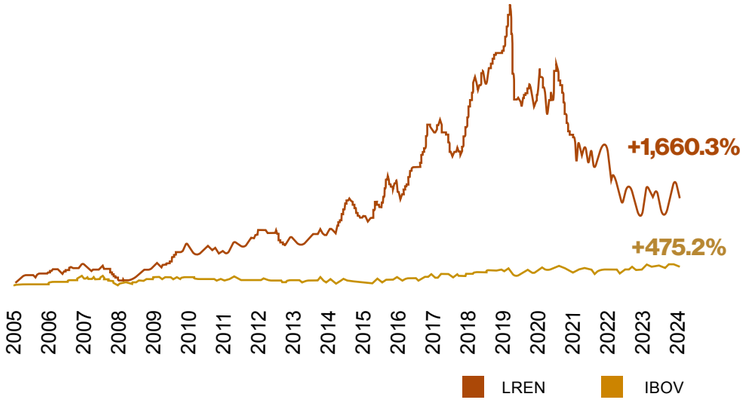
Refer to our 2024 Brazilian Corporate Governance Code Report for more detailed information on governance practices.



Share profile

GRI 2-1

Since 2005, when we transitioned into a corporation, we grew from 800 to 112.3 thousand shareholders, our shares have delivered a total shareholder return (TSR) of 1,660.3%, while Ibovespa index appreciated by 475.2% during this period and we distributed BRL 633.6 million in dividends to our shareholders.

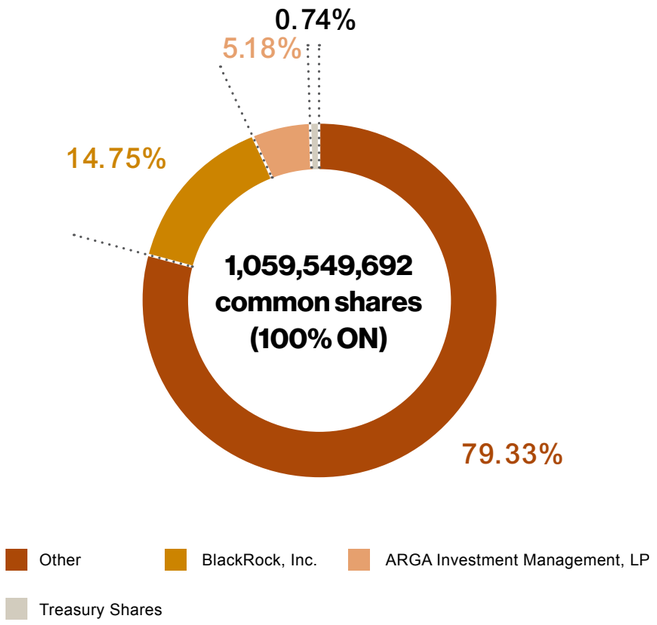


In 2024, our LREN3 shares traded on B3 closed the year at R$12.12, with a market value of R$12.8 billion.

A total of 6.3 million trades were conducted, involving 4.2 billion assets, with an average daily trading volume of R$ 264.5 million.

Ownership structure

Reference date 12/31/2024



Senior leadership shareholding position

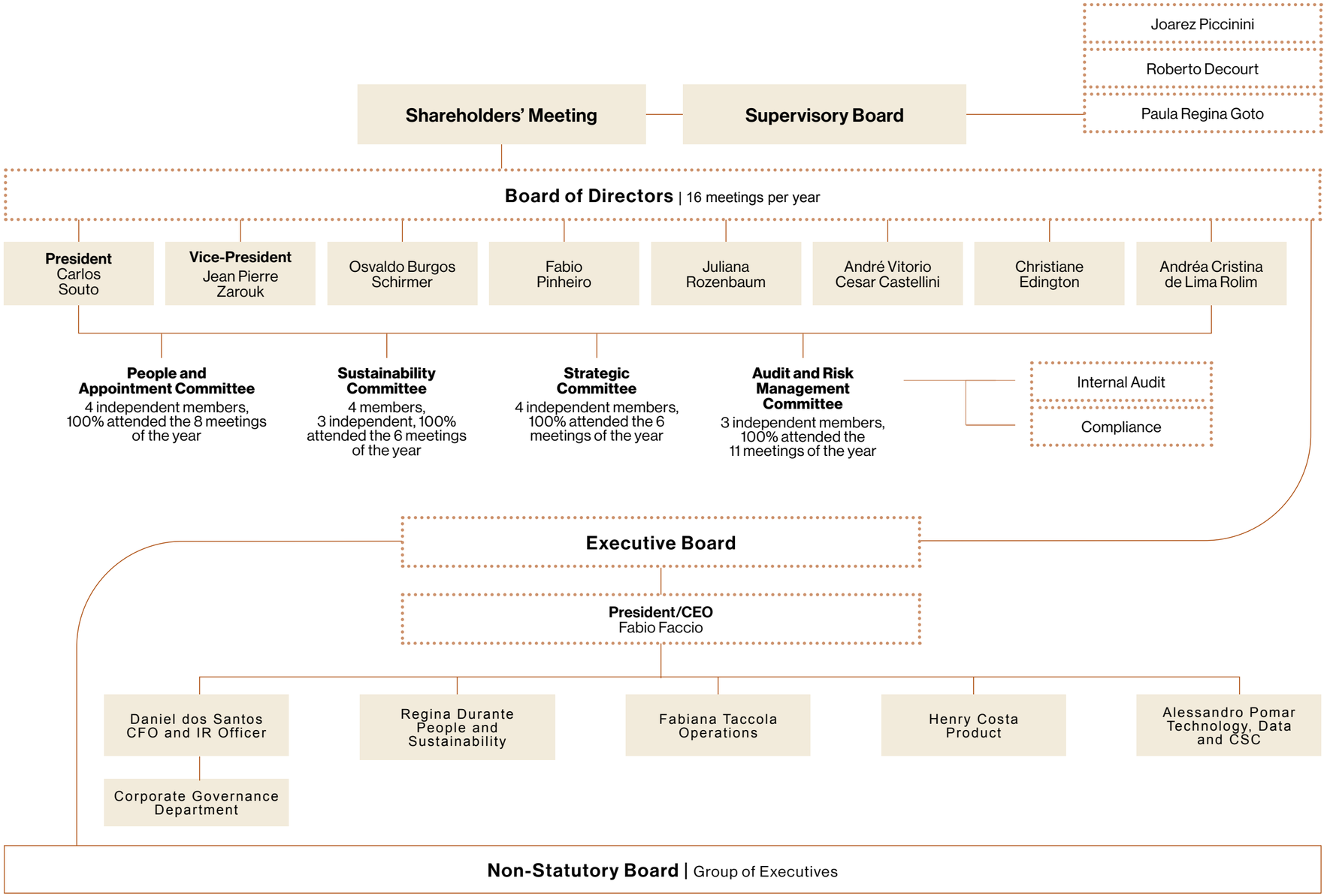
GRI 2-9

Administration

GRI 2-9 | 2-11 | 405-1

The roles and responsibilities of each entity in the governance structure are defined in the company's Bylaws and guided by the Internal Regulations.

Other policies and standards govern the performance of directors, who undergo annual evaluations.



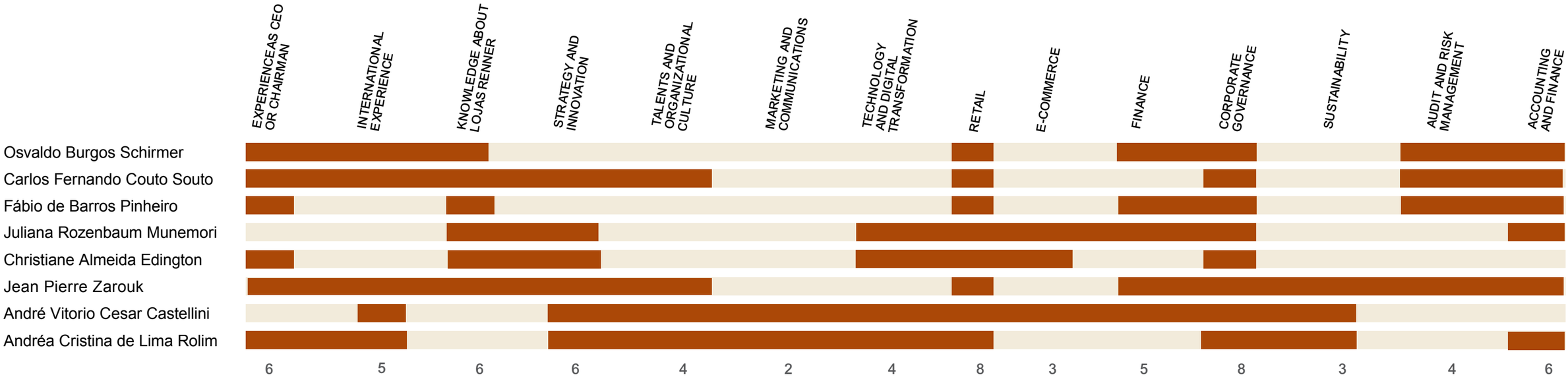
Learn more (+)

Find out details about the composition of each body, the experience of its members and the Council's competence matrix on page 24 of the 2024 Meeting Manual.

Board Members' Profiles

GRI 2-9 | 405-1

The matrix below considers the members of the Board of Directors in December 2024, highlighting adherence to the essential skills for performing the role in the Board:



Term of office(years)

3 members with a term of up to 3 years

1 member 4 to 6 years

3 members 7 to 11 years

1 member with a term of over 11 years

Average term of office of 6.3 years

Independence

8 out of 8 independent members

100%

Gender

3 out of 8 female members

37.5%

Age

1 member 50 and under

4 members between 50 and 60

2 members between 61 and 70

1 member 70 and above

Mean: 59.75 years old

Election and performance of senior leadership

GRI 2-10

Our Board of Directors consists of eight members, each individually elected during the Shareholders' Meeting for a one-year term.

These elected members have the possibility of being reelected and none of our board members hold executive positions within Lojas Renner S.A, in line with Novo Mercado Regulations. Their compensation is exclusively tied to their roles as board members and their participation in Advisory Committees.

Our Executive Board members are appointed by the Board for a two-year term, with the option of reelection. Selection criteria include their professional experience in the industry and alignment with Lojas Renner S.A.'s corporate values. Additionally, board members take on leadership responsibilities in managing their respective departments.

Performance assessment GRI 2-18

For over a decade, we have conducted an annual formal assessment of the Executive Board. Since 2009, the Supervisory Board has also undergone assessment, facilitated by a specialized external consulting firm. This process adheres to best practices in corporate governance and aims at the continuous improvement of the boards.

The **Board's assessment** encompassed the overall effectiveness of the Board, its Committees, individual Directors, and the Chairman, as well as the Board's proficiency in critical competencies and its level of maturity. The outcome of the 2024 evaluation indicates a positive shift in the members' perception relative to the prior year, underscoring an ongoing commitment to enhancing governance processes, supported by action plans designed to address identified opportunities.

Regarding the **Executive Board,** the CEO undergoes evaluation by both the People and Appointment Committee and the President of the BoD. Meanwhile, the other members of the Executive Board receive evaluations from the CEO.

The outcomes of these assessments are then presented to the Committee, which subsequently submits them to the Board of Directors. Additionally, these assessments play a crucial role in determining the executives' compensation, including the allocation of Company shares, as will be shown below.

Compensation GRI 2-19 | 2-20

Our compensation system for Executive Board members is designed to enhance sustainable, long-term value creation while also attracting and retaining top professionals. This comprehensive compensation package includes:

- Fixed compensation
- Benefits
- Short-term Variable Compensation
- Long-term Variable Compensation

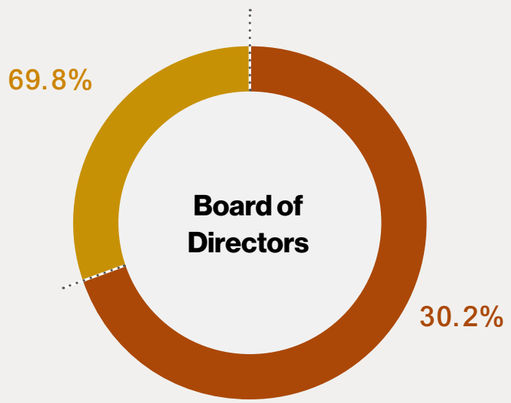
The variable compensation component is contingent upon achieving both the Company's and individual financial and non-financial metrics. It serves as a measure of the senior leadership members' dedication to the Company's sustainable growth.

Starting in 2021, Executive Board compensation has been explicitly tied to **ESG (Environmental, Social, and Governance) goals** outlined in our 2030 Sustainability Strategy. These goals are rigorously monitored semiannually through performance indicators.

The main themes include climate change, supplier socio-environmental compliance, product impact reduction, and diversity.

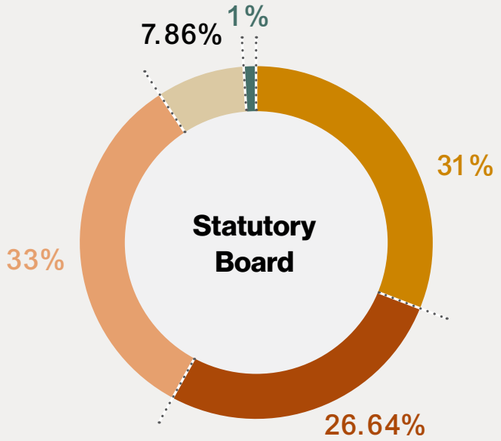
Learn more (+)

Refer to item 8 of the **Reference Form** and **Attachment of the Annual 2024 General Meeting** for more detailed information about **ESG goals' impact on the compensation** of the Executive Board and our compensation policy.



R$ 10.2 million paid as follows:

- R$ 3,07 million Compensation for participation in committees
- R$ 7.13 million Fixed compensation (pro-labore)



R$ 38.8 million paid as follows:

- R$ 10.33 million Fixed compensation (pro-labore)
- R$ 12.98 million Variable compensation
- R$ 478.83 thousand Benefits
- R$ 3.05 million Others
- R$ 11.95 million Share-based compensation (designed to enhance retention, aims to align executives' interests with those of shareholders in creating sustainable, long-term value)

Risk management

GRI 2-12 | 2-13

Framework

We maintain a dedicated framework that is directly connected to our senior management. Its purpose is to enhance procedural efficiency and risk management, while also ensuring that our policies and practices align with our shareholders' risk tolerance.

Board of Directors

4 members with experience* in Risk Management and Auditing:
Carlos Souto | Fábio Pinheiro | Osvaldo Schirmer | Jean Zarouk

Audit and Risk Management Committee (Statutory)

Risk Department

Serves Lojas Renner and its controlled companies

Internal Audit	Corporate Compliance	Loss prevention

Advisory support to identifying, preventing, and treating the key risks associated with all the business areas of all controlled companies

*According to criteria of the Corporate Sustainability Assessment (CSA): experience in risk management or finance and assessment of financial risks.

Audit and Risk Management Committee

The Committee oversees and monitors the Company's risk management and audit processes. It consists of three independent members of the Board of Directors, two of whom specialize in finance:

- Fábio Pinheiro, who chairs the committee, brings 18 years of experience in risk management as a partner and executive officer at financial institutions
- Osvaldo Schirmer, independent member, previously served as a financial executive officer and CFO of a large publicly owned company

The Committee submits quarterly reports to the Board of Directors, as stipulated by its Internal Rules. These reports cover matters that could significantly impact the Company's financial standing or operations. Additionally, the Committee prepares an annual report summarizing key issues discussed throughout the year and providing recommendations.

On a quarterly basis, the Committee's President, an independent member of the Board, attends Board meetings to provide clarifications and discuss matters related to the company's risk management, maintaining a continuous risk management education process aimed at the Board of Directors.

Risk Department

The Risk Department, headed by the Risk and Audit Officer, Yuri Quadros, identifies, prevents, and manages key risks, while also reporting relevant matters to the Committee. A senior management team operationalizes the senior leadership strategic guidelines, establishing and overseeing appropriate policies and procedures. They implement effective methods for execution and foster a risk management culture throughout the entire organization.

The Risk Department directly reports to the Board Committee, ensuring the independence of auditors and professionals specializing in loss prevention and compliance.

The activities of the Risk Directorate are based on an annual plan approved by Management. The work of Internal Audit is approved by the Audit and Risk Management Committee (CAGR).

Our practices are in line with best practices from national and international organizations and study groups focused on Internal Auditing, compliance, and loss prevention such as the Committee of Sponsoring Organizations of the Treadway Commission (COSO), The Institute of Internal Auditors (IIA), and the Loss Prevention Foundation.

Learn more (+)

Find out details about the functioning of the body in **Internal Rules of the Audit and Risk Management Committee**.

Policies

GRI 2-23

The Governance, Risks, and Compliance Corporate Policy serves as the main guiding principle of our risk management approach. It outlines techniques that empower managers with autonomy and responsibility to balance risks while enhancing strategic, tactical, and operational decision-making..

The Policy serves as a guiding instrument for senior management decision-making to improve our performance, enhancing the identification of opportunities for growth while mitigating the likelihood and impact of losses, going beyond mere compliance with regulatory requirements.

Learn more +

Additionally, we've developed several other policies that delve deeply into relevant themes related to risk and opportunity management:

Public

- Governance, Risks and Compliance
- Sustainability
- Human Rights
- Code of Conduct for Employees
- Code of Conduct for Partners
- Compliance
- Allocation of Results
- Anti-Corruption
- Tax
- Disclosure of Relevant Facts and Security Trading
- Transactions with Related Parties
- Nomination and compensation of Board members
- Privacy and data protection
- Occupational Health and Safety Policy

Internal

- Audit
- Financial Management
- Information Security
- Customer service and CRM

Integrated process

GRI 2-24

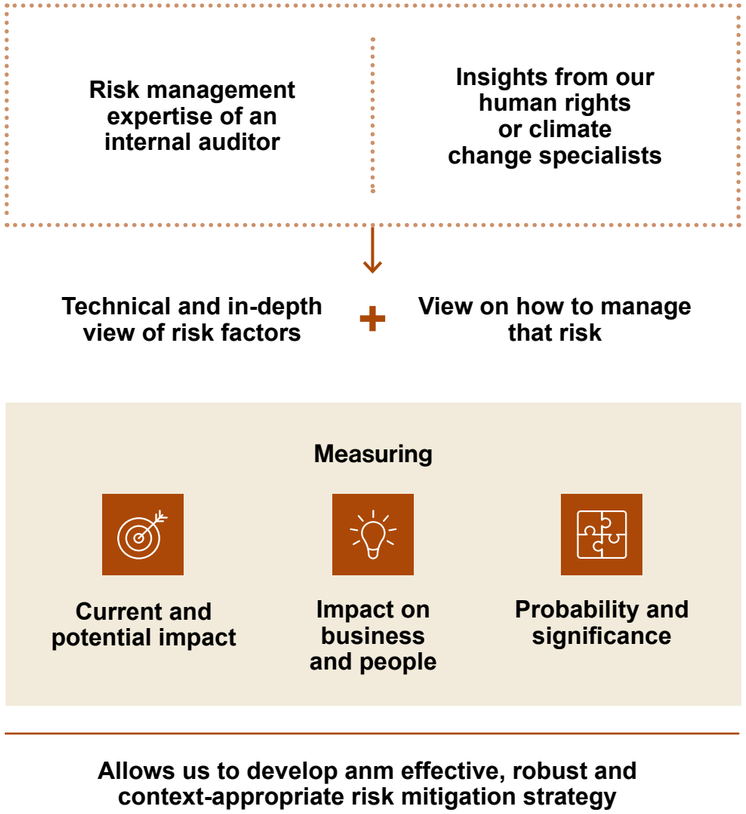
Our Risk Department collaborates closely with various business units, offering advisory support to identify, classify, prevent, and manage key risks, while promoting awareness of a preventive risk management culture. As part of this process, each business department develops and implements its own action plans to mitigate risks.

This approach significantly enhances the Company's risk management efforts. By adopting a multidisciplinary perspective, we can address both best practices in risk management and in-depth technical knowledge related to the topics involving each risk.

For instance, when combining the risk management expertise of our internal auditors with insights from our human rights or climate change specialists, we gain both a comprehensive technical view of risk factors and a view on how to manage that risk. This enables us to assess the real and potential impact, probability, and significance of each risk on the business and stakeholders involved, ultimately informing the development of a robust and context-appropriate risk mitigation strategy.

By bringing the areas closer together, we also create space for feedback and continuous improvement.

This structure ensures an operational risk management framework in three lines of defense, with the first line consisting of managers from all business areas, the second line including the Risk Department and the Audit Committee, and the third line comprising internal audit.



Risk Culture

GRI 2-24 | 2-25 | 2-29

Engagement

Periodically, we conduct an onboarding and welcoming process for employees in leadership positions. These processes address risk management and reinforce our company's preventive culture.

Annually, we provide training to our employees on our Code of Conduct, corporate practices, and anticorruption measures (available in both Portuguese and English). Additionally, we consistently engage in communication efforts to raise awareness about these topics.

Upon joining the company, all employees are required to read and acknowledge their understanding of the Code of Conduct. They must also do so whenever the document is updated.

Suppliers, upon signing contracts with the company, similarly declare their familiarity with the Code of Conduct for Partners (also available in Portuguese and English). They are responsible for sharing the Code with their own employees and ensuring ongoing education and awareness on this subject.

The Corporate Compliance department maintains an active and continuously reviewed Compliance Program. Our goal is to foster a corporate environment grounded in the best practices of corporate governance, risk management, and compliance.

Whistleblowing channel

To reinforce our commitment to our policies and principles, we provide a whistleblowing channel to our customers, suppliers, employees, and the society as a whole. This channel serves all companies in the group in a unified manner.

+

Various access possibilities

Website
contatoseguro.com.br/en/lojasrennersa

Accessible

App
Contato Seguro

Telephone
Toll-free number
0800 900 9091

24 hours
7 days a week

In various languages

Portuguese | English | Spanish

Wide dissemination

We disseminate the channel on our website, through emails, and during workshops for both employees and suppliers. Additionally, we display signs in suppliers' factories (tier 1) and their contractors (tier 2), for which announcement is mandatory and undergoes audit during our technical visits.

Structured handling

A dedicated team in the compliance department and biannual reporting to senior management

Status follow-up

Follow-up field on the website provides the investigation status of the complaint and completion of the report, if necessary

Guarantee of confidentiality:

confidentiality and anonymity for the whistleblower to mitigate the risk of retaliation and enhance security

Emotional support

A team of psychologists receives the complaint and provides the appropriate follow-up.

Guiding

and educational content encouraging use of the channel

Dealing with complaints

Once a complaint is lodged, the Compliance Committee forwards it to the committee responsible for its assessment (based on the specific operation, location, and/or unit involved). This committee then establishes a time frame to create an action plan aimed at rectifying the issue and preventing its recurrence.

The Corporate Compliance area is responsible for monitoring the action plans, ensuring that they have been properly structured and that they meet the necessary requirements to correct the identified situation. The report will only be closed when all the reported issues have been duly addressed through the action plan.

Upon concluding the complaint process, the complainant receives notification of the outcome. The complaint must be dealt with and communicated to the complainant within a maximum of 30 days from its initial submission.

In 2024, 2,794 complaints were filed and investigated. Among these, 688 were deemed fully valid, 818 were partially valid, 792 were invalid, 452 were inconclusive and 44 are still undergoing investigation.

We also have a multidisciplinary Crisis Committee, which convenes whenever there is a non-conformity impacting the company's reputation

The Committee defines the initiatives to mitigate the incident's effects, both within the company and on stakeholder, the internal and external positions and those responsible for the Action Plan, to prevent the incident from occurring again.

These processes cover 100% of our operations. For cases involving suppliers, we follow a non-conformity remediation process agreed upon with them.

Furthermore, the company has a Conduct Committee, which consists of the company's CEO and other executive officers, and the objective of which is to ensure the implementation, disclosure, training, review and updating of the Code of Conduct and the Whistleblowing Channel.

Monitored risks

Typical risks

Reputation risks

Events that could damage the Company's reputation as a consequence of poor risk management are becoming public knowledge.

Operational risks

Failures in internal processes, systems or actions taken by individuals that may generate losses involving operations, employees, assets, customers and revenue.

Strategic risks

Strategic risks arise from decisions made by the company's senior management and have the potential to cause major losses in the organization's economic value.

See the details about the risks identified and managed in our Reference Form.

Emerging risks

New, emerging, or increasingly important risks, arising from external factors over which we have no control, which may significantly affect our business in the long term.

These risks undergo the same general risk management structure, being continuously monitored in accordance with the Risk and Compliance Governance Policy and publicly disclosed in the annual reports and Reference Form under item 4.1, 'Description of risk factors'.

Below are the main emerging risks:

Geopolitical

The war between Russia and Ukraine has had farreaching global economic consequences because of sanctions imposed against Russia, which have led to significant increases in the prices of exports for which both Russia and Ukraine are relevant suppliers. These exports include commodities such as oil, gas, fertilizers, and other goods.

This conflict, combined with the aftermath of Covid-19, has been raising inflation worldwide, posing substantial challenges for monetary policy.

In October 2023, the conflict between Israel and Hamas began. These events have increased inflation around the world, posing significant challenges for monetary authorities.

Like other countries, Brazilian government has responded by increasing interest rates as a method to keep inflation under control, creating additional channels for companies' financial management.

Any significant changes in the financial market or the Brazilian economy could dampen interest from both Brazilian and foreign investors in Brazilian securities. This scenario might adversely impact the price of these securities, limit access to capital markets, and lower future financing for our operations to unacceptable levels..

Mitigation

In order to mitigate the risks associated with the geopolitical scenario and its economic impacts, Lojas Renner S.A. employs a robust set of practices aimed at operational and financial resilience.

Through continuous regulatory monitoring, we track international sanctions and legal changes, maintaining preparedness for adaptation to evolving contexts. We also uphold logistical contingency plans, with ongoing assessment of routes and transportation modes, ensuring the continuity of our supply chain. In financial management, we safeguard the company against exchange rate volatility and adjust commercial agreements to preserve our investment and growth capacity. Finally, we conduct an ongoing assessment of ESG risks, including due diligence of our partners, preventing reputational impacts and strengthening our value chain.

Natural disasters and extreme climate events

According to the World Economic Forum's Global Risks Report 2024, the main emerging risks in the short (up to two years) and long (more than three to ten years) term include natural disasters and extreme weather events.

One of the main emerging risks identified and managed is the risk of natural disasters and extreme weather events resulting from climate change.

Year after year, we are witnessing record-breaking levels of greenhouse gas emissions worldwide. Despite efforts to limit global warming to 1.5°C, the 2023 Bulletin from the World Meteorological Organization indicates that these actions have not been effective. As a result, the risks associated with climate change are escalating, posing potential repercussions for all of society, with effects already being felt currently.

In the context of our operations, our studies to identify risks, opportunities and adaptation measures in the face of climate change, we are exposed to threats from extreme events, such as:

Floods - may result in a decrease in customer traffic and the obstruction of roads and thoroughfares..

Forest fires - The increased frequency and intensity of wildfires may compromise the operation of the Cabreúva distribution center (DC). In response, safety measures may require the evacuation of the DC, impacting operations and logistics.

Heat waves - Unforeseen climatic variations can have a significant impact on our operational results. Extended periods of elevated temperatures during winter can render a portion of our stock and collections unsuitable for the prevailing weather conditions.

Meteorological droughts - the intensification of extreme meteorological drought events can lead to the deterioration of water quality in regions where suppliers in the jeans/twill production chain are located, a sector known for its intensive use of water in the dyeing and finishing of finished products. This context can generate a negative perception of the brand, associating it with environmental impacts and the water crisis, increasing reputational, regulatory, and operational risks.

Mitigation

To mitigate the effects of natural disasters and climate-related events, in 2024, we initiated a climate risk adaptation plan involving 13 areas of the Company (including distribution center management, transportation, architecture and engineering, finance, sustainability, among others). This plan is based on cost-benefit analysis and the valuation of adaptation projects, prioritizing highly effective actions and establishing criteria for this process, thereby defining the subsequent steps for updating the study.

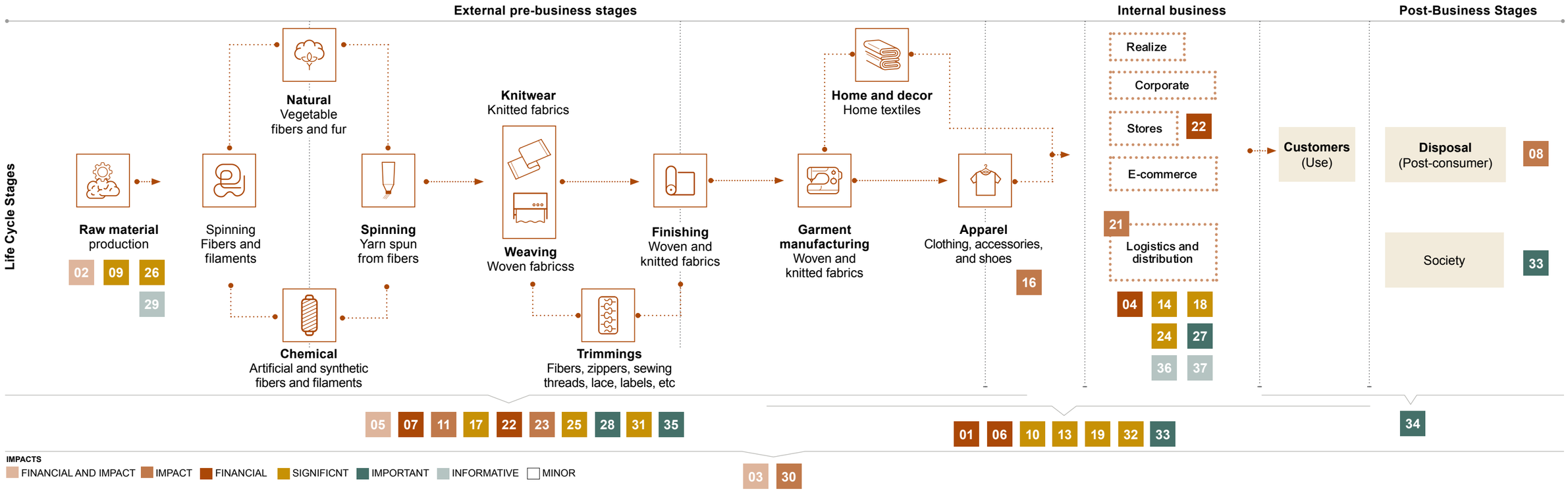
Additionally, we have constructed our **transition plan** in accordance with the IFRS Transition Plan Taskforce protocol, which outlines the measures for adapting our business to climate change in a manner that mitigates risks and builds more resilient models.

We have also published detailed mitigation actions and effects of these risks in our **Sustainability-Related Financial Disclosures Report - Climate**.

Socio-environmental and climate impacts

GRI 2-12 | 2-13

We identified socio-environmental and climate risks and impacts through the institutional process of **corporate risk identification and management**, as well as through materiality analysis. Learn more about the ESG impacts identified in our value chain and the climate risks below.



1. Excessive use of disposable plastics in packaging
2. Use of raw materials with a high socio-environmental footprint
3. Physical and transition risks related to climate change
4. Unfair competition and lack of regulation of the digital sector
5. Poor working conditions in the supply chain
6. Supply crises resulting from geopolitical crises and changes in production and consumption models* ***
7. High waste generation and lack of circularity in the production process
8. Environmental impact of post-consumer products
9. Deforestation and loss of biodiversity
10. Lack of inclusion and accessibility for people with disabilities
11. Environmental non-compliance in the direct and indirect supply chain
13. Violation of privacy and information security
14. Health and well-being issues among staff
16. Poor working conditions at indirect suppliers
17. Water and soil pollution
18. Lack of ethics and compliance in governance
19. Lack of cybersecurity
21. Heavy use of fuels in distribution and logistics
22. Labor shortages
23. High carbon emissions
24. Irresponsible marketing
25. Use of toxic chemicals
26. Violation of community rights in the raw material chain
27. Lack of transparency on fiscal strategy
28. Lack of ESG development in the supply chain
29. Animal abuse
30. Intensive production business model and short consumption cycle
31. Heavy and inefficient water use
32. Racial inequality
33. Lack of social investment and vulnerable populations
34. Sustainability education for customers/community
35. Inefficient use of electricity
36. Sustainability education for employees
37. Gender inequality in pay and career progression

*Situations wherein disparate crises occur concurrently and become interconnected, requiring integrated solutions. These crises can be of various natures — such as economic, environmental, social, or geopolitical — and their effects may be amplified through their overlapping occurrence.

Materiality

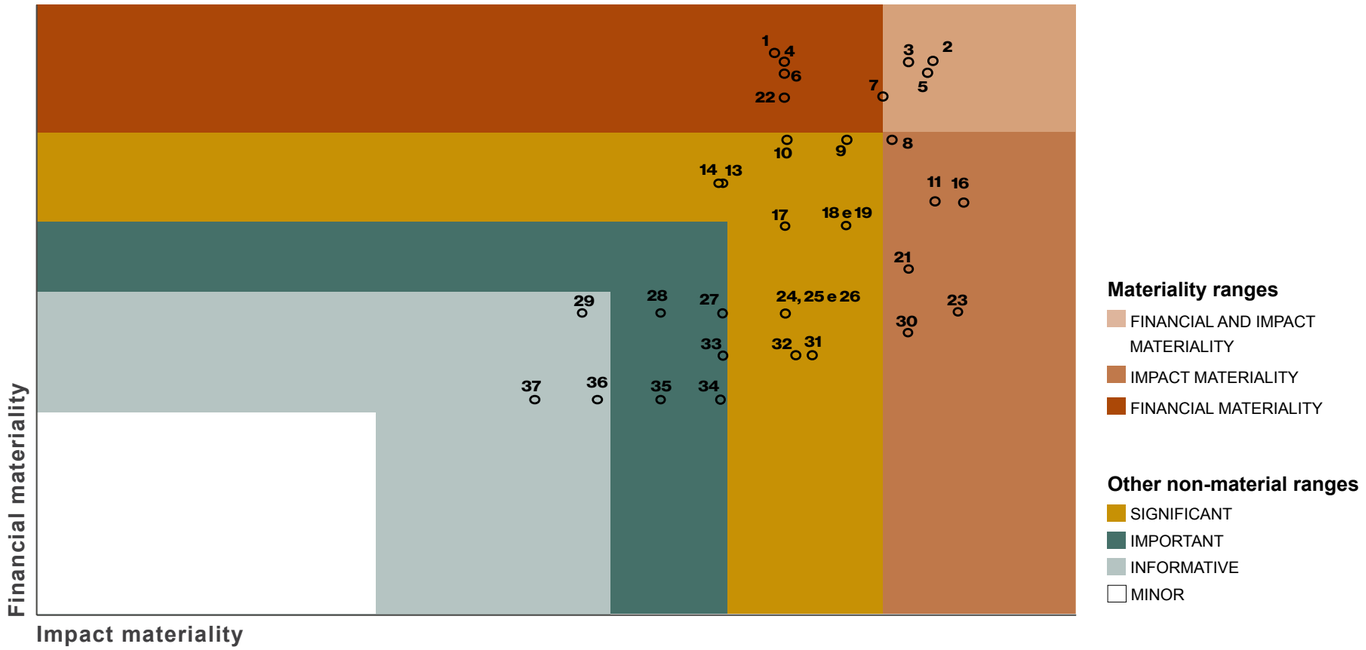
GRI 3-1 | 3-2 | 3-3

A new materiality assessment was carried out in 2024, adhering to the double materiality methodology proposed by the EFRAG (European Financial Reporting Advisory Group).

We analyzed socio-environmental and climate-related issues considering their financial materiality and impact on the business, stakeholders, society and the environment.

This procedure involved the following stages and was validated by the Board of Directors and audited by an independent third party, both within the scope of assurance for this annual report and the assurance for ISO certification, obtained in 2024.

- Identification of impacts, risks, and opportunities (IRO) within the value chain of our ecosystem's operating sectors, based on key ESG indices and ratings from the capital market, a global peer benchmark, leading sectoral organizations, and the legal and regulatory landscape.
- Consultations with stakeholders to prioritize impacts:
    - Comprehensive online consultation open to all stakeholders, on the Company's social networks;
    - In-depth interviews with internal and external experts.
- Consolidation of inputs from previous stages into a long list of IROs.
- Workshop to assess the impact and financial materiality of IROs with a transdisciplinary working group comprising over 70 leaders and specialists from all Departments and various areas of the Company, with the aim of prioritizing impacts.
- Evaluation, adjustments, and validation of assessments and the materiality matrix by the Sustainability Committee and the Board of Directors.
- Materiality audit as part of the independent verification process for this report.



Material Topics

Financial and impact materiality

2 Materials with a high socio-environmental footprint, Pages 82 and 84

3 Climate-related physical and transition risks Pages 71 to 74

5 Poor working conditions in the direct supply chain, Page 97

Impact materiality

8 Environmental impact of post-consumer product disposal, Pages 84 to 86

11 Environmental non-compliance in the direct supply chains and indirect, Pages 93 to 97

16 Poor working conditions at indirect suppliers, Page 97

21 Intense use of fuels in distribution and logistics, Page 127

23 High carbon emissions in the value chain, Page 73

30 Intensive production and short consumption cycle, Pages 84 to 86

Financial materiality

1 Excessive use of disposable plastics in packaging, Pages 87 to 88

4 Unfair competition and lack of regulation of the sector in the digital environment, Page111

6 Impact of polycrises on supply and demand (geopolitical, economic, production and consumption), Pages 28 and 91

7 High waste generation and linearity of the production process, Page 87

22 Potential workforce shortage across the sector and value chain Page 52

Please refer to the previous page for the complete legend of themes.

Monitoring

GRI 2-12

The Board of Directors monitors, evaluates, and tracks the management of socio-environmental and climate-related risks and opportunities identified from quarterly reports by the Sustainability Committee, which presents the status of the company's management performance and external trends to be observed in relation to each one.

The Committee is composed of Regina Frederico Durante (Statutory Director of People and Sustainability), Christiane Almeida Edington (Board's President), Fábio de Barros Pinheiro, and Juliana Rozenbaum Munemori, the latter three being independent members of the Board of Directors. The General Manager of Sustainability serves as the committee's secretary to ensure its close connection to the activities.

The Company reports on socio-environmental and climate-related risks and opportunities to shareholders in the annual results disclosure and at Renner Day, through the 2030 Commitments.

We maintain a work plan that delineates activities to be monitored in the short, medium, and long term, with frequency and stages prescribed by a schedule, macro and micro-objectives, assigned responsibilities, and percentage of progress, in order to ensure the advancement of each goal within our commitments and to mitigate associated risks.

In addition to the Committee, the Board of Directors and the People and Sustainability Board, as stipulated in the Sustainability Policy, the management of risks and opportunities is transversal to all business areas, and is the responsibility of everyone in their daily work, regardless of their area of expertise or hierarchical level.

04.

Drivers

Strategic digitalization and ecosystem cycle 34

Responsible Fashion Strategy 2030 39

Capitals

SDG

Strategic digitalization and ecosystem cycle

GRI 2-22

The year 2024 was a time to reap the rewards of the structuring projects and investments of our 2019-2025 strategic cycle, which focused on digitalization and the development of ecosystem synergies.

Following the completion of major implementations by 2023, we worked throughout the year to refine the new solutions, tools, and processes, and to reach new levels of customer satisfaction.

We have achieved record-breaking results in omnichannel and digital presence, integration of logistical processes, supply chain optimization, and lead time reduction for collection development.

The subsequent pages provide insight into the progress made in our business model, strategic objectives, and key priorities during the previous year, focusing on the culmination of our digitalization cycle and ecosystem development to realize our aspiration of establishing ourselves as the premier fashion and lifestyle ecosystem throughout Latin America.

Differentiators of our seven-year strategic cycles:

- Implementation of complex projects and transformations.
- Resilience in adapting to economic and sectoral scenarios.
- Flexibility for reviews considering the relevance of long-term transformations.
- Incorporation of organizational changes into the culture.
- A solid foundation for results and growth in the medium term.

The strategic cycles of the past 30 years have transformed Lojas Renner S.A. from a family-owned business into one of the largest and most sustainable fashion retailers in the world.

1991-1998
Family-owned

1998-2005
JCPenney subsidiary multinational

2005-2012
Corporation

2012-2018
Fast Retailer

The 2019-2025 cycle brought about a significant transformation of our business model, enabling us to be considerably more agile, flexible, and adaptable in delivering the products our clients desire.

2019-2025 Digitalization and ecosystem cycle

2019
Defining the ecosystem strategy

2020
Adapting the operations to the pandemic

2021
Accelerating investments in the ecosystem: 4 years in 2

2022
Increased profitability, with digital efficiency and a strong balance

2023
+ Growth + Profitability + Competitiveness

2024
Consolidation of sustainable results and transformation

More intelligent and precise collections

Providing our customers with enchanting collections is a fundamental cornerstone of our business, creating a positive cycle of advantages.

- Enchant customers
- Reduce the need for price markdowns
- Meet revenue and margin goals while minimizing reliance on manufacture
- Reduce the use of raw materials and prevent waste
- Avoid stock rupture, when customers do not find what they are looking for
- Reduce the need to transfer items between DCs and stores, resulting in lower costs and less impact on the environment
- Help streamline the process of planning orders with suppliers
- Ensure socio-environmental compliance along the entire chain thanks to real-time monitoring
- Offer opportunities for enchanting omni experiences

We anticipate what the customer
Technology and artificial intelligence

We deliver products to customers however, whenever, and wherever they want
Omni supply

Less impactful products and a fashion retail operation that sets the global benchmark for sustainability
2030 Sustainability Strategy

We manufacture quickly
Integrated and responsive supplier network

With a delightful omnichannel experience
Customer Journey

Integrated and responsive supplier network

Our digital fashion hub positions Lojas Renner S.A. as a Brazilian leader in industry 4.0 applied to clothing retail.

This hub seamlessly integrates knowledge, tools, technologies, and solutions through collaboration across various departments, to explore the potential of 3D technology for product development, enhancing quality while minimizing environmental impact, and to improve the customer experience. Our **suppliers** have embraced innovation, influenced by our cuttingedge digital fashion approach 4.0. Consequently, their processes have become better, more efficient, and more agile.

Transforming the collections' production process

2018

We've implemented software to catalog thousands of raw materials and facilitate seamless communication with our suppliers, resulting in accelerated and more efficient collection development.

2019

We invested in research and analysis of Brazilian body types to enhance our products. As a result, we pioneered the creation of patterns in more realistic sizes, which aligns with our commitment to celebrating diversity.

2021

We created 3D mannequins by scanning real bodies, achieving a realistic physical and visual simulation. This process is critical for product validation and ensures faster and safer collection development.

Additionally, we pioneered an entirely digital collection, where the entire creative process was conducted without any reliance on physical samples. Instead, we replicated the color, print, texture, and fit of raw materials within the software. This disruptive method has significant implications for the fashion industry.

2022

Technological and virtual launching of our second fully digital collection: we created a 3D store integrated with our e-commerce and enhanced by virtual reality so that our customers could interact with our products and see their details from a 360-degree perspective.

2023

We invested in training over 70 individuals on our Design team, as well as our suppliers, in the use of our 3D tool. Simultaneously, we continuously expanded our collection of digital textiles and modeling bases.

As a result, we enhanced the visual quality and precision of our samples, leading to an increase in first-time approvals.

2024

We conducted several pilot programs with suppliers to monitor all phases of production, thereby reducing lead time and optimizing processes.

As a result, we were able to identify bottlenecks, opportunities for productivity improvements, and enhanced responsiveness to demands, as well as digitize supply chain information for greater efficiency.

Omni supply

We have transformed our logistics, supply, and distribution model to advance omnichannel capabilities and delivery efficiency, ensuring that customers can always find or receive the product they desire, how, when, and where they want.

Leveraging cutting-edge technology, automation, and innovation in robotics and artificial intelligence, our Distribution Center in Cabreúva, inaugurated in 2022 as the largest in Latin America, supports business growth through 2035 and accelerates e-commerce and the marketplace within our ecosystem, serving as an enabler of logistical transformation by bringing greater precision, agility, and an omni-channel operation.

2017 New push and pull store supply model: instead of logistics "pushing" products to stores, it is based on replenishing the sold items.

2019 Construction of the new omnichannel Distribution Center (DC) in Cabreúva (SP), a benchmark in automation and innovation in robotics and network review.

2022 Acquisition of **Uello**, an express urban delivery logtech, and start of operations of the **new DC**, a leap in logistics efficiency and multichannel integration.

2023 100% of operations are conducted under a model where all products are managed by Stock Keeping Unit (SKU) rather than by batch.

2024 Omnichannel has established itself as a strategic differentiator, ensuring a more efficient and connected operation. **In 2024, we achieved 15% of sales through the digital channel, a significant increase compared to the pre-pandemic period, when digital represented only 4% of sales.**

The right products in the right place at the right time

Accuracy: 100% supply by SKU, customized assortment by store

Greater precision, fewer breakages and markdowns

Lower operational cost

Agility: significant reduction in lead times

Increased conversion and inventory turnover

Better network efficiency

Omni operation: same inventory, supply and DC for online and offline

100% of the assortment available online

Better efficiency of digital freight
(+ more service at -cost)

Digital channel leveraged by physical store logistics

+sales | +gross margin | -SG&A | +inventory turnover

Technology and artificial intelligence

Offering our customers enchanting collections is a cornerstone of our business, fostering a virtuous cycle of benefits.

To enhance our ability to understand our customers' desires, we have developed a predictive model utilizing data and artificial intelligence (AI) to support trend capture by analyzing both historical sales data and real-time customer behavior. Forecasts determine decision-making regarding the production volume of each product and model, up to one year in advance, as well as store assortment, shop window design, collection planning, and e-commerce posts.

This model has been constructed through a pioneering journey over the past decade, which enables us to capture a wealth of relevant data to enhance our active listening, identify desires, guide our production, and deliver enchanting collections to our clients.

2018

Sales Forecast

We created algorithms and demand forecast models for styles, colors and sizes of products for each store.

2019

RFID

We adopted the RFID (radio-frequency identification) technology, with electronic tags that allow us to track the product in real-time along the value chain, enhancing inventory management, product availability to customers, and ESG compliance in the production process.

2021

Self-Checkout (CAA)
We implemented Self-Checkout (CAA) terminals in all Renner stores, optimizing store operations and enhancing customer satisfaction.

DataLake
We centralized the Company's data through a DataLake, which resulted in improved data governance and reliability, as well as easier access to information — paving the way for advancements in artificial intelligence and automation projects.

2022

Personalization
We applied our data strategy to define experiences, products, communications, and offers, taking into account consumer preferences and creating a unique and meaningful experience.

Transfers
We developed intelligent transfers using AI to forecast demand and suggest the transfer of products between stores, ensuring better availability and increased sales.

2023

Recommendations to product teams

We expanded data capture to the national and international fashion market, and integrated its use into the creation routines, increasing the volume and precision of recommendations to teams, improving the accuracy of collections for more responsible and charming fashion.

2024

Customized Assortments
We use AI to analyze purchasing patterns and seasonality in order to adjust the size distribution of assortments sent to each store, enabling more accurate inventory replenishment.

Darwin
We developed a sales analysis tool that supports store managers in identifying and acting on high-impact opportunities.

Planogram
A tool that calculates the proportion of sizes purchased by customers, improving the efficiency of product replenishment.

2030 Responsible Fashion Strategy

GRI 3-1 | 3-2 | 3-3

Our commitment is to take care of what really matters to exceed expectations

Environmental preservation, the development of innovative solutions to sector challenges, and fostering conscious, equitable, and prosperous social relationships are essential pillars for strengthening the trust and pride of our employees, customers, suppliers, and shareholders.

Since 2016, we have formalized and designed an institutional sustainability strategy that guides our actions in line with our sustainable value proposition: To be the benchmark sustainable ecosystem in fashion and lifestyle.

To make progress in building a business that's circular, regenerative, and low-carbon, aiming to empower our customers to make informed choices.

To build diverse and human connections, ensuring that every individual can realize their full potential.

To amplify the impact of our connections by collaborating with our suppliers and partners to tackle industry challenges.

Within each pillar of our 2nd strategic cycle, 2022-2030, the themes presenting priority risks and opportunities for the company were identified, and a roadmap of goals was established to drive progress through 2030.

Recent findings offer significant lessons regarding the trajectory towards the 2030 goals, enabling us to further facilitate the annual strategic adjustment of our endeavors to accomplish the strategic plan.

The following pages detail the performance against our targets up to 2024, and subsequent chapters outline the initiatives for progress within each pillar.

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

01. Human and diverse relations

To build diverse and human connections, ensuring that every individual can realize their full potential.

A. Engagement and well-being

To be among the national benchmarks in employee engagement, ensuring a living wage, and continuously advancing in promoting the well-being of employees.

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals for 2030

To be in the Brazilian high-performance market

according to the results of engagement research, including the results of consolidated national and international operations.

Goals for 2024

Maintain high performance in the ranking, considering the overall result of the survey and grow at least three percentage points compared to 2023.

Status

95 points

We are among the National Highlights in the high performance market.

Methodological reference: Willis Towers Watson global engagement survey and average survey, including the average results observed in the Brazilian context.

To be among the top performers in the well-being category

according to the results of engagement research, including the results of consolidated national and international operations.

Goals for 2024

To preserve current performance levels and expand category participation;

Wellness campaigns, awareness initiatives for leaders and Business Partners, and execution of an action plan addressing points raised in the well-being journey.

Status

79 points

We have achieved a two percentage point growth in the category compared to 2023.

Methodological reference: Willis Towers Watson global engagement survey and average survey, including the average results observed in the Brazilian context.

100% of employees receive a wage equal to or exceeding the established living wage

Goals for 2024

Adjustment of the calculation methodology for employee living wage, based on the Anker Research Institute methodology;

Reassessment of employees and identification of roles below the living wage.

Status

Adapted methodology;

Status

A role-based reassessment was conducted for employees in all regions where a living wage value is determined by the defined methodology.

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

01. Human and diverse relations

To build diverse and human connections, ensuring that every individual can realize their full potential.

B. Diversity and inclusion

To be among the national benchmarks in employee engagement, ensuring a living wage, and continuously advancing in promoting the well-being of employees.

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals for 2030

50% of leadership positions held by black individuals

Goals for 2024

36%

Status

increase from 30.5% to 34.4%

Goals for 2024

To conduct a diagnosis of the employee journey, with a racial focus; and

Development of an Intentional Trainee Program and continuation of Career Acceleration Programs for Black individuals;

Anti-racist events and training for the entire company;

Talent mapping and creation of a racial data dashboard; and

Engagement with external initiatives, external training programs, and pacts and associations.

Status

A diagnostic assessment of the Black Person's Journey has been conducted;

Trainee and Acceleration Programs are currently underway;

We conducted anti-racism events and training for the entire company;

We facilitated specific training for Black individuals through MOVER;

We are affiliated with MOVER, the Business Initiative for Racial Equality, and ID_BR.

Methodological reference: we consider leadership positions Specialists, Coordinators, Supervisors, Process Leaders, Consultants, Managers, Senior Managers, General Managers, and Executive Officers.

55% of senior leadership positions held by women

Goals for 2024

49.5 %

Status

increase from 45% to 47.9%

Goals for 2024

Development of Career Acceleration Programs for women;

Events and training for the entire company; and

Engagement with external initiatives, external training programs, and pacts and associations.

Status

Career Acceleration Programs conducted;

We carried out training on tackling domestic violence and combating sexual and moral harassment for the entire company;

We are associated with MM360, UN Women, the Business Coalition for the End of Violence Against Women, and Equity is Priority (Global Compact).

Methodological reference: we consider senior leadership positions Senior Managers; General Managers, and Executive Officers

Offer a portfolio of diverse and inclusive products and services, considering the potential contribution of each business area

- **Fashion:** implement structured processes that take into account the bodies diversity in the development of their portfolios.
- **Home and decoration:** develop specific product lines for People with Disabilities.
- **Credit and financing:** financial products and services aimed at socially vulnerable groups.

Goals for 2024

Conduct internal and external **studies, research and benchmarks** on the topic;

Define diversity strategy in **products/services;**

Start development of **pilot products;**

Develop initiatives for **inclusive service.**

Status

Diagnosis in Products and Services to recognize and centralize data and information on existing initiatives;

New opportunities and challenges and awareness raising of Camicado Product teams with a focus on people with disabilities;

Racial Literacy for Lojas Renner S.A.

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

02. Climate, circular, and regenerative solutions

To make progress in building a business that's circular, regenerative, and low-carbon, aiming to empower our customers to make informed choices.

A. Climate

To accelerate the shift toward a low-carbon economy, achieving science-based reduction targets (SBTi) and climate neutrality by 2050.

Goals for 2024

	Goals for 2024	Status
To reduce absolute Scope 1 and 2 emissions by 46,2%	36%	60.9%

Methodological reference: science-based goal validated by the Science Based Targets Initiative (SBTi), which covers all businesses (100%) and has 2019 as the base year.

Goals for 2030

	Goals for 2024	Status
To reduce Scope 3 emissions from purchased goods and services per unit of apparel and footwear by 55%*.	2.5%	6%

Methodological reference: science-based goal validated by SBTi in September 2024, covering Renner and Youcom (from raw material extraction to the Distribution Center) and has 2019 as the base year. *The previous target submitted to SBTI was reviewed and approved at the end of 2024.

Goals for 2050

	Goals for 2024	Status
Net Zero (Scopes 1, 2 and 3) With a 90% reduction in emissions and compensation for residual emissions.	Approve the Net Zero target for SBTi in 2024.	**Target approved by SBTi in September 2024.**

Methodological reference: science-based goal validated by SBTi, which covers Lojas Renner S.A. and has 2019 as the base year..

Goals for 2030

	Goals for 2024	Status
Commits to continue active annual supply of 100% renewable electricity	100%	100%

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

02. Climate, circular, and regenerative solutions

To make progress in building a business that's circular, regenerative, and low-carbon, aiming to empower our customers to make informed choices.

B. Water

To decrease water usage in our operations and among our strategic suppliers while eliminating the disposal of chemicals containing restricted substances in textile and footwear manufacturing.

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals for 2030

	Goals for 2024	Status	Goals for 2024	Status
Operation: 68% of Renner stores equipped with water consumption reduction equipment.	**47%** operation	**47%** operation		
Supplier: 60% of items classified as low water consumption (jeans and critical suppliers)*			**32%** items classified as low consumption	**47%** items classified as low consumption

Methodological reference: according to the Supply Pyramid methodology applied to the national chain by the Supply Chain Management team. For the water issue, we will only consider water-intensive suppliers (jeans chain)
*Correction in relation to the 2023 Annual Report, the target must be achieved by 2030. For 2025 we aim to reach 45%.

	Goals for 2024	Goals for 2024	Status	Status
% of textile and footwear suppliers without restricted substances in their products	**15%** of the clothing chain is appropriate	**0%** of the footwear chain is appropriate	**16%** of the clothing chain is appropriate	**0%** of the footwear chain is appropriate

Conduct testing, mapping and training in the supply chain to ensure compliance;

Review the Restricted Substances Manual; and

Engage the product (internal) and field (external) teams regarding compliance processes with restricted substances.

Mapping, chemical inventory, training and testing carried out.

Methodological reference: Absence of Restricted Substances described in the Chemicals Manual, proven in periodic tests in accredited third-party laboratories.
*In 2023, we reported the target for the adequacy of each chain, specifying 100% of the jeans chain as appropriate. We are now reporting on the entire chain. Furthermore, the footwear chain roadmap will be launched in 2027.

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

02. Climate, circular, and regenerative solutions

To make progress in building a business that's circular, regenerative, and low-carbon, aiming to empower our customers to make informed choices.

C. Circularity and regeneration

To create sustainable and restorative products, services, and business strategies that empower our customers to make informed decisions.

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals for 2030

To integrate circularity principles into the creation of our products, services, and business strategies

Goals for 2024

Promoting engagement and literacy on the topic for the product team and suppliers

Start operations of our recycling hub

Start ecosystem circularity strategy

Status

We promote engagement and literacy by launching a Circular Fashion Guide open to everyone and shared with our teams and suppliers

Workshops and practical engagement moments for the product team on the topic of fashion circularity

To invest in the creation of circular and regenerative textile raw materials, with a commitment to ensuring that 100% of our essential raw materials are sustainable

Goals for 2024

70 %

of products with less impactful raw materials for Renner and Ashua

Status

63.4%

We achieved a growth of two percentage points in comparison to 2023, partially reaching the 2024 sub-target

Methodological reference: more sustainable raw materials that promote the principles of circularity or that originate from regenerative cultivation and planting processes, including organic or transitional agriculture, which, combined with soil health and land management practices, mimics nature's processes.

To remove non-reusable or non-recyclable plastic packaging from physical stores and online platforms, while actively seeking solutions to minimize waste production and enhance the circularity of the main residues resulting from operations and strategic suppliers.

Goals for 2024

43

Renner's stores with plastic packaging

Status

73

Renner's stores with plastic packaging

Methodological reference: plastic packaging used to package purchases in physical stores.

Goals

Our strategy encompasses goals and monitoring metrics for the main ESG risks or opportunities of each strategic pillar. Our goals were developed in the sustainability strategic planning process, are not required by legislation, and reflect best business practices for the advancement of sustainability performance.

03. Connections that amplify

To amplify the impact of our connections by collaborating with our suppliers and partners to tackle industry challenges.

A. Value Chain

Certify the supply chain using socio-environmental criteria and concentrate purchases on suppliers with high management and performance.

Key*:

- Achieved
- In progress
- Not achieved

*Annual internal scaling of targets for our monitoring purposes

Goals for 2030

To certify 100% of the supply chain according to socio-environmental

Goals for 2024
100%
clothing and home and decor

Status
100%
clothing and home and decor

Goals for 2024
9%
administratives

Status
9%
administratives

Methodological reference: in the goal base year (2022), 100% of Renner, Youcom and Ashua Resale Suppliers, and 90% of Camicado suppliers, were certified.

To achieve 60% of the purchase volume from resale suppliers rated A+ in our ESG performance matrix

Goals for 2024
50%
clothing and home and decor

Status
50.4%
clothing and home and decor

Goals for 2024
0%
administratives

Status
14%
administratives

Methodological reference: classification according to our ESG performance matrix, which categorizes suppliers into six levels based on their performance and socio-environmental commitments: alpha - protagonists, beta - performance model, A - high compliance management, B - medium compliance management, C - low compliance management, and D - insufficient compliance management.

To ensure 100% traceability of all cotton products and make progress in tracking other textile raw materials

Goals for 2024
5%

Status
0%
Until 2023, our monitoring of raw material traceability encompassed materials for which traceability was established through certification. In 2024, a revision of our methodology led us to consider exclusively the physical traceability of the raw material's source, which brought us back to the initial level.

Methodological reference: araceability refers to the process of tracking the origin of virgin cotton and its transformation from a raw material into a finished garment. This traceability is confirmed via a digital system that illustrates the stages of production.

To encourage strategic suppliers to adopt a living wage

Goals for 2024
Alignment of supplier methodology with the employee methodology of Lojas Renner S.A.

Status
85% percent of the critical suppliers are encompassed within the new methodology.

To monitor and promote the socio-environmental inclusion and development of sellers

Goals for 2024
Implement ESG monitoring tool in sellers

Status
We have made progress in monitoring the TOP 20 sellers, according to the brand protection program

ESG Governance

GRI 2-17 | 2-23 | 2-24

A formally structured governance is responsible for the management of ESG and climate-related risks and opportunities, and for overseeing our responsible fashion strategy.

Board of Directors

CEO

People and Sustainability Department

General Sustainability Management
Eduardo Ferlauto

Secretary of the Committee

Sustainability Committee

Christiane Almeida Edington
Independent Committee President

Fábio de Barros Pinheiro

Juliana Rozenbaum Munemori

Independent Committee Members

Regina Frederico Durante
People and Sustainability Officer

Developed from an extensive transdisciplinary study, our 2022-2030 second strategic cycle is updated every two years via materiality analysis and approved by both the Sustainability Committee and the Board of Directors.

Learn more (+)

Comprehensive information regarding the administration's responsibilities regarding ESG and the executives' and board members' experience on the subject can be found in our **Sustainability-Related Financial Disclosures Report - Climate**.

ESG goals in compensation

GRI 2-19

Since 2021, the variable compensation for our Executive Board has been formally linked to ESG goals, aligned with our public commitments to responsible fashion, with a weight of 5% and biannual monitoring of results indicators.

The performance evaluation and variable compensation for all management, coordination, specialist, and technical consultant levels include goals linked to relevant ESG themes and the achievement of our 2030 strategy objectives, with each goal weighted between 5% and 15%. Therefore, employees with multiple ESG goals may have a cumulative weight of up to 55%.

Furthermore, we incorporate risk management indicators for these positions related to both reducing the impact of identified risks and executing audit and mitigation projects.

ESG Targets Linked to Variable Compensation

% corporate risk index

19 employees	1 department

Limit absolute CO_2 emissions in logistics

51 employees	1 department

Execution of audit projects to mitigate risks

17 employees	1 department

% products with recycled raw materials in their composition

196 employees	13 department

Purchase volume from A+ rated suppliers

30 employees	1 department

Weighted Index of 2030 Public Commitment indicators

220 employees	26 department

Presence in the Corporate Sustainability Index (ISE) and the Dow Jones Sustainability Index (DJSI)

100 employees	22 department

A total of 125 different positions, spanning all leadership hierarchy levels, are subject to ESG indicators that influence variable remuneration.

05.

Human and diverse relations

Human capital management	50
Leadership and career	53
Engagement	59
Well-being	60
Diversity and inclusion	63

Capitals

SDG

Goals of the 2030 commitment

To build diverse and human connections, ensuring that every individual can realize their full potential.

Goals for 2030

Engagement and well-being
To be among the national benchmarks in employee engagement, ensuring a living wage*, and continuously advancing in promoting the well-being of employees.

Diversity and inclusion
To build a culture of diversity, equity, and inclusion of minority groups, achieving at least:

- **50% of leadership positions** held by black individuals
- **55% of senior leadership positions** held by women

To offer a diverse and inclusive portfolio of products and services, considering the potential contribution of each business.

*Remuneration sufficient to provide a decent standard of living for oneself and one's dependents, in accordance with the local cost of living.

Progress

90% of employee engagement
in the 2024 survey

34.4% of leadership positions
held by **Black people**

79% positive perception
in **well-being** in the engagement survey

47.9% of senior leadership positions
held by **women**

We quantify the positive impact of leadership and career development programs, as well as culture and engagement initiatives, through strategic and tactical indicators. These indicators are linked to leadership's variable compensation, which is tied to advancements in strategic people pillars:

100%
effectiveness in the succession map, with 83% of executive positions with immediate and/or short-term readiness.

64%
of positions opened held by internal candidates

Employer brand

FIA UOL Amazing Places to Work 2024.

1st place in the fashion retail ranking of the 2023/2024 MERCO Talent Top award 100.

Inclusion

We reached the milestone of 5.1% of our team being made up of people with disabilities.

Well-being

1st fashion retailer recognized in the 2024 Mental Health in Companies Yearbook by Instituto Philos Org. Silver Certification in the National Quality of Life Award.

Human capital management

The cornerstone for the execution of our strategy and business model resides in our talented professionals and our organizational culture. Engaged personnel delight customers. Delighted clientele, in turn, fosters customer loyalty. Customer loyalty generates consistent and sustainable financial results.

Management model

The Company's Management Model guides the development and dissemination of the business strategy, thereby ensuring comprehensive alignment with corporate strategic objectives, in connection with our mission and values, promoting a cycle of recognition and career progression, and supporting the identification of technical and competency development needs.

Strategic Alignment

For over 20 years, the bi-annual alignment meeting has convened the Board of Directors, Executive Board, and General Management, with the support of an external consultancy, to review the Company's Purpose and Value Proposition, as well as conduct a SWOT (strengths, weaknesses, opportunities and threats) analysis to formulate the Major Strategic Objectives.

Strategies are delineated for the subsequent semester, defining the priority strategic projects to be developed and the corporate and Directorate goals, aligned with the strategic development cycle and the budgetary process.

Thereafter, a robust communication and engagement action flow is implemented to ensure alignment with our corporate culture, priorities, and objectives among all personnel. Additionally, ongoing forums are utilized to facilitate real-time monitoring and correction of gaps in strategic understanding, recalibrate direction, and strengthen the employees' sense of Business Ownership.

Leadership Convention

For over two decades, this annual leadership and culture development event has brought together leaders —managers, general managers, and directors — to collaborate on content aimed at the development and integration of executives in relation to strategic pillars.

Results Meetings

Each month, general and senior managers host these meetings in their respective areas to align understanding of the strategy, celebrate achievements, and tackle challenges. Employees actively contribute to shaping action plans during these sessions.

Quarterly Results Meeting (QRM)

In addition to senior managers, this meeting involves the same audience as MRMs. It delves into progress related to strategic pillars for the semester/ year and features guest speakers discussing key strategic topics.

Monthly Results Meeting (MRM)

The President, Board, and general managers closely monitor strategy implementation, corporate performance, and business results.

Strategic Committee

Tied to the Board of Directors, this committee convenes at least four times annually. Its purpose is to oversee the execution of strategic plans and projects, review significant investment initiatives, and closely track strategy implementation - directly reflecting the Company's collective understanding.

Magia

Our continuous cultural programming unfolds the content from the Leadership Convention, cascading the strategy to all employees in an engaging and gamified manner. It strengthens alignment, reinforces our organizational philosophy, and fosters integration across different levels.

Culture

Following a cultural diagnostic conducted in 2021, we established the project OUR CULTURE. OUR POTENTIAL.

Which aims to internalize and accelerate key behaviors and beliefs that leverage business strategy and promote the recovery of our core essence.

In 2024, within the scope of the project, we launched the culture onepage for 100% of employees, clearly and concisely compiling the Company's cultural foundations:

- Purpose
- Value Proposition
- Vision
- Competitive Advantages
- Business Imperatives
- Values
- Key Behaviors and Beliefs

We also strengthen cultural events and rituals:

Chat with executives: quarterly live sessions with directors, fostering closer relationships and interaction with teams across all business units.

Coffee with executives: monthly in-person and online meetings with up to 15 employees and one director for open discussions on various topics.

Semester highlights: semiannual recognition event for top performers in the mystery shopper program, held in person with the president and executive board at headquarters.

Retirees: a semi-annual ceremony held at the corporate headquarters, featuring the president and directors, to honor employees who have achieved 25 years of tenure. Celebrations are also conducted for employees reaching milestones of 5, 10, 15, 20, 30, and 35 years of service.

Special days: throughout the year, we celebrate the biannual pet day and children's day (fuzarkas day) at the headquarters, as well as the monthly fashion day for the entire company, featuring a thematic trend for teams to incorporate into their work attire.

Enchantment Day: In the days leading up to major retail events, administrative staff members have the opportunity to register to engage in store operations, experiencing the business firsthand, learning from colleagues, and establishing direct contact with our customers.

ENCHANTMENT STORIES: Employees submit stories of enchantment that occurred in their stores and compete for prizes and recognition.

BALANCE: Individual and collective discussions with teams to establish functional agreements that foster well-being and a trusting environment among all.

Employer brand

Attraction and retention

We foster the continuous generation of a talent pipeline through candidate attraction and engagement initiatives on our career pages, website, social media platforms, and the Circuit Program.

Career Pages

We have over 1 million followers on our LinkedIn page and achieved leading indicators among all monitored competitors, with significant progress in job openings views and applications in 2024.

Circuit Program

Since 2019, the Circuit Program has served as our talent relationship program, fostering opportunities for the exchange of experience and knowledge within the Education and Innovation ecosystem in Brazil.

The objective is to collaborate in the development of talent, enhance the desirability of our employer brand, and attract top-tier talent to the ecosystem.

Through strategic alliances with universities and institutions dedicated to employability, the Circuit organizes events, initiates business challenges like hackathons and meetups, and leverages the expertise of our professionals as speakers, fostering recognition and engagement.

Recruitment and Selection

Recruitment and selection procedures are centralized for all roles across the ecosystem and for new store openings. Conversely, for existing operational stores, these processes are executed directly by the respective store management.

Through a competency-based selection model, we aim to ensure that new hires not only meet technical requirements, but also contribute to the strengthening of our organizational culture by identifying candidates with behaviors and values aligned with our culture.

The implementation of the Gupy artificial intelligence platform has increased the accuracy in identifying the most suitable candidates for each vacancy and reduced the process time.

We have implemented strategic recruitment processes that include targeted initiatives to attract candidates from diverse backgrounds.

Leadership and career

Leadership and career development is one of our top priority pillars, aiming to provide all the necessary tools and mechanisms to accelerate the training and growth of our employees.

Our Career Cycle commences with a **competency assessment, conducted annually for leaders and biannually for employees, encompassing our entire team.** From the Specialist position, the assessment results in variable compensation, and for senior managers (comprising 0.7% of total employees), additional compensation is provided in the form of stock options.

Since 2022, we've introduced optional competency assessment cycles every three months, supplementing the mandatory cycles.

This allows leaders and employees to continuously align expectations and deliveries, swiftly address and intensify areas for improvement, in a manner adapted to the prevailing circumstances.

It is worth mentioning that we advocate for the use of **continuous feedback** as a potent development tool, to be utilized as needed, regardless of formal or optional competency assessment cycles, as well as career conversations. This is facilitated through an online and mobile career development system, enabling everyone to modify their Individual Development Plans (IDPs).

For leadership roles, we conduct a potential assessment in addition to the competency assessment, which measures behaviors in line with company values.

This assessment gauges the learning agility, ambition, and motivation of professionals.

Post-assessment, we consolidate this data into a 9-box matrix, with performance on one axis and the final score of the **potential assessment** on the other.

This information is automatically plotted by the career system into the **9-box matrix**. The matrices' outcomes are deliberated in calibration committees (People Committee), involving leaders, clients, and HR, making it a significant career discussion moment for Company talents.

This calibration process enhances visibility for professionals, enabling us to identify standout talents within the company and customize the IDPs of leaders based on their position in the matrix.

Calibration and succession

Our Succession Program, initiated in 2007, is designed to groom leaders who can meet business challenges.

The journey starts with the recognition of highperforming and high-potential talent among our employees during calibration meetings, as previously described.

Following the calibration process, once talents are identified, we conduct succession planning meetings, wherein all Managerial positions and above are mapped.

Finally, for general manager and executive officer roles, we have a Board Succession Committee, formed in 2009. This committee, consisting of all executive officers, validates the maps that were previously created in collaboration with the current position holders, their leaders, and the People and Sustainability area.

During these meetings, we create a Succession Map that identifies potential successors for each role and their readiness status: immediately ready, ready within a year, or ready within one to three years. We then establish a structured development plan to fast-track the preparedness of our executives.

The development initiatives are planned in consultation with the executive, the manager, and a representative from the People & Sustainability area, and are regularly reviewed.

As part of our career acceleration initiatives, we offer a range of development opportunities through our “Voa Talento” (Talent Soar) Program, tailored specifically for our talent pool. These opportunities include executive coaching, high-performance communication coaching, women’s development programs, counseling, mentoring, reverse mentoring, job rotation, assessments, and a variety of courses at the national and international level.

In 2024, we achieved a high rate of internal leadership promotion, with 64% of open positions filled by our internal talent. Our succession planning proved to be 100% effective, with all identified successors stepping into their new roles. Furthermore, we maintained a talent retention rate of 96%.

For the Company CEO position, we also maintain a structured succession plan which, since 2007, has aimed to identify and develop potential successors.

We also have succession goals, both to cultivate a talent pool within the company that is prepared to assume more complex roles, and individual goals for Executives, aimed at ensuring each position has readily available successors.

Leadership Development

We also foster initiatives to expedite and enhance the development of leadership skills:

“Bora Líder” and #comofaz: these are our initial leadership programs, concentrating on fundamental leadership competencies and processes for managing people.

“Liderança S.A. Renner,” “Escola de Líderes de Camicado,” and “Lidera Youcom”: these programs are designed to enhance strategic skills that are crucial for the future of our business.

“Voa Talento”: this is a comprehensive suite of development actions aimed at fast-tracking the preparedness of professionals for succession planning. It includes executive coaching, mentoring programs, executive education, black leadership formation, women’s leadership academy, counseling, job rotation, and assessment centers.

Executive Onboarding: a program for integration and business immersion, as well as cultural acceleration for new partners.

Executive Education: focus on the development of strategic skills in conjunction with leading international and national universities.

LRSA Board Summit: In 2024, we commenced with the execution of a summit focused on the upskilling of the C-Level (CEO and direct reports) and Board Members regarding long-term strategic and retail topics.

Trainee Transforma (Transform Trainee) program

Established in 1992, our trainee program is open to both internal and external candidates. Its goal is to nurture and train future leaders who resonate with our business ethos, philosophy, and culture.

The program primarily focuses on preparing supervisors and managers for our stores, as well as planners, buyers, and designers for our product area. The program’s success is reflected in the company’s highest leadership position. Our current CEO, Fabio Faccio, was a trainee at Renner 25 years ago.

At present, our Transform Trainee program is segmented into thr ee distinct areas:

Trainee Supervision and Store Management programs, designed for internal candidates, run for two and four months respectively. These programs select talented individuals already employed within the company to be trained as supervisors and managers

The advantage of this approach is that these professionals are already familiar with our business, which accelerates the training process compared to external trainees.

In 2024, we had 184 supervisory trainees trained in five classes and 33 store management trainees.

External Management Trainee program, which targets external candidates, lasts for 10 months. This program trains individuals to become Store Managers. In 2024, we had a class with 10 graduates.

Product Trainee program, open to both internal and external candidates, also runs for 10 months. This program trains individuals to become planners, buyers, and designers. In 2024, we had a class with 10 graduates.

Throughout these programs, trainees are required to develop project related to an operational challenge, as defined by the department director. Candidates undergo a robust evaluation process, featuring bi-weekly continuous assessments, competency assessments, calibration assessments, potential assessments, and trainee program evaluations, with the objective of identifying talents and determining the future of trainees during the final three months of the program.

Since 2019, our trainee development program has incorporated a sustainability discipline. This includes visits to projects supported by the Lojas Renner Institute and mobilization actions by trainees in partnership with women beneficiaries of these projects. From 2024 onwards, trainees will also be trained on the topic of well-being.

Renner University (RU)

Founded over two decades ago, RU stands as a trailblazer among corporate universities, continually innovating to bolster its learning culture.

The platform serves as a developmental social network, vital for accelerating our cultural transformation and mindset shift amidst the strategic cycle of digital and agile business transformation. RU is broadening its horizons, offering learning opportunities to external audiences through UR Sellers, Creators Labs (social influencers collaborating with the ecosystem), and suppliers.

Built on a modern technological base, RU links content from numerous providers, enabling employees to choose what to watch, like, comment on, and share. This is in addition to internal and external curation solutions, social learning, mentorship, tutoring, study groups, over 300 content tracks, gamified trails, immersive 3D experiences, and AI powered content recommendations based on an employee's profile and Individual Development Plan (IDP).

In this sense, each employee plays an active role in their learning journey and influences others. They can curate content by adding it from other portals to the platform and form groups and networks within RU autonomously. This approach shifts us from merely transmitting information to sharing and collaboratively constructing knowledge.

RU puts into practice our corporate development plan, ensuring upskilling (development of new or future skills) and reskilling (updating current skills) of abilities tied to strategic drivers and power skills necessary for executing the business strategy and the innovation and digitization cycle of the business.

Operating across all states of Brazil and five other countries, having RU online, multi-device, and with a broad array of multimedia content supports our goal of providing development to everyone, when, how, and where each one prefers.

RU offers a development experience that connects to people's daily lives, where they can access a variety of multimedia content on topics of interest, integrating the development process into their routines in a light and engaging way.

With a majority of employees under 30 years old, providing this multimedia content, accessible on any device and in digital language, akin to a social network, engages employees in the development process.

During 2024, we highlight the UR track concerning Lojas Renner culture, exceptional Customer Service, and Fashion Culture, with the participation of 98% of our employees.

Advancements in innovation and technology

A substantial program, Encantech, is in place to drive technological development and innovation amongst our personnel. Created in 2021, Encantech functions as our internal community, designed to integrate areas and teams for whom digital themes form the foundation of their work. This community encompasses those engaged in technology and data-related roles within Lojas Renner S.A., and its mission is to expedite our digital transformation, thereby delivering an enhanced omnichannel experience.

Our community brings together individuals working with state-of-the-art technology in the fields of agility, data, digital, and tech. Our mission is to captivate our customers across various channels and service delivery methods through innovative solutions and a data-driven culture.

Encantech enables us to connect and engage with all individuals and sectors involved through meetings, dynamics, guilds, squads, listening sessions, and communications. These not only bolster the omni customer experience but also empower us to express our pride in belonging externally.

We also launched the Encantech podcast, accessible to the public. It features discussions and content tailored for our target audience, consistently involving our team members sharing insights about their projects, cases, and solutions.

Educational support

In 2024, we continued with full scholarships through Lojas Renner S.A. for Coursera licenses in technology and data development courses.

We have included in our training support portfolio a complimentary English language training program for individuals who self-identify as Black, offered by Mover (Movimento pela Equidade Racial [Movement for Racial Equity]). The Mover Hello Program is a collaborative initiative between Mover and EF Education First aimed at the qualification and career development of Black individuals, encompassing over three thousand hours of English language study content and practical activities based on both workplace routines and daily life.

Through a partnership with the Four Institute, Mover further provides ‘Lideranças do Futuro’ (Leaders of the Future), an exclusive online program specifically designed to empower Black professionals with essential leadership and management skills.

In 2024, a total of 1,021 English language scholarships and 59 leadership development scholarships were granted to Black individuals.

Furthermore, we established a network of partnerships with universities for undergraduate courses, providing discounts on both enrollment and tuition fees.

People Analytics

Our People Analytics department is a dedicated team of analysts and data engineers, who are responsible for collecting, creating, analyzing, and monitoring key strategic indicators related to our people, enhancing the employee journey.

Applying a range of data, analyses, and technical information, this area is responsible for the process of data collection and processing, the generation of strategic KPIs, compliance, market benchmarking, and providing centers of expertise and business partners with this content, with the objective of driving evolution across key pillars relevant to people management.

Performance Measurement: Based on the 9-box matrix, competency assessment, succession map, and internal mobility, cross-referenced with other HR data, analyses and reports, are conducted for the board of directors and executive positions.

Workforce Planning: Leveraging data such as dismissal rates, performance metrics, and market benchmarks, we develop prescriptive and predictive analyses to plan and control the sizing of teams and positions, with monthly reporting to the Board of Directors.

Identification of Competency Gaps: using the indicators analyzed in the previous stages, we map potential competencies and critical positions for the organization's future years, aiding in identifying development and recruitment needs.

Recruitment and Selection: Productivity and capacity indices for recruitment and selection are calculated, and data analytics is utilized in the candidate selection process. Furthermore, artificial intelligence is leveraged to increase the efficiency of these operations.

Retention: We conducted comprehensive analyses of two surveys administered during the year (the engagement survey and the Pulse survey). Furthermore, we used the results from 'best companies to work for' market research, as well as turnover rates and exit interview data, to monitor and identify key threats to employee retention.

Organizational Network Analysis: We assess the fluidity and effectiveness of communication, information flow, and decision-making within the company. The technology is aligned with the best market practices, such as the use of Databricks, which facilitates the entirety of data engineering and data science processes, as well as Power BI, which enables the construction of reports and dashboards for analysis, adhering to all data governance and ethical guidelines. In 2024, we conducted comprehensive studies on online and in-person work patterns, focusing on work hours, meeting duration and quality, with the aim of achieving well-being results.

In 2024, we advanced with more robust and technical data, such as an employee attrition propensity algorithm, a merit prioritization algorithm, and employee geolocation, which aims to enhance employee well-being by reducing their commute to the store.

Engagement

We have been administering engagement surveys for more than 25 years, and in recent years, we have also begun conducting pulse surveys. Both are voluntary and anonymous, and are carried out with all employees of Lojas Renner S.A.

The engagement survey monitors 18 themes and 64 questions regarding topics related to career and development, enchantment, collaboration, leadership, diversity, and also themes that evaluate employees' quality of life, such as job satisfaction, purpose, fulfillment, and stress.

For the year 2024, survey adherence was recorded at 88%, with an average engagement of 90%, representing a high-performance metric according to the established benchmark database.

Purpose: our survey aims to determine how likely an employee is to recommend working at our company and whether the company inspires them in their performance and instills a sense of pride in being part of this ecosystem.

Happiness: in the Pulse Survey, we endeavor to measure whether our employees feel acknowledged for their efforts and find fulfilled with their work.

Stress: We aim to understand if, and to what extent, our employees can strike a balance between work and personal life, and manage work-related stress effectively.

Employee satisfaction and motivation: this research aims to ascertain our employees' perceptions of the career opportunities provided by the company, and the degree to which they believe they are afforded opportunities to undertake novel tasks and develop new competencies.

The feedback results are presented in a structured manner to the organization's board of directors and leaders, through workshops that equip leaders to implement action plans in their areas and departments. Throughout the year, we conduct pulse surveys that serve as a thermometer to monitor the evolution of team engagement and perception.

As a reflection of our human resources management practices, in recent years, we have received numerous external recognitions from consultancies and organizations that thoroughly evaluate the performance of hundreds of companies in relation to the various pillars of people management:

FIA UOL Amazing Places to Work 2024

- We hold the 30th position in the general sector ranking and achieved distinction in Communication.

MERCO Talent TOP 100 2023/2024

- We ranked first in the fashion retail sector.

Well-being

GRI 401-3

Our company is committed to the continuous and proactive promotion of employee well-being, through initiatives grounded in three key areas: health, occupational safety and active care.

Below, you will find the main health and well-being actions for 2024, applicable to 100% of our employees.

Prevention and Active Care

Ergonomics

During our annual visits to the units, we perform a Preliminary Ergonomic Analysis (PEA). If further investigation is necessary, we conduct a comprehensive Ergonomic Work Analysis (EWA), following widely disseminated and accepted methodologies, which include actively listening to employees.

The results of these analyses guide us in developing improvement projects to enhance ergonomic conditions and comfort across all workstations. Additionally, when acquiring new furniture and equipment, we carefully consider ergonomic characteristics.

Periodic Examinations

On an annual basis, we carry out periodic occupational clinical examinations with the aim of diagnosing the health profile of our employees and, thus, with the data collected, we can act preventively. This practice goes beyond the legal requirement, which mandates biennial examinations for most functions. Some positions require specific examinations, with an even shorter periodicity, due to the specificities of the activities.

Career and Wellness Week

In 2024, we integrated Career Week with Wellness Week, aiming to encourage our employees to prioritize their well-being as a means of enhancing their professional development and career progression.

Ongoing communications

We continually disseminate various communications through our internal channels, covering themes pertaining to emotional, physical, financial, and social well-being. Additionally, we emphasize the tools available for employees to seek their well-being in all aspects.

Meetings

Throughout 2024, we held monthly sessions dedicated to well-being, where themes were derived from engagement and Pulse survey results. This year's discussions encompassed fostering positive interpersonal relationships, connections between physical health and

professional growth, techniques for stress and anxiety management, and the equilibrium between personal and professional life.

Monthly campaigns

Throughout the year, we have implemented campaigns aligned with the health themes of each month, with the objective of promoting employee awareness and disseminating essential information regarding disease prevention, certain campaigns received sponsorship from our directors to foster increased participation.

Health Assistance

We offer our employees and their dependents a complimentary primary care service called Dr. Be, featuring telemedicine, telepsychology, nutritional and sports coaching, medical second opinion, and prenatal care.

With the advent of telepsychology, we have observed a significant increase in service demand, rising from 13,665 appointments in 2023 to 14,869 appointments in 2024.

Throughout the year, we enhanced the platform, quintupling the number of psychologists and providing beneficiaries with mini-bios, thereby demonstrating our focused approach to care. Furthermore, we enabled the scheduling of two appointments concurrently.

Emotional support

“Saúde em dia” (Good health)

A no-cost service dedicated to supporting the healthcare journey of employees and their dependents living with chronic conditions, facilitated by a multidisciplinary team. This service provides personalized care plans, emphasizing guidance, support, and the cultivation of healthy lifestyle practices. A nursing professional maintains continuous contact via telephone or WhatsApp.

Oncology emotional support

Our program for welcoming employees and dependents who are active in the health insurance and who have received a cancer diagnosis includes a dedicated nurse who maintains continuous contact via telephone or WhatsApp with the employees and their dependents.

Employee Leave Management

Our comprehensive program for managing employees on medical leave includes dedicated support and monitoring services. Additionally, we provide assistance to leaders and CSC in handling administrative matters related to the Social Security Institute (INSS) for employees on leave.

Following ethical principles, all information collected in the programs is entered into software to analyze and measure each person’s progress.

Psychological health and safety

Em Frente (Moving Forward) Program

Since our inaugural cycle for mapping risks and impacts related to human rights in 2019, we have prioritized enhancing our management practices to ensure **Zero Tolerance for Discrimination and Harassment, and Addressing Domestic Violence.**

With this goal in mind, we launched the "Em Frente" program in 2021. This program aims to provide support and guidance to all employees who experience physical, psychological, moral, property, or sexual violence within their family environments. Additionally, the program assists leaders and employees in effectively handling such situations when faced by a member of their teams.

The program comprises a team of specialized psychologists and social workers dedicated to providing mental health support and psychosocial care to victims of domestic violence.

The program's implementation involved leadership development, employee sensitization, and comprehensive case management with follow-up.

Between 2021 and 202, the program supported employees in 39 cases. Of these, 33 cases were successfully concluded, while 6 cases remain ongoing.

Balance

Established in 2021 and integrated as a strategic leadership objective in 2024, we feature the **Balance** program, which is grounded in the principles of Predictability, Teaming, and Open communication (PTO). Under this initiative, team leaders engage in open conversations with their team members to identify sources of stress and burnout. Subsequently, the leaders propose action plans aiming at improving quality of life and fostering a healthier work/life balance. This contributes to an environment of increased trust and psychological safety.

Therefore, the leader can individually understand each of their employees under various aspects of their routine (communication, recognition, well-being, work tools) and consolidate a team operational agreement wherein each member is respected and the team can function effectively, cohesively, and in balance.

Work Schedule

We aim to ensure respect for work schedules in accordance with legislation. Both store and administrative staff work 44 hours per week, with a one-hour break. While administrative staff work from Monday to Friday - 8 hours and 48 minutes per day - , to compensate for not working on Saturdays, store employees work 7 hours and 20 minutes per day, including Saturdays. For both, Sunday is the weekly day off, unless compensated on another day of the week, if necessary.

Additionally, training sessions on Work Schedule are provided to update leaders and their teams on legal limits, along with constant monitoring of occurrences related to the topic and compliance with overtime limits.

Eligible administrative employees can benefit from our flexible working hour policy, provided it is arranged with their manager and respecting the core hours between 10 am and 5 pm. We also maintain a remote or hybrid work policy:

- **Daycare or Daycare Assistance:** according to local collective agreement. In Distribution Centers, daycare assistance is granted to children up to six years of age;
- **Lactation Room:** Available at headquarters, allowing two half-hour breaks or leaving work one hour early for new parents with babies up to six months old;
- **Parental Leave:** Complies with Brazilian legislation, offering 17 weeks of leave for primary caregivers (extendable by 14 days) and one week for non-primary caregivers;
- **Annual Vacation:** Employees can take a 30-day period or divide it into two to three shorter periods (20/10, 15/15, or 15/10/5);
- Remote work modality for people who do not reside in the states of Rio Grande do Sul or São Paulo;
- Well-being Space, inaugurated in 2024, aims to provide a more welcoming environment for employees, including a dedicated room for periodic examinations.

Online Gaming Awareness

We have developed a project aimed at raising awareness among our employees regarding the risks that online gambling and betting pose to the health and well-being of individuals and their families.

The project encompasses the integration of the theme across various employee communication channels and the hosting of live sessions with subject matter experts, thereby providing knowledge and resources to mitigate the risks of involvement.

As a result of our actions, in 2024 we increased 7 points in the quality of life dimension in the engagement survey, in addition to winning awards and recognition:

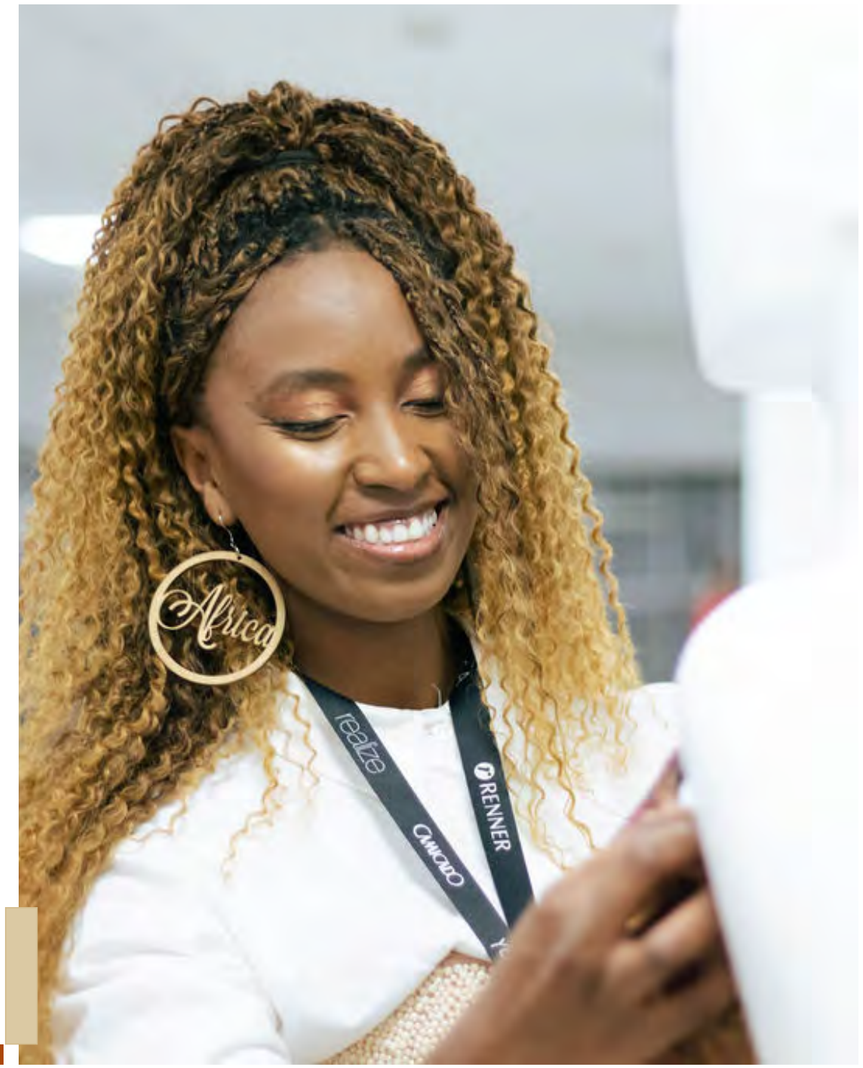
Philos Org®

1st fashion retailer in the Mental Health in Companies Yearbook 2024, by the Philos Org Institute

pnqv

Silver Certification in the National Quality of Life Award

Diversity and inclusion



The Plural program, established in 2021, serves as our compass for the diversity and inclusion strategy.

During 2024, we actively advanced this initiative on three fronts, ensuring its integration across our entire value chain, as outlined below.

Our team

We maintain a dedicated department focused on fostering an even more diverse and inclusive environment within our team, embedding the consideration of diversity into all company processes and addressing the unique needs, expectations, and demands of various groups, as well as striving to achieve representation goals for women and Black individuals in leadership positions.

Fighting discrimination

We maintain a zero-tolerance policy regarding discrimination and harassment in our operations and relationships, and we are committed to continually enhance our controls and reporting channels, as well as to the revision of corrective action procedures for perpetrators and remediation measures for victims.

Society

We promote diversity and inclusion throughout our value chain, products, and services through the Lojas Renner Institute, which for 16 years has managed our private social investment. This investment is directed towards the social and productive inclusion of women through fashion, thereby fostering both entrepreneurship and employability in urban and rural contexts.

The Plural Program prioritizes four key pillars of action, supported by affinity groups comprised of employees, to promote advancements in our practices:

Gender Equity - Alcateia: proactive steps that address gender disparities within corporate environments.

LGBTQIAPN+ diversity - Elo: Actively engaging with the topic to ensure that all LGBTQIAPN+ individuals are respected and have their rights guaranteed.

Inclusion of people with disabilities - Capacidades: the challenges and barriers faced by people with disabilities in corporate settings.

Racial diversity - Orí: Our objective is to create opportunities for Black individuals across all levels within the company.

Education and literacy

We implemented various training, literacy, awareness, and development initiatives to foster a profound understanding of diversity and inclusion across our company, spanning departments and organizational levels.

Throughout the year, we hosted monthly online training sessions accessible to all employees. These sessions covered how to handle situations related to sexual and/or moral harassment, as well as addressing cases of racism and LGBTQIAPN+phobia.

Additionally, we convened our teams for impactful events, to stimulate meaningful discussions and awareness, bringing together thousands of employees:

- **Our Women Are Our Strength:** a special webinar for International Women's Day featuring actress, female journalist, comedian, and writer speaker, Tia Má, and female employees from the gender affinity group.
- **LGBTQIAPN+ Pride Month:** offered as a period for reflection, exchange, and inspiration during LGBTQIAPN+ Pride Month with the aim of enhancing pride, Maite Schneider.
- **Abilities in Focus:** inclusion meeting with Psychologist, Head of Diversity, Equity, and Inclusion at a Multinational Corporation, Dani Sagaz, and Members of the Affinity Group for Inclusion of People with Disabilities.
- **Orí Connection:** an event for reflection and celebration of Black culture with musical speaker, Russo Passapusso, and promoted by the anti-racist affinity group, concerning racial equity and its impact on the fashion market.
- **The Ideal Body is Yours:** a webinar held on National Anti-Fatphobia Day with an influencer who is an expert in the field, Jessica Lopes,.

Leadership

We conducted specialized training for senior leadership, focusing on racial diversity. This training covered awareness, empathy, equity, and inclusion, while also emphasizing organizational performance improvement, market trends, and the cultivation of a sustainable organizational culture.

Diversity in the Business Model

Throughout the year, we addressed specific topics aimed at integrating diversity into our daily practices to achieve the goals outlined in our 2030 Plan. Our aim is to offer a diverse and inclusive portfolio of products and services, taking into account the unique contributions of each business unit.

We conducted targeted training for the product innovation team and various product-related departments. The topics covered were:

- How to act in situations of LGBTQIAPN+phobia
- Combating fatphobia
- Racial literacy and how to act in situations of racism

For stores, we provided personalized, in-person training. This approach allowed teams to learn practically, strengthen our organizational culture, and receive instant feedback for rapid improvement.

Safety team

Recognizing the critical nature of security professionals' work and the potential for violations, we offer ongoing quarterly training to our store inspectors and third-party service providers. The goal is to uphold a safe and inclusive environment.

In 2024, the training focused on understanding and mitigating unconscious biases, promoting racial diversity and combating racism, inclusion of transgender individuals, and practical actions in daily routines.

Quarterly training ensures that our inspectors stay up-to-date with best practices, to maintain a safe and inclusive environment in our stores. This not only strengthens the sense of security among employees, but also creates a welcoming atmosphere for customers from diverse backgrounds.

This movement allowed us to solidify internal inclusion to become an even better place to work.

Career acceleration

Aligned with our objective of fostering a culture of diversity, equity, and inclusion for marginalized groups, as outlined in the **2030 Strategy**, we have established a career acceleration program, called “Voa Talento”, to our priority audiences.

Black individuals in leadership positions

In our commitment to promoting equitable opportunities, we have implemented a specialized career acceleration program for Black individuals. This program offers mentorship, training, and dedicated resources.

Throughout 2024, it engaged 42 participants, aiming to remove barriers and create a developmental environment that accelerates readiness for leadership roles among black talent.

Consequently, there was a 5 p.p. growth in the number of Black leaders in the company.

Women in senior leadership positions

We continue to implement targeted career acceleration programs aimed at creating a robust pipeline of female leadership, empowering women to advance their careers and to occupy strategic positions in decision-making processes.

The program encompasses mentorship, networking opportunities, and the development of specific leadership skills. In 2024, it involved 29 participants.

PWD Inclusion

In 2024, we intensified our recruitment efforts for people with disabilities, in addition to institutionalizing initiatives for the retention of these talents, such as the optional offering of identification lanyard badges, communication campaigns focused on inclusion, and support from specialized consulting and a platform for simultaneous LIBRAS (Brazilian Sign Language) translation.

As a reflection of our efforts, in 2024 we reached the mark of **5.1%** of people with disabilities in our team.

Affinity groups

Since the launch of the Plural program, we have driven initiatives that strengthen the ecosystem as an increasingly diverse, inclusive, and belonging environment for all people.

As an example, in 2022 we launched our Diversity and Inclusion Guide for all our employees, partners, and the general public to understand our way of being at Lojas Renner S.A.

Everyone is committed
Everyone is aware
Everyone is represented
Everyone is thriving
Every style

Among the initiatives in 2024, we established autonomous Affinity Groups, by and for our employees, to discuss diversity issues and propose solutions to enhance the workplace environment.

The groups are divided into four main causes that are part of our Plural strategy:

Race

ORÍ Grupo de Afinidade Racial

Gender

ALCATEIA

LGBTQIAPN+

Grupo de Afinidade LGBTQIAPN+

People with disabilities

Capacidades

Each of the four groups holds monthly meetings with discussions, led by a sponsor director who represents the group within the Company, consistently providing a respectful and welcoming atmosphere, in accordance with our public commitments for 2030.

Throughout the year, each affinity group established action plans to promote diversity and inclusion within the company, based on clearly defined objectives, aspirations, strategic drivers, and stages, as well as an implementation plan, cost calculations, and focal points for each project.

Diversity Census

In 2024, we conducted a new diversity and inclusion census across the company. Our goal was to capture a snapshot of the company's diversity data and, based on this information, implement affirmative actions to support the development and hiring of individuals from marginalized groups.

Here are our key findings:

Women
64.9% of employees identify as women.

Women in Leadership Positions
61.7% of leadership positions are held by women. This reflects our strong commitment to promoting gender equity in strategic roles within the company.

Women in the Board
37.5% of board seats are held by women, demonstrating significant progress towards achieving greater female representation.

Racial diversity
48.5% of employees identify as Black.

Black individuals in leadership positions
39% of leadership positions are held by Black individuals, indicating significant progress in promoting racial diversity at higher levels of the hierarchy.

Identification as LGBTQIAPN+
22.7% of all employees identify as LGBTQIAPN+, demonstrating an inclusive and welcoming culture for diversity of sexual orientations and gender identities.

Identification as LGBTQIAPN+ Leadership Positions
23% of employees in leadership positions identify with the LGBTQIAPN+ community, highlighting the significant presence and contribution of LGBTQIAPN+ individuals in strategic positions.

Identification as Transgender, Transvestite, and Non-binary
A total of 101 employees identify as transgender, transvestite, and non-binary individuals, reinforcing the company's commitment to ensuring a welcoming and thriving environment for all gender identities.

These results reflect our commitment to creating a truly inclusive work environment where diversity is not only recognized but also integrated at all levels of the organization.

We will continue to use this data as a basis for enhancing our initiatives and promoting an organizational culture that celebrates the plurality of experiences and identities.

People with disabilities
In addition to the census, as mandated by Brazilian law, we monitor in real-time the percentage of employees with disabilities through recruitment documentation, which reached 5.1% in 2024.

06.

Climate, circular, and regenerative solutions

Climate change	71
Water and chemicals	76
Circularity and regeneration	79

Capitals

SDG

Goals of the 2030 commitment

To make progress in building a business that's circular, regenerative, and low-carbon, aiming to empower our customers to make informed choices.

Goals

Climate

To accelerate the shift towards a low-carbon economy, with the aim of achieving sciencebased reduction targets (SBTi) and attaining= climate neutrality by 2050.

Our goals from 2019 to 2030 include:

- Achieving a **46.2%** reduction in absolute scope 1 and 2 emissions, in line with a 1.5°C target scenario.
- To achieve a **55%** reduction in Scope 3 emissions originating from acquired goods and services on a per-product basis for Renner and Youcom (well-below 2°C target scenario).
- Continue the active annual supply o **100% renewable** electricity.

For 2050, our goal is

- **Net Zero** (scopes 1, 2 and 3), with a 90% reduction in emissions and compensation for residual emissions.

Water

- **To reduce water usage** from our operations and strategic suppliers in the jeans chain, **while also eliminating the disposal of chemicals** containing restricted substances in textile and footwear production.

Circulartity and regeneration

- To integrate **principles of circularity** into our product development, services, and business models.
- To invest in the creation of circular and regenerative textile materials **ensuring that 100% of our primary raw materials are sustainable**
- To eliminate **plastic packaging in our physical stores and e-commerce** platforms that cannot be reused or recycled by our customers.
- To seek solutions to **minimize waste generation and promote circularity** from our operations and strategic suppliers, taking into account the potential contributions of each business.

Progress

100% of denim products and a 48% advancement in knit products from domestic supply chains are compliant with the Chemicals Program.

First Distribution Center to receive the Zero Waste Certification from the Zero Waste Brazil Institute.

A- List on CDP Climate Change and CDP Water Security.

94% of packaging in stores, DCs and e-commerce made of paper/cardboard, mitigating plastic consumption.

100% of the electrical energy consumed is sourced from low-impact renewable sources.

96.5%

of cotton products sold by Renner and Ashua are made from certified cotton.

92.1%

of viscose (wood fiber) products sold by Renner and Ashua are certified as Green Shirt by the NGO Canopy.

406thousand

clothing items diverted from landfills by Repassa.

Fighting climate change

GRI 305-1 | 305-2 | 305-3 | 305-4

Goals

We are committed to achieving climate neutrality by 2050.

The main challenge we face in the transition towards a low-carbon is linked to the reduction of emissions per item produced over the coming decades, while simultaneously maintaining sustainable growth and enhancing operational efficiency.

In order to fulfill this commitment, we rely on two primary emissions reduction targets: one for 2030, to accelerate the transition to a low-carbon economy, and attain climate neutrality by 2050, both of which were validated in 2024 by the Science Based Targets initiative (SBTi).

SBTi validation demonstrates that our targets are in alignment with the objective of limiting global temperature rise to 1.5°C above pre-industrial levels, thereby contributing to avoiding the most severe consequences of climate change.

These goals accelerate changes in our business model and supply network, towards an even more responsible fashion.

2019-2030

Achieving a 46.2% reduction in absolute scope 1 and 2 emissions

Cutting down 55% of scope 3 GHG emissions from purchased goods and services per item purchased

Continue the active annual supply o 100% renewable electricity.

2019 - 2050

Reduce absolute scope 1 and 2 emissions by 90%

Achieve a 90% reduction in absolute scope 3 emissions from purchased goods and services, upstream transportation and distribution, business travel and employee commuting

*The previous target submitted to SBTI was reviewed and approved at the end of 2024.

Over the past few years, we have aligned our management practices with benchmark collaborative initiatives in this area, thereby reinforcing our commitments and practices and strengthening our trajectory towards neutrality:

2010

We were included in B3's Carbon Efficient Index (ICO2).

2014

We annually publish our Greenhouse Gas (GHG) Emissions Inventory based on the operational control approach, with third-party verification and a Gold Seal from the Brazilian GHG Protocol Program. For more details, please refer to the **Public Emissions Registry**.

2015

We offset all greenhouse gas emissions from the previous year*.

2019

We backed the Climate Commitment Program, which brings together companies to support socio-environmental projects and together offset their emissions; We signed onto a letter from the Brazilian Business Council for Sustainable Development (CEBDS), promoting Carbon Pricing. We pledged our commitment to the UN's Business Ambition for 1.5°C campaign; We joined the Fashion Industry Charter for Climate Action, an initiative under the United Nations Framework Convention on Climate Change (UNFCCC); We endorsed the Science Based Targets initiative (SBTi).

2020

We endorsed the Brazilian business sector's statement to reassert our dedication to sustainable development and voice our worries about Brazil's negative global image concerning the Amazon.

2021

We pledged our commitment to Climate Neutrality and the Business Movement for the Amazon, initiatives proposed by the CEBDS.

2022

We adhered to the Net Zero Ambition Letter from the Global Compact Movement. We received approval for the SBTi Target.

2023

We collaborated with CEBDS to draft the Positioning Letter of the Brazilian business sector. This letter emphasized the urgent need for a regulated carbon market in Brazil. Our aim was to support and influence the country's public policies, laws, and climate-related regulations.

2024

Approval of the 2050 Target and revision of the Scope 3 target by 2030, endorsed by SBTi, publication of the **Climate Risk Guide**, and participation in the Brazilian business sector's Position Statement on the urgency to create a regulated carbon market in Brazil, alongside CEBDS, delivered to the Vice-President of the Republic and Minister of Development, Industry, Commerce and Services (MDIC).

*With the significant expansion of the **scope inventoried in 2022,** we have moved away from promoting 100% emissions offsetting as done in 2021. We are now reassessing investment priorities to identify potential for carbon reduction and capture within our supply chain, in order to address our Net Zero goal, as exemplified by the **agroforestry cotton project**, while offsetting scope 1 emissions.

Emissions

Inventory of GEE emissions (covering 100% of our operations)[1]

Source of GHG emissions (tco_2e)	2019	2022	2023	2024
Scope 1 emission				
Stationary combustion	103.5	285.7	379.4	493.02
Mobile sources	6.7	2.8	2.0	1.26
Refrigeration/air conditioning equipment	3,324.8	4,992.3	4,094.0	3,643.48
Solid waste and liquid effluents	-	53.0	104.0	259.62
Total Scope 1	**3,434.995**	**5,333.7**	**4,579.5**	**4,397.38**
Scope 2 emission				
Purchased and consumed electricity (location-based)	13,561.1	8,868.5	8,933.2	13,300.23
Purchased and consumed electricity (purchasing choice)	7,797.3	0.0	0.0	0.0
Total Scope 2 (location-based)	**13,561.10**	**8,868.5**	**8,933.2**	**13,300.23**
Total Scope 2 (purchasing choice)	**7,797.30**	**0.0**	**0.0**	**0.0**
Scope 3 emission				
Acquired goods and services	337,852	298,365.7	282,556.4	315,375.33
Fuel and energy-related activities (not included in scope 1 or 2 emissions calculations)	5,117	-	-	10,086.96
Solid waste	209	342.5	417.1	287.97
Business trips	3,414	1,290.1	2,710.8	2,558.31
Upstream distribution transportation[2]	22,343	21,821.3	26,718.6	30,656.51
Home - work commute	20,400	19,246.1	21,785.3	21,547.95
End-of-cycle treatment of products sold	7,133	-	-	11,022.76
Total Scope 3	**396,468**	**341,065.74**	**334,188.3**	**391,535.79**

[1] Operational control approach. Methodology adopted: Brazilian GHG Protocol Program. More details in the Public Emissions Register

[2] Includes e-commerce.

Scope 2 emissions profile

Since 2017, we have used two approaches to calculate scope 2 emissions:

The location approach is based on mapping energy-consuming units and applies the average emission factors from various electricity generation sources that constitute the National Interconnected System (SIN).

The Purchasing Choice Approach uses a specific emission factor tied to each electricity generation source that the company has opted to purchase and consume. Our publicly assumed commitment takes into account the data derived from the location-based approach.

Scope 1 emissions offsetting

Lojas Renner S.A. is committed to offsetting residual Scope 1 emissions and supporting development projects within its supply chain to reduce and, in the future, offset emissions. Furthermore, with its long-term net zero target approved in 2024, the Company is committed to offsetting all residual emissions by 2050.

In 2024, we offset our Scope 1 emissions through two projects:

REDD+ Manoa Project - we support this initiative which has been an integral part of the Instituto Ekos Brasil's Commitment to Climate platform for over six years. The project promotes the conservation and restoration of biodiversity, the maintenance of ecosystem services in Cujubim (RO), and provides opportunities for environmental education. In addition to fostering forest protection, the project leverages scientific research, local economic development, and social empowerment, while reducing over 215,000 tCO2e annually.

Methodological advances

In 2024, our inventory calculation methodology was improved through the integration of primary data from our tier 1 suppliers, who had already been conducting their own greenhouse gas (GHG) emissions inventories, based on the support tools we offer.

Through the Responsible Network program, we incentive, facilitate, and monitor the emissions of our critical suppliers, who have demonstrated, year after year, an increased and improved adherence to emissions reporting.

These data are employed to enhance our methodological approach and integrate the information into our internal inventory.

Among the Responsible Network suppliers, 48.3% carry out the GHG emissions inventory.

Key reductions by category

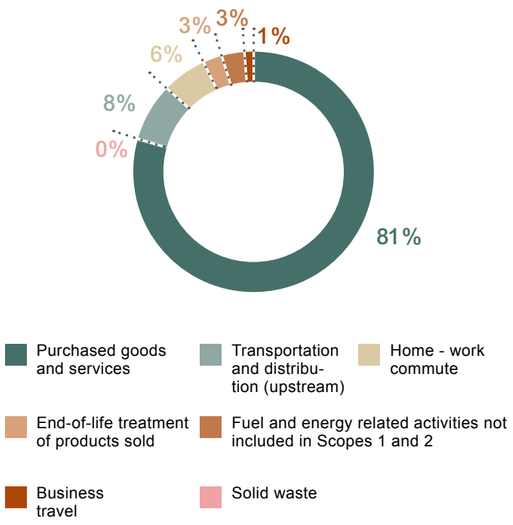
The main reduction actions linked to scopes 1 and 2 involved carrying out preventive corrections to reduce leaks with refrigerant fluids and the use of 100% low-impact renewable electrical energy.

Regarding the scope 3 intensity goal, the main reduction actions are linked to the use of more sustainable raw materials such as certified cotton, certified viscose, and recycled materials.

Additionally, we continuously promote eco-efficiency gains in the manufacturing stage of garments with our direct suppliers (tier 1) through our Rede Responsável qualification (Responsible Network) program.

In 2024, 58.6% of suppliers participating in the Responsible Network were supplied by low-impact renewable energy, contributing to the reduction of emissions per piece produced.

Scope 3 emissions profile



Stages of the category of purchased goods and services

- Raw material extraction
- Raw material processing (spinning)
- Final product finishingl
- Material production (weaving and fabric processing)

Science-based goal development* GRI 305-4	Total emissions*** 2019**	2022	2023	2024	Variation vs 2019
To decrease absolute Scope 1 and 2**** emissions by 46% by 2030, using 2019 as the baseline year (thousand tCO_2e)	11.2	5.3	4.6	4.4	-60.9%
To cut down Scope 3 emissions from purchased goods and services per clothing and footwear item (Renner and Youcom) by 55% by 2030, compared to the 2019 baseline year (measured in kg CO_2e per item).	1.62	1.57	1.54	1.53	-6.0%

* Target approved by SBTi (Science Based Targets Initiative).
** Base year approved for science-based target.
*** GHGs included in the calculation: CO_2, CH_4, N_2O, SF_6, HFCs and PFCs.
**** Market-based reporting approach

Learn more (+)

Further details regarding our Transition Plan are publicly available on the Company's website, and our Sustainability-Related Financial Disclosures - Climate Report will be published in 2025.

COP29

Our People and Sustainability department was present at the United Nations Climate Change Conference COP29, representing Lojas Renner S.A. at the world's largest climate conference.

During the event, we reinforced the role of our Ecosystem as a transformative agent in the fashion industry and presented two panels, conveying to the world that #BeingConsciousDelightsUs!

In the first panel, we outlined our climate change management strategy, delineating how we are endeavoring to decrease greenhouse gas emissions within our operations and supply chain.

The second panel focused on our approach to circularity and innovation in fostering a more responsible fashion industry, with particular emphasis on notable achievements and progress.

Water and chemicals

Commitment

Our Sustainability Policy, endorsed by the Executive Board and the Board of Directors, establishes the commitment to promote the management and continuous improvement of water consumption and chemical usage across all operational processes and within the Lojas Renner S.A. supplier network.

We seek to adopt more efficient processes and technologies with reduced impact, promote the conscientious use of these resources, and identify and monitor relevant indicators within our operations and across our value chain.

The People & Sustainability Department is tasked with overseeing these issues, and reports to the Sustainability Committee, which provides advice to the Board of Directors.

On an annual basis, we disclose our practices and performance through the CDP Water Security questionnaire, and in 2024, we were awarded an A- score, the second highest level on their rating scale.

Water Risks

In 2023, we conducted a study to assess water-related risks and opportunities, mapping our entire value chain. We gathered data on our direct operations and tier 1 and 2 suppliers.

Likewise, for our operations we evaluate the magnitude of its effects, the likelihood of occurrence, and the financial impact on the business. Additionally, we developed projects and used equipment that reduces water consumption, in order to fulfill our goal of achieving 68% of stores equipped with such devices by 2030.

Water stress

GRI 303-3 | 303-4 | 303-5

Our study revealed that 75% of our stores, offices, and distribution centers are situated in areas with some level of qualitative or quantitative water stress.

However, since these units only use water for domestic purposes and not intensively, our activities do not significantly impact these areas.

Water and effluent management

Operation

Based on the insights gained from the establishment of our inaugural circular store in 2021, all new stores are built with sustainability attributes, which include autonomy and remote monitoring of water consumption, water-saving devices, low-flow taps and toilets, and measures to prevent and detect leaks.

Throughout the year, we have systematically developed a water automation project for our older stores, which is currently underway, to enhance our control and measurement capabilities and support the advancement of efficiency promotion. For those stores and headquarters that have not yet adopted automation, we are refining our water consumption measurement methodology to achieve greater accuracy.

In our distribution centers, we have implemented rainwater harvesting and the reuse of treated effluent. The treated effluent undergoes periodic monitoring to ensure its discharge complies with applicable legislation.

*Intensive water use.

Supply chain

Our supply chain has the most significant impact, due to intensive water consumption and the disposal of effluents in the production process.

In order to mitigate and reduce these impacts, we have a Responsible Network Program, which encompasses data management, water footprint monitoring, the establishment of consumption goals for strategic suppliers, and the provision of workshops and training related to water and effluent management.

By the end of 2024, **47%** of our jeans and twill garments, sourced from suppliers that were classified as low water consumption under the Water Footprint Program.

Additionally, 36% of their laundry facilities utilize either complete or partial recirculation techniques within their production operations and are committed to the conscious use of water.

Regarding effluents in the chain, 100% are in compliance with CONOMA resolution 430, with compliance verified through monitoring by the Compliance audit team.

Research and development

In 2024, our research and development initiatives, which were focused on reducing water-related risks and impacts, amounted to a total investment of R$60 thousand.

Education for consumption efficiency

Water consumption is an issue that is continually addressed with employees in our operations. Therefore, through internal communication channels, we promote engagement and awareness about the importance of the topic and the adoption of practices to reduce water consumption.

In addition, we annually conduct the Environment Week, an event that encompasses training sessions internally for our employees, with presentations, and debates on eco-efficiency awareness, including topics related to water consumption.

Chemicals

SASB CG-AA-250A.1 | CG-AA-250A.2

We have a commitment to eliminate potentially toxic chemicals from our supply chain by 2030. To achieve this commitment, we have joined the ZDHC (Zero Discharge of Hazardous Chemicals) Programme in 2023, which establishes best practices for monitoring the use of chemicals throughout the value chain.

Based on the ZDHC, we have established our Chemicals Program, through which we collaborate with resale suppliers, supporting their process mapping and awareness enhancement.

We commenced the process of monitoring chemical usage within the supply chain by addressing the domestic denim and twill chain (encompassing fabric, chemicals, thread, fabric labels, and metal buttons), followed by knitwear (encompassing fabric and chemicals), woven fabrics, and footwear.

We work to raise awareness among these suppliers through training and technical meetings with our entire supply chain, disseminating the guidelines in our Restricted Substances Manual, which considers REACH*, ABNT** and AFIRM*** regulations.

Subsequently, all global suppliers will be required to undergo the Chemicals Program.

In addition to supporting suppliers in the elimination of potentially toxic chemicals, we conduct efficacy verification of their management through annual product testing.

Suppliers failing to meet the requested requirements must implement an action plan for root cause investigation and remediation, in addition to undergoing retesting and potential penalties.

Chain solution

Engagement with external market organizations enhances the results of our Chemicals Program.

In 2024, we established partnerships with the Federal Councils of Chemistry (CFQs) and the Regional Councils of Chemistry (CRQs) throughout Brazil to provide support to our suppliers who make intensive use of chemical products.

Additionally, we are offering seven training sessions on the subject throughout the year. Furthermore, we developed, in partnership with a supplier, plastic buttons and embellishments without restricted substances and without increasing costs.

* Regulation for Registration, Evaluation, Authorization and Restriction of Chemical Substances.
** Brazilian Association of Technical Standards.
*** Apparel & Footwear International Restricted Substance List Management Working Group.

Circularity and regeneration

Biodiversity

Commitment

As stipulated in our Sustainability Policy and endorsed by the Board of Directors and the Executive Board, we are committed to preserving biodiversity and ecosystems where our operations and value chain are embedded, and to combating deforestation in our operations and throughout the value chain.

Our objective is to avoid, minimize, restore, and compensate for impacts on biodiversity through a range of operational approaches.

Since 2023, we have been the first Brazilian fashion retailer to adhere to the Brazilian Business Commitment to Biodiversity, and we have assumed three priority goals among the nine proposed by the Commitment, concerning our operation and supply chain:

- To promote and reinforce best practices that support the responsible use of biodiversity resources.
- To facilitate the development and promotion of studies, research projects, technology, and innovation aimed at biodiversity conservation and ecosystem services.
- To make the collected information publicly accessible to aid in biodiversity management in the region and provide transparency to society.

Zero deforestation

In order to uphold our commitment to zero deforestation, we have supply requirements that mandate the certified sourcing of cellulosic fibers for products distributed throughout our operations and for our paper and cardboard packaging. This practice serves to eliminate the use of timber from native forests. Additionally, we implement similar standards for raw materials posing heightened biodiversity impact risks, such as cotton and viscose, in order to attest to biodiversity preservation practices.

Cotton

The majority of our certified cotton products utilize the Better Cotton* methodology, guaranteeing that farmers implement a biodiversity management strategy to preserve and improve the ecosystem by means of:

- Identification and mapping of biodiversity resources: This involves understanding the various animal, plant, and microbial species present in and around production areas
- Identification and restoration of degraded areas
- Increase in beneficial insect populations
- Protection of riparian areas
- Restriction of pesticide use, phased elimination of highly hazardous pesticides and prohibition of pesticides listed in the Rotterdam Convention

*We support Better Cotton in its efforts to improve global cotton cultivation. Currently, Better Cotton is sourced through a mass balance system and is not physically traceable to the final product..

Cellulose fibers

For cellulose fibers, we only use raw materials classified as “Green Shirt” in the Canopy’s Hot Button Report. Canopy is a non-governmental organization that promotes the responsible sourcing of forest-based raw materials, such as viscose, with the aim of protecting native forests. Canopy’s assessment ranks the best producers according to the following criteria:

- Nature preservation
- Innovation through new fibers
- Adoption of a Robust Forest Sourcing Policy, which includes:
  - Traceability, transparency, and sustainable sourcing
  - No sourcing of products from endangered forests

More sustainable agricultural practices

As a mitigation measure and as part of our journey towards decarbonization, we continued our investment in the Cotton Forests project throughout 2024, collaborating with the startup FarFarm. This initiative centers on researching and developing agroforestry practices for cotton cultivation in the Cerrado region of Mato Grosso, Brazil. The project aims to bolster food security, promote soil regeneration, and foster education in agroforestry systems.

The objective is to pioneer a novel approach to producing one of our key raw materials in a regenerative manner, thereby contributing to the future transformation of the fashion industry chain in Brazil.

We established the inaugural cotton forest unit on an experimental farm at the Federal University of Mato Grosso and devised an ecological management strategy tailored for cotton cultivation within an agroforestry framework. This strategy is poised for future replication by local family farmers.

Through meticulous monitoring of the initial unit, we developed and tracked productivity and environmental indicators, (carbon and biodiversity), which demonstrated positive results for this type of cultivation: the results affirmed the viability of agroforestry-based cotton cultivation.

Concurrently, we actively engaged, sensitized, and trained numerous family farmers in agroforestry practices, with a specific focus on regenerative cotton. This outreach involved community visits, in-person events, distribution of informational booklets, and community meetings. These efforts are fundamental for developing the next steps towards expanding the cotton forest chain.

Over the course of the year, 1.5 tons of cotton were produced on 4.5 hectares of agroforestry.

For 63% of the participants interviewed, in 2024 they had twice as much annual income from the sale of cotton compared to 2023.

Animal welfare

Leather is the only animal-derived raw material used in our products. Animal welfare is a concern addressed in the supply chains prior to the manufacturing process. In this sense, our actions have minimal impact on animal welfare.

Nevertheless, to support this cause, we prioritize the use of leather with Leather Working Group (LWG) certification, which is present in 26.6% of our products. LWG has an animal welfare working group. We also have a traceability working group that provides recommendations on how members can investigate animal welfare conditions in their supply chains.

Risk assessment

Throughout 2024, progress was made in the methodology for conducting preliminary biodiversity risk assessments, based on the LEAP (Locate, Evaluate, Assess, and Prepare) framework as outlined by the Taskforce on Nature-related Financial Disclosures (TNFD), specifically through the completion of the Locate and Analyze stages.

Regarding our own operations, we evaluated our Distribution Center in Cabreúva (SP), which is located in an environmental protection area (APA). Our environmental management system ensures compliance with environmental preservation legislation for these sites.

Consequently, risks related to raw material production in synthetic and natural fibers, weaving, wet garment manufacturing processes, final products, and the end of the product life cycle were identified as priorities.

To address and mitigate these risks and minimize business impact, we have a strong commitment to circularity and regeneration. Our efforts focus on eliminating waste and pollution, promoting product and material circulation, and supporting nature regeneration.

Learn about the various action fronts in the following links:

- Certified and environmentally friendly raw materials
- Supplier development and engagement
- Encouragement of agroecological cotton cultivation

Less impactful raw materials

GRI 301-1 | SASB CG-AA-440A.3 | CG-AA-440A.4

Commitment

We recognize that advancing towards Responsible Fashion necessitates creating a range of products and services with reduced environmental footprints. This commitment is exemplified by the Re Responsible Fashion Seal (Renner) and YC Change (Youcom), which designate products featuring raw materials or processes with lower environmental impacts while enhancing value across the chain.

We are committed to investing in the development of circular and regenerative textile raw materials, ensuring that 100% of our primary raw materials are more sustainable.

This commitment includes decreasing our reliance on raw materials derived from fossil fuels and increasing utilization of recycled raw materials, such as polyester and recycled cotton, target that is part of the company's goals and influences the variable compensation of leadership.

To develop our criteria for more sustainable raw materials, we used the Textile Exchange's Preferred Fiber and Materials Report and the Canopy Hot Button Report as our basis, in addition to adaptations and development of methodologies and market initiatives that promote good production practices in the textile industry.

Learn more (+)

Detailed information concerning the impacts and risks associated with raw materials can be found within the climate risk sub-chapter.

406 thousand

clothing items **diverted from landfills** by Repassa.

96.5%

of cotton products sold by Renner and Ashua are made from certified cotton.

92.1%

of viscose (wood fiber) products sold by Renner and Ashua are certified as Green Shirt by the NGO Canopy.

More sustainable clothing items:

Lojas Renner
78.2%

Youcom
78.6%

Ashua
89.8%

Advancements

In our quest to achieve our objectives, we've focused on empowering and aligning Resale Suppliers, supporting innovation and sectoral development to advance the creation of solutions for reducing the impact of raw materials. We also focus on the engagement and awareness of our Product teams, which have targets for the creation of products with recycled raw materials tied to their variable compensation for the year.

Below are the product collections with the most sustainable attributes. Our website also features a list of raw material and process attributes with less impact that comprise the attributes of the Re - Responsible Fashion seal.

An updated list of tier 1 and 2 suppliers is also available for consultation on our website, enabling users to filter suppliers involved in production and raw material processing.

Cotton

We conducted a risk assessment related to our main raw material, cotton, to identify and estimate risks in the locations with the highest production in the country. We identified threats of meteorological drought with an impact on water scarcity in raw material production. As the main mitigation measure, in addition to promoting the use of recycled materials, we have a project for regenerative cotton cultivation.

In 2024, we proceeded with the Brazilian agroecological cotton initiative. This cotton is cultivated without the use of pesticides and promotes greater soil and water conservation. It's grown by women supported by Lojas Renner Institute. Due to the flooding events in Rio Grande do Sul, a new collection will be launched in the first half of 2025. This year, 283.4 tons were harvested, strengthening women's autonomy and leadership in the field.

Recycled denim

Youcom has launched an annual collection of post-consumer jeans, produced from recycled items donated by customers in stores through Jeans for Change.

In addition to the collection, the brand has also expanded the use of recycled materials in its products, using, for example, pre-consumer recycled jeans and use of recycled metal in accessories.

Recycled waste products

In 2024, through established goals and engagement with the product team, we increased the utilization of recycled materials in product composition, promoting the use of pre-consumer waste from cutting scraps and recycled PET, in addition to recycled metal accessories and buttons.

Learn more (+)

On our website, we provide a tool that lists all our Tier 1, 2, and 3 suppliers and facilitates the identification of production and raw material processing suppliers.

Product circularity

To advance on the product circularity front, we have multidisciplinary working groups focused on identifying our challenges and formulating the necessary solutions to fulfill our 2030 commitments.

Pre-consumption

We have identified the need to create a product development front that takes into account, from the initial conceptualization phase, the principles of circularity and the challenges posed by climate change targets. This approach aims to reduce the utilization of material blends and production waste throughout the manufacturing process, ensuring durability and employing more sustainable raw materials and processes. Throughout 2024, we have achieved significant progress in this area:

- We map the availability of recycled raw materials with quality, adequate cost and scalability, in order to identify new possibilities for expanding the use of these raw materials in our portfolio.
- We operate through the Responsible Network Program, endeavoring to reduce waste generation and promote circularity within our supplier chain. In 2024 alone, over 1.4 million tons of pre- and post-production waste from our suppliers were sent to recycling or upcycling.
- We have expanded the use of pre-consumer recycled denim within Youcom and Ashua, in addition to developing novel products incorporating recycled raw materials, such as pre-consumer recycled yarn, which is produced through the defibration of cutting remnants.

Post-consumption

Regarding post-consumption, we have made progress with Youcom's Jeans For Change initiative, launched in 2014. This program involves the collection of denim garments that customers are no longer interested in using, with the aim of creating a new product with a reduced environmental impact. Utilizing the materials collected through this project, we launched the country's first post-consumption circular trousers in 2020.

In 2024, the Jeans for Change initiative collected 5.4 tons of garments, which were allocated to the processes of sorting, trimming removal, spinning, and the manufacture of new fabric for conversion into new products.

Furthermore, we offer Renner customers EcoEstilo, a reverse logistics service for apparel (since 2017) and perfume and beauty product bottles (since 2011), through collection points in our stores. The collected waste undergoes environmentally sound disposal, including recycling, fiber reclamation, reuse via upcycling, or donation, thereby preventing environmental contamination.

In 2024, Ecoestilo collected 60.8 tons of perfumery and beauty products and 13.8 tons of clothing, totaling 356 tons and 56.8 tons, respectively, since the program's inception.

Awareness

Circular fashion guide

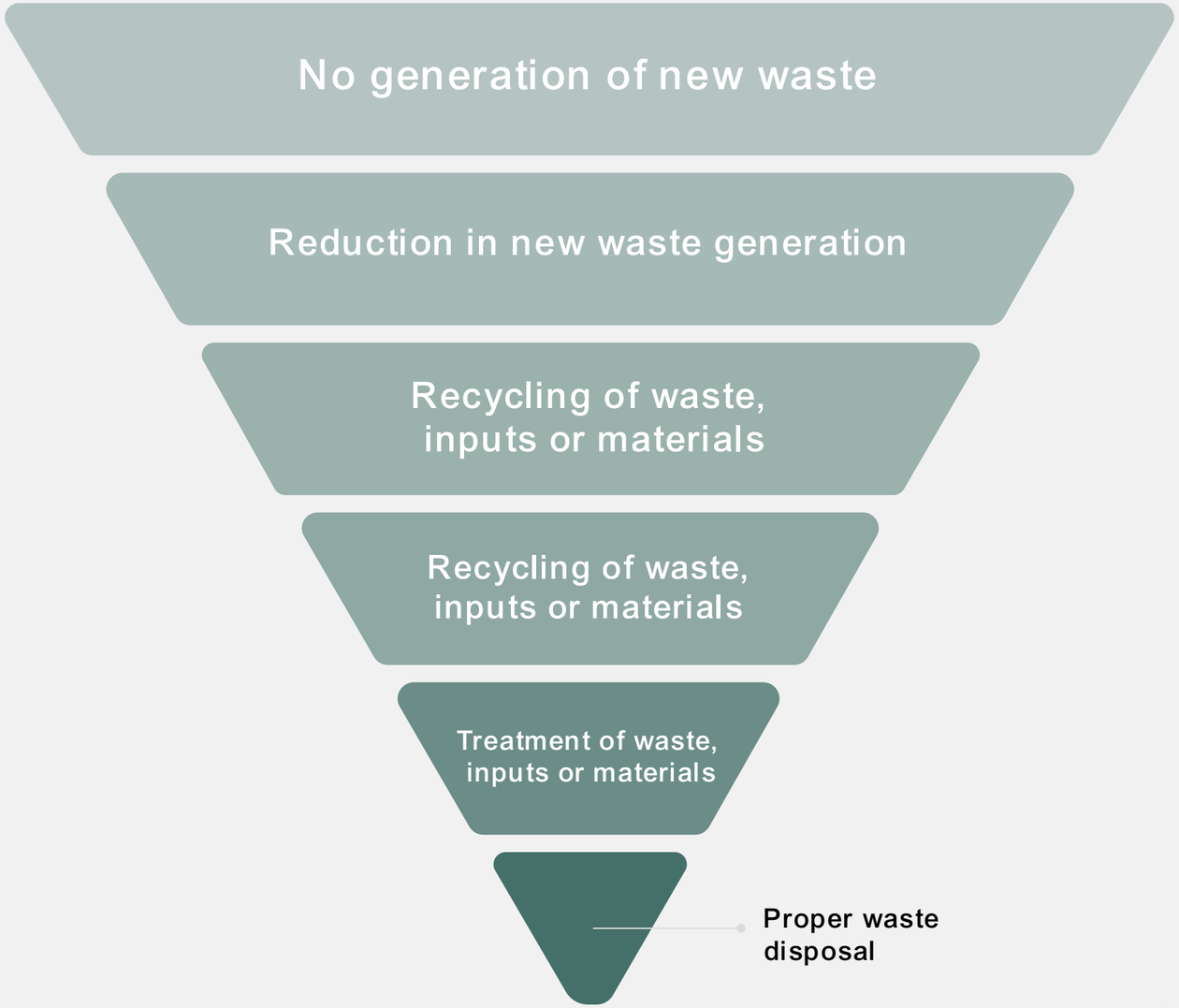
To facilitate the growing incorporation of circularity principles in our product development, in 2024, we published our Circular Fashion Guide. This guide, initially shared among our product team and later publicly disclosed to reach not only our supply chain, but the market in general, presents essential concepts, tools, references, and practical advice for integrating circularity into product design.

The guide offers choices for lower-impact materials and processes, strategies for waste reduction, upcycling, and the use of existing resources, designs for durability and adaptability, and designs for recyclability.

Product team training

Throughout the year, we provided a range of training initiatives to our product development team, with a focus on circularity. These initiatives aimed to educate them on materials, processes, tools, and design strategies, thereby fostering the creation of products with circular attributes.

Impact pyramid



Circular Fashion Guide

Waste Reduction

Quality

We take special care with quality, aligning our products in accordance with the best international practices and contributing to a more sustainable model that extends product life cycle.

Quality checks are performed on products during various stages, allowing for the rectification of potential problems and the improvement of the quality of products we sell. Over the past year, we conducted around 19,000 laboratory tests, replicating product usage and laundering to detect concerns such as shrinkage and color migration, alongside 45 retail store audits.

During the year, the return of products due to manufacturing defects, relative to total units sold, was 0.05%, accounting for a 0.002 percentage points reduction compared to 2023, even from an already low percentage.

More Precise Assortment

Predictive analytics and data-driven, artificial intelligence-powered assortment decisions support responsible fashion. This approach enables us to increasingly produce what customers truly desire, thereby reducing markdowns and stock ruptures, avoiding the need to overproduce to meet sales targets, and consequently, decreasing natural resource consumption and the disposal of surplus products.

Life cycle extension

Since 2021, we've been participating in the resale of used clothing and accessories, promoting circular fashion through Repassa. This initiative has expanded our footprint in the fashion and lifestyle ecosystem while offering a service that encourages conscious consumption and extends garment life cycle.

In 2024, we presented an exclusive collection at the 8th edition of Brasil Eco Fashion Week, featuring only gently used clothing sourced through Repassa, curated with a Brazilian identity concept and the theme "Stories that Wear".

The collection showcased how each garment embodies the history we live and presented a manifesto for sustainability and conscious fashion.

Throughout the year, Repassa continued to make donations to accredited institutions, this time with a focus on GRAAC. The items, which underwent a curation and quality control process and have their donation authorized by Repassa's selling clients, can be used in positive social impact initiatives, such as bazaars or to meet the needs of the beneficiary entities.

Value generation from Repassa in 2024

406 thousand
items of clothing (sold + donated) diverted from landfills

900 million
liters of water saved

A reduction of **4 thousand** tons of CO_2

193 thousand
items donated to social projects

Waste

GRI 306-4 | 306-5

Our operations

We are committed to finding solutions aimed at reducing waste generation and promoting the circularity of key operational waste and those from critical suppliers. Our Solid Waste Management Plan (SWMP) focuses on reducing the volume of waste generated and ensuring proper segregation, handling, packaging, and final disposal, and final disposal of waste to prevent contamination and facilitate its reintegration into the production cycle through recycling. This approach is in full compliance with the National Solid Waste Policy.

We conduct internal audits of waste management to ensure compliance and continuously strive to find solutions to diminish waste production and enhance the circularity of waste from our main operations and strategic suppliers.

To achieve this, we developed some strategies for our operation, such as making our Distribution Centers as close to zero landfill as possible and placing an increasing emphasis on waste reduction, reuse, and recycling by 2030. To achieve this, we are investing in a new waste disposal process, with the support of a specialized company, to divert waste from landfills.

In 2024, we achieved 97.93% recycled or recovered waste, and we continued the objective of gradually pursuing zero landfill in our DCs.

We invested R$ 810,125.49 in novel waste disposal technologies and circularity projects throughout the year, for the continuous development of this matter.

As a testament to our commitment, we were awarded the **Zero Waste Certification** for the São José/SC Distribution Center by the Zero Waste Brazil Institute and the Zero Waste International Alliance. This certification recognizes organizations that divert a minimum of 90% of waste through recycling or recovery processes.

Packaging

We are committed to eliminating non-reusable or non-recyclable plastic packaging from our physical stores and e-commerce operations for our customers by 2030.

To realize this, working groups from all business areas have formed the Responsible Packaging Project. This project aims to map and develop proposals for packaging with a lower environmental impact. Over the past few years, we have made progress on fronts that prepare us to accelerate the fulfillment of the commitment by 2030:

- We have formalized sustainability recommendations, starting with the principle of waste prevention. We have analyzed market options and thoroughly assessed material consumption in packaging to reduce it to the most efficient model.
- We have initiated a pilot project aimed at reducing and eliminating single-use plastic. This project focuses on consumer packaging and proposes more sustainable packaging for e-commerce. The materials used include 100% FSC-certified paper (Forest Stewardship Council), biodegradable polymer, post-consumer recycled plastic from our own operation, and post-consumer recycled plastic from selective collection.

- We have mapped new packaging suppliers that meet sustainability requirements, adhere to the principle of waste prevention, and meet criteria for being biodegradable, recycled, or recyclable.
- We have launched a pilot project to replace plastic protective packaging (bubble wrap and air cushions) with cardboard.
- Another pilot project has been initiated for the reuse of shoulder pads and hangers' packaging and cardboard boxes from suppliers for product distribution from Distribution Centers to stores, thereby reducing waste generation.
- The Camicado team at the Cabreúva Distribution Center has implemented a project for the reuse of supplier boxes for both product distribution to our retailers and to the end customer of our e-commerce platform.

As a result of these initiatives, we have made progress in replacing plastic and certifying used paper/cardboard.

- Of the total packaging used in our stores, Distribution Centers, and e-commerce, 94% are made of paper/cardboard and 6% are plastic.
- Paper/cardboard packaging, both in the Distribution Centers and in the stores, are 100% FSC-certified.
- Among plastic packaging, 61% are recyclable.
- 83.2% of Renner stores use bags made exclusively of FSC-certified paper and zero plastic for delivering products to customers.
- Reuse of cardboard boxes from stores for CDs in internal operations, ensuring the reuse of 2.69 million cardboard boxes per year.
- We encourage the adoption of best practices in recycling and the reduction of textile waste sent to landfills through a conformity classification methodology. This methodology favors companies with higher scores on the **Supplier Global Performance Index (SGPI)** for implementing these and other high-performance socio-environmental practices.

* Forest Stewardship Council, standard that guarantees responsible forest management.

07.

Connections that amplify

Compliance in the chain	91
Supplier qualification	100
Fair compensation	106

Capitals

SDG

Goals of the 2030 commitment

To amplify the impact of our connections by collaborating with our suppliers and partners to tackle industry challenges.

Goals

Value chain

- To certify the supply chain **according to socio-environmental** standards, and to focus our sourcing efforts on suppliers who demonstrate high standards of management and performance
- To encourage strategic suppliers to adopt a **living wage***
- To ensure **100% traceability** of all cotton products and make progress in tracking other textile raw materials.
- To monitor and promote the **socio-environmental inclusion and development** of sellers.

*Compensation earned by an employee within a given location, adequate to sustain a respectable quality of life for both the employee and their dependent family members.

Overview

100%

of garment and home and decor suppliers certified

according to socio-environmental criteria

50.5%

of Fashion Resale Suppliers (tier 1 and 2) with high socio-environmental performance

in the alpha, beta and A bands of our matrix.

68.8%

reduction of Camicado's suppliers

in the low socio-environmental performance ranges

Qualification

Entering its third year of providing support for the sustainability journey of Lojas Renner S.A.'s suppliers, the Responsible Network marks 2024 with the following key achievements:

- 57% engagement rate among active Lojas Renner suppliers.
- A 20% increase in the performance layer (alpha, beta, and A): a socio-environmentally prepared chain for the challenges of our public commitments, reflecting the program's effectiveness.
- 58.6% supplied with low-impact renewable energy.
- 42.2% extend the lifecycle of their products through recycling, reuse, and donation practices.
- 48.3% inventories based on the GHG Scope 1 and 2.
- 47% of items classified as low **water consumption**.
- 100% of suppliers generating effluents comply with Resolution 430 of the National Environment Council (CONAMA).
- 43.75% of suppliers that have a Wastewater Treatment Plant (ETE) implement recirculation practices.
- 29% of suppliers possess less impactful alternatives for water usage, such as rainwater harvesting, flow restrictors, and consumption reduction projects.
- 36% of laundry facilities implement water recirculation..
- 16% of global textile and apparel suppliers are compliant with the **Chemicals Program**.

Compliance in the chain

SASB CG-AA-430B.1 | CG-AA-430B.2 | CG-AA-430B.3 | CG-AA-000.A

Supplier screening

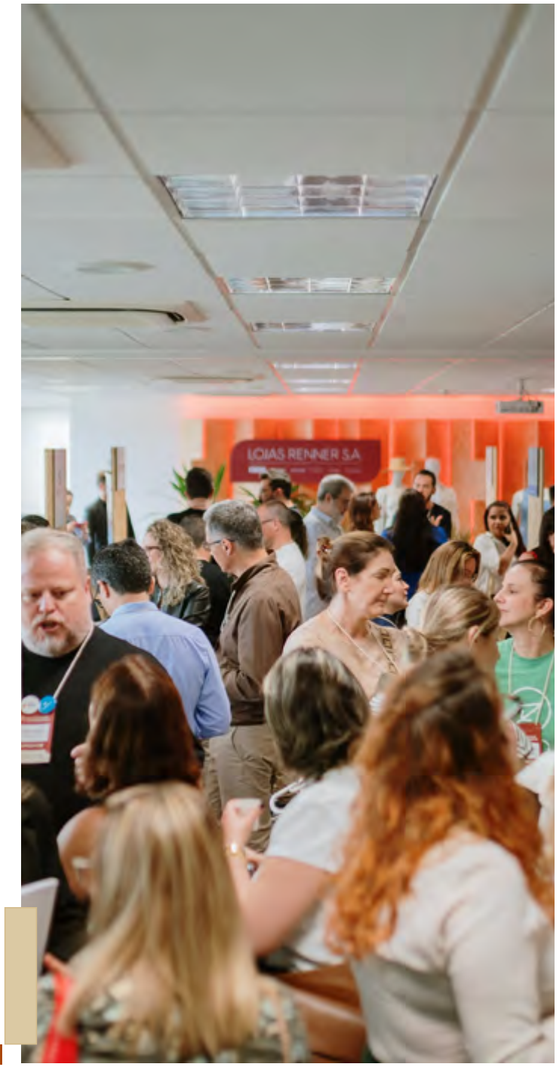
We systematically conduct a comprehensive supplier screening, assessing the criticality of suppliers across all categories, encompassing 100% of Lojas Renner S.A.'s partners (administrative, resale, and sellers) across all our business units.

This monitoring generates a criticality matrix, in which we identify significant suppliers, considering country-specific risk, sector-specific risk and commodity-specific risk.

This provides us with a unified and integrated approach to supplier management, enabling us to enhance sustainability practices within the supply chain and optimize the Company's contract management.

The matrix identified suppliers within segments exhibiting high potential impact and a high level of co-responsibility as critical, considering environmental, social, governance, and business relevance aspects.

In 2024, 121 administrative suppliers were classified as critical, as were all 718 active Resale Suppliers within Tier 1, due to the nature of their business:



The following are considered high-risk suppliers:

- Suppliers responsible for brand representation (e.g., card, textiles for bags, uniforms, and t-shirts)
- Resale suppliers dealing with third-party brands
- Suppliers of wooden household utensils
- Last-mile delivery
- Sellers (household textiles, footwear and accessories, wooden household utensils, cosmetics and personal hygiene products)
- Resale suppliers of our own-brand electronics and household utensils
- Conservation and access suppliers
- Customs clearance suppliers
- Event suppliers
- Temporary labor suppliers
- Food service suppliers
- Employee transportation suppliers
- Information technology suppliers

We continue to advance in the parameters for defining risk categories, leveraging technology and data to construct a risk matrix for home and decor suppliers.

The following are considered very high-risk suppliers:

- Resale of our own-brand items, including footwear and accessories
- Household textiles and clothing,
- Wooden household utensils
- Cosmetics and personal hygiene products
- Logistics
- Construction and renovation projects,
- Security and surveillance services.
- Environmental services
- Waste transportation

Throughout the year, we implemented new processes and tools that enhanced the robustness and efficiency of validation and monitoring, applying analyses tailored to the specific characteristics and risks of each contract, based on the criticality matrix.

Supplier qualification

GRI 2-24 | SASB CG-AA-430B.2

Prior to being hired, 100% of suppliers serving Lojas Renner S.A. undergo an approval process, which evaluates their integrity promotion mechanisms and document compliance, ensuring regularity and adherence to our requirements.

With the aim of international supplier engagement, the **Code of Conduct** is referenced within the contractual draft for administrative and reseller suppliers, and is additionally accessible on the website in both Portuguese and English.

After hiring, we employ consistent monitoring processes to ensure alignment with Lojas Renner S.A.'s policies and values, risk mitigation from your onboarding and throughout their tenure within the Company's supply cycle, and the tracking of our network's socio-environmental performance and development to guarantee responsible sourcing for our end consumer.

In order to guarantee that this management facilitates an efficient, strategic, and aligned supplier network, we employ technical teams specifically dedicated to the monitoring and support of our supply chain, which are organized into three distinct groups:

- **Administrative Supplier Management:** pertaining to suppliers who provide services or offer products that are not directly linked to the products we sell.
- **Resale Supplier Management:** focused on the selection, monitoring, and development of suppliers who manufacture products sold within the ecosystem's companies.
- **Resale Compliance Management:** conducts audits and compliance programs within the resale supplier chain.

Resale supplier monitoring

GRI 2-24 | SASB CG-AA-430B.1

Audits

Upon contracting, all (100%) domestic and international (tier 1[1] and tier 2[2]) Resale Suppliers of our proprietary brands, Renner, Ashua, YouCom, and Camicado, are integrated into our socio-environmental responsibility Compliance Program for ongoing monitoring.

We conduct audits of our suppliers and their contractors, with a frequency determined by our compliance **risk assessment**, through either on-site or remote assessments.

Audits evaluate compliance with legal and Lojas Renner S.A. requirements, such as the **Code of Conduct for Partners**, the **Human Rights Policy**, the **Sustainability Policy**, and the **Socio-environmental Checklist**, which lists the criteria to be observed by suppliers to ensure compliance, respect for human and labor rights, and adherence to our requirements.

During audits, the auditor evaluates supplier adherence to each item required in the national and international checklists, and we conduct sample interviews with employees of the audited company to ascertain:

- compliance in hiring (recruitment fees or carrying out abusive tests)
- abuse and harassment
- employee freedom of association with a union
- free movement
- compliance with working hours
- rest hours
- right to vacation
- other issues sensitive to the worker's condition.

Confidentiality is maintained throughout the interview process, which is conducted in the absence of representatives from the audited company, thereby affording employees the freedom to speak candidly.

The audit scores generate a classification that considers five risk factors – Constitutional Rights, Occupational Health and Safety, Labor Rights, Company Formalization, and Environment – and classifies suppliers into six levels, reflecting the business's maturity based on their performance and socio-environmental commitments.

The alpha, beta and A tiers are the classifications that acknowledge companies with the best socio-environmental practices, thereby maximizing their potential, strengthening their corporate partnership, and promoting a more sustainable supply chain.

Certification

Our Compliance Program, evaluated by an independent third party, aligns with internationally recognized best practices. These practices, which we either adhere to or have signed on to, form the foundation of our audit protocol:

Guidelines for sustainable procurement

abvtex

Sustainable Apparel Coalition

SOCIAL & LABOR CONVERGENCE

Guidelines for management system auditing.

ISO

ISO 19011:2018 and ISO 20400:2017

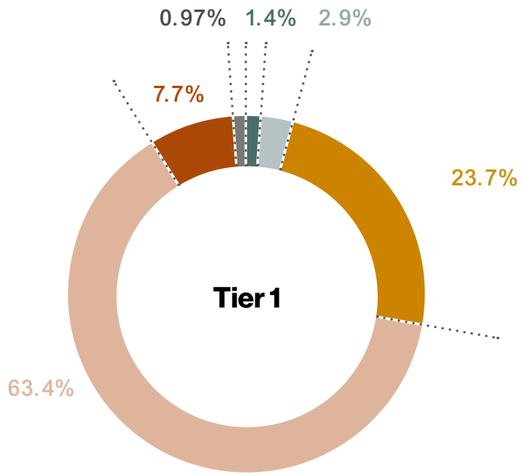
100% of the global resale chain is certified, ensuring the adoption of global best practices.

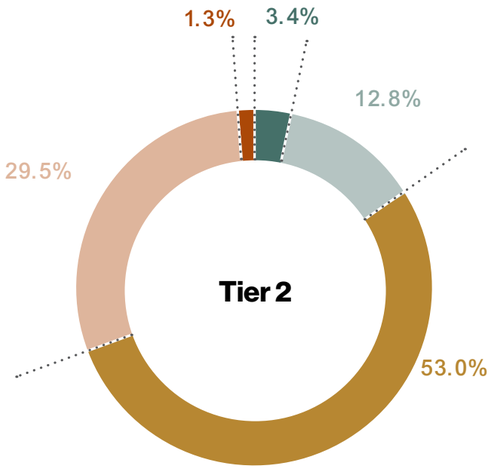
[1]**Tier 1:** direct national suppliers and international manufacturing units.
[2] **Tier 2:** contractors of direct suppliers in the national market and manufacturing subprocesses in the international market.

Suppliers by tier

Supplier rating ranges*, which consider their maturity in ESG topics, based on audit scores:

- **α** Suppliers with exceptional socio-environmental performance
- **ß** Suppliers with a model socio-environmental performance
- **A** Suppliers with superior management of socio-environmental compliance
- **B** Suppliers with average management of socio-environmental compliance
- **C** Suppliers with poor management of socio-environmental compliance
- **D** Suppliers with insufficient management of socio-environmental compliance

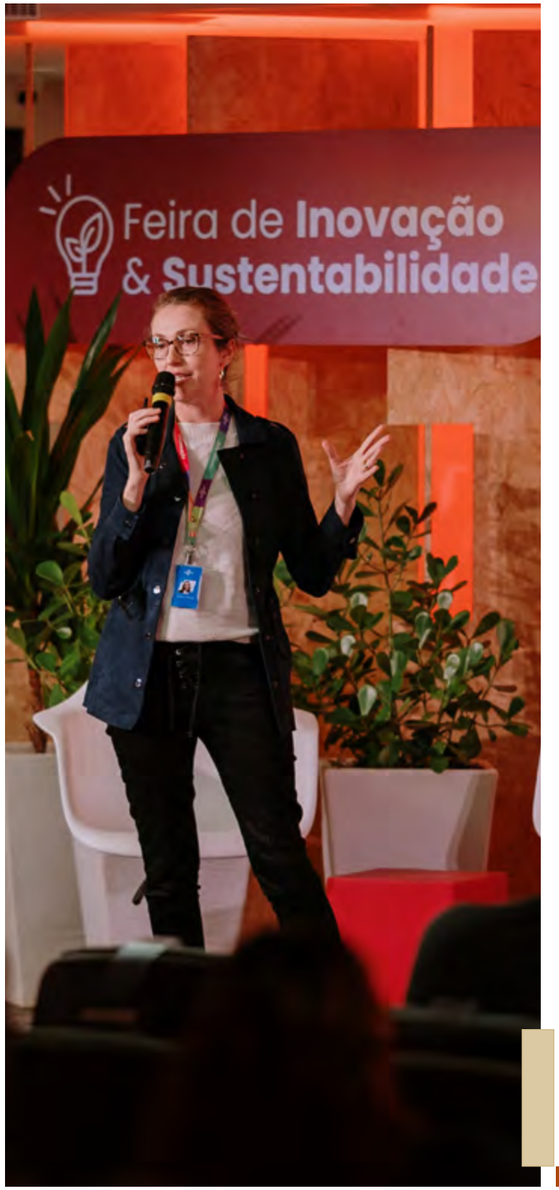




TIER 1 + 2:

ALFA	2.48%	A	39.59%	C	4.2%
BETA	8.27%	B	45%	D	0.45%

* For Camicado and international suppliers the ranges go from A to D.



Global Supplier Performance Index

In addition to audits, we conduct monthly monitoring of the performance of Renner's resale suppliers across the knitwear, woven fabric, denim/twill, lingerie, beachwear, footwear, jewelry, and accessories supply chains, based on the Global Supplier Performance Index (GSPI).

The GSPI evaluates active suppliers with deliveries, focusing on the pillars of quality, logistics, commercial and sustainability. It assigns the highest rating in the sustainability pillar to suppliers who demonstrate strong socio-environmental practices beyond mere compliance, while issuing warnings to those with underperforming results, requiring them to submit action plans.

The Index also serves as a key criterion in the selection of companies to comprise our supply matrix, alongside considerations of financial health, compliance, and supplier performance.

In 2024, we achieved 80.75 points in the year-to-date total, exceeding the established target.

Administrative supplier monitoring

We conduct thorough monitoring through socio-environmental audits, wherein the documentation, practices, and commitments of administrative suppliers with the highest potential for ESG criticality are assessed.

- construction suppliers
- road transport suppliers
- waste management suppliers
- security and surveillance suppliers

Evaluated themes

Occupational safety

Environment

Social responsibility
(child labor, forced or slave-like labor, irregular foreign labor, infringements on freedom of association, discrimination, abuse and harassment, compensation, working hours, and benefits).

Throughout the course of our construction and renovation operations, we implemented unscheduled audits at construction sites. These audits are conducted in accordance with a comprehensive inspection checklist, and incorporate worker interviews to ascertain their perception of daily work and adherence to applicable regulations.

In the case of service providers operating within our Administrative Headquarters, beyond the standard document assessment, we conduct a thorough verification of the affiliation and professional competency of all third-parties accessing our premises.

Based on the monitoring results, we established the Global Supplier Performance Index (GSPI), which ranks suppliers according to their performance in three pillars: business area, compliance, and commercial.

Seller monitoring

Before entering into a contract, all partners of Renner and Camicado Marketplace are subjected to a validation process. This process assesses their commitment to integrity and the compliance of their documentation, ensuring consistency and adherence to our standards.

We have introduced a self-assessment of socio-environmental risk for all partners. This assessment generates a diagnosis of the partners' socio-environmental maturity level, which is categorized into three levels - low, medium, or high - based on factors such as certifications, manufacturing location, supply chain, and others.

Throughout 2024, we developed the Brand Protection Program with the objective of fostering an even more secure environment for the customer, through measures designed to address piracy, smuggling, the consequent fiscal evasion, and offenses against intellectual property and the value chain.

The program is intended to ensure the implementation of risk management practices in seller relationships, while encouraging and valuing best practices in social and environmental management.

Consequence management

Whenever we spot any non-compliance in the global supply chain of Renner, Ashua, Youcom and Camicado, we ask the concerned company to implement a corrective action plan. The resolution period can range from one month to a year, depending on the severity of the issue, and includes on-site monitoring.

If a company fails to adhere to the plan, they face suspension, are barred from receiving new orders, and risk being removed from the Lojas Renner S.A. supply chain.

Our Supply Committee, which is multidisciplinary in nature, deliberates on sensitive issues that do not adhere to the Compliance Program's procedures and methodologies.

Critical and zero tolerance

Certain audit items are classified as "critical" and "zero tolerance" issues. These can immediately block a supplier from our chain and may result in the termination of our commercial relationship.

Our **Compliance Program Management Manual**, accessible on our website, outlines the following infractions as critical and zero tolerance:

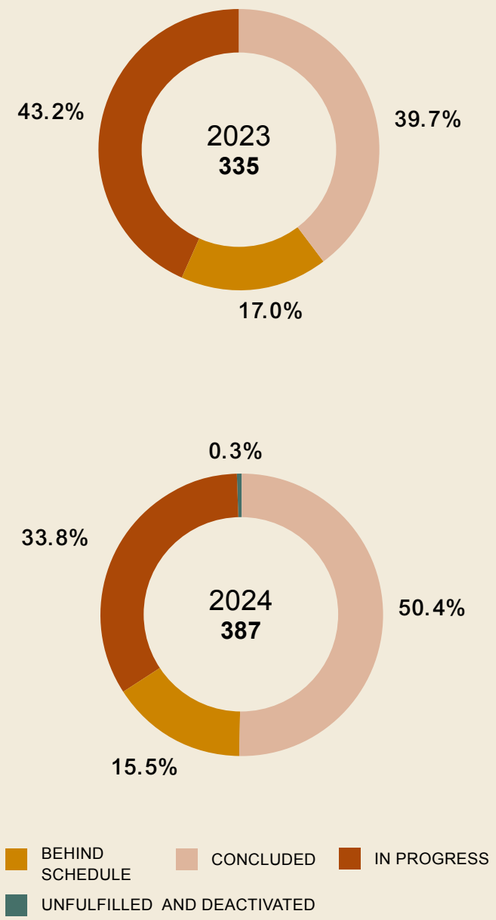
- Forced or slave-like labor
- Child labor
- Provision of housing within the production area and/or instances of irregular accommodations
- Undocumented foreigners
- Corruption/Bribery
- Forgery of documents
- Emission of black smoke and/or particulate matter
- Infringement of freedom of association
- Structural risk
- Unauthorized modifications to the building

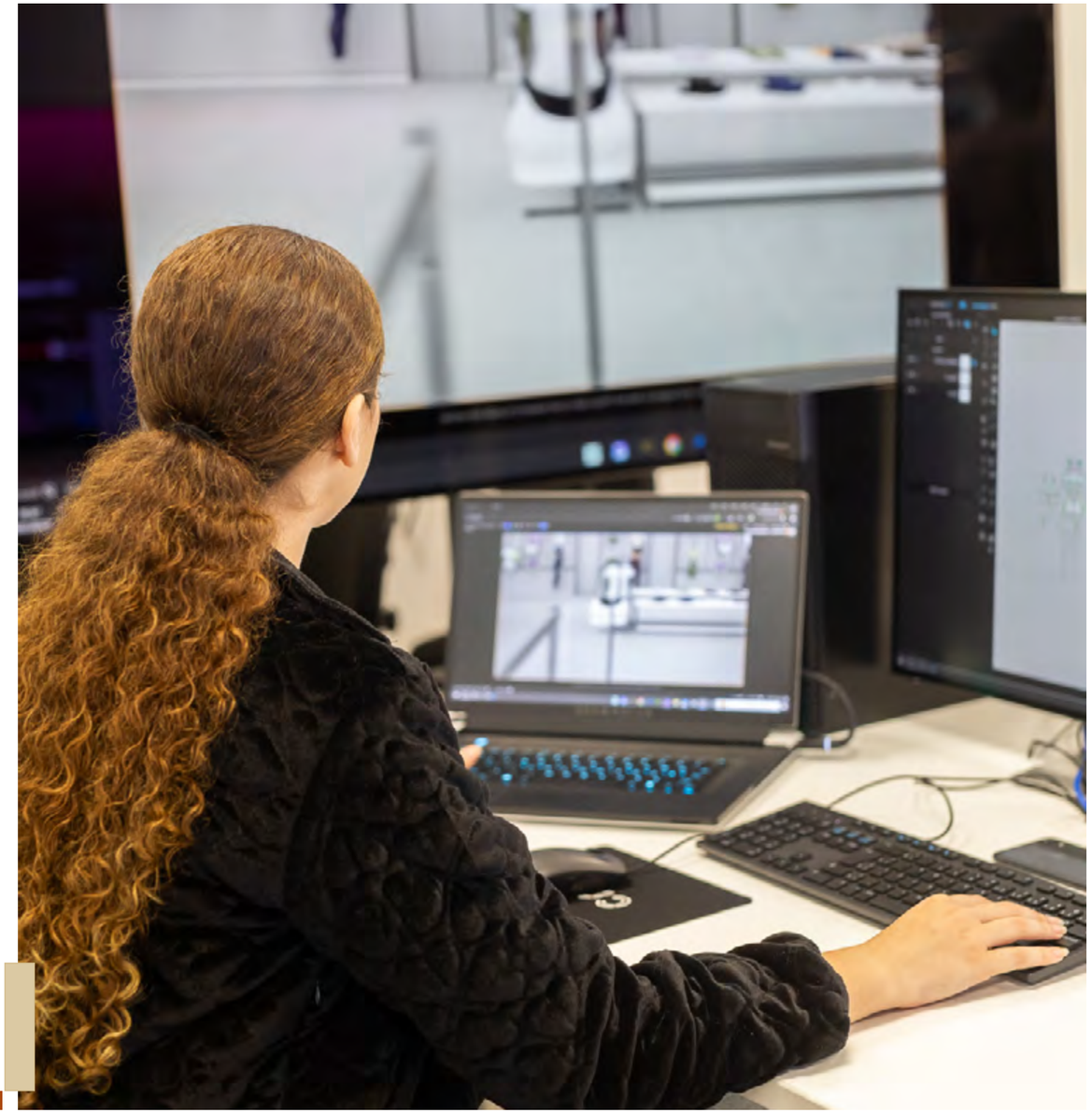
Within the international supply chain, a zero-tolerance incident was identified at a manufacturing facility, resulting in its immediate exclusion from the Company's supply chain.

The identified zero-tolerance non-compliance pertained to irregularities within the recruitment and selection process. Subsequent to the identification of this non-compliance, we terminated our commercial relationship with the factory, in accordance with our zero-tolerance policy.

The supplier has remitted all funds and instituted a policy expressly forbidding this behavior, which was subsequently verified in person by our auditors. The supplier has been placed on hold for any future orders.

Action plans National and international suppliers (tier 1 and 2)





Technology and precision

Data Analysis and Artificial Intelligence

We leverage technology as the foundation of our supplier chain compliance management strategy, which guides the evolution of our processes and decision-making, thereby enhancing the efficacy of the compliance program and mitigating risks within the chain.

By implementing data intelligence strategies, we have enabled automated information retrieval, resulting in heightened accuracy of on-site audits and facilitating the progression of socio-environmental management and performance within our chain.

We have a dedicated data team to the sustainability department that works diligently to enhance product, supplier, process, and productivity indicator information, thereby maximizing machine learning capabilities. This system is updated according to our audits to adapt to the subtle nuances that occur throughout the year in the behavior of suppliers and subcontractors.

Leveraging insights derived from data analysis, we strategically orient our audits to prioritize regions, types, and sizes of companies, processes, and operation volumes that may present a risk trend.

We also align our matrix with other types of socioenvironmental certifications (SLCP, HIGG, ABVTEX, among others), ensuring that all meet the basic compliance requirements, that we have an effective risk identification and audit process, and that we can direct efforts to improve the chain through **supplier qualification projects**.

We are engaged in the ongoing advancement of cross-referencing comprehensive supplier information to increasingly understand the behavior of our partners and tailor compliance and qualification processes according to each one's specifications.

Since 2022, we have adopted our mathematical model in a procedural manner, and in 2024, we concluded the effectiveness indicator at 50%, demonstrating a 5% reduction in audits compared to the previous year. Furthermore, we have reduced the risk level of our national resale apparel supply chain by 0.6 percentage points.

Digital traceability

To ensure comprehensive traceability from raw material sourcing to final product delivery, we have implemented blockchain technology to monitor the entire production journey of our goods within our network of direct fashion resale suppliers.

This approach allows us to acquire timely and precise data on the supply chain, enabling enhanced oversight of product manufacturing locations. In turn, this ensures more responsible purchasing decisions and aids in risk identification.

By knowing the exact production output of each company, we can implement capacity versus occupancy controls, thereby preventing potential non-compliance and enabling proactive supply chain management.

We continue to expand the number of companies integrating blockchain technology into their supply chains. By the end of 2024, we reached 26% of our domestic clothing suppliers, representing 49.6% of the national supply volume, totaling 53.5 million tracked items.

Large-scale traceability

We have been participating in the SouABR Program - Responsible Brazilian Cotton since 2021, in collaboration with the Brazilian Association of Cotton Producers (Abrapa, in Portuguese) and other brands.

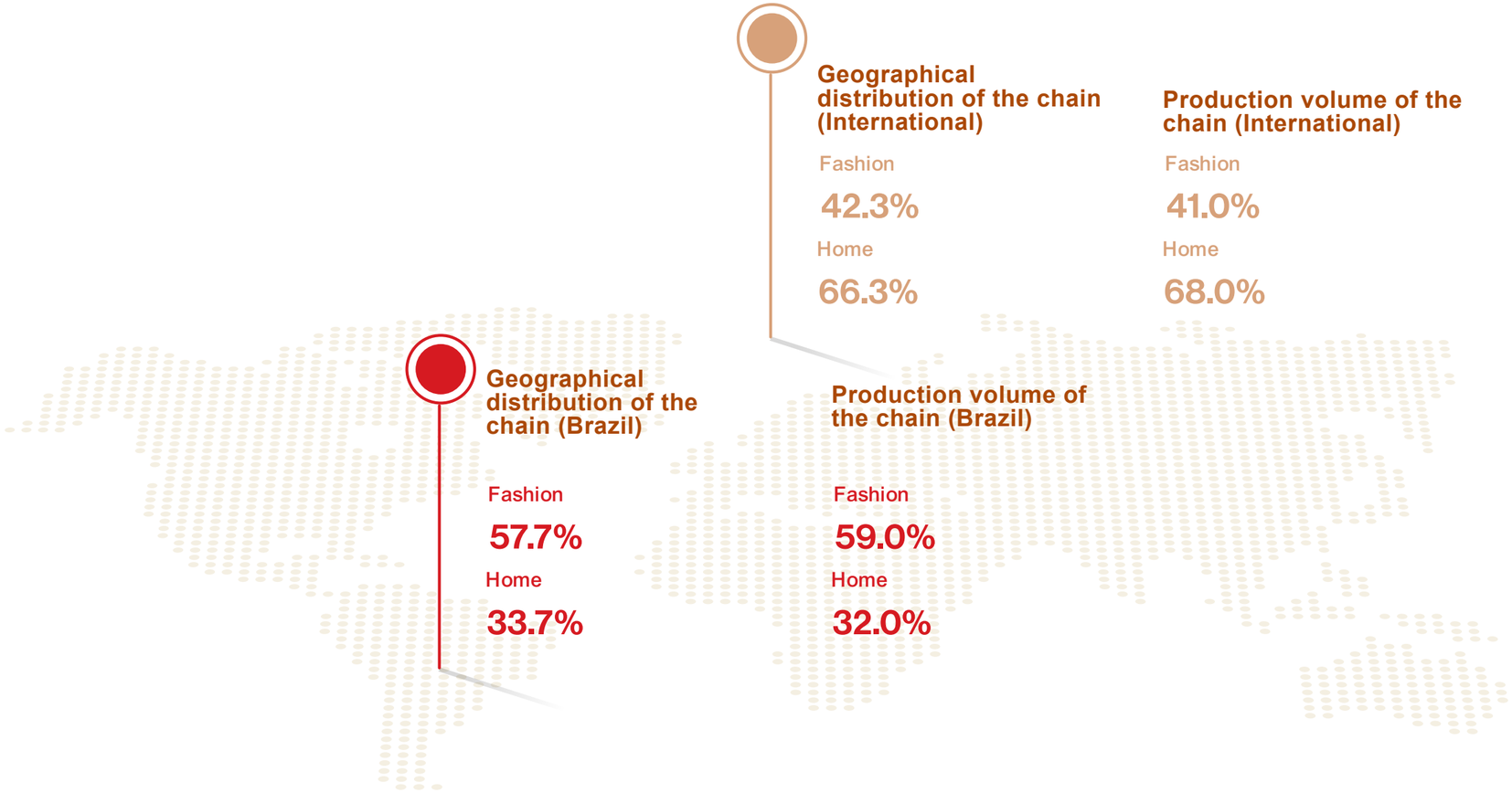
This program, the first large-scale traceability initiative in the national textile industry, enables the tracking of cotton used in our products back to its farm of origin. Through the Responsible Brazilian Cotton certification, it ensures the adoption of sound socio-environmental practices throughout the supply chain, right up to the finished product.

Supplier qualification

We strive to ensure that our supply chain achieves the high-performance levels of our compliance rating, exceeding mandatory legal requirements stipulated in our audit process, and fulfilling advanced criteria that distinguish socio-environmental best practices.

This is achieved through various technical and financial support initiatives conducted by Lojas Renner S.A. to strengthen, promote, and accelerate the advancement of sustainable practices within the textile supply chain, a critical transformation for fulfilling our publicly stated commitments.

An integral facet of our strategy involves the concentration of our Resale Supplier network within Brazil. This approach enhances our qualification and development initiatives, fosters closer supplier relationships, promotes the growth of their businesses, and consequently, generates value for their workforce.



Lear more (+)

Explore our Resale Suppliers List,, in PDF and with the possibility of exporting to Excel for data analysis, updated every six months (last in January 2025), which presents details about all (100%) tier 1 and 2 suppliers:

- name, address, approximate number of workers, type of services and unions
- total number of employees and gender distribution
- total number of migrant workers

Rede Responsável Program

Since 2017, we have been promoting qualification initiatives for resale suppliers and their subcontractors with high procurement volume and/or significant environmental impact (denim laundries), through our “Rede Responsável” (Responsible Network) Program. These initiatives range from engagement and knowledge dissemination to practical actions and collaborative projects where our specialists work together with suppliers.

The aim is to provide ongoing instrumentalization of Lojas Renner S.A.’s supply chain to enable risk mitigation, foster resilience, and cultivate more sustainable business models.

Content has been developed to reach our entire supply chain, encompassing all subcontractors. This ensures that 100% of our domestic supply chain has access to the content provided by the Rede Responsável Program.

We strategically monitor the data and engagement of suppliers with the most significant environmental impact and the highest procurement volume from Renner, Youcom, and Ashua nationally.

In 2024, a structured qualification initiative was initiated at Camicado nationally via the Rede Responsável program. Initially, the focus was to introduce the acculturation of qualification agendas that promote and influence discussions regarding compliance matters.

Additionally, we have initiated specific actions with critical international Camicado suppliers with the objective of disseminating good socio-environmental practices to be adopted in order to achieve our commitments.

Consequently, we have reduced the classification of Camicado Global’s suppliers in categories C and D by 68.8% compared to the previous year.

At Renner, Youcom and Ashua, in 2024, we achieved:

- 84% of purchasing volume is concentrated in suppliers participating in the Rede Responsável Program.
- 84.5% of suppliers are active participants in the Rede Responsável Program in terms of performance classification.
- 43.5% of participants reporting their environmental data from our environmental management system.

The main impact reduction indicators for Rede Responsável participants are presented below

Water, effluents and chemicals

Following the development of a proprietary and certified consumption measurement methodology in 2021, we observed the evolution in 2024:

- 47% of items classified as low **water consumption.**
- 100% of suppliers generating effluents comply with Resolution 430 of the National Environment Council (CONAMA), with conformity verified through Renner **audits**.
- 43.75% of suppliers that have a Wastewater Treatment Plant (ETE) implement recirculation practices.
- 29% of suppliers possess less impactful alternatives for water usage, such as rainwater harvesting, flow restrictors, and consumption reduction projects.
- 36% of laundry facilities implement water recirculation.
- 16% of global textile and apparel suppliers are compliant with the **Chemicals Program**.

Energy

- 58.6% of Rede Responsável participants are supplied with low-impact renewable energy.

Textile waste

- 42.2% extend the lifecycle of their products through recycling, reuse, and donation practices

GHG emissions

- 48.3% of our suppliers conduct their Scope 1 and 2 inventories based on the GHG Protocol methodology. Learn more about the advancements of our Climate Strategy within the supply chain **here**.

Diversity

- Training on unconscious biases, focused on gender inclusion and equity, facilitated by a leader from our gender affinity groups.
- Presentation by the Institute of Social Opportunity (IOS) at our **Innovation and Sustainability Fair**, addressing the inclusion of Black individuals in the job market.

Compliance Acceleration Program (CAP)

In its fourth year of operation, the CAP offers compliance low-performing suppliers with six months of consultancy with our senior auditors, supporting their progress.

Our objective is to encourage and assist our partners in surpassing mere compliance, thereby enabling them to become benchmark suppliers.

Our consultant works directly with the senior leadership of suppliers in the search for identification and resolution of the root cause of recurring non-conformities and vulnerabilities in sustainable management.

Over the past four years of the CAP's implementation, 52 suppliers participated, accounting for 22% of our global purchasing volume.

Fronts supported by the CAP:

- organizational structure
- subcontractor management
- subcontractor development,
- operational management
- document management
- systems management

As a reflection of our qualification initiatives, we have achieved a 20% improvement in the performance level of our supply chain, thereby reinforcing our commitment to a more responsible fashion industry.

Knowledge dissemination

Innovation and Sustainability Fair

We held the inaugural Innovation and Sustainability Fair, gathering approximately 250 participants over two days of event, including suppliers, startups, exhibiting companies, and Company employees. Aimed at sharing success stories, fostering knowledge exchange, and promoting collaborative solutions, the fair stood out as a milestone in strengthening sustainability and innovation throughout the supply chain.

The agenda featured strategic topics including innovation, cleaner manufacturing, circular economy, climate change, diversity and inclusion, occupational health and safety, and community engagement. Furthermore, deliberations were held regarding productivity enhancement and access to financial resources for technological research, exemplified by the Lei do Bem.

The event provided participants with access to tangible initiatives designed to improve efficiency, quality, and sustainability, underscoring the pivotal role of collaboration in achieving positive impact goals.

During the event, we unveiled two knowledge guides to our suppliers, focusing on key topics essential for the progression of the supply chain:

- **The Climate Risk Adaptation Guide**, The Climate Risk Adaptation Guide, which presents a **study** identifying these risks. Its objective is to support suppliers in gaining a better understanding of potential impacts on their operations and the supply chain, as well as to provide information and suggestions to enhance the resilience of companies in the face of climate change.

- **The Circular Fashion Guide**, which serves to demonstrate the feasibility of implementing circularity **principles** within the textile industry, encouraging more responsible processes throughout the production chain.

Water & Chemicals Week

In 2024, we held the Water & Chemicals Week in São Paulo and Criciúma, around the time of World Water Day.

In addition to reflecting on the date, this year's objective was to update and deepen the technical content of the **Renner Restricted Substances Manual**, which serves as the main guiding document for suppliers included in the Chemicals Program roadmap.

We also presented our **targets** related to water use in the supply chain, along with a risk assessment study focused on water security and the potential opportunities for implementation or expansion within the chain.

Furthermore, we addressed the potential climate impacts on our supply chain and shared our transition plan toward a low-carbon economy, which relies on the collaboration and active participation of our suppliers.

Thematic events and meetings

Throughout the year, every Friday, we held weekly technical meetings with our supplier network. These 34 sessions focused on ESG-related subjects, with content tailored to support the advancement priorities within our supply chain.

For Renner, YouCom, and Ashua, in addition to providing general content on sustainability, we presented information on internal processes related to fulfilling our sustainability public commitments. Specifically, within Knitwear and Denim, we delivered chemical-focused training sessions tailored to the requirements of the **Chemical Program**.

Q&A sessions

Since 2020, the 'Tira Dúvidas' program has featured a monthly schedule in which we gather our suppliers to clarify questions regarding Compliance-specific topics and processes.

We also make our auditors available for ongoing support to suppliers and a trail with all the Q&A sessions of the year at Renner University for Suppliers.

In 2024, we partnered with the Brazilian National Service for Industrial Training (SENAI) and the United Nations High Commissioner for Refugees (UNHCR) in our qualification agendas.

Other supporting programs

Fornecedores

Renner University (RU) for suppliers

Since 2019, our suppliers have been able to access the Renner University (RU), a platform that offers pertinent content for learning and development on key topics related to our business and supply chain.

In 2024, we underwent a platform transition, resulting in an average of 100 active companies on the UR. The content underwent curation by a multidisciplinary team, which enabled topic diversification and deepened supplier engagement in areas of concern, deemed essential for their continued participation within the Company's supply chain.

ENCADEAMENTO PRODUTIVO

Productive chain development

In collaboration with Sebrae (Brazilian Service of Support for Micro and Small Enterprises), we have been fostering the growth of companies engaged by Renner's Resale Suppliers since 2017. This development process is carried out in four stages: awareness, diagnosis, training, and consultancy.

Over the course of these seven years, we have trained over 300 micro and small enterprises. In 2024, the project underwent a scope and reach revision and will be executed throughout 2025.

BNDES

Brazilian Development Bank (BNDES)

Another relevant front for value generation within the supply chain is the financial support provided to suppliers. This initiative, facilitated by Lojas Renner and financial institutions, including the Brazilian Development Bank (BNDES), has been in place since 2016, offering improved financing conditions for small and medium-sized industries.

Supplier development

In 2024, our Supply Network Management team carried on with its Continuous Improvement initiatives (previously referred to as PMC and implemented since 2013). These operations, active in Latin America and Brazil, broadened their scope to encompass new business opportunities.

We also concentrated our efforts on enhancing industrial development. Our focus was on integrating the supply chain, which led to improved responsiveness and expedited deliveries.

By keeping a close eye on supplier performance and risk, we were able to optimize results. This approach fosters sustainable business relationships.

PEr

Renner Excellence Program (REP)

The REP is designed to foster development and innovation within the Renner Resale Supplier chain. It acknowledges companies that excel in Quality, Sustainability, Efficiency, Cooperation, and Innovation.

In 2024, the program saw participation from over 100 companies. Nine exceptional companies will be recognized in each category at the upcoming Convention in 2025.

SENAI

Connecting technology

In partnership with Senai and Sebrae, the program focuses on developing techniques and procedures for the digital modeling of clothing products in small businesses. Five companies participated in the initiative, which resulted in a 40% gain in productivity, promoting agility and more accurate modeling development processes.

Fair Wages

Promoting fair wages in the fashion supply chain is a global challenge, intensified by high worldwide inflation and an increasingly globalized chain with varying living costs across different regions and distinct labor laws.

In this context, we steer the management of living wages in our chain towards global best practices. These practices suggest pathways for progress, such as the Platform Living Wage Financials (PLWF) and market capital ratings and indices that incorporate this topic in their evaluation processes, like the Dow Jones Sustainability, the FTSE, and the MSCI indices.

To address and advance the key areas of progress in the two strategic commitments we've undertaken, we've established an interdisciplinary working group. This group comprises teams from Compensation and Benefits, Health and Safety, Labor Relations, Supplier Network Management, and Sustainability.

As part of our supplier compliance monitoring process, we consistently evaluate compliance with labor laws, adherence to legal requirements or collective labor agreements on wages and overtime, freedom of association, and the enforcement of fair wage payment across 100% of our Resale Supplier chain.

Any non-compliance identified by audits concerning wages triggers the implementation of **corrective action plans**. Meanwhile, reports received through our independent reporting channel on this subject are investigated, and **remedial actions** are implemented.

Over the years, we've made continuous strides in identifying gaps between the wages paid in our operation and in the supplier chain, and we've taken actions to support progress:

2019

An initial analysis was conducted to identify the wage gap in Brazil's Resale Supplier chain compared to the country's fair wage, as determined by the methodology of the Inter-Union Department of Statistics and Socioeconomic Studies (DIEESE).

2020

We included the monitoring of payments made within the Resale Supplier chain into compliance audits. This process is accredited by an independent third party.

2021

We accomplished 100% monitoring of the wages disbursed within our national Resale Supplier chain.

2022

We incorporated two commitments into our **2030 sustainability strategic plan** to advocate for fair wages: guaranteeing a living wage for our employees and encouraging our strategic suppliers to adopt a living wage.

We also embraced the Dignified Wage Movement initiative of the Global Compact, the first Brazilian intersectoral working group to discuss issues related to re muneration and employee well-being. Our participation in the Movement has deepened our understanding of fair wage components and has allowed us to incorporate diverse perspectives from various stakeholders. This has helped us to refine our wage calculation methodology with the assistance of specialized consultants.

2023

Our **human rights due diligence** process, in its second cycle throughout 2023, allowed us to monitor and identify potential risks related to the topic, improving the identification of gaps.
We launched a project in collaboration with the Anker Research Institute, a leading authority in the field. The project aimed to review the methodology for calculating Living Wages. This initiative not only advanced our discussions on the methodology and monitoring of living wages and responsible purchasing practices but also enhanced our internal understanding of all aspects related to the topic.

2024

In 2024, we concluded the project with the Anker Research Institute, aimed at revising the Living Wage monitoring methodology for both our workforce and the national supply chain. For the initial mapping phase, we prioritized the states of São Paulo, Santa Catarina, and Rio Grande do Sul, which is where the majority of our national apparel resale chain and nearly half of our direct employees are concentrated.

* Remuneration received by a worker in a specific location, sufficient to provide a decent standard of living for the worker and their dependents.

08.

Additional information

Governance	109
Environmental	123
Social	127

Content Map

Social

Supported organizations
Page 137

Health and safety
Pages 134 to 136

Labor rights
Page 133

Human rights
Pages 131 to 132

Support for Rio Grande do Sul
Page 130

Instituto Lojas Renner
Pages 127 to 126

Environmental

Environmental management
Pages 125 to 126

Impact Valuation
Pages 123 to 124

Governance

ESG Innovation
Page 109

Brand management
Page 110

Responsible marketing
Pages 111 to 112

Good purchasing practices
Page 113

Ethics and anti-corruption
Page 114

Information security
Pages 115 to 118

Tax management
Page 119

Acknowledgements
Pages 120 to 122

ESG innovation

Innovation plays a crucial role in achieving our ESG strategic goals and advancing our decarbonization and regeneration strategy. Over the past few years, we've innovated in various processes, solutions, and tools that promote sustainable fashion:

- 1st recycled denim, made with recycled raw materials;
- Our team developed inclusive underwear collections, adapted for people with disabilities and another to serve trans individuals;
- We now offer 100% digital collections, which reduce the use of virgin raw materials and minimize residues from the manufacturing process;
- We mapped out and drafted Brazil's first positive list of chemicals;
- We've created and certified a proprietary methodology for measuring the water footprint within our supply chain;
- We're engaged in a research and development project focused on growing agroforestry cotton;
- We're working on an innovation project with a supplier to produce a nickel-free zipper at scale;
- We opened the first Brazilia circular retail store;
- We have a product innovation lab to create new, more sustainable solutions;
- Recycling hub connecting partners and finding novel solutions for recycled products;
- Open Innovation Challenge to identify sustainable solutions in the innovation ecosystem;
- Launch of circularity and climate risk guides

Artificial Intelligence (AI) Management

In response to the growing use and development of AI to support the Company's internal processes, we established the Artificial Intelligence Committee in 2024 to oversee and implement our AI governance.

That same year, the committee introduced the Artificial Intelligence Use Policy, which was broadly communicated across the organization through targeted training sessions and stakeholder engagement initiatives that promoted dialogue on the benefits and potential risks of AI usage.

We also implemented monthly review processes conducted by a multidisciplinary and diverse team to evaluate the impacts of AI use, create mechanisms to identify and monitor risks, and establish policies to prevent or remediate any potential occurrences.

Brand management

At Lojas Renner S.A., our brands constitute a significant strength, supporting the establishment of relationships with our customers and fostering loyalty. Within the Corporate Marketing Department, we have a dedicated team responsible for the management of reputation and the monitoring of brand perception among our various stakeholders.

This structure functions by utilizing market data and research, as well as rankings that evaluate the Company across diverse perspectives and attributes relevant to its operations, including sustainability, innovation, and diversity, and the brand's value in the perception of society.

As a reflection of proactive reputation management and the comprehensive efforts to achieve our purpose, "Our achievement lies in enchanting everyone", we frequently secure prominent rankings in external recognitions.

In 2024, Lojas Renner was recognized as a Highly Renowned Trademark by the National Institute of Industrial Property (INPI)

This distinction represents indisputable prestige, notoriety and tradition, which is why the brand receives special protection regarding its intellectual property.

Sustainable brand

The positive reputation of our brands is also reflected in the performance of the Corporate Sustainability Index and the Dow Jones Sustainability Index.

The variable compensation of personnel, from employees to executives across all levels and areas, is contingent upon achieving the objective of establishing our organization as a sustainability benchmark in the perception of our customers, partners, and the market as a whole.

Since 2021, we have been tracking the progress of this objective in two ways:

- Renner Brand Monitoring: conducted quarterly, we have specific questions regarding the perception of a more sustainable brand from the consumers' perspective. In this monitoring, around 7% of the total questions are already focused on sustainability. From the beginning of the measurement, the score has remained positive, exhibiting a favorable brand promoter index and maintaining a stable level.
- Weighted Brand Index for Renner, Youcom, Camicado, and Ashua: calculated from a national investigation with both customers and non-customers (annually) measures how many people identify our brands as "the most sustainable and socially responsible". The findings of this survey indicate the continuation of a positive perception index among our customers as the brand most spontaneously recalled in relation to sustainability.

Reponsible marketing

GRI 2-24

Commitment

We are committed to the responsible provision of our products and services, to provide our customers with **ethical and responsible** sales, under the management of Corporate Compliance.

All employees receive annual training on our **Code of Conduct**, which establishes the principles for responsible offering, including:

- Providing accurate, fair, and balanced information about our company, products, and services
- Refraining from disseminating misinformation or misleading statements about our competitors
- Promoting ethical competitive practices, with special guidance to the marketing team
- Not overestimating our social, environmental, and sustainability initiatives
- Safeguarding vulnerable audiences in marketing activities (e.g., children, individuals unfamiliar with industry-specific terminology, etc.)
- Prohibiting the creation or approval of misleading, abusive, or discriminatory communications that incite violence, exploit fear, take advantage of vulnerable groups, disrespect environmental values, or encourage the public to engage in behavior detrimental to their health or safety.

Additional training initiatives, aimed at fostering an ethical and responsible commercial approach, are implemented through programs such as **New Employee Onboarding, Ongoing Sales Team Education**, and **Leadership and Succession Development**. These training sessions are compulsory and emphasize the technical and behavioral development of the teams.

Furthermore, we strictly adhere to all **laws, regulations, and guidelines** set forth by the Central Bank of Brazil (Bacen), as well as the self-regulatory codes of ABECS (Brazilian Association of Credit Card Companies and Services) and ACREFI (National Association of Credit, Financing, and Investment Institutions), with which we are voluntarily affiliated.

Responsible credit

Our commitment to responsible financial offerings aims to foster the financial health and sustainability of our customers.

We ensure our employees are thoroughly trained and actively engaged in the responsible credit process, thereby **mitigating the risks of unethical commercial** approaches through a range of strategic actions:

- Series of educational content on Renner University.
- In-person training sessions at stores.
- Workshop on the role of the financial sector, with experts, for Realize leaders.
- **Acelera Training**: Training was provided to all store employees involved in selling financial products. This training covered the attributes and characteristics of each product, with a dedicated chapter on sales ethics and quality. This chapter featured video presentations from our directors and other leaders, equipping our employees with the necessary knowledge to align their sales approach with our value proposition.

Compliance

We ensure that our stores adhere to policies, norms, and guidelines when offering financial products to customers, in line with our commitment to responsible marketing:

Active Customer Engagement: We select customers at random and conduct recorded calls to verify their awareness of the financial products they've contracted. This helps us assess whether they were fully informed about all conditions and identify any potential shortcomings in our offerings.

Monitoring and identification of non-compliance: we use various channels, including the Complaint Channel, the Ombudsman, Reclame Aqui, and our social media platforms, to detect possible instances of non-compliance with responsible marketing practices.

Compliance Assessment: Our Financial Products Quality team requests documents related to the contracting of financial products from randomly selected stores for compliance evaluation.

If we identify practices that have led to customer misunderstandings, our Quality team investigates the case. The Loss Prevention team reviews the sales history of the involved employee, and, if we find any deliberate violation of our principles, the employee is disqualified from bonus-generating incentive campaigns.

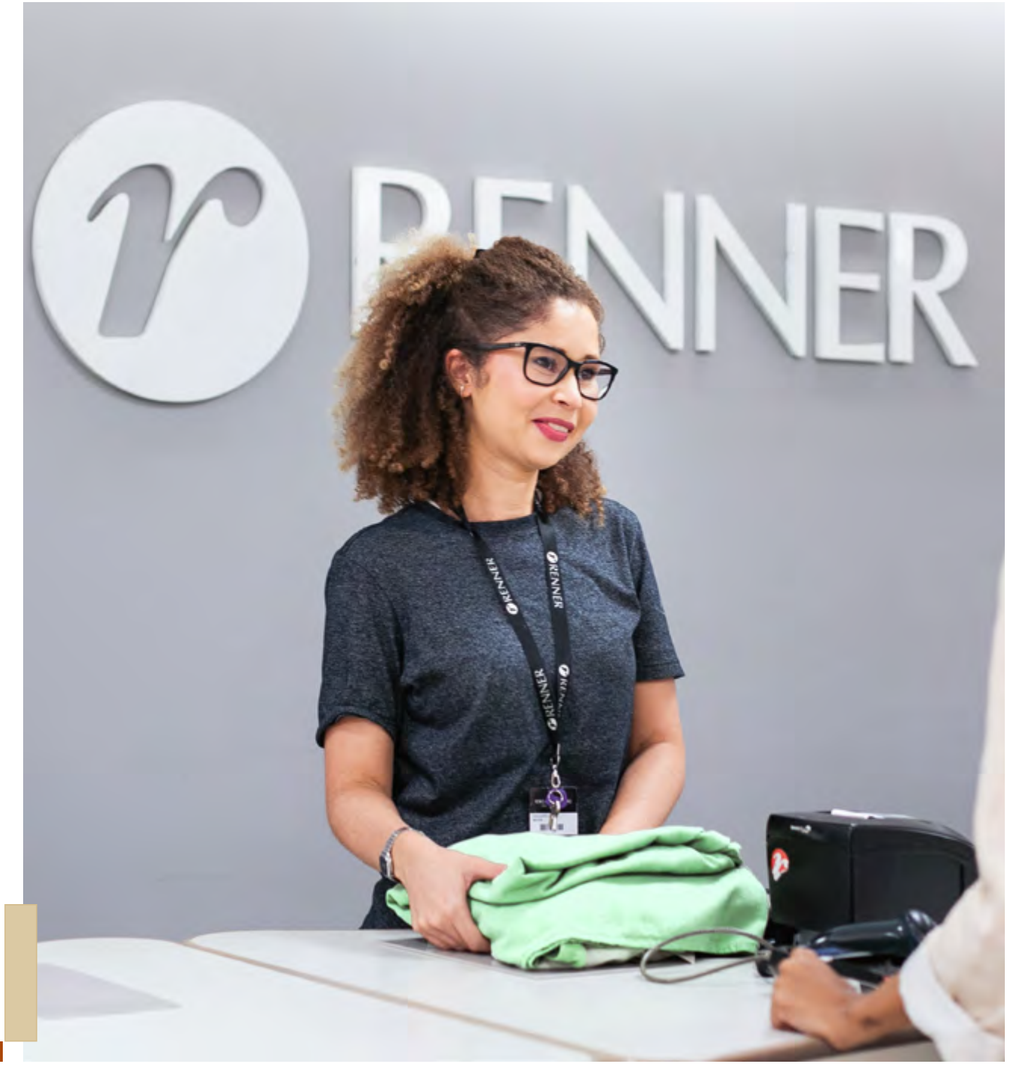
Responsible incentive campaign: our regulations provide for the importance of quality sales and penalties in the event of non-compliances identified in the monitoring carried out by the quality team. Stores are only eligible for awards if they maintain a quality score above 90% For employees, when there are 2 incorrect sales/procedure notes, the campaign is disqualified.

In 2024, we continued to require that employees complete the code of conduct training to be eligible for sales incentives.

Misunderstandings lead to specific training actions. If we identify a store or region with multiple non-compliance cases, we conduct intensive training to correct the deviations.

All data from our quality monitoring observations are shared on Dashquality, a dashboard of indicators that our Financial Products Quality team monitors monthly.

Best procurement practices



Recognizing our commitment to support the attainment of conditions for fair wages throughout our supply chain, we're continually improving our responsible sourcing practices. These practices are crucial for maintaining our supplier network's sustainability:

Internal policy: provides for the criteria for supplier selection and determines the procurement guidelines, thereby supporting the execution of the Company's strategy and ensuring supply through good procurement practices, in addition to risk mitigation.

The policy is periodically reviewed, taking into account market best practices, and avoiding potential conflicts with sustainability and ESG requirements.

Negotiation strategies and approaches: it has been established that the Company will utilize strategies aimed at achieving optimal balance in the relationship between the Company, the supply chain, and the customer.

Our guidelines provide direction on ensuring clarity in negotiations, fostering transparency in transactions, and enabling the provision of equitable compensation to supply chain workers.

To prevent work overload and potential: infringements upon human rights, delivery and order change deadlines should be established through mutual agreement, taking into account the productive capabilities of each supplier.

Our payment: terms are formally established and adhered to, supporting supplier financial predictability and creating suitable conditions for the payment of fair wages. We commit to payment within 95 days for domestic suppliers and 60 days for international suppliers, with an average of 95 days after delivery. Suppliers can also request advance payment, subject to company validation.

Dependency: our sourcing team also monitors the level of dependency on suppliers to adhere to the policy's limits.

Strategic meetings: with high-volume suppliers, aligning with business areas to improve visibility of the purchasing plan, required counterparts, opportunities for improvement, action plan follow-ups, and other relevant topics.

Buyer training: Our buyer teams receive ongoing training in best practices and the sustainability commitments of the 2030 Plan. This training enables them to make decisions that align with our policies, values, and goals.

They are also directed to prioritize purchases from suppliers with robust compliance practices, as defined by advanced performance and **socio-environmental audit and monitoring** ratings.

Development: In addition, we have several initiatives in place to support the **development** of our suppliers.

Ethics and anti-corruption

GRI 2-24 | 205-2 | 205-3

We have a Code of Conduct and an Anti-Corruption Policy, both in Portuguese, English and Spanish, which establish the principles of ethics, integrity, and the commitment to the prevention and combatting of corruption, applicable to employees, partners, and third parties.

The corporate Compliance area, through the Compliance Program, is the executive body responsible for ensuring compliance with the policy and its continuous updating and review to ensure their effectiveness.

All employees (100%) are trained annually in ethics and combating corruption.

Public Official Relationship

In order to ensure ethical conduct, employees and suppliers holding power of attorney to represent the Company are provided with comprehensive guidance documents concerning interactions with public officials, including the Anti-Corruption Policy, Code of Conduct, Compliance Policy, and Public Official Relationship Norm.

In the event of a corruption-related complaint, a dedicated committee promptly takes action.

Integrity analysis

When establishing new business relationships with suppliers and organizations, we diligently conduct integrity analyses of these companies.

Through public sources, we assess restricted lists, processes in which the parties are involved, whether any partner is a politically exposed person, and negative media mentioning corruption cases or potential image risks.

According to the their category, suppliers must also complete a Compliance assessment, in which the company informs whether:

- There will be any interaction with a public official
- They have clear guidelines and instructions on the conduct their employees should adopt when interacting with public officials
- They have a compliance/integrity program or anti-corruption practices aimed at detecting and addressing deviations, fraud, irregularities, and illicit acts against public administration, national or foreign
- Any partner, majority shareholder, board member, or administration employee (director, senior executive, or representative) is or has ever been registered on the politically exposed persons list, and
- The company to be contracted and/or its partners ever been mentioned, indicted, formally accused, or are under official investigation by competent government authority or convicted by a competent judicial authority for any type of crime

Suppliers classified as high risk are kept under monitoring in case there is any change in the analyzed scenario.

Learn more (+)

Refer to the official Compliance Program Management document for Lojas Renner S.A.

Conflict of interest

GRI 2-15

The Board of Directors oversees cases of potential conflicts of interest in transactions with related parties involving members of senior leadership.

Members who identify a potential conflict of interest in the negotiation and approval process of a transaction with a related party shall:

- Submit a **declaration of impediment** to the Board of Directors, the Statutory Board, or the General Assembly, as applicable, detailing the extent of the conflict.
- Abstain from discussions, cease access to any relevant confidential information, and abstain from exercising any influence on the Company's decision-making process, including refraining from voting in meetings of the Board of Directors, the Statutory Board, or the General Assembly.

The declaration shall be recorded in the minutes of the meeting or the Assembly that resolves upon the transaction with a related party.

Information security

GRI 2-24 | 418-1

Governance

Information security serves as a cornerstone of our business, ingrained in the core commitments of our Code of Conduct. It relies on the Board of Directors' direct involvement in management, endorsing and validating the strategy, as well as a robust governance framework for managing the subject:

- The IT, Data, and CSC Department, represented by Director Alessandro Santiago Pomar, with primary responsibility for the subject held by IT Director Rafael Vilarino Kuhn, followed by Senior Information Security Manager Fernando Sampaio Alves, who leads a dedicated Information Security team
- Legal Department, headed by a data protection manager (Wagner barcelos, the appointed liaison for addressing internal privacy concerns) and analysts
- Risk Department, with a team specializing in compliance and information security
- Corporate Committee for Cyber Risk Information Security, a multidisciplinary team interfacing with the Board of Directors
- Board of Directors with a Board member who is experienced in Information Technology (Christiane Edington)

Policies

Our management framework for the subject is robust and consists of Information Security Policies, standards, as well as manuals and guidelines. These resources detail the procedures for ensuring information security, data protection, risk mitigation, incident management, and business continuity.

The Privacy and Personal Data Protection Policy of Lojas Renner S.A., applicable to all its employees and partners, establishes guidelines related to privacy and personal data protection in accordance with best market practices and complying with all applicable legislation in the countries where it operates.

The guideline is under the purview of Manager Wagner dos Santos Barcelos, the current Data Protection Officer (DPO).

Should employees identify any situation involving a breach of the company's information security pillars (confidentiality, integrity, and availability of information), they must utilize one of the following available channels:

- **ServiceNow:** Preferred channel for reporting incidents related to information security vulnerabilities, suspected attacks, intrusions, information leaks, and violations of information security policies and standards
- Report phishing button (available in Outlook) or phishing@lojasrenner.com.br
- From official emails: seguranca_informacao@lojasrenner.com.br; CSIRT@lojasrenner.com.br or protecaodedadospessoais@lojasrenner.com.br

Cyber security

We employ a variety of controls, tools and processes to safeguard the company against hacker (or cracker) attacks and intrusions. These measures are supported by operational macrostructures anchored in specialized partner companies.

- Our Security Operation Center (SOC) and Incident Response Center (CSIRT) monitor, defend and respond to threats to the Internet, internal infrastructure, systems and users
- Security Tools: We use state-of-the-art, industry-leading security tools using artificial intelligence to shield our technological environment from cyber threats
- Brand Protection, focused on monitoring Lojas Renner S.A.'s main brands on the internet.
- We provide cyber insurance coverage that encompasses protection against loss, leakage, or fraud involving the data we collect and store, renewed on an annual basis and
- We utilize a tool that enables us to monitor the level of cyber risks externally to the company and service-providing partners, with periodic analysis conducted at a minimum interval of every eight months

Reflecting the evolution and solidity of our management, in 2023, we were evaluated on the Security **Score Card**, a tool that monitors the level of cybersecurity maturity of companies worldwide, in a ranking that positions us as one of the leading companies in our segment:

We achieved an A' level and a score of 97 out of 100 on the Security Scorecard.

Furthermore, we obtained ISO 27001 certification in 100% throughout our Cyber Incident Management.

Vulnerability analysis

We have a dedicated cyber intelligence team with internal Ethical Hacking experts and partnerships with leading companies in this type of service. They conduct monthly intrusion tests (simulated hacker attacks) and continuous vulnerability scans to detect new vulnerabilities for prompt correction.

We perform diversified attack simulations to enhance our processes, tools, and action plans for corrections, as well as to train our employees to be prepared for a potential real attack scenario, minimizing or eliminating possible impacts.

The results are analyzed, documented, and regularly monitored to ensure that corrective actions are effective.

Response to incidents and interruptions

We have a formal Business Continuity Management (BCM) Policy, which guides us in conducting comprehensive risk assessments for potential operational disruptions, be they partial or total. This process also includes a thorough Business Impact Analysis (BIA).

Based on this scenario, we formulate strategies within our Continuity of Operations Plan (COOP) to ensure the smooth functioning of our processes. Additionally, we have a robust Disaster Recovery Plan (DRP) in place for all systems deemed critical and vital according to the BIA.

All incident responses, regardless of their classification, adhere to the procedural model stipulated and described in the Information Security and Data Privacy Incident Management standard. In the case of data breach incidents, there are supplementary treatment measures that necessitate compliance with regulatory and legal requirements.

To guarantee the effectiveness of these procedures, we carry out annual tests of the COOPs and biannual evaluations of the DRP. We also provide regular training in incident response.

Data protection

Data protection is a top priority for us. We have a dedicated team of specialized professionals and renowned suppliers who provide round-the-clock coverage. Our approach is multi-faceted, employing a variety of controls and tools.

We regularly update our personal data inventory to maintain a clear and organized understanding of our data landscape.

Our monitoring processes and Cyber Threat Intelligence solutions are mature and robust, enabling us to promptly identify and respond to any privacy risks or potential data protection violations that could infringe regulations or impact individuals' rights.

We evaluate our personal data processing practices for compliance with the Privacy by Design methodology. Additionally, we employ data protection techniques in our databases and use active Data Loss Prevention (DLP) features to monitor and prevent the leakage of sensitive data.

When it comes to credit and debit card information, we strictly follow the guidelines set by the PCI DSS (Payment Card Industry Data Security Standard), the most rigorous card security standard. We hold a PCI DSS **certification** for all our operations.

Data subject rights

To ensure that data subjects whose personal data are held by the company can exercise their rights over their data, we have a privacy and personal data protection helpdesk on our website that allows customers to:

- Access the data we hold about them
- Rectify any incomplete, inaccurate, or outdated data
- Anonymize, block, or erase data that is unnecessary, excessive, or processed contrary to the law
- Transfer their data to another service or product provider upon explicit request, in line with national authority regulations, while respecting commercial and industrial secrets
- Delete their personal data, except in situations specified by the applicable law
- Obtain information about public and private entities with whom we've shared their data
- Understand the implications of not providing consent and the consequences of refusal
- Review decisions made solely based on automated processing of personal data that affect their interests
- Revoke consent (opt-out)
- We seek customers' consent (opt-in), in applicable processes, clarifying to data

subjects about the general conditions of data collection, use, storage, and other forms of processing

Limiting data collection and retention

Our internal governance and data protection policy mandate that personal data collection aligns with the General Data Protection Law's principles, such as necessity and purpose. This means it's strictly confined to what is legally permissible and communicated to the data subject.

To minimize data collection, our policy also dictates that data which is no longer needed for a specific purpose or to fulfill a requirement should be either discarded or anonymized.

A critical analysis must be conducted at least annually to ensure that the retained information doesn't exceed the specified limits.

Partners

We have a certification process for partners who will handle sensitive or confidential data. This process evaluates their compliance with the information security requirements set by our privacy governance program, in line with applicable laws and best management practices.

During certification, all partners are required to comply with our Information Security and Privacy/Personal Data Protection Terms. They are held accountable if the information is not appropriately managed and safeguarded in accordance with our Information Security and Privacy controls.

Partners who either refuse to sign or fail to meet these requirements are not certified.

Furthermore, we perform biannual cyber risk assessments for our key partners.

Audit

We carry out an annual independent external audit that assesses the controls associated with Access Management, Change Management, and IT Operations Management processes. These processes are implemented on systems that support our business operations.

The audit culminates in a report of recommendations designed to foster progress. This report guides the creation of an action plan to implement improvements.

Through internal audit, we conduct an annual survey of the main corporate risks and, based on this document, define the internal audit plan for the current year, in accordance with the Company's risk management. Both materials are approved by the ACGR (Audit and Risk Management Committee) and shared for the knowledge of the Board of Directors and the Fiscal Council.

Reporting security incidents involving personal data

The Brazilian General Data Protection Law requires that incidents involving security breaches that may pose a significant risk or damage to data subjects be reported to the National Data Protection Authority (ANPD) and to the data subject.

In 2024, there were no substantiated cases of complaints regarding data loss or privacy breaches received from regulatory bodies or other stakeholders.

Access Control

Our Information Security Policy mandates that all systems and environments must possess Access Matrices. These matrices, which are formally approved by business areas, set forth rules and access boundaries for each employee according to their roles.

Based on these matrices, we maintain an identity and access management platform for employees and partner companies. This platform encompasses the most critical systems and a significant majority of access accounts.

We have adopted the principle of least privilege, or "least privilege access," a concept in which a user should have access only to what is absolutely necessary to perform their responsibilities, enhancing control in protecting information flows.

Awareness raising

The company has implemented a corporate program aimed at enhancing our employees' understanding of information security. This initiative includes a variety of measures:

- **Cyber Week:** annual event which features a range of activities and communications related to the subject, reaching over 12,000 employees
- **Information security program:** compulsory courses at Renner University, including "Information Security", "Phishing Awareness", "General Data Protection Law - LGPD", "Prevention of Money Laundering and Counter-Terrorism Financing", and "Loss Prevention". By the end of 2024, a total of 78% of employees were trained by the program
- **Educational campaigns:** covering areas such as password security, cybercrime, and information classification, among others
- **IS Web Series of the "Esquadrão de Encantamento" (Charm squadron):** Eight annual episodes in animated cartoons, featuring characters created within the company's core values, with playful and fun stories about safety precautions. They garnered tens of thousands of views, and the series was awarded in 2023 by ABERJ as the best Security and Compliance awareness campaign in the Southern Region
- **IS INFORMS**: A corporate email notification system that alerts all employees about potential

threats and current market situations, in order to alert everyone

- **Simulated Phishing:** In 2024, we conducted 12 simulated phishing campaigns. Employees who fell for the simulation were invited to participate in a Phishing Awareness training. This training covers what phishing is, how to report it, the importance of preventing such cyberattacks, and the potential impacts on the company. The results are reported and deliberated monthly by the Corporate ISMS (Information Security Management System) Committee
- **Welcome:** Every new employee goes through a security welcome, where we provide instructions on completing mandatory training, general safety precautions, gamifications, and how to proceed in risky situations
- **DevSecOps:** Our development pipelines include processes, tools, and training for our developers to prioritize security from the code conception (security by design), and we rely on some advocates of the security culture such as Security Champs
- **WorkPlace:** periodic posts of security tips for our employees
- **Meetings with Business Areas:** The IT and Data Protection team participated in area meetings, including those with focal point employees from stores, to disseminate information on preventions, concerns, and other related matters regarding IT, privacy, security policy, privacy policy, certification processes, and best practices and conduct related to IT and privacy

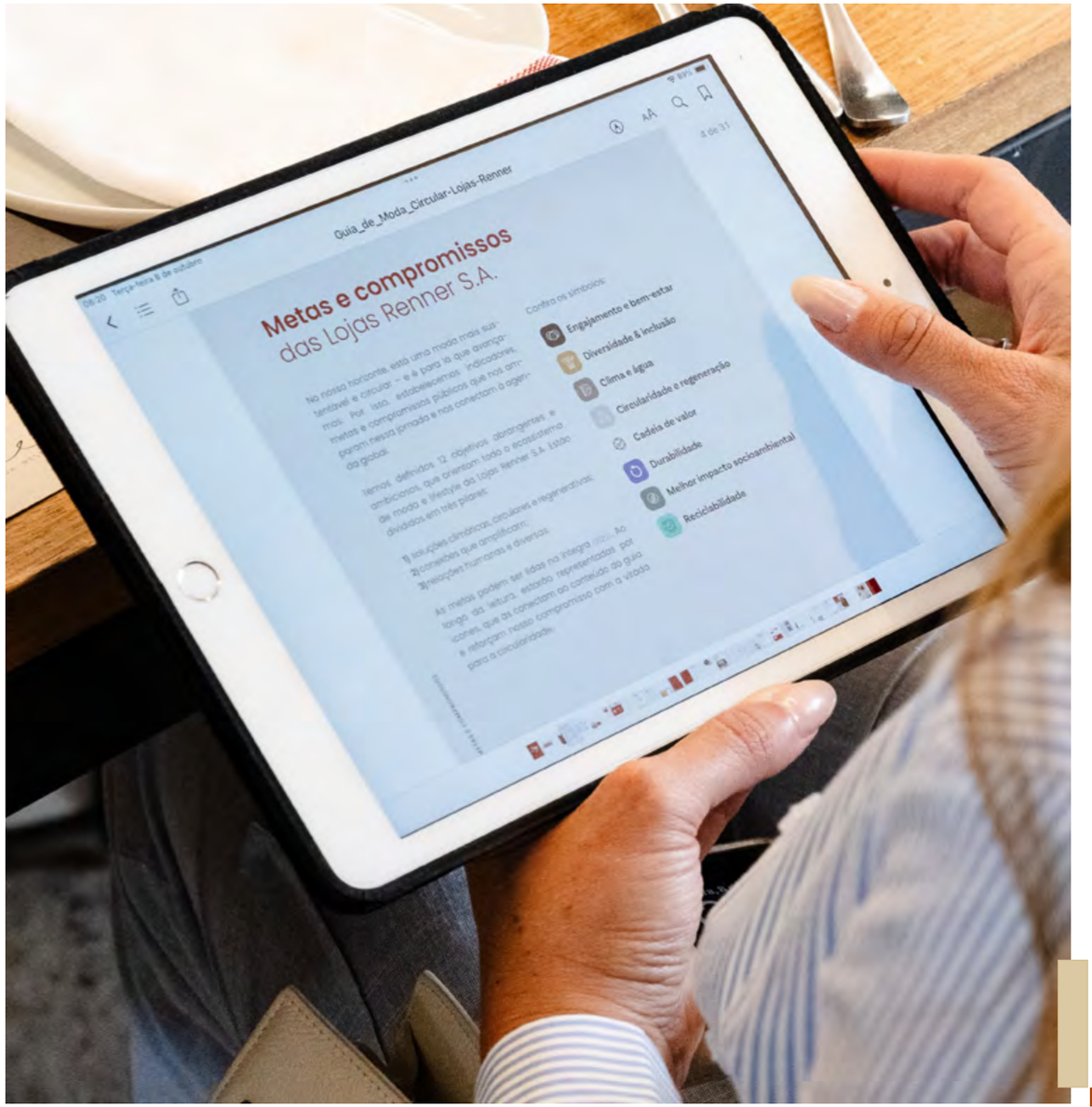
Reporting risks

As per our information security policy, all employees are responsible for reporting risks, vulnerabilities, and incidents to the Information Security team. We have provided two dedicated email channels for this purpose.

Sanctions

Breaching the terms of our Information Security Policy and Standards can lead to disciplinary actions. These may range from warnings and suspensions to immediate termination of employment contracts, which are defined and applied by the People area.

For partners, any violation of the Policy and the information security clauses outlined in the contract can result in consequences varying from warnings to contract termination. Additionally, legal penalties may be applied as per the law.



Tax management

GRI 207-1

Our tax policy outlines guidelines and general rules of tax conduct to be observed by Lojas Renner S.A. and its subsidiaries, related to fiscal and tax responsibilities in Brazil and abroad, and the Company's principles and commitments in managing its fiscal and tax strategy:

- Comply with the spirit and letter of the tax laws and regulations of the countries in which we operate;
- Refrain from transferring value generation to jurisdictions with preferential tax regimes.
- Refrain from utilizing tax structures lacking substance and commercial purpose.
- Comply with transfer pricing legislation;
- Refrain from utilizing jurisdictions with preferential taxation for the purpose of tax evasion;
- Have our tax policy approved by the Board of Directors.

We employ tax optimization strategies, always in compliance with existing legislation and recent legal precedents. These strategies require approval from our Tax Committee. For substantial amounts, the Audit and Risk Management Committee must be notified. Decisions involving large sums must be backed by at least two external legal opinions.

Our Tax Committee, which meets monthly, consists of the Administrative Financial and IR Officer, Controllership Officer, General Legal Manager, General Tax Management Manager, and Senior Accounting Manager.

The Committee also holds quarterly meetings with the Board of Directors to report on the effectiveness and compliance of our tax policy implementation.

In 2024, we distributed R$3.5 billion in added value in the form of taxes.

Tax reform

We actively participate, through sectoral associations of which we are members (Institute for Retail Development - IDV, Brazilian Textile Retail Association - ABVTEX, and Unidos Brasil Institute - IUB), in the debate on topics relevant to the fiscal context, such as the Brazilian tax reform and the illegality of cross-border commerce, carried out by digital platforms.

We contributed R$ 258.5 thousand to these associations as membership fees.

Consistent with our dedication to transparency and compliance, we maintained a keen awareness of the evolving legal and regulatory framework affecting our industry throughout 2024. Our efforts focused on understanding and endorsing key legislative and contractual matters that are defining the national tax and economic scenario.

Among the significant initiatives in which we are involved, we highlight Law 14.902/24 (which provides for the import tax on international postal shipments), Confaz Agreement 135/24 (which grants a reduction in the ICMS tax base for import operations carried out via postal or express shipments, stipulating a rate of 20%), and Complementary Law 214/25 (which institutes the Tax on Goods and Services and the Social Contribution on Goods and Services, intended to simplify consumption taxation).

Our engagement with these issues reflects the continuous pursuit of a more transparent, ethical, and regulated business environment, in order to ensure legal certainty and the sustainability of our operations.

Recognitions

ESG

As a publicly traded company, we undergo continuous evaluation by major stock exchanges and rating agencies. These assessments analyze our commitments, policies, organizational structure, and practices related to socio-environmental and governance management (ESG).

In recent years, we've garnered recognition from key players in the capital market as a benchmark in the global retail sector as one of the companies with the best sustainability practices.

Our unwavering commitment to sustainability over the years has positioned us as the most recognized company by ESG ratings and indices across all segments of the Brazilian retail industry.

We stand among the top-performing global retail companies in ESG assessments and ratings.

IDIVERSA B3

Second consecutive year listed in the iDiversa index, created in 2023, an unprecedented B3 index that brings together companies that stand out in diversity.

ICO2 B3

13th consecutive year included in the Efficient Carbon Index, having been present since its inception.

ISE B3

11th consecutive year in the Corporate Sustainability Index.

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

10th year of listing, included in the World and Emerging Markets portfolios, in addition to being present in the Sustainability Yearbook.

SUSTAINALYTICS

Rated as low risk in the ESG Risk Rating assessment, we stand among the top seven companies with the highest ratings in our sector.

FTSE4Good

10th consecutive year in the index that tracks companies excelling in corporate social responsibility.

CDP

For the 14th consecutive year, we provided data to CDP Climate Change, earning an A- grade. Furthermore, in our 2nd year participating in CDP Water Security, we received an A- grade, and we were also acknowledged in the Supplier Engagement Leaders category by the same organization.

MSCI

AA rating in 2024.

REFINITIV

2nd best in ESG within the sector according to Refinitiv ESG scores, with an ESG rating of A..

WWF

Sustainable Cotton Ranking We are listed among the nine global companies with a score of over 99% in the 2024 Cotton Ranking, which assesses cotton certification data for companies in the fashion industry.

PLWF Financials for living wage

Platform Living Wage Financials (PLWF)
Classified as 'maturing', we hold a position among the top 15 companies in our industry.

Other notable recognitions:

Sustainability

The 22nd most sustainable company in the world, highest-ranked Brazilian company

Time Magazine

Merco Responsabilidade ESG 1st place in the fashion retail category and 22nd place overall

Merco

Innovation

Ibevar Innovation Ranking in Retail- 1st place in retail with the case “Innovation and Traceability for responsible and enchanting fashion”.

Ibevar / FIA

Top 100 Open Corps- 1st place Fashion Industry and Retail

100 Open Startups

Innovation Champions: 1st place in the overall ranking

Grupo Amanhã

Valor Inovação Brasil- 2nd place in the Commerce category 57th place overall ranking (out of 150)

Valor Econômico

Brand

Best Brazilian Brands (Marcas Brasileiras Mais Valiosas)- 13th place in the general category and 1st place in fashion retail

Interbrand

Kantar BrandZ - 30th place in the overall ranking (Champion in the fashion retail sector)

Kantar

Brand Dx Ranking of the Most Valuable Brands in 202415th position among the most valuable brands in Brazil, 1st in clothing retail, 3rd in general retail

Brand Dx

Estadão Marcas Mais Award
1st place in the Apparel Retail Networks category

Estadão

Reputation

Lojas Renner - 1st place in Fashion and Clothing - E-commerce - Multibrands - Large Operations, and 1st place in Fashion and Clothing - Retail - Large Operations

Reclame Aqui Award

Valor 1000 - the largest companies in Brazil - 1st place in the Fashion Industry category

Valor Econômico

The 100 most influential companies in Brazil
1st place in the sector

Veja Negócios Magazine and Lide

Ranking of the 300 Largest Companies in Brazilian- Retail 1st place in the fashion segment and 12th place in the general ranking of Brazilian retail

SBVC

Award for Companies that Most Respect the Consumer- 1st place in the E-commerce category

Consumidor Moderno

Impact assessment

Methodology

In 2023, we initiated our impact measurement and assessment strategy. As part of this effort, we conducted our first materiality analysis, assessing the business and supply chain's impact on external stakeholders. Additionally, we evaluated the key impacts, with the goal of quantifying the social value resulting from our contributions to the 2018-2021 Responsible Fashion commitments, as well as our emission offsetting strategy.

The concept of social value allows for the measurement of the impact on people, nature, and society that results from activities carried out by the company's activities and its entire value chain.

This study was grounded in the finest valuation practices and steered by several methodologies:

The Social and Human Capital Protocol (2019, Capitals Coalition)

The Natural Capital Protocol (2016, Capitals Coalition), and A Guide to Social Return On Investment (2012, The SROI Network)

GIIN COMPASS

Impact Management Project

Valuing Balancing Alliance

The study utilized both primary data supplied by the Company and secondary data sourced from global databases, literature, and statistics.

Results

The impacts of the 2018-2021 Responsible Fashion commitments and the emissions offset strategy were measured as follows:

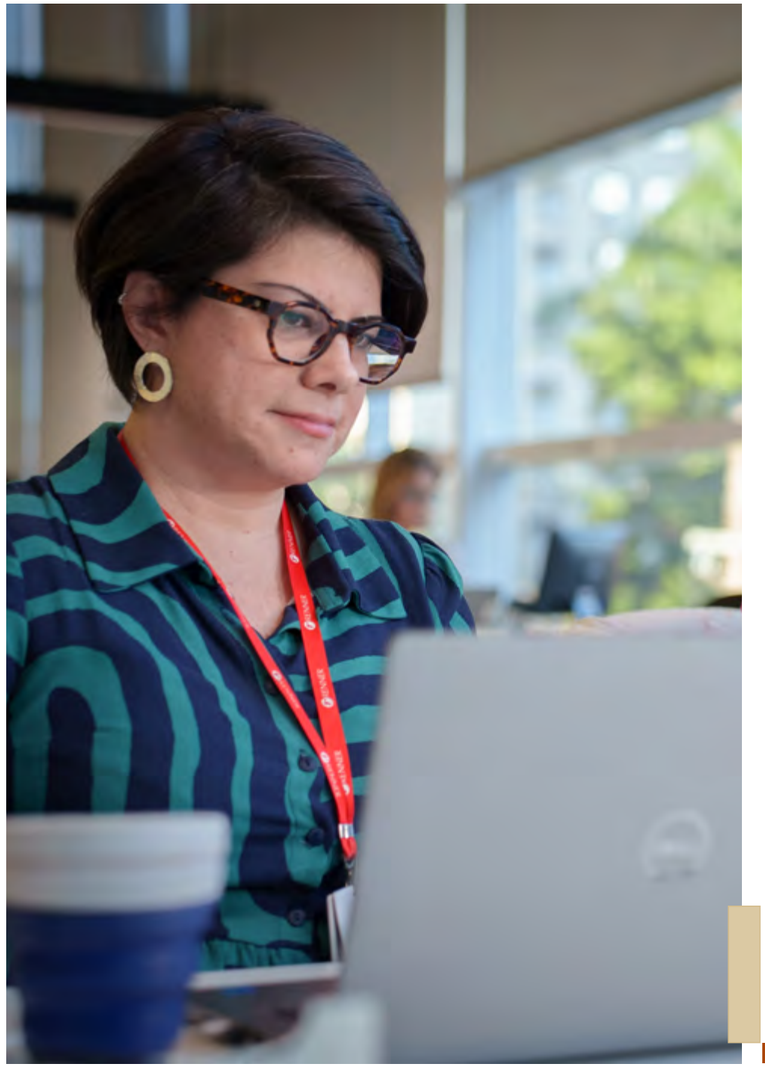
- 100% of corporate energy consumption from low-impact renewable energy sources
- 35.4% reduction in absolute CO_2 emissions compared to the 2017 baseline
- 100% of the national and international resale chain with socio-environmental certification
- 80% of less impactful products, with 100% certified cotton
- 100% of offset emissions generated a net positive impact of R$ 227 million.

The results obtained also support the advancement of our ESG strategy by allowing us to:

- Prioritize actions and goals
- Use SROI (Social Return on Investment) analysis to better understand the most efficient way to create social value
- Monitor, learn, and promote awareness of ESG impact on the business model

The impact assessment, which encompasses the four 2018-2021 commitments and the offset strategy, yielded a total net positive impact estimated at roughly R$ 227 million. This impact is divided into 90% Natural Capital and 10% Human Capital.

This data offers valuable insights that enable us to continually fine-tune our sustainability strategy. By prioritizing pertinent actions and objectives derived from the SROI (Social Return on Investment) analysis, we can discern the most effective methods for generating social and environmental value in our priority areas.



Primary Material Impacts

The two main material impacts on stakeholders identified were:

Climate strategy

- Responsible link in the chain - our own operations.
- Assessment coverage - 100% of operations
- Assessed Stakeholder Groups/Areas of Impact - Environment, society, health, and jobs in the value chain.
- Relevance to external stakeholders - In recent years, our climate transition strategy has yielded various positive impacts on the environment and society:
    - We have reduced our business emissions by 35.4% from 2017 to 2021.
    - Since 2021, 100% of our corporate energy has been sourced from renewable and low-impact sources, including solar, wind, biomass, and small hydroelectric plants (SHPs).
    - From 2016 to 2021, we offset 100% of our greenhouse gas emissions by supporting projects that preserve standing forests, combat deforestation, promote reforestation, and conserve biodiversity.
    - We have created jobs in sectors and segments related to the low-carbon economy.

Sustainable products and services

- Responsible link in the chain - Products and services and supply chain
- Assessment coverage - 100% of operations
- Assessed Stakeholder Groups/Areas of Impact - environment, society, customers, resale suppliers, tier 1 and 2 supplier employees, and suppliers of raw material.
- Relevance to External Stakeholders: We have made significant progress in our strategy to supply less impactful raw materials and processes and promote compliance within our resale supplier chain:
- 100% of Renner's global resale chain is engaged in social activities and holds socio-environmental certifications, thereby safeguarding human rights and promoting environmental responsibility within the chain.
- As of the end of the strategic cycle in 2021, 81.3% of Renner's clothing carries the Responsible Re Fashion Seal. Furthermore, 99.15% of the cotton used is certified, which helps reduce the impact on ecosystem services and pollution.

Environmental management

Our operations are supported by a comprehensive environmental management system, covering 100% of our activities. This system is designed to ensure the management of natural resources, with a focus on waste reduction, efficient water and energy consumption, adherence to environmental legislation, the establishment of clear roles and responsibilities, the implementation of corrective measures for ongoing improvement, and the systematic conduct of audits and indicator monitoring.

This system is verified through internal and external audits. A total of 40% of operations undergo internal auditing by Renner's socio-environmental compliance team, and another 60% undergo third-party external auditing.

Furthermore, we have adopted certifications that attest to the adoption of best environmental practices, covering 100% of operations:

- Headquarters with LEED (Leadership in Energy and Environmental Design) Gold certification
- Cabreúva Distribution Center with LEED Gold certification
- 4 stores with LEED Certification (1 Silver and 3 Gold)
- 1 store with BREEAM (Building Research Establishment Environmental Assessment Method) certification in circularity.
- NBR ISO 14001 certification for the Distribution Center in São José (SC), which accountsfor 20% of our operations.

To advance our NBR ISO 14001 certification, in 2024 we initiated the formation of a working group to plan the adherence diagnosis to the standard's requirements in our stores, which will be carried out in 2025 with an audit by external suppliers.

Less Impactful Constructions and Renovations

Since 2018, we've been integrating circular economy principles into our new store constructions, renovations, and furniture development. This approach has led to significant improvements in material consumption optimization, waste reduction, and the use of highly recyclable materials.

In 2021, Renner made history as the first Brazilian retail brand to open a store focused on eco-efficiency and maximum reduction of environmental impacts.

This pioneering circular store, located in Rio de Janeiro, combines circularity with digital transformation to offer customers a unique experience. We've made the best resource choices to minimize environmental impact from the design phase to operation.

During the design phase, a Life Cycle Assessment (LCA) study guided our material selection and project decisions, aiming to reduce environmental impacts throughout the store's life cycle.

The Store implemented the principles of the BREEAM (Building Research Establishment Environmental Assessment Methodology) and successfully achieved LEED (Leadership in Energy and Environmental Design) Certification.

You can find more details about the circular store on page 71 of our 2021 Annual Report.

The implementation of this store model for all new establishments began in 2023 and remains ongoing. Our first Circular store

received a LEED certification for its renovation, adding to our knowledge of sustainable certifications for shopping malls, new constructions, street stores, and renovations.

We have been following a new store construction model since 2014, which features a simplified structure and reduced material and electricity consumption, based on LEED certification guidelines.

In 2021, we further developed and expanded these concepts through the BREEAM certification, which was applied to Brazil's first circular store. Our project and execution strategies, based on these guidelines, have resulted in significant reductions. Our store at Shopping Jacarepaguá earned a BREEAM certification for circularity.

In 2024, we reached 54 more sustainable stores.

Energy efficiency

Energy management

Energy consumption is the primary environmental impact of our operations. As such, we strive to enhance the efficiency of our stores and have been ensuring the use of low-impact renewable energy sources - solar, wind, and small hydroelectric plants (SHP) - in the free market since 2021. These sources emit zero greenhouse gases.

To accomplish this, we procure energy from the free market, favoring long-term contracts with low-impact generators, and promote investments in these projects. We secure International Renewable Energy Certificates (I-REC) to cover 100% of the electricity consumption across all our group units worldwide (including Lojas Renner, Camicado, Youcom, Ashua, Repassa, Uello, administrative offices, Distribution Centers, etc.). We also operate three solar farms and a wind farm that partially power our stores and the distribution center in Cabreúva (SP).

Low-impact renewable energies not only avoid greenhouse gas emissions during generation but also offer superior cost-effectiveness, and generate savings. Compared to conventional energy from the regulated market, energy contracted on the free market provides an average saving of 20%. Find here the **total consumption, energy intensity, and energy expenditures**.

Furthermore, we have actively pursued rational energy usage and energy efficiency through the Energy Management Project. This project establishes goals and investments for expanding automation in new constructions and renovations to promote remote asset management, automatic lighting control, and absence sensors, which help reduce energy consumption. We have already achieved 55% automation in Renner stores and have begun the process in other brands.

We continuously assess progress regarding energy efficiency and consumption reduction, comparing store performance before and after automation and efficiency actions. Stores with LEED certification, for example, show an estimated 15% to 18% reduction in lighting consumption.

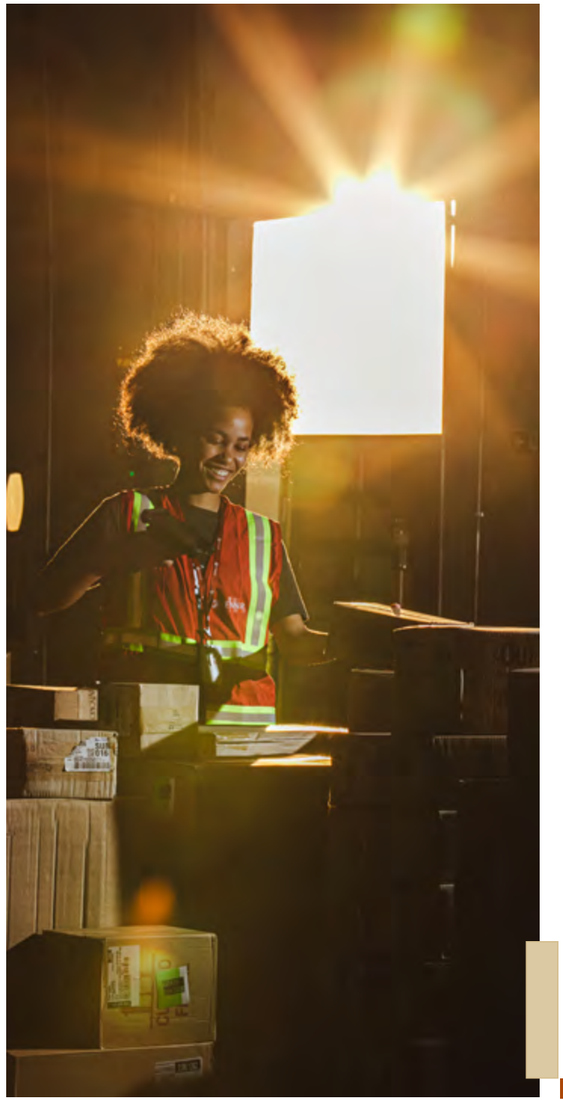
Logistics

We are consistently enhancing the intelligence and efficiency of our product assortment and distribution processes. This progress is expected to result in increased vehicle capacity utilization and route optimization, thereby reducing the fuel consumption impact of product transportation.

Awareness

Through our internal communication channels, we continuously promote engagement and awareness among our employees regarding the importance and practices for reducing water and energy consumption and waste generation.

Annually, we also hold an environmental awareness week with training sessions, presentations, and debates to promote eco-efficiency awareness.



Lojas Renner Institute

We seek to promote the social and productive inclusion of women within our fashion ecosystem through investments in social actions directly related to our supply chain, products, and services.

Through the **Lojas Renner Institute**, which has managed our private social investment for over 16 years, we develop and invest in initiatives for productive and social inclusion within our sector, aiming to contribute to the socioeconomic transformation of women and their communities through fashion.

All activities are comprehensively reported on an annual basis in Lojas Renner Institute's Annual Report, which is accessible on the **publications page** of our website.

In 2024, a total of R$1.5 million was invested through proprietary resources directly from the Institute into programmatic initiatives.

In total, Instituto Lojas Renner invested R$ 6.9 million of its own funds in 26 supported initiatives.

We have reached over 214 thousand direct beneficiaries and 123 thousand indirect beneficiaries, across three distinct fronts, presented below, in addition to providing emergency support during public calamity events.

Employment and Income Generation

Fair and Sustainable Fashion Coalition

For another year, Lojas Renner Institute was among the supporting organizations of the Coalition, an initiative of Aliança Empreendedora, which aims to collaborate in the promotion of decent working relationships among micro-entrepreneurs within the textile and apparel supply chain.

In 2024, the focus was to provide support to women entrepreneurs operating small sewing workshops and repair seamstresses, with the intent of enhancing their quality of life, fostering decent individual and collective work, aiding in regularization processes, creating new employment opportunities, facilitating market access, promoting female empowerment, and ensuring their inclusion within the fashion industry's value chain.

Empowering refugee women

Since 2016, Lojas Renner S.A., through Lojas Renner Institute, has embraced the cause of including migrants and refugees, and supports 'Empowering Refugee Women,' an initiative by the United Nations High Commissioner for Refugees (UNHCR), the Global Compact, and UN Women.

During 2024, we provided support to the 9th edition of the program and engaged in the Corporate Humanitarian Mission in collaboration with LRSA's Sustainability – Human Rights and Talent Acquisition team.

In the year, 162 female refugees were directly benefited, 320 were indirectly benefited, and 35 were employed by the labor market.

+Mães na Moda (Mothers in Fashion)

We supported the inaugural edition of the +Mães na Moda project, an initiative by CRIÁVEL, the social pillar of Renata Abranchs Branding, aimed at entrepreneurial mothers in the fashion industry in the state of Rio de Janeiro.

The initiative selected 20 women to participate in a no-cost educational program, granting access to the online course 'Sustainable Fashion Entrepreneurship' led by Bárbara Mattivy, founder of Insecta Shoes, and industry experts. The program further included 14 online sessions

for mentorship and exchange with a diverse range of fashion industry specialists, a dedicated WhatsApp support group, access to business management tools, and a stipend of R$2,000.00 to facilitate internet access throughout the program.

Social Retail

Social Retail is a forward-thinking program designed to enhance the efficiency of social institution bazaars. Through training, mentoring, and financial support, we aim to professionalize these bazaars. Our focus is on Civil Society Organizations led by women. By expanding resource mobilization through social bazaars, we not only benefit the organizations themselves but also the communities they serve.

In 2024, two editions of the program were conducted, one in Santa Catarina and the other in the Rio de Janeiro/São Paulo axis, benefiting 22 social organizations. Furthermore, we approved an additional edition of the initiative in Rio Grande do Sul through the Social Inclusion and Promotion Incentive Program – Pró-Social.

Agroecological Cotton

In this proprietary initiative, we strive to promote the cultivation of organic and agroecological cotton, enhancing income and improving living and working conditions in rural areas.

We collaborate with local associations, providing guidance and knowledge transfer to producer families in the semi-arid regions of Minas Gerais, Paraíba, and Ceará. By cultivating this raw material within agroecological consortia, we embrace a more sustainable production model. Moreover, we actively empower women in the field and ensure food security for entire families.

We continued our partnership with the organizations Diaconia, Esplar, and the Center for Alternative Agriculture (CAA), which support and transfer knowledge to producer families in the semi-arid regions of Minas Gerais and the Brazilian Northeast.

Since its inception, the program has positively impacted approximately 331 families, resulting in the production of 64.7 tons of agroecological cotton, with 22.8 tons generated in 2024. This cotton material seamlessly integrates into the production chain of less impactful pieces available in Renner's special collections, which proudly bear the Responsible Fashion Seal.

Community strengthening

At Lojas Renner S.A., we are committed to enhancing living conditions, safeguarding rights, and promoting well-being in the regions where we operate. Our focus lies on empowering women leaders.

We provide support to social entrepreneurs, collectives, associations, and community-based

organizations through the allocation of financial resources, training activities, the provision of technical assistance, and the cultivation of collaborative networks. We firmly believe that a resilient and engaged community serves as a catalyst for positive transformations that benefit everyone.

Bonja Viva Territory Plan

The Lojas Renner Institute, in collaboration with local social agents from the Bom Jesus community in Porto Alegre, RS, is actively shaping the Bonja Viva Territory Plan. This comprehensive plan aims to systematize and prioritize proposals for neighborhood improvements through participatory workshops involving civil society organizations, collectives, movements, leaders, and local residents.

One of the main objectives of the Bonja Viva Territory Plan is to promote social inclusion by ensuring that residents have access to quality public services. Additionally, we are committed to environmental preservation and safeguarding local rights. To achieve these goals, we will identify priority action areas, carefully considering the community's demands and needs.

Through a range of collaborative efforts, including monthly meetings, organization visits, participatory workshops, thematic group mentorship, and the training of territory agents, we envision a brighter future for the Bom Jesus community in Porto Alegre, RS.

Social engagement

The resources allocated to the Institute's projects come from a combination of tax incentives and our own funds. These resources are generated through various engagement initiatives involving both our customers and employees:

#TodasAvançamJuntas Movement: During specific periods, a portion of our sales is allocated directly to the Institute.

Solidary Change: At the checkout, customers have the opportunity to donate their spare change..

Volunteerism

Our Corporate Volunteering Program promotes volunteer initiatives across São Paulo and Porto Alegre. Our goal is to create positive transformations in the lives of women and their communities through fashion. Our employees can explore various volunteer opportunities through our platform. They can also initiate and promote actions already carried out.

As a result of the severe floods that impacted the State of Rio Grande do Sul, in mid-2024, Lojas Renner Institute Volunteer Program shifted its operational priorities to meet the urgent needs of the State's emergency response and reconstruction efforts.

In 2024, 49 organizations and over 10,075 individuals were benefited, with 707 active volunteers contributing more than 3,638 hours.

Support for Rio Grande do Sul

Our commitment to the reconstruction of Rio Grande do Sul has united efforts, transformed challenges into resilience, and reinforced the values that connect us to the communities we call home. We allocated R$ 6.9 million and the efficient and tireless coordination of our team to humanitarian aid initiatives, assistance for affected communities, and the recovery of local operations.

Emergency action

In 2024, the state of Rio Grande do Sul experienced one of the most significant climate disasters in its history, with floods that impacted thousands of individuals, communities, and businesses. The profound impact of this event required swift and coordinated actions to mitigate damages and support those affected. These critical occurrences have further propelled the resilience strategy of our structure and reinforced our corporate values and commitment as a company connected to its stakeholders and dedicated to supporting society.

We have established an emergency mobilization plan that goes beyond the care of our regional stores to encompass support for employees and their families, suppliers, and communities. This effort is spearheaded by Lojas Renner Institute, which coordinates the support network in identifying needs and solutions, thereby ensuring a coordinated and targeted response to the most urgent requirements. In the initial phase of this plan, our focus has been on providing emergency support through initiatives such as:

- **Boat rental** for the rescue of employees and their families, with volunteer involvement in certain rescue operations, and direct assistance to local suppliers in flooded areas
- **Mobilizing volunteers** and sending essential resources, such as clothing, hygiene products and food to those most affected
- **Support from suppliers** through donations of apparel and resources, and assistance to the affected supply network by offering raw materials and facilities
- **Implementation of welcoming measures and financial and logistical support** for the 370 directly affected employees and their families, including the advance payment of the thirteenth salary and vacation pay, in addition to emergency financial assistance funded by the Company and colleague employee donations
- **Connecting regional and store management** to affected employees to accommodate them in shelters or hotels and meet their needs
- **Recovery and restructuring** of operations in the affected stores, ensuring the continuity of customer service
    - A total of approximately 25 stores within the state were temporarily closed due to the flooding.
    - These units accounted for approximately 3% to 4% of the Company's total store count nationwide

Reconstruction

Subsequent to the emergency phase, in a second stage, we engaged in actions supporting the socioeconomic recovery of the state through our volunteer program, investment in initiatives for female entrepreneurs, the execution of social raffles, and investment in the housing reconstruction project.

The capsule collection 'Todos Unidos pelo RS' has been launched, featuring t-shirts, caps, socks, and ecobags, with 100% of the proceeds, without profit margin, directed towards support initiatives. The amount raised was doubled by Lojas Renner Institute, totaling R$ 400,000 to benefit women in situations of social vulnerability.

Financial and logistical support for the reconstruction of affected communities and the allocation of R$ 5 million for the recovery of the state's infrastructure, through the Reconstrói RS project.

Human rights

GRI 2-23 | 2-24 | 2-25 | 2-26 | SASB CG-AA-430B.3 | CG-AA-440A.3

To ensure our commitment to upholding and respecting human rights, this theme is addressed transversally within our Sustainability strategy, correlated with public commitments, and guides our relationship with employees, costumers, suppliers, and society.

In this regard, we work every year to advance the journey of human rights governance and management within our processes.

Human Rights Management

Board of Directors

Chairman of the Sustainability Committee
Christiane Almeida Edington

Chairman of the People Committee
Osvaldo Schirmar

Executive Board

People and Sustainability Officer
Regina Durante

In addition to the Ethics and Compliance Committee, we have a Human Rights governance structure within the Sustainability department, in collaboration with areas focused on human rights-related issues. This structure is dedicated to coordinating the necessary actions to mitigate and address risks.

Our due diligence process, last updated in 2022, is guided by the Ruggie Framework methodology, approved by the UN. As a guide for our stakeholder relations, we maintain a **Human Rights Policy**, published on 2020, as well as a **Code of Conduct for Employees** and a **Code of Conduct for Partners**.

A comprehensive due diligence process, supported by specialized external consultancy, considered potential risks from the raw material production phase, supply chain, to our own operations and the use of products and services (covering 100% of operations and tier 1 and 2 suppliers).

As a result of this process, we develop a matrix that outlines human rights impact risks by theme and affected rights holder. This matrix also provides recommendations for enhancing risk mitigation and generating opportunities within each theme. In adherence to the core foundations of due diligence, our public commitments are designed to mitigate human rights violation risks as defined in the matrix.

In the last three years, of the total risks identified, 83% already have been addressed with mitigation measures.

Priority risks

Appropriate management

We have identified the following themes as priority risks for which we already have solid mitigation and remediation actions in place:

- Discrimination and harassment
- Working conditions in the supply chain and raw materials
- Harm to employees' mental health
- Forced and child labor in the supply chain
- Damage to the environment across the entire chain
- Environmental degradation and contamination in the agricultural chain
- Unequal remuneration

During 2024, there were 1,417 substantiated reports, with the three primary issues being: inappropriate conduct (584), workplace harassment (332), and non-compliance with internal policies and procedures (301).

The primary corrective actions implemented were: Training and Guidance, Monitoring, Warnings, Termination of Employment, and Unit/Area Transfer.

Areas for improvement

For the risks identified as areas of improvement for 2024, we are engaging with squads to implement novel procedures.

Upon analyzing the mitigation processes for the 9 priority risks (tier 1), we identified that Product Safety and Unfair Commercial Practices required progress. Therefore, we invested time and convened the relevant teams to implement process improvements.

Please click on each item to access the content where we present our management practices:

- **Product safety in relation to the use of chemicals in the production process**
- **Unfair commercial approach that generates misinformation, inadequate sales or encouragement of excessive purchases**

Regarding two other priority risks identified as areas for advancement, we have been studying their impacts and opportunities with the aim of pursuing progress in the subsequent year

- Harm to the Physical Integrity of Delivery Drivers
- Precarious Working Conditions for Sellers and Delivery Drivers
- A new human rights gap analysis was undertaken in 2024, adhering to the United Nations Guiding Principles on Business and Human Rights (UNGPs), and benchmarked against the initial assessment performed in 2020.

Since our initial due diligence in 2019, the company has demonstrated advancements across all evaluation criteria in accordance with the UNGPs. This highlights how the efforts of governance and human rights squads have facilitated the engagement of teams from diverse areas and strengthened the culture of respect for human rights.

Based on the analysis, we defined the main work points to guide the year 2025 and expand our work in raising awareness, systematization, transparency and support on the topic.

Engagement and awareness

We foster **engagement of our employees and suppliers around our Code of Conduct**. This includes ongoing training at Renner University and regular communication about Human Rights. These initiatives reach all levels of our workforce and extend to our direct resale supplier chain. They address various topics related to risks identified through due diligence..

Remediation

Each violation we encounter is met with a unique response, all of which are designed to uphold Human Rights.

When Human Rights violations occur within **our supplier chain**, we enforce our Supplier Compliance Consequences policy. This policy encompasses a range of actions from issuing a warning to immediate exclusion and contract termination. Furthermore, any potential impacts resulting from the violation are addressed according to the guidelines set by a specific committee formed for each case.

For valid reports received through our **whistleblowing channel**, each case is thoroughly investigated, analyzed, and forwarded to a committee as per our internal procedures. This committee then devises a unique Action Plan for each case, which can include measures such as training, process modifications, personnel reassignment, and psychological, social, or financial support, depending on the requirements of each case.

To prevent and mitigate instances of **improper commercial conduct**, we have implemented a quality process and a post-sale financial services review. This process ensures that sales adhere to the principles of fair commercial conduct and are appropriate. If necessary, actions are taken to rectify potential offer processes, and feedback is provided to the commercial system and sales team targets.

Dialogue

In addition to the whistleblowing channel and various direct contacts in the day-today operations with our stakeholders, anyone can get in touch with the team responsible for Human Rights within the company to ask questions or request guidance via email: **sustentabilidade@lojasrenner.com.br**

Labor rights

GRI 2-24

We hold a public commitment to labor rights. We adhere to labor legislation, promote free trade union association, and actively combat child labor and practices akin to slavery, guided by the **Human Rights Policy**, **Code of Conduct** and **Code of Conduct for Partners** (available in Portuguese and English), for the entire operation and chain.

Collective bargaining is a regular practice, occurring annually for each union base. During these negotiations, we address critical matters such as salary adjustments, work hour regulations, and holiday working conditions. Importantly, we maintain open channels of dialogue with labor and employer representatives. Our company leadership collaborates closely with the department responsible for labor and union relations, ensuring ongoing communication and an agenda with the unions.

Monitoring compliance with labor legislation is carried out through internal audits, periodic analyses, and tracking key HR labor indicators. We monitor apprenticeship quotas and support people with disabilities. Additionally, we oversee work hours, provide leadership follow-ups, and continuously train our leaders. Our labor process indicators guide action plans for risk mitigation.

Our employees benefit from comprehensive rights outlined in Collective Agreements (more than 200 bases), applicable to each of the bases. All leadership and employees are informed regarding themes, policies, and regulations disseminated through the company's internal channels, and are afforded various avenues for labor-related inquiries, in addition to relevant training programs.

In cases of significant restructuring involving layoffs, such as operation or unit closures, we maintain transparent and respectful dialogue channels. Whether engaging with unions or directly communicating with employees, we prioritize openness.

In 2024, there were no mass layoffs.

Social Security and Severance Fund

Brazilian labor legislation safeguards employees' social protection during retirement. The National Social Security Institute (INSS, in Portuguese) provides a public pension, offering income security for retirees, seeking to guarantee financial security in old age. It also covers permanent disability benefits and support for dependents in case of the insured's death.

Furthermore, Brazilian workers are entitled to the Severance Pay Fund (FGTS, in Portuguese). We contribute a percentage of each employee's salary to their FGTS account monthly. Accumulated FGTS funds can be withdrawn by employees in specific situations, including unjustified dismissal, home purchase, serious illness, death, or retirement.

In alignment with Brazilian labor laws, we fulfill our obligations regarding INSS and FGTS, ensuring timely social security contributions and compliance with our responsibilities.

Health and safety

GRI 2-24 | 403-1 | 403-9

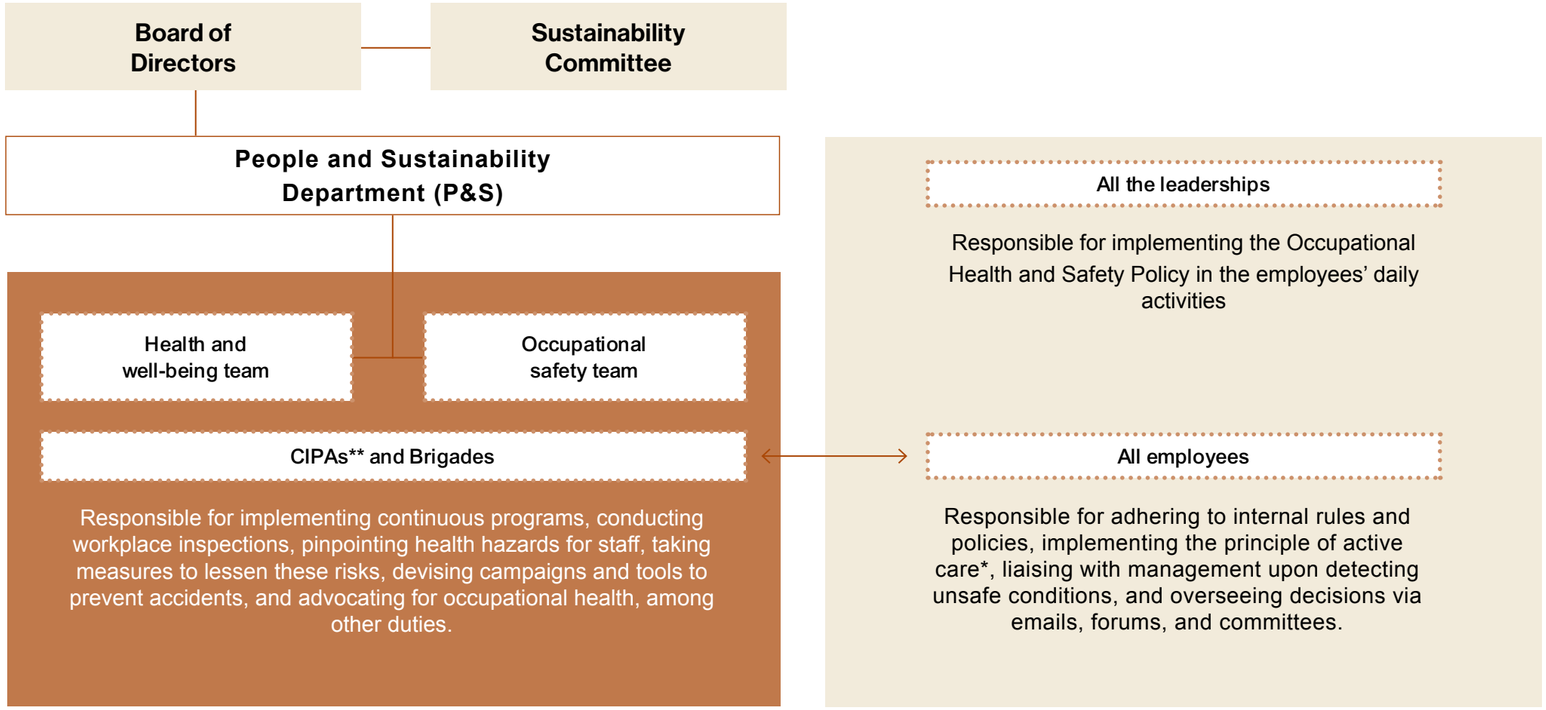
Management

We are committed to safeguarding the health and occupational safety of all our employees and service providers. This commitment aligns with key international benchmarks and best practices, including the International Labour Organization's (ILO) Occupational Health and Safety Convention recommendations and collective agreements inked with trade unions.

Our goal is to ensure that our workplaces are safe and healthy for our employees. We are always vigilant in adhering to laws pertaining to Occupational Health and Safety.

The People and Sustainability department holds regular meetings with the Board of Directors to report on the matter.

Health and Safety Management System



** Internal Commissions for Accident Prevention

* A behavior that encompasses self-care, the care of others, and receptiveness to care.

Ongoing health and workplace safety management programs

- Risk Management Program (RMP)
- Medical Control and Occupational Health Program (MCOHP)

Indicators, targets and planning

Monitoring the progression of initiatives established throughou t the year for strategic planning with designated objectives:

- For specialist teams
- For the P&S department
- For teams that interact with the subject matter, such as Maintenance, Architecture and Engineering, and Shared Services Center

Policies

Our Occupational Health and Safety Policy sets forth guiding principles to safeguard individual integrity and ensure suitable work environments, with actions for health promotion, accident prevention, and the practice of active care.

This policy has been developed based on demands identified through diverse needs observed by the Company, its employees, and representatives. It has been approved by the Board of Directors and is guided by four premises:

- Preventing accidents and occupational diseases
- Adhering to labor and social security laws
- Complying with current Regulatory Standards, such as NR-01, NR-05, NR-07, NR-17, NR-23, among others, and
- Fostering employee health

We extend our management practices to our supply chain, mandating compliance with our Code of Conduct. Through audits of our resale suppliers, we evaluate adherence to various occupational health and safety standards, as well as the need for action plans to rectify any non-compliances.

*Some specific Regulatory Standards guide the ongoing programs a nd their action plans

Evolution

Our commitment to continuous improvement is underpinned by our Management System, composed of a dedicated team and a structured framework of procedures, manuals, standards, and policies. We also employ training, awareness initiatives, and consistent feedback mechanisms, such as engagement surveys, pulse checks, and audits.

We are vigilant in monitoring health, safety, and well-being indicators. Our approach involves setting targets and devising action plans to mitigate risks and foster a safety culture among all our employees.

Corporate qualitative and quantitative targets concerning health, safety, and employee well-being have a direct impact on variable compensation, including that of managers and leaders. These goals are tied to initiatives such as increasing adherence to **Balance** and carrying out engagement actions.

Informed by these insights, we formulate action plans to drive continuous improvements.

In 2024, 1,046 days were lost due to typical accidents and absences, compared to 1,346 days in 2023. The severity rate (SR) for typical accidents was 26.79 in 2023, while in 2024 it was only 19.82. These results demonstrate the effectiveness of health promotion and accident prevention actions, particularly initiatives aimed at hazard elimination and risk mitigation.

Risks

All (100%) our operations, facilities, and processes are subject to regular health and safety hazard and risk assessments. These assessments aid in risk mitigation and foster continuous improvement.

Each year, we update the Risk Management Program (RMP) and the Occupational Health Medical Control Program (OHMCP), creating an inventory of occupational risks from which we develop action plans. These plans are based on the identified risks to which our employees may be exposed.

The RMP facilitates the updating of the OHMCP, allowing for more precise and frequent monitoring of employees' health.

As per NR01 and NR05, all employees, including safety committee members, participate in the risk assessment inventory process and contribute to defining safety and health standards at the units.

When a risk is identified, the action plan commences with efforts to eliminate the risk. This is followed by risk mitigation and the implementation of administrative or engineering control measures.

In 2024, we addressed 100% of identified significant risks through operational prevention procedures. If risk elimination or mitigation is not feasible, we inform employees and conduct monitoring through clinical examinations, resulting in the issuance of Occupational Health Certificates (OHC).

Reporting and investigation

In every unit and all instances of workplace accidents, whether typical or commuting-related, the approach is guided by the principle of support. The operational team in the distribution centers (DCs) utilizes a specific investigation form. In other units, a digital form is employed, along with contact with the injured party and their leadership for follow-up.

All employees and contractors can access health and safety assistance through the email sesmt@lojasrenner.com.br or the company's communication platform.

A comprehensive analysis is conducted on all incidents of work-related accidents and illnesses, coupled with diligent monitoring of the injured parties. These measures facilitate the development of increasingly safer work environments. In 2024, a total of 98 typical accidents were recorded.

Emergency response

Our operations, particularly in the distribution centers and logistics, incorporate emergency response actions as part of the Emergency Response Plans (ERPs).

These ERPs are crafted in accordance with the Technical Instructions of each state's Fire Department. The Fire Brigades of each unit, equipped with prevention and emergency actions, are responsible for executing the Plans.

The ERPs aim to define emergency situations, evacuation procedures, types of alarms, responsibilities of the involved areas, and available resources.

Measures and targets for monitoring risk reduction are derived from the annual strategic planning process, with goals assigned to specialist teams, the P&S Department, and maintenance and engineering teams. Since 2023, we have also implemented a digital panel of statistical indicators for tracking results.

Training

Throughout the year, we provide various training sessions on occupational health and safety topics to employees and suppliers.

Besides mandatory training like fire brigade formation and the course for members of the Internal Accident Prevention Committee (CIPA), we offer tracks at UR for continuous learning, such as: workplace ergonomics, mental health promotion and suicide prevention, and responses to emergency situations.

Lectures on topics related to health promotion and accident prevention are provided to suppliers, as requested and according to the sustainability team's schedule.

Every month we include guidelines on relevant topics in the communication routines of the different areas, using occupational health and safety dialogues.

Supported organizations

GRI 2-28

Our management policies and instruments are guided by recognized organizations that we support or are affiliated with, which promote sector development and corporate sustainability, enhancing our learning and aligning our practices with the best available guidelines and references.:

References

- United Nations (UN) Sustainable Development Goals
- UN Guiding Principles on Business and Human Rights
- UN International Bill of Human Rights and its instruments
- International Declaration of Human Rights
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Human Rights
- Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises
- International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work

Supported initiatives in which we are members

- United Nations Global Compact
- Brazilian Business Council for Sustainable Development (CEBDS)
- Ethos Institute
- Better Cotton Initiative (BCI), a global effort aimed at promoting sustainable cotton cultivation practices
- Textile Exchange, a global organization dedicated to the development of low-impact textiles
- Moda Com Verso movement, created by the Brazilian Textile Retail association (ABVTEX)
- Green Building Council Brasil, which guides sustainable construction
- practices
- GHG Protocol
- The UN Business Ambition for 1.5o C
- Signatories of the UN Fashion Industry Charter for Climate Action
- Climate Commitment Management Committee, which convenes companies that aim to endorse socio-environmental initiatives and advance a low-carbon economy by jointly offsetting their greenhouse gas (GHG) emissions
- Social & Labor Convergence (SLCP) of the Sustainable Apparel Coalition (SAC)
- Na Mão Certa program of Childhood Brasil, which fights abuse and sexual exploitation of children and teenagers
- Brazilian Covenant for the Eradication of Slave Labor (Instituto InPacto)
- Principles for Empowering Women, by UN Women
- Woman on Board (WOB)
- Business Coalition for the Elimination of Violence Against Women and Girls
- Movement for Racial Equity (MOVER)
- Institute Brazilian Identities (ID_BR)
- Seal Yes for Racial Equality
- Companies and LGBTI+ Rights Forum
- Companies with Refugees Forum
- Brazilian Association of Publicly held Companies (ABRASCA)
- Brazilian Corporate Governance Institute (IBGC)
- Women 360 Movement
- Business Initiative for Racial Equality

Initiatives in which we participate in management

- Management Committee of the Climate Commitment, which brings together companies wishing to support socio-environmental projects and promote a low-carbon economy by collectively offsetting their greenhouse gas (GHG) emissions
- Sustainability Committee and People Committee of the Retail Development Institute (IDV) (members)
- Technical Committee on Union Relations and Labor of the Federation of Commerce of Goods and Services of the State of Rio Grande do Sul (Fecomercio - RS) (members)
- We participate in Working Groups (WG) with specific focuses of the Brazilian Textile Retail Association (ABVTEX): Board of Directors, Management Committee, Legal Committee, Fiscal Committee, Suppliers WG, Quality WG and Marketplace WG
- Member of the Group of Business Institutes and Foundations (GIFE) through the Lojas Renner Institute

09.

Indicator board

Governance	139
Social	141
Environmental	153

This chapter provides a centralized view of all quantitative indicators pertaining to our ESG performance, thereby streamlining the comparative analysis of year-over-year progress and data interpretation.

Governance

	2022	2023	2024	Var. 24 vs. 23
Senior leadership				
Independent members of the Board of Directors (BoD)	7 (88.0%)	7 (88.0%)	8 (100.0%)	+12.0 p.p.
Women on the BoD	2 (25.0%)	2 (25.0%)	3 (37.5%)	+12.5 p.p.
Average attendance of BoD members	98.3%	98.5%	100.0%	+1.5 p.p.
Board members with four or fewer terms	8 (100.0%)	8 (100.0%)	8 (100.0%)	-
Average terms of Board members (in years)	8.8	9.4	6.3	-33.0%
Members with experience in the industry	2	2	3	+50.0%
Ethics				
Employees trained in the Code of Conduct in the last year | GRI 205-2	100.0%	90.0%	84.0%	-6.0 p.p.
Percentage of operations audited regarding anti-corruption	-	100.0%	100.0%	-
Confirmed cases of corruption or bribery | GRI 205-3	0	0	0	-
Complaints of Code of Conduct violations	1.975	2.514	2.794	+11.1%
Resolved complaints: fully valid or partially valid	1.063	1.272	1.506	+18.4%
Resolved complaints: invalid or inconclusive	750	988	1.244	+25.9%
Complaints under analysis	162	254	44	-82.7%
Complaints of discrimination and harassment cases deemed fully or partially valid | GRI 406-1	381	386	402	+4.1%
Reports related to modern slavery risk factors (operations and supply chain)	-	1 in the supply chain (excessive overtime)	0	-100.0%
Non-conformities related to modern slavery risk factors (operations and supply chain)	-	1 in the supply chain (excessive overtime)	1 in the supply chain (excessive overtime)	-
Non-conformities identified by risk and compliance management (internal audit)	-	121	148	+22.3%

	2022	2023	2024	Var. 24 vs. 23
Political representation				
Contributions to lobbying, representation of political interests or commercial and thematic associations (R$ thousand)* | GRI 2-28	0	0	258.5	+100.0%
Contributions to political parties | GRI 415-1	0	0	0	-
Cyber security				
Cases of cybersecurity violations	0	0	0	-
Cases of data privacy violations	0	0	0	-
Customers' complaints about privacy	0	0	0	-
Individuals affected by violations of data privacy | GRI 418-1	0	0	0	-
Percentage of employees trained in information security and privacy	-	88.0	78.0	-10.0 p.p.
Products				
Product recall	0	0	0	-
Volume of received products (million)	-	179	193	+7.8%
Percentage of products made in Brazil	-	53.2	57.4	+4.2 p.p.
Percentage of products made in Latin America	-	1.2	3.1	+1.9 p.p.
Percentage of products made in Asia	-	43.3	39.4	-3.9 p.p.
Percentage of products made in Europe	-	2.1	0.1	-2 p.p.
Percentage of products sold in developing countries	-	100.0	100.0	-

[1] Data covers 100% of our operations.

Social

	2022	2023	2024	Var. 24 vs. 23
Suppliers				
Active suppliers in the year | GRI 2-6	6,246	5,387	6,274	+18.0%
Administrative suppliers | GRI 2-6	5,492	4,734	5,735	+21.1%
Resale suppliers | GRI 2-6	754	653	539	-17.4%
Supplier expenses (R$ million) | GRI 204-1	7,465.0	7,866.2	8,610.0	+10.9%
Administrative suppliers expenses (R$ million) | GRI 204-1	3,400.0	3,309.3	3,538.0	+6.9%
Local administrative suppliers expenses | GRI 204-1	95.0%	96.0%	97.0%	+1.0 p.p.
Direct Resale suppliers expenses (R$ million) | GRI 204-1	4,100.0	4,556.9	5,072.0	+11.3%
Local direct resale suppliers expenses | GRI 204-1	61.3%	59.6%	55.4%	-4.2 p.p.
Active resale suppliers (tier 1) | SASB CG-AA-000.A	754	801	718	-10.3%
Local Renner resale suppliers (tier 1) (Latin America)	61.4%	54.5%	59.7%	+5.2 p.p.
Subcontracted suppliers (tier 2 – contracts by our suppliers) | SASB CG-AA-000.A	954	833	853	+2.4%
Local resale subcontracted suppliers (tier 2) (Latin America)	98.4%	98.0%	98.0%	-
Resale tier 1 and 2 suppliers with socio-environmental certification or audit accredited by external organization | SASB CG-AA-430b.1	100.0%	100.0%	100.0%	-
Employees of the tier 1 and 2 resale supplier chain	-	265,742	201,409	-24.2%
Supply chain workers covered by collective agreements verified by the company	-	41,748	41,044	-1.7%

	2022	2023	2024	Var. 24 vs. 23
Tier 1 and 2 suppliers with elected unions	-	170	543	+219.4%
Percentage of supply chain workers earning above the minimum wage[2]	-	100.0	99.9	-0.1 p.p.
Average monthly net salary of entry-level supply chain workers, excluding overtime (R$)	-	-	1,717.23	-
Supplier audit and monitoring				
Audited tier 1 suppliers | SASB CG-AA-430b.1	99.2%	100.0%	100.0%	-
Audited tier 2 suppliers | SASB CG-AA-430b.1	99.6%	100.0%	100.0%	-
Tier 1 suppliers critical for sustainability (level D)	0.77%	1.5%	0.97%	-0.53 p.p.
Tier 2 suppliers critical for sustainability (level D)	0.21%	0.00%	0.00%	-
Tier 1 and 2 critical suppliers with established action plans	100.0%	93.5%	100%	+6.5%
Non-conformities identified in the monitoring/audit of tier 1 and 2 suppliers	384	340	387	+13.8%
Priority (zero tolerance) non-conformities identified in tier 1 and tier 2 supplier audits	1	0	1	+100%
Non-conformities associated with collective bargaining or freedom of association in tier 1 and 2 suppliers	-	1	0	-100%
Non-conformities associated with gender on tier 1 and 2 supplier premises	-	0	0	-
Tier 1 and 2 suppliers requesting monetary values for contracting	-	0	1	+100%
Percentage of tier 1 and 2 suppliers assessed regarding risks related to human rights	100.0	100.0	100.0	-
Percentage of tier 1 and 2 suppliers with risks related to human rights (level D of the headquarters)	0.40	0.22	1.1	+0.88 p.p.

[2] In 2024, 0.1% of companies did not provide proof of payment; therefore, we cannot affirm that these payments were made. However, this does not imply that the minimum wage was not paid, but rather that there is a lack of documentation to substantiate the existence of the practice.

	2022	2023	2024	Var. 24 vs. 23
Percentage of tier 1 and 2 suppliers with risks related to human rights that have remediation actions in place	100.0	100.0	100.0	-
Customers				
Very satisfied customers (and target)	93.6% (92.6%)	91.3% (92.0)	85.3% (94.9)	-6.0 p.p.
Satisfied and very satisfied customers	98.2%	97.7%	97.4%	-0.30 p.p.
Percentage of customers using online sales channels	-	19.0	18.0	-1.0 p.p.
Percentage of revenue derived from online channels (and target)	-	14.3 (14.4)	15.1 (14.4)	+0.80 p.p.
Percentage of customer requests resolved through customer service channels	-	77.1	84.0	+6.9 p.p.
Response time in digital channels (in business days)	-	3	3	-
Response time in voice channels (in seconds)	-	40.0	40.0	-
Percentage of complaints relative to the total customer service interactions	-	8.4	12.1	+1.0 p.p.
Percentage of complaints resolved within a maximum of five business days	-	63.0	59.9	-2.6 p.p.
Society				
Private social investment of Instituto Lojas Renner (R$ million)	6.4	5.4	13.6	+152%
Percentage of investment with tax incentive	23.3%	8.3%	49.0%	+40.7 p.p.
Percentage of investment with own resources	76.7%	91.7%	51.0%	-40.7 p.p.
Amount raised by institutions after selling donated products or services (R$ million)	-	4.0	7.3	+83%

	2022	2023	2024	Var. 24 vs. 23
Amount invested in the corporate volunteering program (R$ thousand)	-	409.5	170.0	-58%
Expenses associated with social investment management (R$ thousand)[3]	490.4	1,185.4	365.3	-69%
Employees				
Employees | GRI 2-7	25,251	24,364	25,102	+3.0%
Percentage of employees in Brazil (and total) | GRI 2-7	96.8 (24,445)	97.0 (23,645)	97.0 (24,337)	-
Percentage of employees in Uruguay (and total) | GRI 2-7	2.2 (565)	2.2 (543)	2.1 (539)	-0.10 p.p.
Percentage of employees in Argentina (and total) | GRI 2-7	0.60 (148)	0.35 (87)	0.51 (127)	+0.16 p.p.
Percentage of employees in China (and total) | GRI 2-7	0.33 (84)	0.21 (52)	0.24 (59)	+0.03 p.p.
Percentage of employees in Bangladesh (and total) | GRI 2-7	0.04 (9)	0.04 (11)	0.04 (10)	-
Percentage of employees in Vietnam (and total) | GRI 2-7	-	0.11 (26)	0.12 (30)	+0.01 p.p.
Percentage of full-time employees (and total) | GRI 2-7[4]	100.0 (25,251)	100.0 (24,364)	100.0 (25,102)	-
Female full-time employees | GRI 2-7	-	15,893	16,292	+2.5%
Male full-time employees | GRI 2-7	-	8,471	8,810	+4.0%
Percentage of part-time employees (and total) | GRI 2-7[4]	0.00 (0)	0.00 (0)	0.00 (0)	-
Percentage of indefinite-term employees (and total) | GRI 2-7[5]	84.3 (21,278)	81.3 (19,806)	82.1 (20,624)	+0.8 p.p.

[3] Increase in 2023 due to higher investment in communication (social media management, photos, videos), LRI's 15-year anniversary event, and structuring of the new LRI website.

[4] All employees are considered full-time as they fully comply w ith the working hours as per applicable legislation.

[5] All employees are considered indefinite-term except those in the probationary period, interns, and apprentices.

	2022	2023	2024	Var. 24 vs. 23
Percentage of definite-term employees (and total) | GRI 2-7[6]	15.7 (3,973)	18.5 (4,497)	17.8 (4,478)	-0.70 p.p.
Percentage of interns (and total) | GRI 2-7	0.33 (83)	0.25 (61)	0.32 (82)	+0.07 p.p.
Board of Directors	8	8	8	-
Employees in executive positions (statutory and non-statutory)	22	20	23	+15.0%
Employees in leadership positions[7]	3,073	2,884	2,926	+1.5%
Employees in non-leadership positions	22,197	21,452	22,145	+3.2%
Outsourced employees | GRI 2-8[8]	-	432	485	+12.3
Percentage of employees in Brazil who receive post-employment b enefits, specifically contributions to the State's Severance Indemnity Fund for Length of Service	100.0	100.0	100.0	-
Employees protected by collective bargaining agreements | GRI 2-30	100.0%	100.0%	100.0%	-
Strikes	0	0	0	-
Mass layoffs or hirings (more than 10% of the total employee workforce)	Não	Não	Não	-
Diversity				
Female employees | GRI 2-7	65.1%	65.0%	64.9%	-0.1 p.p.
Female employees in leadership positions | GRI 405-1	61.4%	61.7%	61.9%	+0.2 p.p.

[6] Employees in the probationary period, interns, and apprentice s are considered fixed-term employees. Only in Brazil there are fixed-term employees.

[7] Leadership positions: managers, coordinators, supervisors, and team leaders. Consultants and specialists were not considered as leadership.

[8] The total of third-party personnel refers to those who have access to the headquarters in Porto Alegre. The main activities c arried out by these service providers, in general, are maintena nce, cleaning, gardening, and IT services

	2022	2023	2024	Var. 24 vs. 23
Female employees in junior leadership positions | GRI 405-1	62.1%	61.9%	62.0%	+0.1 p.p.
Female employees in senior leadership positions (up to 2 levels below the CEO) | GRI 405-1	50.0%	48.4%	51.2%	+2.8 p.p.
Female employees in revenue-generating leadership positions | GRI 405-1	66.4%	67.2%	67.5%	+0.3 p.p.
Female employees in STEM (science, technology, engineering, and mathematics) positions	18.9%	25.0%	26.6%	+1.6 p.p.
Self-declared black (black and brown) employees	50.0%	50.4%	48.5%	-1.9 p.p.
Self-declared black employees in leadership positions*	38.3%	36.0%	39.0%	+3.0 p.p.
Black employees in Executive or Board positions	0	0	0	-
Self-declared white employees	45.0%	46.7%	44.6%	-2.1 p.p.
Self-declared white employees in leadership positions	57.6%	60.3%	51.0%	-9.3 p.p.
Self-declared Asian employees	3.1%	2.3%	1.8%	-0.50 p.p.
Self-declared Asian employees in leadership positions	3.3%	3.2%	2.2%	-0.10 p.p.
Self-declared indigenous employees	0.70%	0.60%	0.46%	-0.14 p.p.
Self-declared indigenous employees in leadership positions	0.40%	0.45%	0.61%	+0.16 p.p.
Employees who did not self-declare	-	3,180	1,141	-35.9%
Employees in leadership positions who did not self-declare	-	167	49	-70.7%
Employees with disabilities (PwD)	3.9%	3.3%	5.1%	+1.8 p.p.

* Leadership, in this case, we consider all management positions at Lojas Renner S.A.

	2022	2023	2024	Var. 24 vs. 23
Self-declared LGBTQIAPN+ employees	23.7%	22.7%	22.7%	-
Self-declared LGBTQIAPN+ employees in leadership positions	20.8%	19.7%	23.0%	+3.3 p.p.
Employees aged 29 and under | GRI 405-1	55.7%	53.3%	54.0%	+0.7 p.p.
Employees aged between 30 and 49 | GRI 405-1	40.7%	42.7%	41.6%	-1.1 p.p.
Employees aged 50 and above | GRI 405-1	3.6%	4.0%	4.4%	+0.4 p.p.
Ratio between the average wage of women and men across all employees	-	0.78	0.81	+3.2%
Ratio between average remuneration of women/men among all employees	-	0.73	0.77	+5.1%
Ratio between average remuneration of women/men at executive level | GRI 405-2	0.84	0.83	0.88	+6.4%
Ratio between the average compensation (wages + benefits) of women and men across all employees | GRI 405-2	0.85	0.98	0.87	-11.3%
Ratio between the average wage of women and men in executive positions | GRI 405-2	0.85	0.81	0.83	+2.8%
Ratio between the average compensation (wages + benefits) of women and men in executive positions | GRI 405-2	0.86	0.78	0.79	+0.72%
Ratio between the average wage of women and men in other non-leadership positions | GRI 405-2	0.86	0.85	0.82	-2.9%
Ratio between the average wage of white and black employees	-	0.47	0.54	+14.7%
Ratio between the average compensation of all white and black employees	-	0.43	0.51	+18.0%
Ratio between the average wage of white and black employees in leadership positions	-	0.53	0.54	+2.7%
Ratio between the average wage of white and black employees in non-leadership positions	-	0.67	0.68	+2.2%

	2022	2023	2024	Var. 24 vs. 23
Retention rate of women after 12 months following return from maternity leave | GRI 401-3	80.1%	42.1%	33.0%	-9.1 p.p.
Average years of tenure for women in the company	-	3.5	3.5	-
Average years of tenure for men in the company	-	3.3	3.3	-
Training and development				
Average hours (and days) of training per employee | GRI 404-1	108.0 (13.5)	65.0 (8.1)	27.0 (3.3)	-58.5%
Average hours of training for employees in non-leadership positions | GRI 404-1	114.0	62.0	28.0	-54.8%
Average hours of training for employees in leadership positions | GRI 404-1	64.0	87.0	24.0	-72.4%
Average hours of training for employees in executive positions | GRI 404-1	33.0	42.0	67.0	+59.5%
Average training investment per employee (in R$)	391.4	393.0	422.7	+7.6%
Attraction and retention				
Employment | GRI 401-1	13,252	14,102	15,948	+13.1 %
Employment rate | GRI 401-1[9]	51.2%	59.6%	68.1%	+3.5 p.p.
Women's employment rate | GRI 401-1	64.7%	65.0%	63.9%	-1.1 p.p.
Men's employment rate | GRI 401-1	35.3%	35.0%	36.0%	+1.1 p.p.
Employment rate for individuals aged 29 and under | GRI 401-1	55.9%	70.6%	71.7%	+1.1 p.p.
Employment rate for individuals aged between 30 and 49 | GRI 401-1	32.4%	27.9%	26.1%	-1.8 p.p.

[9] Data referring to Brazil only.

	2022	2023	2024	Var. 24 vs. 23
Employment rate for individuals aged 50 and above | GRI 401-1	11.7%	1.5%	2.2%	+0.70 p.p.
Percentage of open positions filled by internal candidates	63.0%	71.0%	64.0%	-7.0 p.p.
Average recruitment cost per opening (R$)	357.2	450.6	396.2	-12.1%
Turnover | GRI 401-1	12,197	14,904	15,155	+1.7%
Turnover rate | GRI 401-1[10]	49.7%	64.8%	64.7%	-0.1 p.p.
Female turnover rate | GRI 401-1	49.1%	64.5%	64.2%	-0.30 p.p.
Male turnover rate | GRI 401-1	50.8%	65.4%	65.8%	+0.4 p.p.
Turnover rate for employees aged 29 and under | GRI 401-1	49.3%	77.9%	80.8%	+2.9 p.p.
Turnover rate for employees aged between 30 and 49 | GRI 401-1	29.3%	50.5%	46.5%	-4.0 p.p.
Turnover rate for employees aged 50 and above | GRI 401-1	21.4%	32.3%	34.1%	+1.8 p.p.
Turnover rate for senior leadership	10.0%	15.7%	9.9%	-5.8 p.p.
Turnover rate for Executive Officers	-	35.3%	18.3%	-17.0 p.p.
Turnover rate for mid-level leadership	14.5%	24.7%	20.7%	-4.0 p.p.
Turnover rate for junior leadership	21.5%	30.6%	26.4%	-4.2 p.p.
Voluntary turnover | GRI 401-1	-	7,757	7,281	-6.1%
Voluntary turnover rate | GRI 401-1	29.5%	36.3%	34.6%	+1.3 p.p.

[10] Data referring to Brazil only.

	2022	2023	2024	Var. 24 vs. 23
Female voluntary turnover rate | GRI 401-1	-	34.5%	35.1%	+0.60 p.p.
Male voluntary turnover rate | GRI 401-1	-	32.3%	33.7%	+1.4 p.p.
Voluntary turnover rate for employees aged 29 and under | GRI 401-1	-	43.1%	45.9%	-2.8p.p.
Voluntary turnover rate for employees aged between 30 and 49 | GRI 401-1	-	23.7%	23.7%	-
Voluntary turnover rate for employees aged 50 and above | GRI 401-1	-	8.6%	15.7%	+7.1 p.p.
Voluntary turnover rate for black employees	-	39.9%	39.8%	-0.10 p.p.
Voluntary turnover rate for white employees	-	31.6%	34.6%	+3.0 p.p.
Voluntary turnover rate for Asian employees	-	56.4%	47.4%	-9.0 p.p.
Voluntary turnover rate for indigenous employees	-	43.8%	52.6%	+8.8 p.p.
Voluntary turnover rate for senior leadership	-	2.6%	2.5%	-0.10 p.p.
Voluntary turnover rate for Executive Officers1	-	5.9%	4.6%	-1.3 p.p.
Voluntary turnover rate for mid-level leadership	-	8.2%	8.7%	+0.50 p.p.
Voluntary turnover rate for junior leadership	-	11.3%	11.8%	+0.50 p.p.
Adhesion to the engagement survey	89.0%	89.0%	88.0%	-1.0 p.p.
Employee engagement	89.0%	86.0%	90.0%	+4.0 p.p.
Engagement of female employees	-	87.0%	90.0%	+3.0 p.p.

	2022	2023	2024	Var. 24 vs. 23
Engagement of male employees	-	85.0%	89.0%	+4.0 p.p.
Engagement of black employees	90.0%	88.0%	91.0%	+3.0 p.p.
Engagement of white employees	89.0%	87.0%	90.0%	+3.0 p.p.
Engagement of Asian employees	87.0%	88.0%	90.0%	+2.0 p.p.
Engagement of indigenous employees	88.0%	92.0%	88.0%	-4.0 p.p.
Engagement of employees aged 24 and under	86.0%	84.0%	90.0%	+6.0 p.p.
Engagement of employees aged between 25 and 44	90.0%	89.0%	88.0%	-1.0 p.p.
Engagement of employees aged 45 and above	95.0%	91.0%	94.0%	+3.0 p.p.
Compensation				
Short-term incentive compensation for Executive Officers (in RS million)	8.5	10.1	11.9	+17.8%
Long-term incentive compensation for Executive Officers (in RS million)	2.2	0.0	12.9	-
Health and Safety| GRI 403-9				
Employee deaths in typical accidents (and death rate)	0 (0,0)	0 (0,0)	0 (0,0)	-
Employee deaths in commuting accidents[11] (and death rate)	0 (0,0)	0 (0,0)	1 (0,004%)	-
Total typical accidents	-	-	98	-
Total commuting accidents	-	-	81	-

[11] In this case, it is a commuting accident, which is handled separately from typical accidents.

	2022	2023	2024	Var. 24 vs. 23
Lost workdays due to injuries, accidents, deaths, or illnesses from typical accidents	1.911	1.346	1.046	-22,3%
Lost workdays due to injuries, accidents, deaths, or illnesses from commuting accidents	-	-	8.421	-
Frequency rate of typical accidents with employee absence[12]	1,2	1,5	1,8	+0,3 p.p.
Frequency rate of commuting accidents with employee absence[11] [12]	2,02	2,91	1,53	-1,4 p.p.
Frequency rate of typical accidents with outsourced employee absence	-	-	0,7	-
Frequency rate of commuting accidents with outsourced employee absence	-	-	0,0	-
Severity rate (SR) of typical accidents[14]	37,5	26,79	19,82	-26,0 p.p.
Severity rate (SR) of commuting accidents[13]	51,83	44,03	159,58	+115,5 p.p.
Deaths of outsourced employees[15]	-	1	0	-

[12] Frequency rate = (Number of accidents with time off)/(hours worked in the accounting period) x 1,000,000. Man-hours of exposure (HHT) = 52,769,523h. Accidents with time off with a CAT issued were considered.

[13] This year, we also reported the indicator with commuting accidents in the calculation, in addition to typical accidents. We started to record more commuting accidents in 2024, not only due to the update of internal procedures to reduce underreporting, but also due to greater recklessness in traffic throughout the territory (this is not an isolated figure for Lojas Renner S.A.).

[14] Severity Rate (SR) = No. of days lost X 1,000,000/HHT

[15] Typical accident with fatality.

Environmental

	2022	2023	2024	Var.24 vs. 23
Management				
Percentage of operations covered by an environmental management system	100.0%	100.0%	100.0%	-
Non-compliance with laws and regulations | GRI 2-27	0	0	0	-
Emissions				
Scope 1 emissions (tco_2e) | GRI 305-1	5,333.7	4,579.53	4,397.38	-3.9%
Scope 2 emissions – purchasing choice (tco_2e) | GRI 305-2	0	0	0	-
Scope 2 emissions – location-based (tco_2e) | GRI 305-2	8,868.5	8,933.2	13,300.23	+48.8%
Scope 3 emissions (tco_2e) | GRI 305-3	341,065.7	334,188.29	391,535.79	+17.1
Emission intensity (tCO_2 e/m² of built-up area) | GRI 305-4	1.57	1.54	1.53	-0.65%
Energy				
Energy consumption (in thousand GJs) | GRI 302-1[16]	696.2	810.8	853.9	+5.3%
Energy intensity (GJ/m²)| GRI 302-3[17]	0.56	0.59	0.61	+3.4%
Energy expenses (in R$ million)	167.3	176.3	187.2	+6.2%
Relative energy expenditures (R$ spent/R$ net revenue)	0.0144	0.0151	0.0148	-2,0%
Percentage of renewable low-impact energy (small hydroelectric, solar, wind and biomass)	100.0	100.0	100.0	-
Percentage of renewable energy use in the supply chain	-	19.1	48.4	+29.3p.p.

[16] Includes all Lojas Renner S.A. companies, excluding administrative offices Only electric power. Increase caused by the inclusion of administrative buildings in the calculation. Conversion factor used = 0.0036 GJ/Kwh

[17] Energy intensity is calculated by the electric power consumption of the stores divided by their total area.

	2022	2023	2024	Var.24 vs. 23
Water				
Volume of water withdrawn from the municipal network (concessionary/water tanker trucks) (in m³) | GRI 303-3	412,560.0	390,366.0	396,329.0	+1.5%
Withdrawal of groundwater from wells (in m³) | GRI 303-3 | 303-4	7,562.0	30,017.0	45,392.0	+51.2%
Total water withdrawal(in m³) | GRI 303-3[18]	420,123.0	420,383.0	441,721.0	+5.1%
Intensity of water withdrawal (m3/R$ million in net revenue)[18]	-	30.8	30.6	-0.65%
Water recovered and recirculated in operations (reuse of treated effluent) in m³ [19]	-	11,162.0	28,949	+159.4%
Percentage of withdrawn water recirculated in operations [19]	-	2.7	6.1	+125.9%
Disposal of effluents into the municipal network (concessionary) in m³ | GRI 303-4	ND	278,778.0	290,410.0	+4.2%
Disposal of effluents into surface water (lakes and rivers) in m³ | GRI 303-4	ND	25,059.0	12,317.0	-50.8%
Disposal of effluents into groundwater in³ | GRI 303-4 [19]	ND	12,128.0	57,439.0	+373.6%
Total water disposal in m³ | GRI 303-4	ND	315,965.0	360,166.0	+14.0%
Total water disposal in m³ | GRI 303-5	ND	104,418.0	81,555.0	-21.9%
Percentage of tier 1 suppliers whose effluents comply with legal requirements | SASB CG-AA-430a.1	-	100.0%	99.7%	-0.30 p.p.
Percentage of tier 2 suppliers whose effluents comply with legal requirements | SASB CG-AA-430a.1	-	100.0%	99.6%	-0.40 p.p.

[18] Water consumption control by concessionaires and wells is carried out only at distribution centers, for stores and administrative units, consumption is calculated through the average intensity of consumption per employee. The average intensity of consumption was obtained through a specific study (1.09 m³/employee for offices and 1.538 m³/employee for stores). The data consider all companies under Lojas Renner S.A. in Brazil.

[19] The higher volumes of recirculated and discarded effluents are due to the fact that 2024 will be the first full year of operation of CD Cabreúva, with a greater number of employees and operations.

	2022	2023	2024	Var.24 vs. 23
Waste				
Volume of waste generated (tons)	3,538.0	6,034.36	9,601.79	+59.1%
Amount of pre-production waste generated - leftovers, trims, yarns, end rolls of fabrics (tons)	-	6,032	5,840	-3.2%
Discarded electronic waste (in kg)[20]	-	0.5	11.3	+2,097%
Hazardous waste (in percentage of total)	19.1	0.17	0.51	+0.34%
Hazardous waste recycled (tons)[21] | GRI 306-4	-	6.6	33.85	+412.1%
Hazardous waste disposed in landfill (tons)[21] | GRI 306-5	-	3.8	7.15	+88.2%
Non-hazardous waste recycled (tons)[21] | GRI 306-4	-	5,641.7	9,369.16	+66.1%
Non-hazardous waste disposed in landfill (tons) | GRI 306-5	-	382.1	191.63	-49.8%
Percentage of recycled waste	92.7%	93.6%	97.9%	+4.3 p.p.
Waste generation intensity (tons of waste generated per R$ million of net revenue)	0.307	0.442	0.659	+67.0%
Cost associated with waste management (in R$ million)[22]	-	1.4	2.6	+85.7%
Perfumery waste collected by Ecoestilo - reverse logistics (in tons)	40.5	55.9	60.9	+8.9%
Clothing waste collected by Ecoestilo - reverse logistics (in tons)	11.5	20.4	13.9	-31.8%

[20] With the advancement of the waste measurement and management process, the 2023 figure was revised from 0.3t to 0.5t. The increase in volume for 2024 is also due to the advancement in indicator monitoring, which is now consolidated by a single team, ensuring greater consistency and 100% coverage of the operation.

[21] The increase is due to the execution of works and maintenance at CD 324, generating waste from painting materials and protective materials.

[22] The increase is due to the first full year of operation of CD Cabreúva and new waste disposal technologies such as co-processing.

	2022	2023	2024	Var.24 vs. 23
Raw materials (apparel)				
Cotton consumption (in thousand tons) | GRI 301-1 | SASB CG-AA-440a.4.	24.5	18.2	23.8	+30.7%
Polyester consumption (in thousand tons) | GRI 301-1 | SASB CG-AA-440a.4.	14.6	10.2	12.3	+20.6%
Viscose consumption (in thousand tons) | GRI 301-1 | SASB CG-AA-440a.4.	4.0	6.0	7.3	+21.7%
Polyamide consumption (in thousand tons) | GRI 301-1 | SASB CG-AA-440a.4.	7.8	2.8	4.1	+46.4%
Certified cotton (in thousand tons) | SASB CG-AA-440a.4	24.0	17.8	23.2	+30,3%
Certified polyester (tons) | SASB CG-AA-440a.4	236.0	238.0	328.5	+38,0%
Certified polyamide (tons) | SASB CG-AA-440a.4	7.0	0.76	29.0	+3.715,8%
Certified viscose (in thousand tons) | SASB CG-AA-440a.4	7.3	5.7	6.89	+20,9%
Percentage of less impactful products in Lojas Renner S.A.[23]	-	-	78.2	-
Percentage of less impactful Renner products	-	80.45	78.2	+2.25 p.p.
Percentage of less impactful Youcom products	-	75.6	78.6	+3.0 p.p.
Percentage of less impactful Ashua products	-	90.9	89.8	-1.1 p.p.
Percentage of cotton products certified for responsible manufacture	98.0%	96.6	96.5	-0.1 p.p.
Percentage of paper/wood fiber (viscose, modal and lyocell) certified for responsible manufacture	96.3	92.5	89.0	-3.5 p.p.
Percentage of leather products certified for responsible manufacture	-	46.5	26.6	-19.9 p.p.

[23] Data from previous years are not available in the methodology adopted in 2024, which considers all Lojas Renner S.A. products and no longer just some brands, as was the case in previous years.

	2022	2023	2024	Var.24 vs. 23
Percentage of polyester products certified for responsible manufacture	-	2.4	2.1	-0.3 p.p.
Percentage of polyamide products certified for responsible manufacture	-	0.03	0.53	+0.5 p.p.
Percentage of products for which the Company calculates the carbon footprint	-	-	100.0	-
Total volume of plastic used in products in tons (and percentage recycled)	-	-	17.2 (2.0%)	-
Packaging				
Plastic consumption in packaging (in tons)	366.0 (8.0%)	439.0 (7.41%)	372.5 (6.2%)	-15.1%
Paper/wood fiber consumption in packaging (in tons)	3,950.0 (92.0%)	5,481.4 (92.6%)	5,618.3 (93.8%)	+2.5%
Percentage of paper/wood fiber consumed in packaging certified or originated from recycling	-	93.0	100.0	+7.0 p.p.
Percentage of recyclable plastic used in packaging	64.0%	77.0	61.0	-16.0 p.p.
Percentage of plastic used in packaging originated from recycling	0.00%	0.03	8.1	+8.07 p.p.
Stores that use plastic packaging	-	140	169	+20.7%

10.

Reading tools

GRI index	158
SASB index	166
Capitals map	167
Priority SDG map	169
Limited Assurance Report	170
Credits	176

The annual report was prepared based on the criteria and guidelines of the Global Reporting Initiative (“GRI - Standards”), the Sustainability Accounting Standards Board - Apparel, Accessories & Footwear (“SASB”), the Company’s own criteria and the CPC 09 - Integrated Reporting, issued by the Federal Accounting Council (CFC). This chapter provides comprehensive cross-reference indices for the diverse reporting guidelines utilized, thereby enabling efficient location of indicators within the document. Furthermore, it includes the audit Limited Assurance Report on its independent assessment of the content of these indicators.

GRI Index

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
General Disclosures				
	Statement of Use	Lojas Renner S.A. reported the information mentioned in this GRI Content Index for the period from January 1 to December 31, 2024, based on the GRI Standards.		
GRI 1	Foundation 2021			
GRI 2: General Disclosures 2021				
The organization and its reporting practices				
2-1	Organizational details	Lojas Renner. Publicly-held corporation with headquarters in Porto Alegre (RS). More details on Pages 08 e 20.		
2-2	Entities included in the organization's sustainability reporting	Page 8. This report includes the same activities covered in the financial report: explanatory note 3.10, on page 40 of the **Financial Statements**.		
2-3	Reporting period, frequency and contact point	Page 172. Annual, from January 1st to December 31st 2024.		
2-4	Restatements of information	Until 2023, we monitored raw material traceability by considering the mass balance traceability of Better Cotton, LWG certification, and other viscose certifications. In 2024, we revised the methodology and shifted to considering only physical traceability of the raw material's origin, which resulted in a change in the indicator.		
2-5	External assurance	Pages 4 and 171.		
Activities and workers				
2-6	Activities, value chain, and other business relationships	Pages 08 and 141.		
2-7	Employees	Pages 144 e 145. Data referring to the number of employees at the end of the reporting period. The total number of employees excludes those on leave.		
2-8	Workers who are not employees	Page 145. The total number of third-party personnel refers to those who have access to the Porto Alegre headquarters. The main activities carried out by these service providers generally encompass maintenance, cleaning, landscaping, and IT services. Additionally, a refectory renovation in 2024 resulted in an increase in the number of third-party workers during that year.	.	

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
Governance				
2-9	Governance structure and composition	Pages 20, 21 and 22.		
2-10	Nomination and selection of the highest governance body	Page 23 and Nomination and Compensation Policy for Members of Management.		
2-11	Chair of the highest governance body	Page 21.		
2-12	Role of the highest governance body in overseeing the management of impacts	The Board is the entity responsible for validating policies, pr inciples, and strategies, as well as for overseeing impact management processes and dilig ence through its committees (Pages 24, 30 and 32).		
2-13	Delegation of responsibility for managing impacts	The Board delegates responsibility for risk management to its C ommittees and the Executive Board, in addition to the teams directly involved in risk management (Pages 24 and 30).		
2-14	Role of the highest governance body in sustainability reporting	The Board is involved in the definition and monitoring of materiality (sustainability strategy) and approves the Report through its Sustainability Committee.		
2-15	Conflicts of interest	The Board's Internal Rules outline procedures to prevent conflicts of interest and require that any conflicts arising within the Board's scope be disclosed in meeting minutes. Page 114.		
2-16	Communicating critical concerns	The Board oversees and directs the handling of critical concern s during its meetings and regular interactions with committees. There were no major concerns in 2024.		
2-17	Collective knowledge of the highest governance body	Page 46.		
2-18	Evaluation of the performance of the highest governance body	Page 23.		
2-19	Remuneration policies	Pages 23 and 47. For more details, please refer to the Policy on Appointment and Compensation of Directors and the People Committee's Rules.		
2-20	Process to determine remuneration			
2-21	Annual total compensation ratio	Information to be reported in the Reference Form, item 10.3(d) Employee remuneration policies and practices.		

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
Strategy, policies and practices				
2-22	Statement on sustainable development strategy	Pages 06 and 34.		
2-23	Policy commitments	Pages 25, 46 and 131. Commitments and policies are approved by the Board of Directors.		
2-24	Embedding policy commitments	Pages 26, 46, 92, 93, 111, 114, 115, 131, 133 and 134.		
2-25	Processes to remediate negative impacts	Pages 26, and 131.		
2-26	Mechanisms for seeking advice and raising concerns	Page 131.		
2-27	Compliance with laws and regulations	Page 153. There were no cases of non-compliance with laws and regulations in 2024.		
2-28	Membership associations	Pages 137 and 140.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	
Stakeholder Engagement				
2-29	Approach to stakeholder engagement	Pages where we present the means of engagement with engaged stakeholders: employees and leadership (Page 26), suppliers (Page 100), investors (Page 23), customers (Page 110), partners and beneficiaries of Lojas Renner Institute (Page 127) and startups (Page 128).		
2-30	Collective bargaining agreements	Page 145.		
GRI 3: Material topics 2021				
3-1	Process to determine material topics	Pages 31 and 39.		

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
3-2	List of material topics	Pages 31 and 39. Topics that are no longer considered material: Employee well-being, safety, and development; Diversity and inclusion; Privacy and information security; Diverse and inclusive products; Product quality and safety; Products with a cause and philanthropy; Animal welfare and veganism; Impact of operations on the surroundings; Sustainable marketplace; Fiscal strategy; Customer satisfaction; and Training and development. New topics: Excessive use of single-use plastics in packaging; Impact of polycrises on supply and demand (geopolitical, economic, production, and consumption); Intensive use of fuels in distribution and logistics; and Elevated carbon emissions across the value chain.		
3-3	Management of material topics	Pages 31 and 39. Impacts related to the topics: Raw materials Pages 81 and 82 Climate change Page 29 Working conditions in the supply chain Pages 91 and 93 Post-consumer disposal Pages 84, 85 and 86 Environmental compliance in the direct and indirect supply chain Pages 91, 93 and 95 Working conditions at indirect suppliers Pages 91, 93 and 95 Use of fuels Pages 37 and 126 Carbon emissions Page 29 Intensive production Page 35 Use of plastics in packaging Pages 87 and 88 Unfair competition Page 119 Polycrises Pages 84 to 86, 35 and 37 Waste generation Page 87 Potential labor shortages Page 52		

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
Topic-specific Disclosures				
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated and distributed	Page 13.	8 DECENT WORK AND ECONOMIC GROWTH; 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	
GRI 204: Procurement Practices 2016				
204-1	Proportion of spending on local suppliers	Page 141. Local suppliers are those located in Brazil.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Supply chain management
GRI 205: Anti-corruption 2016				
205-2	Communication and training about anti-corruption policies and procedures	Pages 114 and 139.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethics and integrity
205-3	Confirmed incidents of corruption and actions taken	Pages 114 and 139.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethics and integrity
GRI 207: Tax 2019				
207-1	Approach to tax	Page 119.		Strategy and fiscal transparency
Environmental Contents				
GRI 301: Materials 2016				
301-1	Materials used by weight or volume	Pages 82 and 156. Recyclable (cotton and viscose) and non-recyclable (polyester and polyamide) materials.	7 AFFORDABLE AND CLEAN ENERGY; 8 DECENT WORK AND ECONOMIC GROWTH; 12 RESPONSIBLE CONSUMPTION AND PRODUCTION; 13 CLIMATE ACTION	

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
GRI 302: Energy 2016				
302-1	Energy consumption within the organization	Page 153. More details in Public Emissions Register.	7 AFFORDABLE AND CLEAN ENERGY, 8 DECENT WORK AND ECONOMIC GROWTH, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	Energy consumption
302-3	Energy intensity	Page 153.	7 AFFORDABLE AND CLEAN ENERGY, 8 DECENT WORK AND ECONOMIC GROWTH, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	Energy consumption
GRI 303: Water and effluents 2018				
303-3	Water withdrawal	Pages 76 and 154.		Water consumption
303-4	Water discharge	Pages 76 and 154.		Water consumption
303-5	Water consumption	Pages 76 and 154.		Water consumption
GRI 305: Emissions 2016				
305-1	Direct (Scope 1) GHG emissions	Pages 71 and 153. In addition to GHG emissions, total direct biogenic CO_2 emissions were 46.54 tCO_2 equivalent.	3 GOOD HEALTH AND WELL-BEING, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	Greenhouse gas emissions
305-2	Energy indirect (Scope 2) GHG emissions	Pages 71 and 153.	3 GOOD HEALTH AND WELL-BEING, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	Greenhouse gas emissions

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
305-3	Other indirect (Scope 3) GHG emissions	Pages 71 and 153. In addition to GHG emissions, total direct biogenic CO_2 emissions were 7,921.13 tCO_2 equivalent.	3 GOOD HEALTH AND WELL-BEING, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION, 13 CLIMATE ACTION	Greenhouse gas emissions
305-4	GHG emissions intensity	Page 153.	13 CLIMATE ACTION	Greenhouse gas emissions
GRI 306: Waste 2020				
306-4	Waste diverted from disposal	Pages 87 and 155. All waste is disposed of outside the organization.	3 GOOD HEALTH AND WELL-BEING, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Waste management
306-5	Waste directed to disposal	Pages 87 and 155. All waste is disposed of outside the organization.	3 GOOD HEALTH AND WELL-BEING, 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Waste management
Social Contents				
GRI 401: Employment 2016				
401-1	New employee hires and employee turnover	Pages 148 to 150. Data considers only operations in Brazil.	5 GENDER EQUALITY	
401-3	Parental leave	Pages 60 and 148. Paternity leave information not available.	5 GENDER EQUALITY	Diversity and inclusion
GRI 403: Occupational Health and Safety 2018				
403-1	Occupational health and safety management system	Page 134.	5 GENDER EQUALITY	Occupational health and safety and employee well-being and quality of life

Universal Standard		Reference (page)/Direct answer	Related SDGs	Material topic
403-9	Work-related injuries	Pages 134 and 151. Data considers only operations in Brazil.	5 GENDER EQUALITY	Occupational health and safety and employee well-being and quality of life
GRI 404: Training and Education 2016				
404-1	Average hours of training per year per employee	Page 148.	4 QUALITY EDUCATION	Employee training and development
GRI 405: Diversity and Equal Opportunity 2016				
405-1	Diversity of governance bodies and employees	Pages 21 and 22, 145 to 149.	5 GENDER EQUALITY	Diversity and inclusion
405-2	Ratio of basic salary and remuneration of women to men	Page 139.	5 GENDER EQUALITY	Diversity and inclusion
GRI 406: Non-discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	Page 139.	8 DECENT WORK AND ECONOMIC GROWTH	Diversity and inclusion; Ethics and integrity
GRI 415: Public policy 2016				
415-1	Political contributions	Page 140. There was none in 2024. Data considers the entire Lojas Renner S.A. ecosystem.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Ethics and integrity
GRI 418: Customer privacy 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pages 115 and 140.		Cybersecurity and Data Privacy

SASB Index

Code	Metric	Page reference	Relação com ODS
Management of Chemicals in Products			
CG-AA-250a.1	Discussion of processes to maintain compliance with restricted substances regulations	Page 78.	6, 12
CG-AA-250a.2	Discussion of processes to assess and manage risks or hazards associated with chemicals in products	Page 78.	6, 12
Environmental impacts in the supply chain			
CG-AA-430a.1	Percentage of (1) tier 1 supplier facilities and (2) supplier facilities beyond tier 1 in compliance with wastewater discharge permits or contractual agreements	Page 154. 99.7% of suppliers and 99.6% of their contractors.	6, 12
CG-AA-430a.2	Percentage of (1) tier 1 supplier facilities and (2) supplier facilities beyond tier 1 that have completed the Sustainable Apparel Coalition's Higg Facility Environmental Module (Higg FEM) assessment or an equivalent environmental data assessment	SELF-ASSESSED tier 1: 62 = 8.64% | tier 2: 15 = 1.76%. VERIFIED tier 1: 56 = 7.80% | tier 2: 13 = 1.52%.	12
Labour conditions in the supply chain			
CG-AA-430b.1	Percentage of (1) tier 1 supplier facilities and (2) supplier facilities beyond tier 1 that have been audited to a labour code of conduct, (3) percentage of total audits conducted by a third-party auditor	100% of tier 1 and 2 suppliers are audited by internal and external auditors. Pages 91, 93, 141 and 142.	8, 12
CG-AA-430b.2	(1) Priority non-conformance rate and (2) associated corrective action rate for suppliers' labour code of conduct audits	Pages 91 and 92.	8, 12
CG-AA-430b.3	Description of the greatest (1) labour and (2) environmental, health and safety risks in the supply chain	Pages 91 and 131.	8, 12
Raw material sourcing			
CG-AA-440a.3	(1) List of priority raw materials; for each priority raw material: (2) environmental or social factor(s) most likely to threaten sourcing, (3) discussion on business risks or opportunities associated with environmental or social factors and (4) management strategy for addressing business risks and opportunities	Pages 82 and 131. For further details, please refer to the Sustainability-Related Financial Disclosures - Climate Report.	8, 12
CG-AA-440a.4	(1) Amount of priority raw materials purchased, by material, and (2) amount of each priority raw material that is certified to a third-party environmental or social standard, by standard	Pages 82 and 156. For further details, please refer to the Sustainability-Related Financial Disclosures - Climate Report.	8, 12
Activity metrics			
CG-AA-000.A	Number of (1) tier 1 suppliers, and (2) suppliers beyond tier 1	Pages 91 and 141.	

Capitals Map

LOJAS RENNER S.A.

RENNER CAMICADO YOUCOM realize ASHUA repassa

HUMAN

Pages 21 to 23 and 50 to 62.

Professionals who make up our governance team and practices for their development and excellence.

INTELLECTUAL

Pages 08 to 12 and 21 to 23 and 34 to 39.

Competitive advantages, strategies, and innovations that bolster business development.

ENVIRONMENTAL

Pages 71 to 88.

Natural resources used in operations and best practices aimed at achieving climate, circular, and regenerative solutions.

MANUFACTURED

Pages 8 to 12 and 36 to 37.

Profiles of the companies that make up the ecosystem, our stores and distribution centers.

FINANCIAL

Pages 13 to 16.

Business results achieved, performance of shares, and generation of financial value for stakeholders.

SOCIAL AND RELATIONSHIP

Pages 50 to 68 and 91 to 106.

Principles and practices to maintain value-generating relationships with the various stakeholders in our value chain.

Capital-generated value

Capitals used

Human

25,102 employees

Intellectual

A solid culture aligned with a mission: our **achievement lies in delighting everyone**

Responsible fashion strategy

Manufactured

686 stores

3 Distribution Centers (DCs)

Present in **six countries**: Brazil, Uruguay, Argentina, Bangladesh, China, and Vietnam

E-commerce

Social and relationship

718 active resale suppliers at the end of 2024 and 853 subcontractors who manufacture the products we sell

5,735 suppliers of other products and services

Communities and projects supported by the **Lojas Renner Institute**

Financial

R$18.4 billion in gross revenue

1,051,732 thousand shares with a market value of **R$ 12.8 billion**

R$680 million in investments (CAPEX)

Environmental

853.9 thousand GJ of energy consumed (0.61 GJ/m² of sales area), 100% from renewable sources

81.55 thousand m³ of water consumed in operations

23,845 tons of cotton, **12,346 tons** of polyester, **7,291 tons** of viscose, **4,134 tons** of polyamide

Value generated

Human

R$ 1.64 billion paid in compensation and benefits

90% of engagement

R$ 150.7 million paid to employees as part of our Profit Sharing Program (PSP)

Intellectual

Omnichannel experience and multiple sales and customer service channels

77.2% of clothing items sold at Renner have the Re Responsible Fashion seal (sustainability attributes)

Manufactured

24 new stores

4 stores and the headquarters are environmentally certified

The Cabreúva (SP) DC is omnichannel, automated, and holds the LEED certification

Social and relationship

R$6.9 million invested by the Lojas Renner Institute directly benefited more than 2,140 people

97.3% of satisfied and very satisfied customers

20 million customers active in the ecosystem

R$ 8.6 billion in businesses contracted with suppliers

52.0% of the purchasing volume from resale suppliers classified as A in our ESG performance matrix

R$ 3.5 billion in taxes and fees to be reinvested by governments for the country's development

Financial

R$ 633.6 million in dividends distributed to shareholders as interest on equity (53% payout)

ROIC of **12.4%** (+1.7 p.p.), an improvement in profitability, and advancements in capital structure

+1,660.3% of share valuation since 2005

+8% in net retail income

Environmental

100% low impact renewable energy consumption since 2021

48.3% of tier 1 Resale Suppliers with GHG emissions inventory

Suppliers representing **84%** of the national purchase volume participate in our ESG Qualification Program, Responsible Network

94.6% of cotton products and **92.1%** of viscose products are environmentally certified

Priority SDG map

Ensuring inclusive, equitable, and quality education and promote lifelong learning opportunities for all

Professional qualification projects for women in the fashion value chain Page 127.

Support and development programs for suppliers and their contractors Page 100.

Employee development programs Page 56.

Reaching gender equality and empower all women and girls

Ensuring equity in employment, training, and career development for women Page 64.

Fostering women's participation in senior leadership positions Page 66.

Empowering women through training and entrepreneurship in the fashion chain Page 127.

Promoting the sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all

Generating employment in our operations and in the supply chain Page 09.

Ensuring health and safety at work, as well as employee well-being and quality of life. Pages 60 and 134.

Fostering the defense of human rights in our operations and in the supply chain Page 131.

Promoting economic development and growth through social investment Page 127.

Reducing inequality within countries and between them

Fostering the adoption of the living wage by strategic suppliers Page 106.

Being among the Brazilian benchmarks in terms of engagement, guaranteeing a living wage* and continuously advancing in promoting employee well-being Page 49.

Programs for supporting the development of suppliers and their contractors Page 100.

Ensuring sustainable production and consumption standards

Promoting circularity in the development of products and services Page 79.

Ecoefficiency in operations Page 125.

Projects with suppliers to monitor, control, and promote responsible production processes Page 100.

Raising our customers' awareness of sustainable consumption Page 86.

Taking urgent measures to fight climate change and its impacts

Climate Strategy Page 70.

Commitment to preserving biodiversity and fighting deforestation Page 80.

Strengthening the means of implementation and revitalizing the global partnership for sustainable development

Active participation in organizations for development of the industry and promoting sustainability Page 137.

Annual Report Limited Assurance Report

GRI 2-5

Independent Auditor's Limited Assurance Report on the nonfinancial information contained in the Annual Report

The Shareholders, Board of Directors and Officers

Lojas Renner S.A.

Porto Alegre - RS

Introduction

We have been engaged by Lojas Renner S.A. ("Company" or "Renner") to present our limited assurance report on the nonfinancial information described in Annex 1 and contained in Renner's 2024 Annual Report ("Report"), for the year ended December 31, 2024.

Our limited assurance does not extend to the 2024 Greenhouse Gas Inventory and information from prior periods or to any other information disclosed in conjunction with the Report, including any embedded images, audio files or videos.

Renner management's responsibilities

Renner management is responsible for:

- selecting and establishing the appropriate criteria for preparing the information contained in the Report;
- preparing information based on the criteria and guidelines of the Global Reporting Initiative ("GRI - Standards"), the Sustainability Accounting Standards Board - Apparel, Accessories & Footwear ("SASB"), own criteria developed by the Company and based on CPC 09 Guidance – Integrated Reporting, issued by Brazil's National Association of State Boards of Accountancy (CFC);
- designing, implementing and maintaining internal control over information relevant to the preparation of the information contained in the Report, which is free from material misstatements, regardless of whether due to fraud or error.

Independent auditor's responsibility

Our responsibility is to express a conclusion on the nonfinancial information contained in Annex 1 and in the 2024 Annual Report, based on the limited assurance work performed in accordance with the Technical Notice (CTO) No. 07 – Limited Assurance Engagements referring to nonfinancial information contained in the Integrated Report issued by Brazil's National Association of State Boards of Accountancy (CFC), and based on NBC TO 3000 - Assurance Engagements Other than Audit and Review, also issued by the CFC, which is equivalent to the international standard ISAE 3000, Assurance engagements other than audits or reviews of historical financial information, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require the auditor to comply with ethical requirements, independence and other related responsibilities, including the application of the Brazilian Quality Control Standard (NBC PA 01) and, accordingly, the maintenance of a comprehensive quality control system, including documented policies and procedures on compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Additionally, the aforementioned standards require that the engagement be planned and performed with the objective of obtaining limited assurance that the nonfinancial information disclosed in Annex 1 and contained in the 2024 Annual Report taken as a whole is free from material misstatement.

A limited assurance engagement conducted in accordance with NBC TO 3000 (ISAE 3000) consists mainly of inquiries to the Company's management and other Company professionals who are involved in preparing the information, as well as the application of analytical procedures to obtain evidence that enables us to conclude, in the form of limited assurance, on the information taken as a whole. A limited assurance engagement also requires application of additional procedures, whenever the independent auditor becomes aware of matters that would cause them to believe that the overall information disclosed in the 2024 Annual Report may not be free from material misstatement.

The procedures selected were based on the auditor's understanding of aspects related to the compilation, materiality and presentation of the information provided in Annex 1 and contained in the 2024 Annual Report, and of other engagement circumstances, as well as on the auditor's consideration of those areas and processes associated to material information disclosed in the 2024 Annual Report, in which material misstatements are more likely to occur. The procedures included, among others:

a) the planning of our work, taking into consideration the materiality and volume of qualitative and quantitative information and the operational and internal control systems that served as a basis for the preparation of the information disclosed in Annex 1 and contained in the 2024 Annual Report of Renner;

b) understanding the calculation methodology and procedures for compiling indicators through inquiries with the managers responsible for preparing the information;

c) the application of analytical procedures to quantitative data and inquiries as to qualitative data, and correlation with the indicators disclosed in Annex 1 and in the 2024 Annual Report; and

d) for cases in which nonfinancial data

correlates with indicators of a financial nature, the comparison of these indicators with the financial statements and/or accounting records.

The limited assurance work also included adherence to the guidelines and criteria of the GRI Standards and SASB preparation framework, the principles of Integrated Reporting, in accordance with CPC 09 Guidance – Integrated Reporting and the provisions of the basis of assumptions prepared by the Company applicable in the preparation of the information disclosed in Annex 1 and contained in the 2024 Annual Report.

We believe that the evidence we have obtained during our work is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

The procedures performed in a limited assurance engagement vary in nature and timing and are smaller in scope than in a reasonable assurance engagement. Consequently, the level of assurance obtained from limited assurance engagements is substantially less than that which would be obtained if a reasonable assurance engagement had been performed. Had we carried out a reasonable assurance engagement, other matters and possible misstatements that may exist in the information disclosed in Annex 1 and contained in the 2024 Annual Report could have been identified. Accordingly, we do not express an opinion on this information.

Nonfinancial data is subject to more inherent limitations than financial data, given both its nature and diversity of the methods used for determining, calculating or estimating such data. Qualitative interpretations of materiality, relevance and accuracy of the data are subject to individual assumptions and judgments. Additionally, we have not performed any work on data informed for prior periods, or on future forecasts and goals.

The preparation and presentation of sustainability indicators followed the GRI – Standards, the SASB and the Company's own criteria, and therefore, do not have the objective of ensuring compliance with social, economic, environmental or engineering laws and regulations. The aforementioned standards provide, however, for the presentation and disclosure of possible noncompliance with such regulations when significant sanctions or fines occur. Our assurance report should be read and understood in this context, inherent in the selected criteria (GRI – Standards, SASB and own criteria).

The description of the management activities of the Greenhouse Gas (GHG) Inventory preparation process and the GHG Inventory data are not part of the scope of the work performed and, therefore, were not the subject of our limited assurance work. The information contained in the Greenhouse Gas Inventory Report for the year ended December 31, 2024 was conducted under the responsibility of other independent auditors, who issued an unqualified limited assurance report dated April 24, 2025.

Conclusion

Based on our procedures performed as described in this report and the evidence obtained, nothing has come to our attention that leads us to believe that the nonfinancial information disclosed in Annex 1 and contained in Renner's Annual Report for the year ended December 31, 2024 was not prepared, in all material respects, in accordance with the criteria and guidelines of the Global Reporting Initiative – GRI ("GRI – Standards"), of the Sustainability Accounting Standards Board – Apparel, Accessories & Footwear ("SASB"), of the Company's own criteria and Accounting Guidance OCPC 09 – Integrated Reporting.

Porto Alegre, April 24, 2025.

ERNST & YOUNG
Auditores Independentes S.S. Ltda.
CRC-SP-015199/F

Arthur Ramos Arruda
Contador CRC-RS096102/O-0

Annex 1

Indicators

The indicators of the 2024 annual report of Lojas Renner S.A. included in the limited assurance scope are as under:

Standard	Indicator	Unit
GRI	2-1 Organization details	Qualitative indicator
GRI	2-2 Entities included in the organization's sustainability reports (Scope of Subsidiaries)	Qualitative indicator
GRI	2-3 Reporting period, frequency and point of contact	Qualitative indicator
GRI	2-4 Restatements of information	Qualitative indicator
GRI	2-5 External assurance	Qualitative indicator
GRI	2-6 Activities, value chain and other business relationships	Qualitative indicator
GRI	2-7 Employees	Number
GRI	2-8 Workers who are not employees	Number
GRI	2-9 Governance structure and its composition	Qualitative indicator
GRI	2-10 Appointment and selection for the highest governance body	Qualitative indicator
GRI	2-11 Chairman of the highest governance body	Qualitative indicator
GRI	2-12 Role of the highest governance body in overseeing impact management	Qualitative indicator
GRI	2-13 Delegation of responsibility for impact management	Qualitative indicator
GRI	2-14 Role of the highest governance body in sustainability reporting	Qualitative indicator
GRI	2-15 Conflicts of interest	Qualitative indicator
GRI	2-16 Communication of critical concerns	Qualitative indicator
GRI	2-17 Collective knowledge of the highest governance body	Qualitative indicator
GRI	2-18 Assessment of the performance of the highest governance body	Qualitative indicator
GRI	2-19 Compensation policies	Qualitative indicator
GRI	2-20 Process for determining compensation	Qualitative indicator
GRI	2-21 Proportion of total annual compensation	Proportion
GRI	2-22 Statement on sustainable development strategy	Qualitative indicator
GRI	2-23 Policy commitments	Qualitative indicator

Standard	Indicator	Unit
GRI	2-24 Incorporation of policy commitments	Qualitative indicator
GRI	2-25 Processes for remediating negative impacts	Qualitative indicator
GRI	2-26 Mechanisms for advice and raising concerns	Qualitative indicator
GRI	2-27 Compliance with laws and regulations	Number
GRI	2-28 Participation in associations	Qualitative indicator
GRI	2-29 Approach to stakeholder engagement	Qualitative indicator
GRI	2-30 Collective bargaining agreements	Qualitative indicator
GRI	3-1 Process for defining material issues	Qualitative indicator
GRI	3-2 List of material issues	Qualitative indicator
GRI	3-3 Management of material issues	Qualitative indicator
GRI	201-1 Direct economic value generated and distributed	Number
GRI	204-1 Proportion of spending with local suppliers	MM R$ and Percentage (%)
GRI	205-2 Communication and training on anti-corruption policies and procedures	Percentage (%)
GRI	205-3 Confirmed cases of corruption and measures taken	Number
GRI	207-1 Tax approach	Qualitative indicator
GRI	301-1 Materials used, broken down by weight or volume	Metric tons (t)
GRI	302-1 Energy consumption within the organization	GJ
GRI	302-3 Energy intensity	GJ/sqm
GRI	303-3 Water withdrawal	cbm
GRI	303-4 Water discharge	cbm
GRI	303-5 Water consumption	cbm
GRI	306-4 Waste not destined for final disposal	Metric tons (t)
GRI	306-5 Waste destined for final disposal	Metric tons (t)

Standard	Indicator	Unit
GRI	401-1 New hires and employee turnover	Number and rate (%)
GRI	401-3 Maternity/paternity leave	Number and rate (%)
GRI	403-1 Occupational health and safety management system	Qualitative indicator
GRI	403-9 Work accidents	Number and rate (%)
GRI	404-1 Average hours of training per year, per employee	Average (hours/ employee)
GRI	405-1 Diversity in governance bodies and employees	Percentage (%)
GRI	405-2 Ratio of base salary and compensation received by women to those received by men	Ratio
GRI	406-1 Incidents of discrimination and corrective measures taken	Number
GRI	415-1 Political contributions	Millions of R$
GRI	418-1 Substantiated complaints regarding breaches of privacy and loss of customer data	Number

Standard	Indicator	Unit
SASB	CG-AA-250a.1 Discussion of processes to maintain compliance with regulations regarding restricted substances	Qualitative indicator
SASB	CG-AA-250a.2 Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	Qualitative indicator
SASB	CG-AA-430a.1 Percentage of (1) Tier 1 supplier facilities and (2) above-Tier 1 suppliers in compliance with wastewater discharge permits and/or contractual agreement	Percentage (%)
SASB	CG-AA-430a.2 Percentage of (1) Tier 1 supplier facilities and (2) above-Tier 1 supplier facilities that have completed the Sustainable Apparel Coalition's Higg Facility Environmental Module assessment or equivalent assessment	Percentage (%)
SASB	CG-AA-430b.1 Percentage of (1) Tier 1 supplier facilities and (2) above-Tier 1 supplier facilities that have been audited under a Labor Code of Conduct, (3) percentage of total audits performed by an external auditor	Percentage (%)
SASB	CG-AA-430b.2 Priority noncompliance rate and associated corrective action rate for suppliers' labor Code of Conduct audits	Rate
SASB	CG-AA-430b.3 Description of the largest (1) labor risks and (2) environmental, health, and safety risks in the supply chain.	Qualitative indicator
SASB	CG-AA-440a.3 (1) List of priority raw materials and, for each: (2) environmental and/or social factor(s) most likely to be a threat, (3) discussion of business risks and/or opportunities associated with environmental and/or social factors, and (4) management strategy to address business risks and opportunities	Qualitative indicator
SASB	CG-AA-440a.4 (1) Quantity of priority raw materials purchased, per material, and (2) total certified under an environmental and/or social standard from third parties, by standard	Metric tons (t)
SASB	CG-AA-000.A Number of (1) Tier 1 suppliers and (2) above-Tier 1 suppliers	Number

Emission inventory Limited Assurance Report

(A free translation of the original in Portuguese)

Independent auditor's limited assurance report on the 2024 Greenhouse Gas Emissions Inventory Report

To the Shareholders and Management
Lojas Renner S.A.
Porto Alegre - RS

Introduction

1 We have been engaged by Lojas Renner S.A. ("Renner" or "Company") to present our limited assurance report on the information included in the Company's table referred as "Inventory of GEE emissions" on page 73 (hereinafter referred to as "2024 Greenhouse Gas Emissions Inventory Report" or "2024 GHG Inventory"), for the year ended December 31, 2024. This report includes, among other information, a description of the procedures for addressing the significant quantifications, criteria and methodology for the preparation of the 2024 GHG Inventory, in addition to the organizational and operational limits related to the Company's activities.

2 This limited assurance report does not cover prior-period information, or any other information disclosed together with the 2024 GHG Inventory, including any images, audio files or videos.

Responsibilities of the Management of Renner

3 The Company's Management is responsible for the preparation and fair presentation of the information included in the 2024 GHG Inventory, in accordance with the criteria defined in paragraph 4 and the limits addressed in paragraph 5 below, and for such internal control as it determines is necessary to prepare information free from material misstatement, whether due to fraud or error.

4 The Management of Renner is responsible for:

(a) selecting or establishing adequate criteria for the preparation and presentation of the information included in the 2024 GHG Inventory;

(b) preparing the information in accordance with the Specifications of the Brazilian GHG Protocol Program: Accounting, Quantification and Publication of Corporate Greenhouse Gas Emission Inventories. 2nd edition and its technical standards; in accordance with ABNT NBR ISO 14064-1/2022: Part 1-*"Especificação e orientação a organizações para quantificação e elaboração de relatórios de emissões e remoções de gases de efeito estufa"* (Determination and guidance for entities in the quantification and reporting of greenhouse gas emissions and removals); and criteria developed by the entity for some information of Scope 3 emissions.

(c) designing, implementing and maintaining internal controls over the significant information used in the preparation of the 2024 GHG Inventory, so that it is free from material misstatement, whether due to fraud or error.

Lojas Renner S.A.

5 As established by the aforementioned criteria, an organizational limit was defined for the 2024 GHG Inventory, to reflect the operational control approach (adjust if another type of control is used). The operational limits include emission sources from scopes 1 and 2 according to the Brazilian GHG Protocol Program, as well as the following scope 3 emission categories: Goods and services acquired, activity related to fuel and electricity not included in Scopes 1 and 2, transportation and distribution (upstream), waste generated in operations, business travels, employees' transportation (home-work) and end-of-life treatment of products sold.

Limitations to the preparation and presentation of information

6 In preparing and presenting the calculations of greenhouse gas (GHG) emissions contained in the 2024 GHG Inventory, Management followed the definitions in the Specifications of the Brazilian GHG Protocol Program; therefore, the information presented in the GHG Emissions Inventory is not designed or intended to provide assurance with respect to the compliance with social or economic laws and regulations.

7 The absence of a comprehensive set of established practices on which to base the evaluation and measurement of non-financial information, allows for the use of different, but acceptable, evaluation and measurement techniques, which may affect comparability between entities and over time.

Our independence and quality control

8 We comply with the independence and other ethical requirements specified by the Federal Accounting Council (CFC) in NBCs PG 100 and 200 and NBC PA 291, which are based on the principles of integrity, objectivity and professional competence, including confidentiality and professional standards and behavior.

9 We apply Brazilian and international quality control standards pursuant to NBC PA 01, as issued by the CFC, and thus maintain an appropriate quality control system that includes policies and procedures related to compliance with ethical requirements, professional standards, legal requirements and regulatory requirements.

Our responsibility

10 Our responsibility is to express a conclusion on the information included in the Company's 2024 GHG Inventory, based on our limited assurance engagement carried out in accordance with the Technical Communication CTO 01/12, "Issuance of an Assurance Report related to Sustainability and Social Responsibility", as issued by the CFC, based on the Brazilian standards NBC TO 3000, "Assurance Engagements Other than Audits or Reviews", and NBC TO 3410 "Assurance Engagements on Greenhouse Gas Emissions and Climate Change Statements" as issued by the CFC, which are equivalent to international standards, ISAE 3000 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" and ISAE 3410 "Assurance Engagements on Greenhouse Gas Statements", both issued by the International Auditing and Assurance Standards Board (IAASB), applicable to non-financial information.

11 The aforementioned standards require that the work be planned and performed to obtain limited assurance that the information included in the 2024 GHG Inventory, taken as a whole, is free from

misstatement, whether due to fraud or error, and to issue a limited assurance report that includes our conclusion.

12 A limited assurance engagement conducted in accordance with the Brazilian standards NBC TO 3000 and NBC TO 3410 mainly consists of making inquiries of Management and other professionals of the Company involved in the preparation of the information, as well as applying analytical procedures to obtain evidence that allows us to issue a limited assurance conclusion on the information, taken as a whole. A limited assurance engagement also requires the performance of additional procedures when the independent auditor becomes aware of matters that lead him to believe that the information taken as a whole might present significant misstatements.

13 As part of a limited assurance engagement in accordance with NBC TO 3000 (ISAE 3000) and NBC TO 3410 (ISAE 3410), we exercise professional judgment and maintain professional skepticism during our work. We also:

(a) determine the Company's appropriate application, in the circumstances, of Specifications of the Brazilian GHG Protocol Program, as a basis of preparation of the 2024 GHG Emissions Inventory;

(b) perform risk assessment procedures, including obtaining an understanding of relevant internal controls to identify areas where material misstatements may arise, whether due to fraud or error, but not for the purpose of expressing a conclusion on the effectiveness of the Company's internal controls; and

(c) design and perform procedures responsive to cases when it is considered probable that material misstatements in information on GHG emissions may arise. The risk of not detecting a material misstatement resulting from fraud is higher than that arising from errors, since fraud may involve collusion, forgery, intentional omissions or the override of internal controls.

Summary of the procedures performed

14 The procedures we selected are based on our understanding of the process for the compilation and presentation of the information included in the 2024 GHG Inventory, other such circumstances affecting the engagement and our analysis of the areas in which significant misstatements may exist. The procedures comprised:

(a) planning the work, taking into consideration the criteria and limits described above, considering the materiality and the volume of quantitative and qualitative information and the operating and internal control systems used to extract information as presented in the 2024 GHG Inventory;

(b) understanding the calculation methodology and the procedures adopted for the compilation of information on the emissions through interviews with the managers charged with the preparation of the information;

(c) technical visits and video conference with the head office and other operating units considered significant to interview the members of Management and collect data and information; and

(d) applying analytical procedures and substantive testing, as applicable, to quantitative information and making inquiries regarding the qualitative information and its correlation with the information included in the 2024 GHG Inventory.

15 Our procedures did not include assessing the adequacy of the design or operating effectiveness of the controls, testing the data on which the estimates are based or separately developing our own estimate to compare with the estimate of Renner.

Basis for conclusion

16 We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

Scope and limitations

17 The procedures applied in a limited assurance engagement are substantially less detailed than those applied in a reasonable assurance engagement, the objective of which is the issuance of an opinion on the information included in the 2024 GHG Inventory. Consequently, we were unable to obtain reasonable assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement, the objective of which is the issuance of an opinion. Had we performed an engagement with the objective of issuing an opinion, we might have identified other matters and possible misstatements in the information included in the 2024 GHG Inventory. Therefore, we do not express an opinion on this information.

18 Non-financial data are subject to more inherent limitations than financial data, due to the nature and diversity of the methods used to determine, calculate and estimate these data. Qualitative interpretations of the materiality, relevance and accuracy of the data are subject to individual assumptions and judgments. Furthermore, we did not carry out any work on the data reported for prior periods, nor future projections and goals.

19 Information and data on sustainability actions and activities, general information and views related to the climate change subject, description of management activities of the process of preparing the 2024 GHG Inventory, and description of operational activities, which are not the basis for the 2024 GHG Inventory, were not part of the scope of the work performed and, therefore, have not been included in our limited assurance engagement.

Conclusion

20 Based on the procedures performed, described herein, no matter has come to our attention that causes us to believe that the information included in the 2024 Greenhouse Gas Emissions Inventory Report of Renner, for the year ended December 31, 2024, has not been fairly presented, in all material respects, in accordance with the criteria defined in paragraph 3 and limits defined in paragraph 4 above.

Other matters - Restriction on use and distribution

21 This report was prepared for the use of Renner and may be presented or distributed to third parties, as long as they are familiar with the object and criteria applicable to this assurance engagement, considering its specific purpose described in the first paragraph of this report.

22 Any party other than Renner who obtains access to this report, or a copy thereof, and relies on the information contained therein does so at their own risk. We do not accept or assume any responsibility and deny any liability to any party other than Renner for our engagement, the assurance report or our conclusions.

Other matters

23 The limited assurance of the information in the 2023 Greenhouse Gas Emissions Inventory Report for the year ended December 31, 2023 was conducted under the responsibility of other independent auditors who issued a limited assurance report, dated April 11, 2024, without qualifications.

Porto Alegre, April 24, 2025

PricewaterhouseCoopers
Auditores Independentes Ltda.
CRC 2SP000160/F-6

Maurício Colombari
Contador CRC 1SP195838/O-3

Credits

GRI 2-3

Coordinated by

People & Sustainability Department

Administrative, Financial, and Investor Relations Department

Marketing Department

Consulting, content, translation, and layout

Ricca Sustentabilidade

Photos

About

Agência Propaga

Andrea Zaguini

Bruna Castanheira

Brun Filmes

Camila Picolo

Claudio Belli

Estúdio Alessandro Couto

Fabiano Panizzi

Josefina Bietti

Leo Grego

Marcelo Zilio

Nicole Heiniger

Pedro Fonseca

Rafael Ribeiro

Vinicius Dalla Rosa

Warley Janove Pires

Collaboration

This report was produced thanks to the contribution of a multidisciplinary working team, to whom we would like to express our gratitude and dedicate this publication.

Lear more +

Policies that reaffirm our commitment to creating value for society:

Sustainability Policy

Human Rights Policy

Code of Conduct

Code of Conduct for Partners

Detailed results, with comments made by the Management: **Financial Statements**.

Overview of the relevant aspects of the business, such as corporate governance and risk management: **Reference Form**.

If you are looking for additional information about our commitment to Responsible Fashion, please write to our sustainability team. They will be happy to talk to you: **sustentabilidade@lojasrenner.com.br**.